

ALAGAPPA UNIVERSITY

(Accredited with A+ Grade by NAAC (CGPA : 3.64) in the Third Cycle ,
Graded as Category-I University and granted autonomy by MHRD-UGC)

DIRECTORATE OF COLLABORATIVE PROGRAMMES



B.Sc Catering and Hotel Administration

Regulations and Syllabus

[For those who join the Course in July 2023 and after]

CHOICE BASED CREDIT SYSTEM

GENERAL INSTRUCTIONS AND REGULATIONS

B.Sc Catering and Hotel Administration conducted by Alagappa University, Karaikudi, Tamil Nadu through its Collaborative Institution _____ at _____.
Applicable to all the candidates admitted from the academic year **2023** onwards.

1. Eligibility:

A pass in Higher Secondary Examination (HSC)/Dip. in Hotel Mgt. or Equivalent, or an examination accepted as equivalent thereto by the Syndicate for admission to **B.Sc Catering and Hotel Administration**.

2. For the Degree:

The candidates shall have subsequently undergone the prescribed programme of study in a institute for not less than three academic years, passed the examinations prescribed and fulfill such conditions as have been prescribed therefore.

3. Admission:

Admission is based on the marks in the qualifying examination.

Lateral Entry:

- A pass in SSLC + 3yrs Diploma in related subject of B.Sc will be admitted directly in 2nd year of B.Sc programme.
- A pass in SSLC +HSC + 2 yrs Diploma in related subject of B.Sc will be admitted directly in 2nd year of B.Sc Programme.
- A pass in SSLC + HSC + 3yrs Diploma in related subject of B.Sc will be admitted directly admitted in 3rd year of B.Sc programme.

4. Duration of the course:

The course shall extend over a period of **Three years** under Semester pattern.

5. Standard of Passing and Award of Division:

- a. Students shall have a minimum of 40% of total marks of the University examinations in each subject. The overall passing minimum is 40% both in aggregate of Continuous Internal Assessment and external in each subject.
- b. The minimum marks for passing in each theory / Lab course shall be 40% of the marks prescribed for the paper / lab.
- c. A candidate who secures 40% or more marks but less than 50% of the aggregate marks prescribed for three years taken together, shall be awarded **THIRD CLASS**.
- d. A candidate who secures 50% or more marks but less than 60% of the aggregate marks prescribed for three years taken together, shall be awarded **SECOND CLASS**.
- e. A candidate who secures 60% or more of the aggregate marks prescribed for three years taken together, shall be awarded **FIRST CLASS**.
- f. Only Part-III subjects were considered for the ranking.
- g. The Practical / Project shall be assessed by the two examiners, by an internal examiner and an external examiner.

6. Continuous internal Assessment:

- a. Continuous Internal Assessment for each paper shall be by means of Written

- Tests, Assignments, Class tests and Seminars
- b. **25 marks** allotted for the Continuous Internal assessment is distributed for Written Test, Assignment, Class test and Seminars.
 - c. One Internal Tests of 2 hours duration may be conducted during the semester for each course / subject and the best marks may be considered and one Model Examination will be conducted at the end of the semester prior to University examination. Students may be asked to submit at least five assignments in each subject. They should also participate in Seminars conducted for each subject and marks allocated accordingly.
 - d. Conduct of the continuous internal assessment shall be the responsibility of the concerned faculty.
 - e. The continuous internal assessment marks are to be submitted to the University at the end of every year.
 - f. The valued answer papers/assignments should be given to the students after the valuation is over and they should be asked to check up and satisfy themselves about the marks they have scored.
 - g. All mark lists and other records connected with the continuous internal assessments should be in the safe custody of the institution for at least one year after the assessment.

7. **Attendance:**

Students must have earned 75% of attendance in each course for appearing for the examination.

Students who have earned 74% to 70% of attendance to be applied for condonation in the prescribed form with the prescribed fee.

Students who have earned 69% to 60% of attendance to be applied for condonation in the prescribed form with the prescribed fee along with the medical certificate.

Students who have below 60% of attendance are not eligible to appear for the examination. They shall re-do the semester(s) after completion of the programme.

8. **Examination:**

Candidate must complete course duration to appear for the university examination. Examination will be conducted with concurrence of Controller of Examinations as per the Alagappa University regulations. **University may send the representatives as the observer during examinations.** University Examination will be held at the end of the each semester for duration of 3 hours for each subject. Certificate will be issued as per the AU regulations. **Hall ticket will be issued to the 1st year candidates and upon submission of the list of enrolled students along with the prescribed course fee subsequent 2nd and 3rd year hall tickets will be issued.**

9. **Miscellaneous**

- a. Each student possess the prescribed text books for the subject and the workshop tools as required for theory and practical classes.
- b. Each student is issued with an identity card by the University to identify his / her admission to the course
- c. Students are provided library and internet facilities for development of their studies.
- d. Students are to maintain the record of practical conducted in the respective laboratory in a separate Practical Record Book and the same will have to be presented for review by the University examiner.
- e. Students who successful complete the course within the stipulated period will be

awarded the degree by the University.

- f. The Internship / Project (any other viva-voce) where external examiner is assigned from the university, there may be changes in the exam dates as per the availability of the External Examiner.

10. Fee structure

Course fee shall be as prescribed by the University and 50% of the course fee should be disbursed to University. Special fees and other fees shall be as prescribed by the Institution and the fees structure must be intimated to the University. Course fees should be only by Demand draft / NEFT and AU has right to revise the fees accordingly.

11. Other Regulations:

Besides the above, the common regulation of the University shall also be applicable to this programme.

12. Industrial Exposure:

The course being professional the students are required to undergo industrial exposure in the 6th Semester of the programme.

- 6th Semester training is to introduce the students to the operational aspects of a star hotel (3 star and above) and he/she is preferably exposed to the four core departments of the hotel. The duration of the training is for 100 days in the 6th Semester.

ALAGAPPA UNIVERSITY

**BSc - CATERING & HOTEL ADMINISTRATION
3 YEARS DEGREE PROGRAMME - PROPOSED REVISED SYLLABUS**

SEM	PART	SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS	MARKS		Total
								Int.	Ext.	
I	I	90111T/F/H/M/TU/A/S	T/OL	Tamil / Other Languages - I	T	3	4	25	75	100
	II	90112	E	General English-I	T	3	4	25	75	100
	III	90113	CC	Basic Food Production and Patisserie - I	T	3	3	25	75	100
	III	90114	CC	Basic Food Production and Patisserie - I	P	2	5	25	75	100
	III	90115	CC	Basic Food and Beverage Service - I	T	3	3	25	75	100
	III	90116	CC	Basic Food and Beverage Service - I - Practical	P	2	4	25	75	100
	III	90117	Allied	Room Division operations – I	T	3	3	25	75	100
	III	90118	Allied	Room Division operations – I	P	2	2	25	75	100
	IV	90119	Skill Based	Value Education - Practical	P	2	2	25	75	100
				Total		23	30			900
II	I	90121T/H/F/N/TU/A/S	T/OL	Tamil / Other Languages - II	T	3	4	25	75	100
	II	90122	E	General English-II	T	3	4	25	75	100
	III	90123	CC	Basic Food Production and Patisserie - II	T	3	3	25	75	100
	III	90124	CC	Basic Food Production and Patisserie - II	P	2	3	25	75	100
	III	90125	CC	Basic Food and Beverage Service - II	T	3	3	25	75	100
	III	90126	CC	Basic Food and Beverage Service - II	P	2	3	25	75	100
	III	90127	Allied	Room Division Operations - II	T	3	3	25	75	100
	III	90128	Allied	Room Division Operations - II	P	2	3	25	75	100
	IV	90129	Skill based	Basics of Hotel Administration	T	2	2	25	75	100
		901210	SEC	Environmental Studies	P	2	2	25	75	100
				Total		25	30			900
III	I	90131T/H/F/M/TU/A/S	T/OL	Tamil / Other Languages - III	T	3	4	25	75	100
	II	90132	E	General English-III	T	3	4	25	75	100
	III	90133	CC	Advanced Food Production - I	T	3	3	25	75	100
	III	90134	CC	Advanced Food Production - I	P	2	3	25	75	100
	III	90135	CC	Advanced Food and Beverage Service - I	T	3	3	25	75	100
	III	90136	CC	Advanced Food and Beverage Service - I	P	2	3	25	75	100
	III	90137	Allied	Room Division Management - I	T	3	3	25	75	100
	III	90138	Allied	Room Division Management - I	P	2	3	25	75	100
	IV	90139	Skill based	Customer Relations In Hotels	T	2	2	25	75	100
		901310	SEC	Entrepreneurship	P	2	2	25	75	100

IV	901311A 901311B 901311C	NME	1. Adipadai Tamil	P	2	2	25	75	100		
			2. Advance Tamil								
			3. IT Skills for Employment / MOOC's								
			Total		27	30			1000		
I	90141T/H/F/ TU/A/S	T/OL	Tamil / Other Languages – IV	T	3	4	25	75	100		
II	90142	E	General English-IV	T	3	4	25	75	100		
III	90143	CC	Advanced Food Production - II	T	3	3	25	75	100		
III	90144	CC	Advanced Food Production - II	P	2	4	25	75	100		
III	90145	CC	Advanced Food and Beverage Service - II	T	3	3	25	75	100		
III	90146	CC	Advanced Food and Beverage Service - II	P	2	4	25	75	100		
III	90147	Allied	Room Division Management - II	T	3	3	25	75	100		
III	90148	Allied	Room Division Management - II	P	2	3	25	75	100		
IV	90149A 90149B 90149C	NME	1. Adipadai Tamil / 2. Advance Tamil 3. Small Business Management / MOOC's	P	2	2	25	75	100		
	901410	CC	INDUSTRIAL PROJECT	PR	4	*	25	75	100		
			* During Summer Vacation								
			Total		27	30			1100		
V	III	90151	CC	Food and Beverage Management	T	4	4	25	75	100	
	III	90152	CC	Nutrition and Food Science	T	3	3	25	75	100	
	III	90153	CC	Travel and Tourism Management	T	3	4	25	75	100	
	III	90154	CC	Advanced Food Production - III	P	3	3	25	75	100	
	III	90155	CC	Application of Computers in Hospitality Management	T	3	4	25	75	100	
	IV	90156A 90156B	DSE	Electives 1:	T	3	3	25	75	100	
				1. Personality Development							
		2. Hotel Facility Management									
		Electives 2:									
		90157A 90157B		1. Food Safety & Quality Control	T	3	3	25	75	100	
				2. Hospitality Marketing							
		Electives 3:									
		90158A 90158B		1. Hotel Accounts	T	3	3	25	75	100	
	2. Hospitality Management										
Electives 4:											
90159A 90159B	1. Event Management	T	3	3	25	75	100				
	2. Bar Management										
			Total		28	30			900		
VI	90161		Internship (Industrial Practicum)	I	10	30	50	150	200		
			Total		10	30	50	150	200		
			Grand Total		140	180			5000		

SEMESTER-I

90111T	T/OL	TAMIL/FRENCH/OTHERLANGUAGES-I	T	3	4
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TAMIL I

Objectives:

- முதலமாண்டு பட்ட வகுப்பு மாணவர்களுக்குத் தமிழ் மொழி இலக்கியங்களை அறிமுகம் செய்தல்.
- தமிழ் இலக்கியப் பாக்குகளையும், இலக்கணங்களையும் மாணவர் அறியுமாறு செய்து அவர்களின் பளடப்பாற்றளலத்தாண்டுதல்
- தமிழ் இலக்கியம் ெர்ந்த பபாட்டித் பதர்வுகளுக்கு ஏற்ப கற்பித்தல் நளடமுளறகளைபமற்மகாள்ளுதல்.

அலகு-1

தமிழ் இலக்கிய, இலக்கண வரலாறு அறிமுகம்

அ.இலக்கணம்

1. மதால்காப்பியம்
2. இளறயனார்கைவியல்உளர
3. நம்பியகம்பாருள்
4. புறம்பாருள்மவண்பாமாளல
5. நன்னூல்
6. தண்டியலங்காரம்
7. யாப்பருங்கலக்காரிளக-நூல்கள்

ஆ.மொழிப்பயிற்சி-ஒற்றுப்பிளைதவிர்த்தல்

1. வல்லினம்மிகும்இடங்கள்
2. வல்லினம்மிகாஇடங்கள்
3. ஈமராற்றுவரும்இடங்கள்
4. ஒரு,ஓர்வரும்இடங்கள்
5. அது,அஃதுவரும்இடங்கள்
6. தான்,தாம்வரும்இடங்கள்

பயிற்சி:வல்லினம்மிகும்இடங்கள்,மிகாஇடங்கள்தவறாகவரும்வளகயில் ஒருபத்தி மகாடுத்து.ஒற்றுப் பிளை திருத்தி எழுதச் செய்தல்.

அலகு-2

஁ங்கஇலக்கியம்

எட்டுத்ததாளக

1. நற்றிளண-முதல்பாடல்-நின்றமொல்லர்
2. குறுந்மதாளக3ஆம்பாடல்-நிலத்தினும்மபரிபத
3. ஐங்குறுநூறு-மநல்பலமபாலிக!மபான்மபரிதுசிறக்க!
(முதல்பாடல்)-பவட்ககப்பத்து
4. கலித்மதாளக-51-சுடர்த்மதாடஇக்பகைய்குறிஞ்சிக்கலி
5. புறநானூறு-189மதண்கடல்வாகம்மபாதுளமயின்றி,நாடாமகான்பறா-187

பத்துப்பாட்டு

1. முல்லைப்பாட்டு(முழுவதும்)

அலகு-3

அறஇலக்கியம்

1. திருக்குறள்-அறன்வலியுறுத்தல்அதிகாரம்
2. நாலடியார்-பாடல்:131(குஞ்சியைகும்)
3. நான்மணிக்கடிகளக-நிலத்துக்குஅணிமயன்ப
4. பைமமாழிநானூறு-தம்நளடபநாக்கார்
5. இனியளவநாற்பது-37.஁இளமளயமுப்புளன்று

அலகு-4

காப்பியஇலக்கியம்

1. சிலப்பதிகாரம்- வைக்குளரகாளத
2. மணிபமகளவபாத்திரம்மபற்றகாளத
3. மபரியபுராணம்-பூலார்நாயனார்புராணம்
4. கம்பராமாயணம்-குகப்படலம்
5. சீறாப்புராணம்-மானுக்குப்பிளணநின்றபடலம்
6. இபயசுகாவியம்-஁தாரிப்பிள்ளை

அலகு-5

பக்தி இலக்கியமும், பகுத்தறிவு இலக்கியமும் பக்தி

இலக்கியம்

1. திருநாவுக்கரெர் பதவாரம் - நாமார்க்கும் குடியல்பலம் எனத்தமதாடங்கும் பாடல்மட்டும்
2. மாணிக்கவாடெகர்திருவாடெகம்
நமச்சிவாயவாழ்கநாதன்தாள்வாழ்கமுதல்சிரம்குவிவார்ஓங்குவிக்கும் சீபரான்கைல் மவல்க வளர
3. மபாய்ளகயாழ்வார்-ளவயந்தகளியாவார்கடபல
4. பூதத்தாழ்வார்-அன்பபதகளியா
5. பபயாழ்வார்-திருக்கண்படன்மபான்மனிகண்படன்
6. ஆண்டாள்-திருப்பாளவமார்கழித்திங்கள்(முதல்பாடல்)

பகுத்தறிவுஇலக்கியம்

1. திருமூலர்-திருமந்திரம்(270,271,274,275,285)
2. பட்டினத்தார்-திருவிளமருதார்
(காபடதிரிந்து-எனத்தமதாடங்கும்பாடல்பா.எண்:279,280)
3. கடுமவளிசித்தர்-பாபஞ்மெய்யாதிருமனபம(பாடல்முழுவதும்)
4. இராவணகாவியம்-தாய்மமாழிப்படலம்-18.
ஏடுளகயில்லாரில்ளலமுதல்-22,மெந்தமிழ்வைர்த்தார்வளர

Outcome:

இப்பாடதளக்கற்பதால்பின்வரும்பயன்களைமாணவர்அளவவர்

- ஂங்கஇலக்கியத்தில்காணம்மபறும்வாழ்வியல்சிந்தளனகளைஅறிந்துமகாள்வர்
- அறஇலக்கியம்மற்றும்தமிழ்காப்பியங்களின்வழிவாழ்வியல்சிந்தளளயம்மபறுவர்
- பக்தி இலக்கியங்களைக்கற்பதன் மூலம் பக்தி மறறியினையும், பகுத்தறிவு இலக்கியங்களைக் கற்பதன்வழிநல்லிணக்கத்தளதயும்மதரிந்துபின்பற்றுவர்
- மமாழியறிபவாடுசிந்தளனத்திறனம்மபறுவர்
- மமாழிப்பயிற்சிக்குத்தளவயானஇலக்கணங்களைக்கற்பர்.

Reference Books

- மு.வரதராண்,தமிழ்இலக்கியவரலாறு,஁ாகித்யஅக்காமதமி,புதுமடல்லி,
- மது.஁.விமலானந்தன்,தமிழ்இலக்கியவரலாறு,மீனாட்சிபுத்தகநிளயம்,மதுளர.
- தமிழ்இலக்கியவரலாறு,மீனாட்சிபுத்தகநிளயம்,மதுளர.
- தமிழ்இலக்கியவரலாறு-முளனவர்.சிற்பிபாலசுப்ரமணியம்,முளனவர்.மொ.பெதுபதி
- புதியதமிழ்இலக்கியவரலாறு-முளனவர்.சிற்பிபாலசுப்ரமணியம்,நீல.பத்மநாபன்
- தமிழ்இலக்கியவரலாறு-டாக்டர்.அ.கா.மபருமாள்
- தமிழ்இலக்கியவரலாறு-முளனவர்.ப.஁.ஏசுதாண்

- தமிழ்இலக்கியவரலாறு-ஸ்ரீகுமார்
- வளகளமபநாக்கில்தமிழ்இலக்கியவரலாறு-பாக்கியமரி
- தமிழ்பயிற்றும்முளற,பபராசிரியர்ந.சுப்புமரட்டியார்-மணிவா஁கர்பதிப்பகம், சிதம்பரம்

WebSources

- <https://www.chennaiLibrary.com/>
- <https://www.sirukathaigal.com>
- <https://www.tamilvirtualuniversity.org>
- <https://www.noolulagam.com>
- <https://www.katuraitamilblogspot.com>

90111F	T/OL	FRENCH-I	T	3	4
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Objectives:

- Identify the basic French sentence structure.
- Define and describe the various grammatical tenses and use them to communicate in French.
- Examine the various documents presented and discuss and reply to the questions asked on it.
- Analyze and interpret expressions used to convey the cause, the effect, the purpose, and the opposition in French.
- Evaluate the grammatical nature present in passages.

UNIT-I

Salut !
Enchanté

UNIT-II

J'adore

UNIT-III

Tu veux bien?

UNIT-IV

On se voit quand?

UNIT-V

Bonne idée

Outcome:

- Recall and remember the usage of grammatical tenses in constructing sentences in a dialogue.
- Apply the learnt grammar rules in practice exercises to improve their understanding
- Explain the nuances in the usage of various grammatical tenses and their aspects
- Demonstrate knowledge of various expressions used to express opinions, emotions, cause, effect, purpose, and hypothesis in French
- Communicate in French and summarize a given text

Reading list: (Print and Online)

Régine Mérieux & Yves Loiseau, *Latitudes-1-(A1/A2)*, méthode de français, Didier, 2017 (units 1- 6 only)

	T/OL	MALAYALAM-I	T	3	4
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Objectives:

- TorecalltheoriginanddevelopmentinthesensibilityofshortstoryinMalayalam
- Tounderstandthesocialreflectionsinthestoryandnovel
- ToGeneralizethemtoidentifytheaestheticbeautyofthefiction;novelandshortstorywith specific study
- Todifferentiatethestructuralandcontentvariationsbothinnovelsandshortstories
- Tocomparethedifferentsentencepatterns inMalayalam
- ToConceptualizedifferenttypesoftranslations

UNIT-I

Thisunitfocuseson**Translation:Wordlevelandsyntacticlevel**andalsodiscussthewritingstyle of Essay. It introduces the proverbs, paraphrasing in Malayalam

UNIT-II

ThisunitsbriefstheimportanceofNalukettu inthehistoryofMalayalam literature.Thefollowing unit examines the characteristics of the novel chapter ways. Chapter First to 10

UNIT-III

RemainingChaptersareintroducedanddiscussed.

UNIT-IV

Thisunitfocuseson**MarappavakalumMattuKadhakalumbyKarur**.Italsointroducesthestory Story 1
 Marappavakal- Discussion
 StoryIIUthuppanteKirnar
 Story III Kalchakaram
 StoryIVPoovamabhazham
 Story V Vallakkaran
 StoryVIChekuthan
 StoryVIIMothiram

UNIT-V

Story VIII Safety Pin
 StoryIXAranhaanam
 StoryXKutanannakkaanuntoo
 Story XI Chudala thengu
 Story XII Ampala parmbil
 StoryXIIIEzhunnallathuDuty
 StoryXIVPisachinteKuppayam

Outcome:

Students will review the novel and short stories

- They will summarise the content of novel
- They will explain the characteristics of novel
- They interpret the different texts
- They will understand the word level and sentence level translation
- They obtain the proverb narrative techniques
- They obtain the riddle's moral value

Reference Books:

1. Malayala Sahithya Charithram – Dr. K.M. George (Ed.)
2. Cherukadha Innale Innu – M. Achuthan
3. Kadha The dunna Kadha – N. Prabhakaran
4. M.T. Vakkinte Vismayam – V.R. Sudheesh
5. Kadhayum Kalavum – K.S. Ravikumar
6. Malayala Novalilee Desakaalangal – E. Ramkrishnan
7. Maranunna Malayala Noval – K.P. Appan
8. Andhanaya Daivam – P.K. Rajasekharan
9. Shyaleeshilppam – Dr. K.M. Prabhakara Varir
10. Bhashagadhyam – C.V. Vasudeva Bhattathiri
11. Karur Kadhapatanam – M.M. Basheer

Recommended Texts:

1. Nalukkettu (novel): M.T. Vasudevan nair
2. Marappavakalum Mattu Kadhakalum (short stories): Karoor

	T/OL	TELUGU-I	T	3	4
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Objectives:

- Draupathi is the most important female character in the Hindu mythology. Draupathi swayamavara (the ceremony of choosing groom) was organized with great fanfare. Joshna personal English related to the assassination of Mahatma Gandhi.

UNIT-I

Draupathi Swayamavara

UNIT-II

Draupathi Arjununi Varinchuta

UNIT-III

Introduction about the following contemporary poets.

UNIT-IV

Pushpa Vilaapamu - Jandhyala Papayya Sashtri

UNIT-V

Sankranthi - Gurram Jashuva Bapuji
- Gurram - Jashara

Outcome

At the end of the course students will be able to Remember, Understand, Apply, Analyze, Evaluation, Creating

Text Books

1. "ANDHRAMA HABHARATHAM", Author: Nannaya II Cantosaptamas wasam, Publishers: Tirumala Tirupathi Devasthanams.
2. Pushpavilapamu - Karunesri Jandhyala Payyasa
3. Poornamna - Gurajada Apparao
4. Sankranthi - Gurram Jashwa
5. Snehalathalekha - rayaprolusubbarao

Reference Books:

K.V. Ramachary Tirumala Tirupathi Devasthanams

Web Resources

- <http://youtu.be/tecjjoqzzy>
- <http://youtu.be/tecjjozzy>
- <https://youtu.be/vhzpgtjicfy>
- <https://youtu.be/9ladlijukkj8>
- <https://youtu.be/ulpgtjicfy>

90111H	T/OL	HINDI-I	T	3	4
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Objectives:

The Main Objectives of this course are:

- 1. Training in Hindi pronunciation along with basic knowledge of Hindi
- 2. syntax
- 3. Reading the passage

**UNIT-I
BUNIYADIHINDI**

- Swar
- Vyanjan
- Barah Khadi
- Shabd aur
- Vakya Rachna

**UNIT-II
HINDISHABDAVA
LI**

- Rishtoke Naam
- Gharelupadarthoke Naam

**UNIT-III
VYAKARAN**

- Sadharan Vakya aur Sangya
- Sarvanam
- Visheshan
- Kriya adishabdoka prayog

**UNIT-IV
CHOTE GADYANSHKA PATHAN**

- Bachoki Kahaniya
- Patra-Patrika mein prakashit Gadyanshoka Pathan

**UNIT-V
NIBANDH**

- Sant Tiruvalluvar
- E.V.R. Thandai Periyar
- Naari Sashaktikaran
- Paryavaran Sanrakshan
- Vibhinna pratiyogika pariksha ke bare mein jaankaridana

Outcome:

- Introduction to Hindi sounds
- Sentence formation in Hindi
- Acquisition of Hindi Vocabulary
- Reading of stories and other passages
- Modules to increase language ability through general essays based on competitive exams

Reference Books:

1. Hindike Avyay Vakyansh – Chaturbhuj Sahay
2. Subodh Hindi Vyakaran – Phoolchand Jain
3. Sankshipt Hindi Vyakaran – Kamta Prasad
4. Vyavaharik Hindi – Nagappa
5. Abhinav Hindi Vyakaran – Nagappa
6. Saral Hindi Vyakaran – Shyamchandra Kapur
7. Vyakaran Pradeep – Ramdev
8. Laghu Bal Kathaye – Ramashankar
9. Manoranjak Kahaniya – Premchand
10. CONCISE GRAMMAR OF THE HINDI LANGUAGE – H. C. Scholberg
11. Hindi Grammar – Edwin Greaves

Web Sources

1. [https://bharatdiscovery.org/india/%E0%A4%A4%E0%A4%BF%E0%A4%B0%E0%A5%81%E0%A4%B5%E0%A4%B2%E0%A5%8D%E0%A4%B2%E0%A5%81%E0%A4%B5%E0%A4%B0#:~:text=%E0%A4%A4%E0%A4%BF%E0%A4%B0%E0%A5%81%E0%A4%B5%E0%A4%B2%E0%A5%8D%E0%A4%B2%E0%A5%81%E0%A4%B5%E0%A4%B0%20\(%E0%A4%85%E0%A4%82%E0%A4%97%E0%A5%8D%E0%A4%B0%E0%A5%87%E0%A4%9C%E0%A4%BC%E0%A5%80%3A%20Thiruvalluvar\)%20%E0%A4%A6%E0%A4%95%E0%A5%8D%E0%A4%B7%E0%A4%BF%E0%A4%A3,%E0%A4%AA%E0%A4%BF%E0%A4%A4%E0%A4%BE%20%E0%A4%AE%E0%A5%87%E0%A4%82%20%E0%A4%B5%E0%A4%BF%E0%A4%B6%E0%A5%8D%E0%A4%B5%E0%A4%BE%E0%A4%B8%20%E0%A4%B0%E0%A4%96%E0%A4%A4%E0%A5%87%20%E0%A4%A5%E0%A5%87%E0%A5%A4](https://bharatdiscovery.org/india/%E0%A4%A4%E0%A4%BF%E0%A4%B0%E0%A5%81%E0%A4%B5%E0%A4%B2%E0%A5%8D%E0%A4%B2%E0%A5%81%E0%A4%B5%E0%A4%B0#:~:text=%E0%A4%A4%E0%A4%BF%E0%A4%B0%E0%A5%81%E0%A4%B5%E0%A4%B2%E0%A5%8D%E0%A4%B2%E0%A5%81%E0%A4%B5%E0%A4%B0%20(%E0%A4%85%E0%A4%82%E0%A4%97%E0%A5%8D%E0%A4%B0%E0%A5%87%E0%A4%9C%E0%A4%BC%E0%A5%80%3A%20Thiruvalluvar)%20%E0%A4%A6%E0%A4%95%E0%A5%8D%E0%A4%B7%E0%A4%BF%E0%A4%A3,%E0%A4%AA%E0%A4%BF%E0%A4%A4%E0%A4%BE%20%E0%A4%AE%E0%A5%87%E0%A4%82%20%E0%A4%B5%E0%A4%BF%E0%A4%B6%E0%A5%8D%E0%A4%B5%E0%A4%BE%E0%A4%B8%20%E0%A4%B0%E0%A4%96%E0%A4%A4%E0%A5%87%20%E0%A4%A5%E0%A5%87%E0%A5%A4)

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2. [https://hi.wikipedia.org/wiki/%E0%A4%AA%E0%A5%87%E0%A4%B0%E0%A4%BF%E0%A4%AF%E0%A4%BE%E0%A4%B0#:~:text=%E0%A4%87%E0%A4%B0%E0%A5%8B%E0%A4%A1%20%E0%A4%B5%E0%A5%87%E0%A4%82%E0%A4%95%E0%A4%9F%20%E0%A4%A8%E0%A4%BE%E0%A4%AF%E0%A4%95%E0%A4%B0%20%E0%A4%B0%E0%A4%BE%E0%A4%AE%E0%A4%BE%E0%A4%B8%E0%A4%BE%E0%A4%AE%E0%A5%80%20\(17,%E0%A4%B5%E0%A4%BE%E0%A4%B2%E0%A5%87%20%E0%A4%B9%E0%A4%BF%E0%A4%A8%E0%A5%8D%E](https://hi.wikipedia.org/wiki/%E0%A4%AA%E0%A5%87%E0%A4%B0%E0%A4%BF%E0%A4%AF%E0%A4%BE%E0%A4%B0#:~:text=%E0%A4%87%E0%A4%B0%E0%A5%8B%E0%A4%A1%20%E0%A4%B5%E0%A5%87%E0%A4%82%E0%A4%95%E0%A4%9F%20%E0%A4%A8%E0%A4%BE%E0%A4%AF%E0%A4%95%E0%A4%B0%20%E0%A4%B0%E0%A4%BE%E0%A4%AE%E0%A4%BE%E0%A4%B8%E0%A4%BE%E0%A4%AE%E0%A5%80%20(17,%E0%A4%B5%E0%A4%BE%E0%A4%B2%E0%A5%87%20%E0%A4%B9%E0%A4%BF%E0%A4%A8%E0%A5%8D%E)

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3. ukjhl”kfDrdj.k%

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<https://hi.wikipedia.org/wiki/%E0%A4%AA%E0%A4%B0%E0%A5%8D%E0%A4%AF%E0%A4%BE%E0%A4%B5%E0%A4%B0%E0%A4%A3%E0%A4%B8%E0%A4%88%E0%A4%B0%E0%A4%95%E0%A5%8D%E0%A4%B7%E0%A4%A3#:~:text=%E0%A4%AA%E0%A4%B0%E0%A5%8D%E0%A4%AF%E0%A4%BE%E0%A4%B5%E0%A4%B0%E0%A4%A3%20%E0%A4%B8%E0%A4%82%E0%A4%B0%E0%A4%95%E0%A5%8D%E0%A4%B7%E0%A4%A3%20%E0%A4%95%E0%A4%BE%20%E0%A4%B8%E0%A4%AE%E0%A4%B8%E0%A5%8D%E0%A4%A4%20%E0%A4%AA%E0%A5%8D%E0%A4%B0%E0%A4%BE%E0%A4%A3%E0%A4%BF%E0%A4%AF%E0%A5%8B%E0%A4%82,%E0%A4%AA%E0%A5%83%E0%A4%A5%E0%A5%8D%E0%A4%B5%E0%A5%80%20%E0%A4%B8%E0%A4%AE%E0%A5%8D%E0%A4%AE%E0%A5%87%E0%A4%B2%E0%A4%A8%20%E0%A4%86%E0%A4%AF%E0%A5%8B%E0%A4%9C%E0%A4%BF%E0%A4%A4%20%E0%A4%95%E0%A4%BF%E0%A4%AF%E0%A4%BE%20%E0%A4%97%E0%A4%AF%E0%A4%BE%E0%A5%A4>

b.

<http://gadvakosh.org/gk/%E0%A4%86%E0%A4%88%E0%A4%AF%E0%A5%87!%E0%A4%AA%E0%A4%B0%E0%A5%8D%E0%A4%AF%E0%A4%BE%E0%A4%B5%E0%A4%B0%E0%A4%A3%E0%A4%AC%E0%A4%9A%E0%A4%BE%E0%A4%8F%E0%A4%81/%E0%A4%85%E0%A4%A8%E0%A5%8D%E0%A4%A4%E0%A4%B0%E0%A4%BE%E0%A4%95%E0%A4%B0%E0%A4%B5%E0%A4%A1%E0%A4%BC%E0%A5%87>

SUBJECT CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90112	GENERAL ENGLISH-I	T	3	4

Objectives:

- To enable learners to acquire self-awareness and positive thinking required in various life situations.
- To help them acquire the attribute of empathy
- To assist them in acquiring creative and critical thinking abilities
- To enable them to learn the basic grammar
- To assist them in developing LSRW skills.

UNIT-I

SELF-AWARENESS (WHO) & POSITIVE THINKING (UNICEF)

Life Story

- Chapter 1 from Malala Yousafzai, I am Malala
- An Autobiography or The Story of My Experiments with Truth (Chapters 1, 2 & 3) - M.K. Gandhi

Poem

- Where the Mind is Without Fear - Gitanjali 35 - Rabindranath Tagore
- Love Cycle - Chinua Achebe

UNIT-II

EMPATHY

Poem

- Nine Gold Medals - David Roth
- Alice Fell or poverty - William Wordsworth

Short Story

- The School for Sympathy - E.V. Lucas
- Barn Burning - William Faulkner

UNIT-III

CRITICAL & CREATIVE THINKING

Poem

The Things That Haven't Been Done Before - Edgar Guest
 Stopping by the Woods on a Snowy Evening - Robert Frost

Readers Theatre

The Magic Brocade - A Tale of China
 Stories on Stage - Aaron Shepard (Three Sideway Stories from Wayside School" by Louis Sachar)

UNIT-IV

Part of Speech

1) Articles, 2) Noun, 3) Pronoun, 4) Verb, 5) Adverb, 6) Adjective, 7) Preposition

UNIT-V

Paragraph and Essay Writing

1) Descriptive, 2) Expository, 3) Persuasive, 4) Narrative, 5) Reading Comprehension

Outcome:

On completion of this course, students will:

- Acquire self-awareness and positive thinking required in various life situations
- Acquire the attribute of empathy.
- Acquire creative and critical thinking abilities.
- Learn basic grammar
- Development and integrate the use of four language skills i.e., listening, speaking, reading and writing.

Textbooks (Latest Editions)

1. Malala Yousafzai. I am Malala, Little, Brown and Company, 2013.
2. M.K. Gandhi. An Autobiography or The Story of My Experiments with Truth (Chapter-I), Rupa Publications, 2011.
3. Rabindranath Tagore. "Gitanjali 35" from Gitanjali (Song Offerings): A Collection of Prose Translations Made by the Author from the Original Bengali. MacMillan, 1913.
4. N. Krishnasamy. Modern English: A Book of Grammar, Usage and Composition Macmillan, 1975.
5. Aaron Shepard. Stories on Stage, Shepard Publications, 2017.
6. J.C. Nesfield. English Grammar Composition and Usage, Macmillan, 2019.

Web Sources

- Malala Yousafzai. I am Malala (Chapter 1) <https://archive.org/details/i-am-malala>
- M.K Gandhi. An Autobiography or The Story of My Experiments with Truth (Chapter-1)-Rupa Publication, 2011 <https://www.indiastudychannel.com/resources/146521-Book-Review-An-Autobiography-or-The-story-of-my-experiments-with-Truth.aspx>
- Rabindranath Tagore. "Gitanjali 35" from Gitanjali (Song Offerings) <https://www.poetryfoundation.org/poems/45668/gitanjali-35>
- Aaron Shepard. Stories on Stage, Shepard Publications, 2017 <https://amzn.eu/d/9rVzlNv>
- J.C Nesfield. Manual of English Grammar and Composition. <https://archive.org/details/in.ernet.dli.2015.44179>

COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90113	BASIC FOOD PRODUCTION AND PATISSERIE - I	T	3	3

UNIT - I

Objective 1	On completion of this unit the student shall be able to explain and illustrate the Culinary history & importance of cooking, they shall be able to relate the importance of personal & kitchen hygiene, understand the need for HACCP and outline the different hierarchies and their duties and responsibilities of a 5 star and a 3 star hotel.
INTRODUCTION TO ART OF COOKERY, KITCHEN ORGANISATIONAL STRUCTURE, PROFESSIONAL STANDARDS, ETHICS FOR FOOD HANDLERS <ul style="list-style-type: none"> • Culinary history, Origin of modern cookery, International, Continental and Pan Asian cuisine • Meaning and characteristics, Aims and Objectives of cooking, Attributes of culinary professional. • Personal hygiene, General kitchen hygiene and sanitation, HACCP (Hazard Analysis and Critical Control Points), Ethics in the kitchen. Classical kitchen Brigade for 5 star & 3 star hotel. • Duties of various Chefs, Liaison of Kitchen with other department 	
Outcome1	The student would be apt in understanding the importance of personal Hygiene and HACCP, and the organizational structure of the Food Production Department. <i>Questions: classify, compare, convert, Explain, Express, Illustrate, Outline, Relate, Show, Summaries, Translate.</i>

UNIT - II

Objective 2	On completion of this unit the student should be able to classify cooking fuels, equipment used in kitchen and its maintenance. Classify different food ingredients and pre preparation.
COOKING FUELS, KITCHEN EQUIPMENT, COMMODITIES & PROCESSING OF COMMODITIES <ul style="list-style-type: none"> • Types of cooking fuels, Uses of cooking fuels, Safety precautions, Classification of Kitchen Equipment, Uses of Kitchen Equipment, Care and maintenance. • Classification of Ingredients, Characteristics of Ingredients, Uses of Ingredients. • Cleaning and pre-preparation of food commodities, Quality points & cuts of fruit, vegetables, fish, lamb, beef, pork, poultry and game 	
Outcome 2	The student would be able to pre prepare the kitchen with necessary equipment and ingredients before starting of operation. <i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine, Interpret, Operate, Simplify.</i>

UNIT - III

Objective 3	On completion of this unit the student should be able to distinguish different methods of cooking and their application, learn the importance of kitchen uniform and personal hygiene, deal with different accidents and incidents.
COOKING TECHNIQUES, FOOD & KITCHEN SAFETY	
<ul style="list-style-type: none"> • Techniques used in preparation of food, Methods of mixing food, Methods of Heat Transfer - Conduction, Convection, Radiation, Induction, Methods of cooking (moist, dry, medium of fat) – Definition, Classification, Rules to be observed for each type of cooking method, examples. • Textures and Consistencies-Desirable and non-desirable • Personal Hygiene, Importance of Kitchen uniform, Kitchen accidents (cuts, burn, scald & Falls) - Meaning, types and preventive measures for each type of accident, First aid - meaning, importance, and basic rules, Fire – Types, types of Extinguishers, Precautions. 	
Outcome 3	Knowing different methods of cooking will help the student to analyze the type of finished product and overcome kitchen accidents and hazards. <i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine, Interpret, Operate, Simplify.</i>

UNIT - IV

Objective 4	On completion of this unit the student will be able to distinguish stock, soups, cheeses and their types.
STOCKS, SAUCES AND SOUPS AND CHEESE	
<ul style="list-style-type: none"> • Types of Stocks, Mirepoix, Bouquet Garni & its Uses, Basic mother sauces, derivatives, Thickening agents used in sauces rectification of Faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie, • Soups– Classification, principles, garnishing and accompaniments, Popular international soups • Famous cheese of the world, manufacturing process of Cheese, Types of cheese according to texture. Uses of cheese in cookery. 	
Outcome 4	The students classify a stock and categorizes various types of soups and classify different types of cheeses and their uses in food preparation. <i>Question: classify, compare, convert, Explain, Express, Illustrate, Outline, Relate, Show, Summaries, Translate / Categories, Classify, Compare, Distinguish, Generate, Examine, Interpret, Operate, Simplify.</i>

UNIT - V

Objective 5	On completion of this unit the student will be able to distinguish stock, soups, cheeses and their types.
BAKERY AND CONFECTIONERY	
<ul style="list-style-type: none"> • Principles of baking, Bakery equipment (small, large tools) • Formulas & measurements. • Physical & chemical changes during baking. • Characteristics & functions of ingredients – Flour, Sugar, Fat, Egg, Dairy products, Raising agent, Sundry items. 	
Outcome 5	The students will get educated on different principles of baking, ingredient used and desired products. <i>Question: Assess, Choose, Compare, Determine, Evaluate, Explain, Interpret, Justify, Measure, Priorities, Prove, Select.</i>

Reference Books

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Cookery- Mr. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip,
5. Orient Longman.
6. The Professional Chef (4th Edition)- Le Rol A. Polsom
7. Success in Principles of Catering - Michael Colleer & Colin
8. Saussams
9. Prashad – Indersingh Kalra and Pradeep das Gupta
10. Professional Baking- Wayne Gisslen
11. Professional Cooking – Wayne Gisslen
12. Professional Pastry Chef – Bo Friberg, John Wiley
13. The Wilton Ways of Cake Decorations - Hamlyn Publishing
14. Basic Baking – S.C.Dubey
15. Theory of Bakery and Confectionery, Yogambal Ashokkumar

Course Code: 90114	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	BASIC FOOD PRODUCTION AND PÂTISSERIE – I	P	2	5

MENU	COURSE
INTRODUCTORY SESSION I	Identification Of Kitchen Equipments Vegetable Cutlet
INTRODUCTORY SESSION II	Identification Of Spices Condiments, Herbs, Vegetables, Vegetable Sandwich, Cheese, Sandwich, Club Sandwich
MENU-1	Cuts Of Vegetables Crispy Fried Vegetables
MENU-2	Cuts Of Fish Fish Stock Fish Fry
MENU-3	Cuts Of Chicken Chicken Stock Crispy Fried Chicken
MENU-4	Bechamel Sauce Penne Primevera Brown Sauce Grilled Chicken Mayonnaise Sauce Russian Salad
MENU-5	Tomato Sauce Fusilli Arrabiata Veloute Sauce Poached Fish Hollandaise Sauce Egg Benedict
MENU-6	Idli Medu Vada Coconut Chutney Mint Chutney Tomato Chutney Sambar
MENU-7	Lemon Rice Tamarind Rice Tomato Rice Coconut Rice Chettinad Urulai Roast
MENU-8	Chapati Ghee Rice Chicken Chettinad Semiya Payasam
MENU-9	Kashmiri Pulao Mutton Rogan Josh Boondi Raita Gulab Jamun

MENU-10	Tawa Paratha Navaratana Khorma Chicken 65 Kasi Halwa
MENU-11	Pani Puri Bhel Puri Dhai Puri Pav Bhaji
BAKERY MENU-12	Bread Rolls Salt Bread Fruit Bread
MENU-13	Soup Sticks Cinnamon Buns Focaccia
MENU-14	Salt Biscuits Ginger Biscuits Dutch Cookies
MENU-15	Almond Cookies Choco Chip Cookies Melting Moments

Course Code: 90115	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	BASIC FOOD AND BEVERAGE SERVICE - I	T	3	3

UNIT - I

Objective 1	On completion of the unit the student will explain, classify Food & Beverage Industry and its various types and explain different sections of this department.
FOOD & BEVERAGE SERVICE INDUSTRY Introduction to Food & Beverage Industry, Classification of Catering Establishments (Commercial & Non-Commercial), Introduction to F & B outlets – Restaurants, Bars, Cafes, Cafeteria, Coffee Shops, Drive in, Drive through, Fast Food, Food courts, Kiosk, Snack Bars, Banquets, Business Centre, Discotheques, Executive Lounges, Night Clubs, Pubs, Room Service, Auxiliary areas – Still Room/Pantry, Silver/Plate room, Hotplate, Wash up/Kitchen Stewarding, Dispense bar, Linen Stores	
Outcome 1	The student shall be able to overview the classification of Food & Beverage Industry and explain the operations of its subsidiary areas. <i>Questions: classify, compare, convert, Explain, Express, Illustrate, Outline, Relate, Show, Summaries, Translate.</i>

UNIT - II

Objective 2	On completion of this unit the student should be able to identify various restaurant furniture, crockeries, cutlery, glassware and linen and their uses and explain various methods of cleaning silver equipment.
FOOD & BEVERAGE SERVICE EQUIPMENT – TYPES AND USAGE Furniture – tables, chairs, sideboards, Chinaware – sizes and capacity, Stainless steel and Silverware – cutlery, flatware, service equipment, Glassware- capacity & usage Disposables – types, advantage & disadvantage, Linen – types & sizes, Special equipment, Silver cleaning methods – Burnishing, Plate powder, Silver dip, Polivit	
Outcome 2	The student would be aware of different restaurant equipment and their uses. <i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine, Interpret, Operate, Simplify.</i>

UNIT - III

Objective 3	On completion of this unit the student should be able to compare the Hierarchies of different classes of Hotels and Food service establishments and list out the Job description and Job Specifications of each one of them.
FOOD & BEVERAGE SERVICE PERSONNEL <ul style="list-style-type: none"> Food & Beverage Service Organization Structure – 5 star hotel, Standalone Restaurants, Quick Service Restaurants, Job Descriptions, Job Specifications and Competencies, Attributes (Qualities) of Food & Beverage personnel/Staff Etiquettes & mannerisms, Inter-departmental relationship with – Front Office, Housekeeping, Kitchen, Kitchen Stewarding, Engineering, Security, Human Resources, Stores 	

Outcome 3	<p>The student gets acclimatized with the Organization Structure of hotels and Food service establishments</p> <p><i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine, Interpret, Operate, Simplify.</i></p>
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UNIT - IV

Objective 4	On completion of this unit the student will be able to distinguish different types of table and trolley service and their table layouts.
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TYPES OF FOOD & BEVERAGE SERVICE

Table Service – Service to customers at a laid cover (a. English/Silver, b. American/Plate, c. French/Butler, d. Russian, e. Gueridon), Assisted Service: Combination of Table service and Self- service– (Carvery, Buffet), Self Service: Self-service of customers – (Cafeteria, Supermarket), Single Point Service – Service of customers at single point– (Takeaway, Drive-thru, Fast Food, and Vending. Kiosks. Food Court, Bar), Specialized (or in situ) Service – Service to customers in areas not primarily designed for service (Tray, Trolley, Home delivery, Lounge, Room, and Drive-in)

Outcome 4	<p>The students will be able to identify different table, self & trolley service.</p> <p><i>Question: classify, compare, convert, Explain, Express, Illustrate, Outline, Relate, Show, Summaries, Translate / Categories, Classify, Compare, Distinguish, Generate, Examine, Interpret, Operate, Simplify.</i></p>
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UNIT - V

Objective 5	On completion of this unit the student shall be able to compare the different types of breakfast, Lunch, High tea, Dinner & Supper, make a standard menu that can be served for each one.
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BREAKFAST – Introduction, Types – English, American, Continental, Indian Menu and Service procedure, Brunch – Introduction and Menu

- Lunch – Introduction and Menu, High Tea – Introduction and Menu
- Dinner – Introduction and Menu, Supper – Introduction and Menu

Outcome 5	<p>The students will get educated on making a menu for different breakfast, Brunch, Lunch, afternoon tea, High tea, Dinner and Supper.</p> <p><i>Question: Assess, Choose, Compare, Determine, Evaluate, Explain, Interpret, Justify, Measure, Priorities, Prove, Select.</i></p>
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Reference Books

1. Basic Food and Beverage Service (BHA – 102), written by D. RAJESON PRAKASAM, Published by School of Management studies, Tamilnadu Open University, Chennai.
2. Food and Beverage Training Manual –by Sudhir Andrews
3. The Waiter – by Fuller and Cume
4. Food and Beverage Service – by D.R. Lillicrap
5. Modern Restaurant/Service –by John Fuller.

Course Code: 90116	TITLE OF THE PAPER	T/P	CREDI TS	HOUR S
	BASIC FOOD AND BEVERAGE SERVICE – I-Practical	P	2	4

01. Familiarization of F&B Service equipment

Cutleries
Crockery
Glassware
Other equipment's

02. Cleaning / polishing of EPNS items by

Plate Powder method
Polivit method
Silver Dip method
Burnishing Machine
Cleaning & polishing glassware

03. Basic Technical Skills

Task-01: Holding Service Spoon & Fork
Task-02: Carrying a Tray / Salver
Task-03: Laying a Table Cloth
Task-04: Changing a Table Cloth during service
Task-05: Placing meal plates & Clearing soiled plates
Task-06: Stocking Sideboard
Task-07: Service of Water
Task-08: Using Service Plate & Crumbing Down
Task-09: Napkin Folding 10
Task-10: Changing dirty ashtray

04. TRAY/TROLLEY SET-UP & SERVICE

Task-01: Room Service Tray Setup
Task-02: Room Service Trolley Setup

05. Table Manners

Task-01: Table etiquette's

Course Code: 90117	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	ROOM DIVISION OPERATIONS – I	T	3	3

UNIT - I

Objective 1	On completion of this unit the student can define meaning and responsibilities of Housekeeping department, interdepartmental coordination, the areas and layout of Housekeeping department.
INTRODUCTION TO THE HOUSEKEEPING DEPARTMENT	
<ul style="list-style-type: none"> • Introduction: Meaning and definition • Importance of Housekeeping and Responsibility of the department • Inter departmental coordination with more emphasis on Front Office, Maintenance department and Food and Beverage Service. • Housekeeping areas- Front of the House and Back of the House • Layout and sections of the Housekeeping department 	
Outcome 1	The student understands the meaning and definition of Housekeeping department. <i>Questions: classify, compare, convert, Explain, Express, Illustrate, Outline, Relate, Show, Summaries, Translate.</i>

UNIT - II

Objective 2	On completion of this unit the student should be able to classify the organizational framework of Housekeeping department and explain the duties and responsibilities of each.
ORGANIZATIONAL FRAMEWORK OF THE HOUSEKEEPING DEPARTMENT & GUEST ROOMS	
<ul style="list-style-type: none"> • Hierarchy and role of personnel in small, medium, large hotels • Personality traits of Housekeeping staff • Duties and responsibilities of Housekeeping staff (GRA, Supervisor, and Executive Housekeeper) • Types of guest rooms, Guest supplies and facilities for standard rooms and VIP guest rooms. 	
Outcome 2	The student can classify the Organizational Framework of Housekeeping department. <i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine, Interpret, Operate, Simplify.</i>

UNIT - III

Objective 3	On completion of this unit the student should be able to classify the cleaning organization, equipment, gent used for cleaning and their selection.
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CLEANING ORGANIZATION, CLEANING EQUIPMENT & CLEANING AGENTS

- Principles of cleaning, hygiene and safety factors in cleaning
- Frequency of cleaning (Daily, Weekly, Periodic)
- Classification of cleaning equipment, Selection of cleaning equipment, Storage and distribution, use and care of equipment.
- General criteria for selection of cleaning agents, Classification of cleaning agents
- Use, care, storage and labelling. Distribution and control. Use of Eco-friendly products in Housekeeping.

Outcome 3

The student can undertake cleaning organizations, equipment and cleaning agent.

Question: Categories, Classify, Compare, Distinguish, Generate, Examine, Interpret, Operate, Simplify.

UNIT - IV**Objective 4**

On completion of this unit the student will be able to define Tourism, Inbound and Outbound tour, types, origin and growth of hotel, classification of hotels, ownership types.

INTRODUCTION TO TOURISM, HOTEL INDUSTRY & CLASSIFICATION OF HOTELS

- Definition -Tourism, Tourist, Excursionist, In-bound &outbound tour
- Benefits of Tourism- Social, Economic
- Adverse effects of Tourism
- Types of Tourism- Pilgrimage, Recreational, Health, Sports, Adventure, Eco, Sports, Hospo (Hospital), Cultural
- Origin & Growth of Hotel industry in India
- Classification of Hotels- According to Location (City Centre, Suburban, Motels, Boatels, Floatels, Rotels, Resort, Airport hotels) Business class, Self-Catering hotels, Bed& Breakfast, Casino, Service Apartments, All Suite hotels Size, Duration of stay, Star classification, HRACC Committee.
- Types of Ownership- Proprietorship, Partnership, Management contract,
- Franchise, Company owned, Joint stock Company, Time Share, Condominium.

Outcome 4

The students will get educated on making a menu for different breakfast, Brunch, Lunch, afternoon tea, High tea, Dinner and Supper.

Question: Assess, Choose, Compare, Determine, Evaluate, Explain, Interpret, Justify, Measure, Priorities, Prove, Select.

UNIT - V

Objective 5	On completion of this unit the student should be able to classify the layout of Front Office department, its hierarchy, duties and responsibilities, modes of reservation and record keeping.
ORGANIZATIONAL FRAMEWORK OF THE FRONT OFFICE DEPARTMENT, RESERVATION	
<ul style="list-style-type: none">• Layout of Front office of a 5 Star hotel. Equipment used in Front Office• Front Office Hierarchy of Small, Medium & Large hotels• Duties and responsibilities of Front Office Manager, GRE, Lobby Manager, Reservation assistant, Receptionist, Front office Cashier, Door attendant, Concierge, Bell Captain, Bell boys	
<ul style="list-style-type: none">• Importance of Reservation, Sources of Reservation, Modes of Reservation. Types of Reservation – Confirmed, Tentative, TBC (To be confirmed), Reservation records• Forecasting room availability, Overbooking, Potential Reservation problems• Glossary terms in relation to Reservation.	
Outcome 5	The students evaluate the Organizational framework of Front Office department and reservation techniques. <i>Question: Assess, Choose, Compare, Determine, Evaluate, Explain, Interpret, Justify, Measure, Priorities, Prove, Select.</i>

Reference Books

1. Robert Woods et al., Professional Front Office Management, 1st edn, (Pearson Publications: Essex, 2014)
2. Jatashankar Tiwari, Hotel Front Office: Operations and Management, (Oxford: New Delhi, 2016)
3. Anutosh Bhakta, Professional Hotel Front Office Management, (Tata McGraw Hill: New Delhi, 2012)
4. Misra & Sadual, Basics of Tourism Management, (Excel Books: New Delhi, 2008)
5. G. Raghubalan & Smriti Raghubalan, Hotel Housekeeping: Operations and Management, (Oxford: New Delhi, 2015)
6. Malini Singh, Hotel Housekeeping, (Tata McGraw Hill: New Delhi, 2012)
7. K.C.K Rakesh Kadam, Housekeeping Operations and Management for Hospitality, Bookman Publishing

Course Code:	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90118	ROOM DIVISION OPERATIONS – I	P	2	2

SECTION I

- Introduction to Cleaning equipment and agents (familiarization and function)
- Setting up of Chambermaid's trolley
- Cleaning of public areas
- Brasso and Silvo
- Wooden surfaces- polished, painted, laminated.
- Cleaning of glass surfaces Wall cleaning-Dado/skirting
- Guest room Orientation (Single, Double, Twin and Suite room)
- Guest room supplies and placement (Standard room and VIP amenities)
- Use of Mechanical cleaning equipment (scrubbing machines, vacuum cleaner-dry and wet)
- Bed making (identifying of linen and step by step procedure for a day bed using traditional and modern methods)
- Procedure for cleaning bathrooms

SECTION II

- Front Desk grooming and essentials such as body language and speech modulations (Videos and Presentations)
- Telephone Etiquettes and standard phrases used at the Front Desk.
- Bell Desk activities such as preparing Errand card, luggage tag, Bell desk register, newspaper distribution record
- Bell Desk role plays based on rooming of guest, left luggage process, lost luggage and misplacement of luggage.
- Key handling procedures (key card and key jacket)
- Handling guest common queries about information of the property (Travel Desk, recreational areas)

Course Code: 90119	TITLE OF THE PAPER	T/P	CREDI TS	HOUR S
	VALUE EDUCATION	P	2	2

UNIT-I

Objective 1	On completion of the unit the student will be able to define human values and ethics, teachings from various religions and how it benefits humanity.
Definition – Need for value Education – How important human values are – humanism and humanistic movement in the world and in India – Literature on the teaching of values under various religions like Hinduism, Buddhism, Christianity, Jainism, Islam, etc. Agencies for teaching value education in India – National Resource Centre for Value Education – NCERT– IITs and IGNOU.	
Outcome 1	The students are able to define value education. <i>Questions: classify, compare, convert, Explain, Express, Illustrate, Outline, Relate, Show, Summaries, Translate.</i>

UNIT-II

Objective 2	On completion of the unit the student will explain the influence of different religion and different rules have effected Indian culture, the preaching of great leaders of India.
VEDIC PERIOD Influence of Buddhism and Jainism – Hindu Dynasties – Islam Invasion – Moghul invasion – British Rule – culture clash – Bhakti cult – social Reformers – Gandhi – Swami Vivekananda – Tagore – their role in value education.	
Outcome 2	The student will be able to depict the values and ethics which influenced our culture from the Vedic period. <i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine, Interpret, Operate, Simplify.</i>

UNIT-III

Objective 3	On completion of the unit the student will compare the fall of Indian standards, corruption in society, politics and its influence in society.
VALUE CRISIS – AFTER INDEPENDENCE <ul style="list-style-type: none"> Independence – democracy – Equality – fundamental duties – Fall of standards in all fields – Social, Economic, Political, Religious and Environmental – corruption in society. Politics without principle – Commerce without ethics – Education without Character – Science without humanism – Wealth without work – Pleasure without conscience – Prayer without sacrifice – steps taken by the Governments – Central and State – to remove disparities on the basis of class, creed, gender. 	
Outcome 3	The student understand the Value Crisis after attendance. <i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine, Interpret, Operate, Simplify.</i>

UNIT-IV

Objective 4	On completion of this unit the student will be able to evaluate the problems faced during transition from school to college, the need for value education, etiquette training and extra-curricular activities
VALUE EDUCATION ON COLLEGE CAMPUS	
Transition from school to college – problems – Control – free atmosphere – freedom mistaken for license – need for value education – ways of inculcating it – Teaching of etiquettes – Extra-Curricular activities – N.S.S., N.C.C., Club activities – Relevance of Dr. A.P.J. Abdul Kalam’s efforts to teach values – Mother Teresa.	
Outcome 4	The students starts value education in college campus. Question: <i>classify, compare, convert, Explain, Express, Illustrate, Outline, Relate, Show, Summaries, Translate / Categories, Classify, Compare, Distinguish, Generate, Examine, Interpret, Operate, Simplify.</i>

UNIT-V

Objective 5	On completion of this unit the student shall be able to successfully make a project collecting details from various print and electronic media, keeping in mind the value system in teaching.
PROJECT WORK	
<ol style="list-style-type: none"> 1. Collecting details about value education from newspapers, journals and magazines. 2. Writing poems, skits, stories centering around value-erosion in society. 3. Presenting personal experience in teaching values. 4. Suggesting solutions to value – based problems on the campus. 	
Outcome 5	The students make project work. Question: <i>Assess, Choose, Compare, Determine, Evaluate, Explain, Interpret, Justify, Measure, Priorities, Prove, Select.</i>

Reference Books

1. Satchidananda. M.K. (1991), “Ethics, Education, Indian unity and culture” – Delhi, Ajantha publications.
2. Saraswathi. T.S. (ed) 1999. Culture”, Socialisation and Human Development: Theory, Research and Application in India” – New Delhi Sage publications.
3. Venkataiah. N (ed) 1998, “Value Education” New Delhi Ph. Publishing Corporation.
4. Chakraborti, Mohit (1997) “Value Education: Changing Perspectives” New Delhi: Kanishka Publications.
5. “Value Education – Need of the hour” Talk delivered in the HTED Seminar – Govt. of Maharashtra, Mumbai on 1-11-2001 by N.Vittal, Central Vigilance Commissioner.
6. “Swami Vivekananda’s Rousing call to Hindu Nation”: EK Nath Ranade (1991) Centenary Publication
7. Radhakrishnan, S. “Religion and culture” (1968), Orient Paperbacks, New Delhi.

SEMESTER-II

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90121T	T/OL	TAMIL/FRENCH/OTHER LANGUAGES-II	T	3	4

TAMIL-II

Objectives:

- முதலாமாண்டு பட்ட வகுப்பு மாணவர்களுக்குத் தமிழ் மொழி இலக்கியங்களை அறிமுகம் செய்தல்.
- தமிழ் இலக்கியப் பபாக்குகளையும், இலக்கணங்களையும் மாணவர் அறியுமாறு செய்து அவர்களின் பளடப்பாற்றளலத்தாண்டுதல்
- தமிழ் இலக்கியம் ெர்ந்த பபாட்டித் பதர்வுகளுக்கு ஏற்ப கற்பித்தல் நளடமுளறகளைபமற்மகாள்ளுதல்.

அலகு-1

தமிழ்இலக்கியவரலாறுஅறிமுகம்.

- சிற்றிலக்கியம்; குறவஞ்சி, கலம்பகம், உலா, பரணி, பள்ளு, பிள்ளைத்தமிழ், தூது, அந்தாதி.
- தனிப்பாடல் அறிமுகம்
- இக்கால இலக்கியம் கவிளத, சிறுகளத, நாடகம், உளநளட. , திராவிட இயக்கம் வைர்த்தமிழ்.

அலகு-2

சிற்றிலக்கியக்கழும், தனிப்பாடலும் சிற்றிலக்கியம்;

- கலிங்கத்து பரணி- விருந்தினரும்வறியவருமநருங்கி யுண்ணரும் - முதல் - பகட்பாளரக் காண்மின்காண்மின்-வளர
- திருக்குற்றாலக்குறவஞ்சி-வாளரங்கள்கனிமகாடுத்து
- முக்கூடற்பள்ளு-ஆற்றுமவள்ளைம்நாளைவரத்
- அபிராமிஅந்தாதி-களலயாதகல்வியும்குறையாதவயதும்(பதினாறுமெல்வங்கள்)
- திருவரங்கக்கலம்பகம்-மறம்-பிள்ளைப்பருமாள்ஐயங்கார்-பபெவந்ததூத மெல்லரித்தலுளலமெல்லுபமா
- தமிழ்விடுதூதுமுதல்பத்துகண்ணிகள்

தனிப்பாடல்;

- வான்குருவியின்கூடு-ஔளவயார்
- ஆமணக்குக்கும் யாளனக்கும் சிபலளட முத்திருக்கும் மகாம்பளெக்கும்முரித்தண் பட - காைபமகப்புலவர்
- இம்பர்வான்ஸ்ளலஇராமளனபயபாடி-வீரரகவர்
- நாராய்நாராய்-ெத்திமுத்தப்புலவர்

அலகு-3

இக்காலஇலக்கியம்-1

1. பாரதியார்பாரதேமுதாயம்வாழ்க்பவ
2. பாரதிதாென்-சிறுத்தபயமவளியில்வா
3. நாமக்கல்கவிஞர்-கத்தியின்றி
4. தமிழ்ஒளி-மீன்கள்(அந்திநிலாபார்க்கவா)
5. ஈபராடுதமிழைன்பன்-எட்டாவதுசீர்(வணக்கம்வள்ளுவ),

சிறுகளதகள்;

1. புதுளமப்பித்தன்-கடிதம்
2. மெய்காந்தன்-வாய்ச்மொற்கள்(மாளமயக்கம்மதாசுப்பு)
3. ஆர்.சூடாமணி-அந்நியர்கள்

உளரநளட;

1. முவகடிதங்கள்-தம்பிக்குநூலில்முதல்இரண்டுகடிதங்கள்

அலகு-4

இக்காலஇலக்கியம்-2

1. தந்ளதமபரியார்-திருக்குறள்(மாநாட்டு)உளர
2. பபரறிஞர்அண்ணா-இரண்டாம்உலகத்தமிழ்மாநாட்டு உளர
3. களலஞர்மு.கருணாநிதி-மதால்காப்பியபூங்கா-எழுத்து-முதல்நூற்பாகட்டுளர

நாடகம்/திலரத்தமிழ்:

1. பவளலக்காரி-திலரப்படம்
2. ராொாராணி-ொாக்ரடஸ்-ஓரங்கநாடகம்

இதழியல்தமிழ்; முரமொலிகடிதம்

1. மெம்மமாழிவரலாற்றில்சில மெப்பபடுகள்

அலகு-5

மமாழிப்பயிற்சி

மொல்பவறுபாடு/பிளைதவிர்த்தல்

- வாசிப்பது-வாசிப்பவர்
- சுவர்-சுவரில்
- வயிறு-வயிற்றில்
- பகாயில்-பகாவில்
- கறுப்பு-கருப்பு
- இயக்குநர்-இயக்குனர்
- சில்லளற-சில்லளர
- முறித்தல்-முரித்தல்
- மனம்-மனசு-மனது
- அருகில்-அருகாளமயில்
- அக்களர-அக்களற
- மங்கலம்-மங்கைம்.

பயிற்சி:

- பிளையானமொற்களைஒருபத்தியில்மகாடுத்துஅந்தப்பிளையானமொற்களைச்ெரியாக எழுதச்செய்தல்
- சிறியபத்திலுள்ளறஆங்கிலத்தில்மகாடுத்துஅதளனத்தமிழில்மமாழிமபயர்க்களவத்தல்.

Outcome:

இப்பாடதளதக்கற்பதால்பின்வரும்பயன்களைமாணவர்அளவவர்

- சிற்றிலக்கியங்களின்வழிலக்கியச்சுவையினையும்பண்பாட்டுஅறிவினையும்மபறுவர்
- புதுக்கவிளதவரலாற்றினானஅறிந்துமகாள்வர்
- திராவிடஇயக்கஇலக்கியங்களைக்கற்பதன்மூலம்மமாழிஉணர்வு,இனஉணர்வு, மெத்துவம்ொர்ந்தசிந்தனகளைம்மபறுவர்
- தமிழ்மமாழியைப் பிளையின்றி எழுதவும், புதிய களவச்சொற்களை உருவாக்கவும் அறிந்து மகாள்வர்
- பபாட்டித் பதர்வுகளில் மவற்றி மபறுவதற்குத் தமிழ்ப் பாடத்திளனப் பயன்மகாள்ளும் வளகயில் பயிற்சி மபறுவர்.

Reference Books

- மு.வரதராென்,தமிழ்இலக்கியவரலாறு,ொகித்யஅக்காமதமி,புதுமடல்லி,
- மது.ெ.விமலானந்தன்,தமிழ்இலக்கியவரலாறு,மீனாட்சிபுத்தகநிலயம்,மதுளர.
- தமிழ்ண்ணல்,புதியபநாக்கில்தமிழ்இலக்கியவரலாறு,மீனாட்சிபுத்தகநிலயம்,மதுளர.
- தமிழ்இலக்கியவரலாறு-முளனவர்.சிற்பிபாலசுப்ரமணியம்,முளனவர்.மொ.பெதுபதி
- புதியதமிழ்இலக்கியவரலாறு-முளனவர்.சிற்பிபாலசுப்ரமணியம்,நீல.பத்மநாபன்
- தமிழ்இலக்கியவரலாறு-டாக்டர்.அ.கா.மபருமாள்
- தமிழ்இலக்கியவரலாறு-முளனவர்.ப.ெ.ஏசுதாென்

- தமிழ்இலக்கியவரலாறு-ஸ்ரீகுமார்
- வளகளமபநாக்கில்தமிழ்இலக்கியவரலாறு-பாக்கியமரி
- தமிழ்பயிற்றும்முளற,பபராசிரியர்ந.சுப்புமரட்டியார்-மணிவா஁கர்பதிப்பகம், சிதம்பரம்

WebSources

- <https://www.chennaiibrary.com/>
 - <https://www.sirukathaigal.com>
 - <https://www.tamilvirtualuniversity.org>
 - <https://www.noolulagam.com>
 - <https://www.katuraitamilblogspot.com>
-

Objectives:

- Revise and recall the French sentence structure
- Enumerate the various grammatical tenses and use them to communicate better in French
- Summarize and develop ideas from the documents after discussing it in detail
- Analyze and interpret verbal expressions of cause, effect, purpose, and opposition in French
- Evaluate and comprehend text passages

UNIT-I

C'est où?

UNIT-II

N'oubliez pas

UNIT-III

Bellevue sur la mer

UNIT-IV

Quel beau voyage

UNIT-V

Oh joli
Et après

Outcome:

- Understand and apply the grammatical concepts in drafting sentences and paragraphs
- Apply the rules and regulations to effectively employ past tense
- Practice exercises and identify errors
- Explain and summarize a French document such as posters, bulletins, infographics, etc.
- Demonstrate knowledge of various expressions used to convey opinion, emotions, cause, effect, purpose, and hypothesis in French
- Build upon acquired writing and communication skills to develop them

Reading list: (Print and Online)

Régine Mérieux & Yves Loiseau, Latitudes -1-(A1/A2), méthode de français, Didier, 2017 (units 7- 12 only)

OFFICE COMMUNICATION MALAYALAM

Objectives:

- To give a comprehensive view of communication and its scope and importance in official communication and business communication
- To recall the official writing styles
- To understand different kinds of letter drafting
- To generalize office keeping and data management
- To differentiate the structural and content variations both official and non-official communication
- To compare the different styles of letters based on domains
- To conceptualize the different trends in computer network and social media

UNIT-I

This unit introduces basic communication skills in Malayalam. Salutation, Discourse markers, formal and informal communication strategies are also introduced.

UNIT-II

This unit introduces word processing and Editing text Auto correct- spell check & grammar check, undo & redo Text formatting Changing case, drop caps, coloring & highlighting text, adding special characters, bullets & numbering.

This unit introduces the document formation compositional and typographical ways. Advanced page layout in word Borders, box, shading, page fills & back ground Module and Table & columns Creating tables Inserting tables from the menu & tool bar, drawing tables Manipulating tables Selecting tables elements, inserting & deleting columns & rows, adjusting table properties, are introduced . This unit introduces the Printing word documents Using print preview.

Practical knowledge in different fonts and Unicode

UNIT-III

This Unit introduces blog writing, technical writing, content editing, Proofreading, new making (Writing for career)

UNIT-IV

This unit introduces Malayalam for Competitive Exams. Reading comprehension, reasoning, inferential comprehension, analogical creations (Competitive Malayalam)

UNIT-V

Malayalam for language specific Exams for writing UPSC, PSC exams

Outcome:

Students will review the novel and short stories

- Student will identify the strategies of basic communication. Write effective and concise letters and memos, Prepare informal and formal reports,
- Students will interpret the official communication, and They will summarise the content of note making and letter formation in business communication. They will explain the use of different fonts and conversation in Malayalam
- They solve the problems in various competitive examinations in Malayalam. Students will obtain writing techniques that today's technology demands, including anticipating audience reaction,
- Proofread and edit copies of business correspondence. Use e-mail effectively and efficiently,
- Develop interpersonal skills that contribute to effective and satisfying personal, social and professional relationships, and Utilize electronic presentation software.

Recommended Texts:

1. Bharanabhasha: The State Language Institute Business Communication for Success: Publisher: University of Minnesota Libraries Publishing

Objectives:

- To impart the most fundamental knowledge of Folklore the aim of the course is to introduce Telugu oral translation. Upon the completion of the course the students will be able to aware of ancient people of Andhra Pradesh.

UNIT-I

Sametalu IP.No.115-124

UNIT-II

Podupu Kathalu P.No.125-138

UNIT-III

Jateeyalu P.No.148-159

UNIT-IV

Jataralu Pandugalu P.No.208-233

UNIT-V

Translation

Outcome

At the end of the course Students will be able to Remember, Understand, Apply, Analyze, Evaluation, Creating

Text Books

1. "JANAPADA VIGNANADHYANAM", Author: Dr.G.S.Mohan, Publishers: Srinivasa Publishers, Chandra Layout, Bangalore – 560 040.

Reference Books:

1. Janapada Kalasampada – Donappa
2. Janapada Vignanam – R.V.S.Sundaram.
3. An Outline of Indian Folklore – Smt Durga Bhagavat
4. Introduction Folk Lore Kennets W.Clark and Mary Clark.
5. Chittor Jilla Grama Devathalu. Oka Adhyayanam 232

Web Resources

- <https://mysymedia.com>
 - <http://www.intetugu.net>
 - <http://mysymedia.com.telugu.1>
 - <http://youtu.be/otPooqmjzra>
- <http://www.telugubhaveth.com>

Sub Code : 90121H

HINDI-II

Objectives:

The Main Objectives of this course are:

- Introduction to Hindi fiction
- Teaching of social values through stories and skits
- Practical application of grammar

**UNIT-I
HINDIKATHA-SAHITYA:PARICHAY**

- Kahanike Tatva
- Hindike Pramukh kahanika roka Parichay
- Ekankike Tattva
- Hindike Pramukh Ekankika roka Parichay

**UNIT-II
HINDIKAHANIYA**

- Premchand-Bade Gharkhi Beti
- Malathi Joshi-Vo Tera Ghar Yah Mera Ghar
- Pita-Gyanranjan

**UNIT-III
HINDIEKAN
KI**

- Lakshmika Swagat-Upendranath Ashk
- Vibhajan-Vishnu Prabhakar
- Maa Baap-Sri Vishnu

**UNIT-IV
VYAKARAN**

- Kriya Visheshan
- Sambandh Bodhak
- Samuchay Bodhak
- Vismayadi Bodhaka adishabdokaprayog

**UNIT-V
PRATIYOGI PARIKSHA PARAADHARIT NIMNALIKHIT VISHAYOSE
SAMBANDHIT PRASHIKSHAN KARYA**

- Tamil Bhasha: Mahakavi Bharatiyar
- Sanket Vikas dwara Lekhankala aur Kahani Lekhanka Vikas
- Gadyansh dekh kar sahi Shirshak chunna
- Pathit Vyakaran paraadharit Vakya rachna
- Vibhinna Pratiyogi pariksha ke bare mein suchna pradandena

Outcome:

- Get an introduction to Hindi fiction.
- Social values are taught through stories.
- Development of critical ability through reading novels.
- Practical application of grammar
- Modules related to fiction based on competitive examinations.

Reference Books:

1. Aath Ekanki Natak – Ed. Dr. Ramkumar Verma
2. Das Ekanki

Web Sources

1. Lokpriya Kahaniya: <https://www.hindwi.org/sangrahaalay/100-best-stories-in-hindii>

2. Vo Tera Ghar Ye Mera Ghar:

<http://gadyakosh.org/gk/%E0%A4%B5%E0%A5%8B%E0%A4%A4%E0%A5%87%E0%A4%B0%E0%A4%BE%E0%A4%98%E0%A4%B0,%E0%A4%AF%E0%A5%87%E0%A4%AE%E0%A5%87%E0%A4%B0%E0%A4%BE%E0%A4%98%E0%A4%B0/%E0%A4%AE%E0%A4%BE%E0%A4%B2%E0%A4%A4%E0%A5%80%E0%A4%9C%E0%A5%8B%E0%A4%B6%E0%A5%80>

<https://hindistory.net/>

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	Sub Code : 90122	GENERAL ENGLISH-II	T	3	4

Objectives:

- To make students realize the importance of resilience
- To enable them to become good decision makers
- To enable them to imbibe problem-solving skills
- To enable them to use senses appropriately
- To help them use English effectively at the workplace.

UNIT-I

RESILIENCE

Poem

- Don't Quit – Edgar A. Guest
- Still Here – Langston Hughes

Short Story

- Engine Trouble – R.K. Narayan
- Rip Van Winkle – Washington Irving

UNIT-II

DECISION MAKING

Short Story

- The Scribe – Kristin Hunter
- The Lady or the Tiger – Frank Stockton

Poem

- The Road Not Taken – Robert Frost
- Snake – D.H. Lawrence

UNIT-III

PROBLEM SOLVING

Prose Life Story

- How I Taught My Grandmother to Read – Sudha Murthy

Autobiography

- How Frog Went to Heaven – A Tale of Angolo
- Wings of Fire (Chapters 1, 2, 3) by A.P.J. Abdul Kalam

UNIT-IV

Tenses

- 1) Present, 2) Past, 3) Future, 4) Concord

ENGLISH IN THE WORKPLACE

- E-mail–Invitation, Enquiry, Seeking Clarification
- Circular
- Memo
- Minutes of the Meeting

UNIT-V**Outcome:**

On completion of this course, students will:

- Realize the importance of resilience
- Become good decision-makers
- Inhibit problem-solving skills
- Use senses appropriately
- Use English effectively at the workplace.

Textbooks (Latest Editions)

1. Martin Hewings. Advanced English Grammar. Cambridge University Press, 2000
2. SP Bakshi, Richa Sharma. Descriptive English. Arihant Publications (India) Ltd., 2019.
3. Sheena Cameron, Louise Dempsey. The Reading Book: A Complete Guide to Teaching Reading. S&L. Publishing, 2019.
4. Barbara Sherman. Skimming and Scanning Techniques, Liberty University Press, 2014.
5. Phil Chambers. Brilliant Speed Reading: Whatever you need to read, however. Pearson, 2013.
6. Communication Skills: Practical Approach Ed. Shaikh Moula
7. Ramendra Kumar. Stories of Resilience, Blue Rose Publications, 2020.

Web Sources

- Langston Hughes. Still Here <https://poetryace.com/im-still-here>
- R.K. Narayan. Engine Trouble <http://www.sbioaschooltrichy.org/work/Work/images/new/8e.pdf>
- Washington Irving. Rip Van Winkle <https://www.gutenberg.org/files/60976/60976-h/60976-h.htm>
- Frank Stockton. The Lady or the Tiger <https://www.gutenberg.org/ebooks/396>

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	Sub Code : 90123	BASIC FOOD PRODUCTION AND PATISSERIE-II	T	3	3

Objectives:

- The student will outline the different parts of salads, ingredients used and guidelines of making salads with their appropriate dressings, parts of a sandwich and their types and types of appetizers.
- The student should be able to classify composition and structure of egg and their selection criteria, uses of egg in cookery. Types of Food contamination and precaution to be taken.
- The student should be able to distinguish the different Indian gravy preparation and composition of various masalas.
- The student will be able to distinguish comparative regional Indian cuisines, equipment used and their cooking techniques.
- The student shall be able to evaluate the types of wheat, their composition, characteristics of flour and their storage. The student shall also be able to evaluate the importance of sugar, fat, egg oils, yeast and emulsifiers in bakery and confectionary.

UNIT-I

SALADS & SALAD DRESSINGS, SANDWICHES & APPETIZERS (HOT & COLD)

Parts of salad with ingredients used, Types of Salads - Green, Vegetable, Cooked, Main course, Fruit, Gelatin based, Principles/guidelines of salad making, Salad dressings - Types International classical salads - composition and country of origin. Parts of sandwiches, Types of sandwiches - cold and hot sandwiches Classical sandwiches with composition and country of origin. Precautions to take while preparing and storing sandwiches. Types of appetizers with examples, International classical appetizers Precautions for preparing and presentation of appetizers, Storage of appetizers

UNIT-II

EGG COOKERY, FOOD CONTAMINATION AND CONTROL MEASURES

Composition and structure of egg, Selection criteria for egg, Various ways of cooking egg. Uses of egg in cookery. Food Contamination - Types, reasons & precaution 8.2 Introduction to HACCP- meaning, importance, Principles

UNIT-III

BASIC INDIAN GRAVIES & MASALAS

White, Brown, Makhani, Green, Kadhai, Tomato onion masalas - Recipes & bi-products. Masalas - Composition - Garam, Sambar, Goda, Chat, Chole, Pav-Bhaji, Curry, Vindaloo.

UNIT-IV

INDIAN REGIONAL COOKING

Introduction to Indian regional cuisines – Regional specialties, Special methods, Ingredients & Equipment used, Festive Menus (Maharashtra, Gujarat, Punjab, Kashmiri, Hyderabad, Goa, Kerala, Uttar Pradesh, Rajasthan, Bengal, Mangalore, North eastern states, Parsi, Fasting Menu).
Characteristics of Indian cooking techniques - Dum Pukht, Dum, Tawa, Kadai, Tandoor, Chula, Zameen Dos

UNIT-V

BAKERY AND CONFECTIONARY

Wheat and types of wheat. Structure of wheat and milling process. Composition of flour and types of flour. Characteristics of flour and flour test. Function of flour and storage. Sugar fats and oils. Eggs yeast and salt. Leavening agents moistening agents. Improver and emulsifiers.

Outcome:

- The student will be able to classify salads, sandwiches and appetizers
- The student will be able to distinguish Egg cookery and their uses, understand the types of food contamination.
- The student can classify Indian gravies and uses of basic Indian masalas.
- The student shall explain different Indian regional dishes and how they are prepared.
- The student will get educated on different requirements of Bakery and Confectionery.

Reference Books

1. Practical Cookery - Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering - Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Catering - Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol II - Ms Thangam Philip, Orient Longman.
5. The Professional Chef (4th Edition) - Le Rol A. Polson
6. The book of Ingredients - Jane Grigson
7. Success in Principles of Catering - Michael Colleer & Colin Saussams
8. Professional Baking - Wayne Gisslen
9. Professional Cooking - Wayne Gisslen
10. Professional Pastry Chef - Bo Friberg, John Wiley
11. The Wilton Ways of Cake Decorations - Hamlyn Publishing
12. Basic Baking - S.C. Dubey
13. Theory of Bakery and Confectionery, Yogambal Ashokkumar

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90124		BASIC FOOD PRODUCTION AND PATISSERIE-II	P	2	3

MENU	COURSE
MENU-1	SIMPLE VEG SALAD AMERICAN DRESSING COLD SANDWICH WITH BAGUETTE
MENU-2	MEAT SALAD FRUIT SALAD ENGLISH DRESSING & FRENCH DRESSING HOT SANDWICH WITH CIABATTA
MENU-3	COOKED VEG SALAD COOKED MEAT SALAD ITALIAN DRESSING FRESH CREAM DRESSING OPEN SANDWICH
MENU-4	SUNNY SIDE UP BULLS EYE POACHED EGG FRENCH OMELETTE MASALA OMELETTE
MENU-5	STEAMED RICE SAMBAR CHICKEN CHETTINAD PALPAYASAM
MENU-6	GATTEKAPULAO LAAL MAAS MOONGDAL HALWA
MENU-7	COCONUT MILK PULAO CHICKEN XACUTI CABBAGE FOOGATH GODSHE
MENU-8	MASALABHAT GODAMASALA MUTTON KOLHAPURI BASUNDI
MENU-9	WAZAWAN PULAO KASHMIRI EGG MASALA DUM ALOO SOOJIPHIRNI
MENU-10	BADSHAHI PULAO SHALLI MURGH METHIKATHEPLA GUJARATI DAL SHRIKAND

MENU-11	ASSORTEDPARATHAWITHINDIANGRAVIES
BAKERY MENU-12	PAVBUNS BURGERBUNS/HOTDOGBUNS PIZZA BASE.
MENU-13	ALMOND COOKIES CHOCOCHIPCOOKIES MELTING MOMENTS
MENU-14	BUTTERCOOKIES PISTHACOOKIES MASALABISCUITS
MENU-15	PUFFPASTRY (VEGPUFF,EGGPUFF,CREAMHORNS,PALMIERS)

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90125	CC	BASIC FOOD AND BEVERAGE SERVICE-II	T	3	3

Objectives:

- The student will explain, functions of control system, order taking methods, Triplicate and Duplicate checking system. KOT & BOT, flow chart and payment method.
- The student should be able to explain types of menu, terms used, sequence of French classical menu and their examples, cover and accompaniments of each.
- The student will be able to explain the definition of beverages, their types and examples of each.
- The student will be able to define tobacco, identify the parts of Cigar and Cigarettes, storage and brands.
- The student shall be able to explain the functions of Room service, service cycle.

UNIT-I

CONTROL METHODS

Introduction - Functions of a control system, Order Taking Methods – Triplicate checking System, Duplicate checking System, Service with order, Pre-ordered. Formats used - Kitchen Order Ticket, Beverage Order Ticket, Special food checks, Flow chart of KOT & BOT Methods of payment – Cash, Cheques, Credit cards / Debit cards, Travelers cheques, Vouchers and tokens

UNIT-II

MENU KNOWLEDGE

Introduction - Types of Menu – A la Carte Menu & Table d'hote Menu Menu Planning – Considerations and Constraints, Religious and cultural dietary influences. Menu Terms, French Classical Menu sequence, Classical Food dishes – cover and accompaniments

UNIT-III

BEVERAGES

Non Alcoholic Beverages – Definition, Classification Stimulating – Tea, Coffee, Chocolate Nourishing – Juices, Syrups, Squashes, Crushes, Milk, Floats and Shakes Refreshing – Waters – Aerated Water, Natural Spring Water, Mineral Water, Packaged drinking water Alcoholic Beverages – Definition, Classification and examples Fermented – Beer, Wine, Sake, Cider, Perry Distilled – Spirits Compound – Liqueurs.

UNIT IV

TOBACCO

Introduction - Cigar – Parts and Structure of cigar, Terms referred to colour of wrapper, Storage. Brands of cigar. Cigarette - Brands of cigarettes

UNIT V

ROOM SERVICE / IN ROOM DINING SERVICE

Introduction, General Principles. Cycle of Service, Scheduling and Staffing. Forms and Formats. Order Taking, Suggestive Selling, Breakfast Cards. Time management - lead time from order taking to clearance. IRD Layouts and special equipment, Mini bar

Outcome:

- The students shall be able to classify Control methods used in Food & Beverage department.
- The student will be aware of the sequence of French classical menu.
- The students will be able to identify different beverages and their types.
- The students will be able to explain the tobacco and their uses.
- The students will get educated on making a menu for different breakfast, Brunch, Lunch, afternoon tea, High tea, Dinner and Supper.

Reference Books

1. Basic Food and Beverage Service (BHA - 102), written by D. RAJESON PRAKASAM, Published by School of Management studies, Tamilnadu Open University, Chennai.
2. Food and Beverage Training Manual - by Sudhir Andrews
3. The Waiter - by Fuller and Cume
4. Food and Beverage Service - by D.R. Lillicrap
5. Modern Restaurant/Service - by John Fuller.

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90126	CC	BASIC FOOD AND BEVERAGE SERVICE-II	P	2	3

**TABLE LAY-UP & SERVICE
TYPES OF SERVICE**

Task 01: Table Service

- French
- Russian
- English
- American
- Silver

Task 02: Assisted service

- Carvery
- Buffet

Task-03: Meals and its cover

- A La Carte Cover
- Table d'hôte Cover
- English Breakfast Cover
- American Breakfast Cover
- Continental Breakfast Cover
- Indian Breakfast Cover
- High Tea Cover

Task-04: Non-alcoholic beverages service

- Tea – Types of tea Preparation & Service
- Coffee – Types of coffee Preparation & Service
- Cocoa & Malted Beverages – Preparation & Service
- Juices & Soft Drinks – Preparation & Service
- Mocktails Preparation & Service

Task 05: Preparation for Service (Restaurant)

- Organizing Mise-en-scene
- Organizing Mise-en-Place
- Opening, Operating & Closing duties

Task 06: Banquets

- Seating arrangements
- Table frilling
- Cutlery art

Task 07: Basic cover laying procedure for 3 course menu

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90127	Allied	ROOM DIVISION OPERATIONS-II	T	3	3

Objectives:

- The students will be able to explain the co-ordination of Housekeeping department with other departments and function of various important outlets of Housekeeping department.
- The students will be able to differentiate between Daily Cleaning, Periodic cleaning and Spring Cleaning of the different areas of the hotel.
- The students will be able to explain procedures to be followed by Housekeeping department during Pre Arrival and Arrival of guest rooms, amenities and supplies to be provided for different types of guest rooms.
- The students will be able to explore about various forms and formats used in interdepartmental communication in Housekeeping, communication with Front Office department, various Guest Service provided, equipment's and supplies used and Front Office security functions.
- The students shall be able to explain functions, Job responsibilities, description and services provided by Concierge and Bell desk.

UNIT-I

CO-ORDINATION OF HOUSEKEEPING WITH OTHER DEPARTMENTS, DAILY ROUTINE OF THE HOUSEKEEPING DEPARTMENT, CONTROL DESK

Departments like Food Production, Security, Purchase, Stores, HRD, Sales and Marketing. The Housekeeping Day. Opening and closing of the house- morning shift, afternoon shift and night shift. Rules of the floor. Introduction and functions of the Control Desk, Records maintained at the control desk (Key control register, maintenance register, lost and found, logbook, indent books, gate pass), Lost and Found (Classification of Lost and Found articles - valuable, non - valuable and perishable Procedure for Guest and Hotel articles), Minibar Operations

UNIT-II

CLEANING ROUTINE OF GUEST ROOMS, CLEANING ROUTINE OF PUBLIC AREAS

Daily cleaning of Occupied, Departure, Vacant, Under Repair and VIP rooms. Evening service and Second service procedures. Spring Cleaning procedures and its importance. Public areas to be maintained, Daily, weekly and spring-cleaning procedures for various Public areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Elevators, Staircase, Guest corridors, Restrooms and Leisure areas (spa, swimming pool, shopping arcades)

UNIT-III

PRE-ARRIVAL PROCEDURE AND GUEST ARRIVAL

Pre-Registration-For Reserved Guests and VIP's & VVIP's. Pre-Arrival activities- Arrive list for the day, notifying HK dept & Room service regarding the amenities to be provided in the VIP rooms, Special arrangements for Groups and Meal coupons. Receiving and Registering walk-in FIT, - Receiving and Registering a Reserved guest, Rooming a Guest. Receiving and Registering a Group, Receiving Airline Crews, Receiving VIP & VVIP's. Room location, Blocking of rooms, Issuing of room keys. Registration Records-GRC-Guest Registration card, 'C' Form, Arrival & Departure register, Key card/Welcome card, VIP amenities voucher, Discrepancy report, Expected departure register. Glossary terms in relation to Registration

UNIT-IV

COMMUNICATION WITHIN FRONT OFFICE, INTER-DEPARTMENTAL COMMUNICATION, GUEST SERVICE, GUEST RELATIONS, FRONT OFFICE SECURITY FUNCTIONS

Communication within the Front office- Log book, Information directory Handling messages, Wake-up calls. Inter-departmental communication with – Housekeeping, Engineering & Maintenance, Revenue centres, Marketing and Public relations. Guest Service- Equipment and supplies (Rollaway beds and cribs, additional linen/pillows, Iron box and Ironing board, additional cloth hangers, Audio visual & office equipment). Guest Relations- Complaints (Mechanical, Attitudinal, Service related, unusual) Identifying complaints, Handling complaints, Follow-up procedures. Front Office Security functions- Key control, Room key security system, Surveillance and access control, Protection of funds, Safe deposit lockers, Lost and found. Emergency procedures- Medical, Robbery, Fire, Suicide, Death, Bomb threat, Riot

UNIT-V

CONCIERGE AND BELL DESK

Job description of Concierge- Basic functions, Responsibilities. Job description of Bell captain and Bell boy- Basic functions, Responsibilities. Providing information to groups, Errand cards (Importance, Arrival, Departure and Other errands cards). Miscellaneous services – Secretarial, Arranging for Massage, ordering flowers, Flight confirmation, Airline, Theatre and Restaurant reservation, Arranging transportation. Baggage handling- FIT's, GIT's and VIP's, Left luggage handling and procedure

Outcome:

- The student can classify coordination of Housekeeping department with other departments and explain the functions of Housekeeping Control Desk.
- The student can differentiate between routine cleaning of Guest Rooms and Public Areas.
- The student will explain the Pre Arrival and Guest Arrival procedures.
- The student shall classify inter department communication in Housekeeping, guest service and guest relations in Front Office and Front Office security functions.
- The student shall evaluate the jobs provided by Concierge and Bell Desk.

Reference Books

1. Robert Woodsetal., Professional Front Office Management, 1st edn, (Pearson Publications: Essex, 2014)
2. Jatashankar Tiwari, Hotel Front Office: Operations and Management, (Oxford: New Delhi, 2016)
3. Anutosh Bhakta, Professional Hotel Front Office Management, (Tata McGraw Hill: New Delhi, 2012)
4. Misra & Sadual, Basics of Tourism Management, (Excel Books: New Delhi, 2008)
5. G. Raghubalan & Smriti Raghubalan, Hotel Housekeeping: Operations and Management, (Oxford: New Delhi, 2015)
6. Malini Singh, Hotel Housekeeping, (Tata McGraw Hill: New Delhi, 2012)
7. K.C. Rakesh Kadam, Housekeeping Operations and Management for Hospitality, Bookman Publishing

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90128	Allied	ROOM DIVISION OPERATIONS-II	P	2	3

SECTION I

- Servicing a guest room and bathroom with a chambermaid's strolley (checkout/occupied and vacant room)
- Bedmaking (Daybed, turndown service)
- Preparing various records such as
- Room occupancy report Checklist Floor register Work/maintenance order
- Lost and found slips and gate pass
- Maid's report
- Housekeeper's report
- Logbook Guest special request register
- Record of special cleaning
- Call register VIPI list
- Floor linen book/ register
- Mini bar management Issue Stock taking
- Checking expiry date Handling guest supplies
- Maintaining register/record
- Replenishing floor pantry
- Stock taking
- Spring cleaning of Public areas

SECTION II

- Preparing Records, lists, books and forms such as:
- Arrival register Arrival list No show/cancellation report
- VIPI List Fruits & Flowers requisition
- Left luggage register
- Bellboy movement control sheet
- Scanty Baggage Register
- Arrival & Departure errand cards
- Expected arrival/departure list
- Telephone handling skills at the reception and taking reservations.
- Skill to receive and record mail as well as messages (Hotel staff, Guest-Past, present and future).
- Skill to handle guest arrival (FIT and groups) including registering the guests and rooming the guest functions.
- Role play: At the porch-Guest driving in. Doorman opening the door and saluting guest, Calling bellboy At the Front Desk-Guest arriving, greeting & offering welcome drink. Checking if there is a booking.
- Tackling guest complaints with regard to the guest cycle and preparing and updating a Guest history Card.
- Use of PMS and suggested tasks to be carried out:

- Variousfunctionkeys
- Pre-registeraguest
- Creatingandupdatingguestprofiles

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90129	Skill Based	BASICS OF HOTEL ADMINISTRATION	T	2	2

Objective:

- The objective of this course is to provide students with a comprehensive understanding of the administrative functions within the hotel industry. It aims to equip students with the foundational knowledge and skills necessary to effectively manage and oversee various aspects of hotel operations.

**UNIT-I
INTRODUCTION TO HOTEL ADMINISTRATION**

- Definition and scope of hotel administration
- Historical development of hotel administration
- Importance of effective administrative practices in the hotel industry

**UNIT-II
ORGANIZATIONAL STRUCTURE AND DEPARTMENTAL FUNCTIONS**

- Organizational hierarchy in hotels
- Roles and functions of various hotel departments (e.g., front office, housekeeping, food and beverage, sales and marketing)
- Interdepartmental coordination and communication

**UNIT-III
FINANCIAL MANAGEMENT IN HOTELS**

- Budgeting and financial planning
- Revenue management and pricing strategies
- Cost control and expense management

**UNIT-IV
HUMAN RESOURCE MANAGEMENT IN HOTELS**

- Recruitment, selection, and training of hotel staff
- Employee performance evaluation and motivation
- Employee relations and conflict resolution

**UNIT-V
MARKETING AND SALES FOR HOTELS**

- Marketing strategies and promotional activities for hotels
- Sales techniques and strategies for maximizing occupancy
- Customer relationship management and guest retention

Learning Outcomes:

- Define and explain the key administrative functions within a hotel.
- Identify and describe the roles and responsibilities of hotel administrators.
- Apply basic administrative skills in areas such as planning, organizing, and controlling hotel operations.
- Analyze financial and budgeting processes relevant to hotel administration.
- Evaluate the impact of effective hotel administration on guest satisfaction and business success.

Reference Books:

1. "Hotel Management and Operations" by Michael J. O'Fallon and Denney G. Rutherford
2. "Hotel, Restaurant, and Travel Law" by Karen Morris, Norman Cournoyer, and Anthony Marshall
3. "Hotel and Hospitality Management: An Introduction" by Alan T. Stutts and James F. Wortman
4. "Principles of Hotel Front Office Operations" by Sue Baker, Jeren Gonder, and Pam B. Knack-Hernandez
5. "Hotel Management: Theory and Practice" by G. Sudhir, Andrew Lockwood, and Medlik S.

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
901210	SEC	Environmental Studies	P	2	2

SEMESTER-III

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90131T	T/OL	TAMIL/FRENCH/OTHER LANGUAGES-III	T	3	4

TAMIL-III

Objectives:

- தமிழைக் கவரலாற்றா அறிந்துமகாள்ளுதல்.
- தமிழின் வாழ்வியல் மதாண்மளய அறிதல்.
- தமிழின் பண்பாட்டின அறிந்துமகாள்ளல்.
- தமிழ் பமல்நிகழ்ந்த பிற்பண்பாட்டுத்தாக்கங்களை அறிதல்.
- தமிழ் இலக்கியம் ஁ர்ந்த பபாட்டித் பதர்வுகளுக்கு ஏற்ப கற்பித்தல் நளடமுளறகளை பமற்மகாள்ளுதல்

அலகு-1

மதால்பைங்காலவரலாறும் ஁ங்ககாலவரலாறும்

1. தொல் தமிழர்
2. பழைய கற்காலம்
3. புதிய கற்காலம்
4. உபலாகக்காலம்
5. அகழ்வாராய்ச்சியில் தமிழும் தமிழரும் (கீடிவளர)
6. திளண வாழ்வியல் (கைவு வாழ்க்கை, கற்பு வாழ்க்கை, உணவு, அணிகலன்கள், வாணிகம், விளையாட்டுகள்)
7. கல்வியும், களலகளும்
8. தமிழ்வைர்த்த஁ங்கம்
9. ஁ங்ககால ஆட்சிமுளற
10. அயல்நாட்டுத் மதாடர்புகள்

அலகு-2

ஆட்சியர்வரலாறு

1. மூபவந்தர்வரலாறு
2. பல்லவர்வரலாறு
3. நாயக்கர்ஆட்சி
4. முகம்மதியர்ஆட்சி
5. மராட்டியர்ஆட்சி

அலகு-3

ஐபராப்பியர்காலவரலாறு

1. பபார்த்துக்கீசியர்
2. டச்சுக்காரர்கள்
3. படனிஸ்காரர்கள்
4. பிமரஞ்சுக்காரர்கள்
5. ஆங்கிபலயர்கள்
6. பாளையக்காரர்கள்
7. இந்தியவிடுதலாப்பாராட்டத்தில்தமிழ்நாடு

அலகு-4

விடுதலாக்குபின்தமிழ்நாட்டுவரலாறு

1. மமாழிப்பாராட்டம்
2. ெழுக மறுமலர்ச்சி
3. மதாழில்நுட்பவைர்ச்சி

அலகு-5

மமாழிப்பயிற்சி

- நிறுத்தக்குறிகள்
- களலர்மொற்கள்
- மமாழிமயர்ப்பு

பயிற்சி: ஆங்கிலக் களலர் மொற்களைக் மகாடுத்து அவற்றைத் தமிழில் மமாழிமயர்க்கச் செய்தல்.

Outcome:

இப்பாடல்களைக் கற்பதால் பின்வரும் பயன்களை மாணவர் அளடவர்

- தமிழைக் கவரலாற்றா அறிந்துமகாள்வர்.
- தமிழை ரிள்வாழ்வியல்மதாண்ளமளயஅறிவர்.
- தமிழை ரிள்பண்பாட்டுக்கூறுகளை அறிந்துமகாள்வர்
- பிறபண்பாட்டுத்தாக்கம்மற்றும் அணுகுமுளறகளை அறிவர்.
- மமாழிப்பயிற்சிக்குத்தளவயான இலக்கணங்களைக்கற்பர்.

Reference Books:

- தமிழைக் கவரலாறும் பண்பாடும் - பக.பக. பிள்ளை, உலகத் தமிழை ாராய்ச்சி நிறுவனம், மென்ளன,
- தமிழை ர்நாகரிகமும்பண்பாடும்-அ.தட்சிணாமூர்த்தி, யாழ்மவளியீடு, மென்ளன,
- தமிழைக் கவரலாறும்பண்பாடும்-பவ.தி.மெல்லம், மணிவாெகர்பதிப்பகம், மென்ளன,
- ஆதிச்செநல்லூர்முதல்கீைடிவளரநுபவதாலாயிஸ், கிைக்குப்பதிப்பகம், மென்ளன.
- பண்பாட்டுமானிடவியல்-பக்தவத்ெலபாரதி, அளடயாைம்பதிப்பகம், திருச்சி.
- தமிழை ர் பமல் நிகழ்ந்த பண்பாட்டுப் பளடமயடுப்புகள், க.ப. அறவாணன், தமிழ்க்கபகாட்டம், மென்ளன.
- தமிழைக்ெமுதாயபண்பாட்டுகளைவரலாறு-கு.பெதுராமன், என்.சி.பி.எச், மென்ளன,
- தமிழை ர்களையும்பண்பாடும்-அ.கா.மபருமாள், என்.சி.பி.எச், மென்ளன.
- ஒரு பண்பாட்டின் பயணம்: சிந்து முதல் ளவளக வளர - ஆர். பாலகிருஷ்ணன், பராொ முத்தளயாஆராய்ச்சிநூலகம், மென்ளன.
- தமிழும்பிறபண்பாடும்-மத.மபா.மீனாட்சிசுந்தரனார், நியூமெஞ்சுரிபுக்ஹவுஸ், மென்ளன
- தமிழை ர்வரலாறும்பண்பாடும்-நீலகண்டொஸ்திரி, ஸ்ரீமெண்பகாபதிப்பகம், மென்ளன
- தமிழை ர்வரலாறும்தமிழை ர்பண்பாடும்-மா.இராெமாணிக்கனார்
- தமிழை ர்நாகரிகவரலாறு-க.த.திருநாவுக்கரசு, மதால்காப்பியர்நூலகம், மென்ளன.

Web Sources

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- <https://www.sirukathaigal.com>
- <https://www.tamilvirtualuniversity.org>
- <https://www.noolulagam.com>
- <https://www.katuraitamilblogspot.com>

**SUBJECT
CODE**

90131F

FRENCH-III

Objectives:

- Understand the structure and use of the different grammatical tenses
- Translate texts and examine them
- Draft summaries of literary texts
- Identify the requirement and employ the different grammatical tenses
- Analyze and critically assess the literary texts

UNIT-I

Les feuilles mortes Le
Vrai Père
Les pronoms relatifs

UNIT-II

Nos études
Demain dès l'aube
Le passé composé

UNIT-III

Par une journée d'été
L'imparfait
Le Plus-que-parfait

UNIT-IV

Une visite inattendue Le
subjonctif
Le conditionnel

UNIT-V

L'hiver
Le libraire
La comparaison

Outcome:

- Identify and appreciate the construction and the structure of different tenses and sentences
- Translate simple texts
- Draft and summarize literary texts

- Apply the grammatical rules to express one's ideas using different tenses
- Analyze literary texts with respect to their structure and composition
- Build upon acquired writing and communication skills to develop them

Readinglist:(PrintandOnline)

K.Madanagobalane&N.C.Mirakamal,Lefrançaisparlestextes,Chennai,SamhitaPublications – Goyal Publisher & Distributors Pvt Ltd, 2017

MALAYALAM-III

POETRY

Objectives:

- To recall the origin and development Malayalam Modern Poetry
- To understand the different trends in Modern poetry and Puthkavitha as well
- To Generalize the aesthetic beauty of the Puthukavitha
- To differentiate the structural and content variations both Literary criticism and non-fiction
- To compare the different style of criticism in Malayalam
- To Conceptualize the different trends in Malayalam Poetry

UNIT-I

This unit focuses on significance of Malayalam modern Poetry and its different trends.

UNIT-II

- Ganga: Venikulam Gopalakurup
- Swargadoothan. G. Kumara Pilla
- Bharatha Srikalhan Bhavasudhi- Vallathol Narayana Menon

UNIT-III

- Kaliyachan- P. Kunhiraman Nair
- Yugaparivarthanam: Vailopilli Sreedhara Menon
- Sathrathil Oru Raathri- P. Bhaskaran

UNIT-IV

- He Gagarin- Ayyappa Panikar
- Gajendra Moksham_ Sugathakumari

UNIT-V

This unit introduces the nature of Puthukavitha also evaluate the puthukavitha, the contemporary poetry originated after modern poetry.

UNIT-VI

- 1. P.P. Ramachandran- Pattanbipuzhamanalil
- 2. Refeek Ahmmad- Kashtam

UNIT-VII

3. S.Joseph-MalayalakavithakkuoruKathu

4. K.R.Tony- Plemmenammai

UNIT-VIII

5. V.M.Girija-Avarokke
6. P.Raman- Thotiyutethattathu

UNIT-IX

7. Veerankutty- Manveeru
8. VijilaChirappadu-PenkriyakalutePrasadhanam

UNIT-X

9. AnithaThampi-Muttamatikkumpol
10. M.B.Manoj-SurveyofIndia

ReadingList:

1. MalayalaSahityaCharithram-Dr.K.M.George(Ed.)
2. KairaliyuteKadha-N.Krishnapillai
3. KavithaSahityaCharithram-M.Leelavathi
4. AdrushyathayuteAkhyanangal-RajeshChirapadu
5. AdhunikantharaMalayalaKavitha-C.R.Prasad

RecommendedTexts

1. KavyaMaalika
2. PuthukavithaEdbyDr.O.K.Santhosh

Outcomes:

- Studentswillinterprettheliterarytexts inModernPoetry
- Theywillsummariesthecontentofthedifferenttypesofpoems
- Theywillexplaintheformandcontentofthe poems
- Theyinterpretthestyleofcontemporarypoetry
- TheywillunderstandaestheticbeautyandmetreinthePoetry
- TheyobtainthestyleofPuthu kavitha

**SUBJECT
CODE**

90131TU

TELUGU-III

Objectives:

- Most of Viswanath's novels depict evolving social conditions and involve an in-depth analysis of culture as well as human nature and consciousness. To inculcate human values

UNIT-I

P.No. 1- 19

UNIT-II

P.No.20-43

UNIT-III

P.No.44-92

UNIT-IV

P.No.93-105

UNIT-V

P.No.106-128

Outcome

At the end of the course students will be able to Remember, Understand, Apply, Analyze, Evaluation, Creating

Reference Books

1. "VASUCHARITHA", Author: Kandaasanudu, Publishers: Jayenthipublications, Carol Marks Road, Vijayawada – 520 002.

Web Resources

- <https://www.teluguthesis.com/vasucharitha>
- <http://sahitinandenem.blogspot.com/vasucharitha>
- <https://www.desubhashitam.com/vasucharitha>
- <https://archire.org.details.vasucharitha>
- <https://www.amazon.in.vasucharitha>

**SUBJECT
CODE**

90131H

HINDI-III

Objectives:

The Main Objectives of this course are:

- Getting knowledge regarding Personal letter writing in Hindi
- Social letters in Hindi
- Business letters in Hindi
- Official Letters in Hindi
- Know about Technical Words

UNIT-I NIJIPATRALEKHAN

- Niji Patra–Arthaur Bhed
- Pitaji/Matajikenampatra
- Mitra,Bhaiaadikenampatra
- ParibhashikShabdawali-Prashasanik

UNIT-II

SAMAJIKPATRALEKHAN

- Samajik Patra–Arthaur Bhed
- Aavedan Patra–Noukri,Chuttiaadi
- Dak Adhikarikenampatra
- Nagarpalikakenampatra
- Parivahanpradhikarakenampatra
- Paribhashikshabdawali-vidhi

UNIT-III

VYAVASAYIKPATRALEKHAN

- Vyavasayik Patra–Arthaur Bhed
- Prakashakkenampatra
- Pooch-Taach
- Shikayathi
- Kshatipoorthiaadivishyoparpatralekhan
- Paribhashikshabdawali–Padnamvamantralayokenampatra

UNIT-IV

- SamanyaParichay
- SarkariPatra
- Ardh-SarkariPatra
- Gyapan,Paripatra
- Anusmarak
- Adhisuchna

- Avedan
- ParibhashikShabdavali-Banking

UNIT-V

PRATIYOGIPARIKSHAPARADHARITPATRACHARSESAMBANDHIT PRASHIKSHAN KARYA

- PraroopbananakaPrashikshandena
- TippanlikhnekaPrashikshanDena
- Vibhinnapratyogiparikshaokebaremeinsuchnapradandena

Outcome:

- ProvidingknowledgeofLetterwritinginHindi
- TellingabouttherulesofOfficialCorrespondence
- ProvidingknowledgeofOfficiallanguageHindi
- ProvidingpracticeonDraftingandnoting
- Knowingaboutthenamesofposts,namesofsectionsandrelatedterminology

Reference Books:

1. AlekhanaurTippan-Prof.Viraj
2. Alekhan-Kichlu

WebSources

1. <https://youtu.be/-kUPGG0B4tU>
2. <https://www.youtube.com/watch?v=xk14MNb1r7k>

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90132	E	GENERAL ENGLISH-III	T	3	4

Objectives:

- To make them active listeners
- To enhance the interpersonal relationship skills
- To enable them to cope with stress
- To master grammar skills
- To help them use English effectively in a business environment

UNIT-I

ACTIVE LISTENING

Short Story

- In a Grove – Akutagawa Ryunosuke, Translated from Japanese by Takashi Kojima
- The Gift of the Magi – O’Henry

Prose

- Listening – Robin Sharma
- Nobel Prize Acceptance Speech – Wangari Maathai

UNIT-II

INTERPERSONAL RELATIONSHIPS

Prose

- Telephone Conversation – Wole Soyinka
- Of Friendship – Francis Bacon

Song (Motivational/Narrative)

- Ulysses – Alfred Lord Tennyson
- And Still I Rise – Maya Angelou

UNIT-III

COPING WITH STRESS

Poem

- Leisure – W.H. Davies
- Anxiety Monster – Rhona McFerran

Reader’s Theatre

- The Forty Fortunes: A Tale of Iran
- Where there is a Will – Mahesh Dattani

UNIT-IV

Grammar

- Phrasal Verbs & Idioms
- Modals and Auxiliaries
- Verb Phrases – Gerund, Participle, Infinitive

UNIT-V

Composition/Writing Skills

- Official Correspondence–Leave Letter, Letter of Application, Permission Letter
- Drafting Invitations
- Brochures for Programmes and Events

Outcome:

On completion of this course, students will:

- Listen actively
- Develop interpersonal relationship skills
- Acquire self-confidence to cope with stress
- Master grammar skills
- Carry out business communication effectively

Textbooks (Latest Editions)

3. Wangari Maathai–Nobel Lecture. Nobel Prize Outreach AB 2023. Jul 2023.
4. Mahesh Dattani, Where there is a Will. Penguin, 2013.
5. Martin Hewings, Advanced English Grammar, Cambridge University Press, 2000
6. Essential English Grammar by Raymond Murphy

Web Sources

- Wangari Maathai–Nobel Lecture. Nobel Prize Outreach AB 2023. Mon. 17 Jul 2023.
<https://www.nobelprize.org/prizes/peace/2004/maathai/lecture/>
- Telephone Conversation- Wole Soyinka https://www.k-state.edu/english/westmank/spring_00/SOYINKA.html
- Anxiety Monster- Rhona McFerran www.poetrysoup.com

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90133	CC	ADVANCED FOOD PRODUCTION-I	T	3	3

Objectives:

- The student will be able to compare the different styles of cookery, shall translate the history of modern and contemporary cuisines and explain Cruise line operations.
- The student should be able to identify types of Mushrooms & Truffles and their uses. They will also identify different dishes cooked with wine.
- The student will be able to explore the significance and cooking trends in French and Italian Cuisine.
- The student will be able to explore the culinary delicacies of Spanish, Mexican and Oriental Cuisine.
- The student shall be able to explain Breads, their types, faults and remedies, ingredients used, methods of baking cookies and biscuits.

UNIT I

Styles of Cookery-Oriental/Asian/European/Continental/Pan American. History and Development of Modern Cuisine-Classical and Contemporary. Gastronomy and culture, Cruise line operation

UNIT II

MUSHROOMS AND WINE

Mushrooms and Truffles, Types of Mushrooms, Uses, Types of Truffles, Uses. Cooking Food with Wine

UNIT-III

FRENCH AND ITALIAN CUISINE

Features, regional classification, ingredients, methods of cooking, course of the menu. Glossary of French culinary terms. Italian cuisine – features, regional classification, ingredients, methods of cooking, course of the menu. Glossary of Italian culinary terms

UNIT-IV

SPANISH, MEXICAN AND ORIENTAL CUISINE

Features, regional classification, ingredients, methods of cooking, course of the menu. Glossary of Spanish and Mexican culinary terms. Chinese – feature, regional classification, Ingredients, methods of cooking, course of the menu. Thai-Features, regional classification, Ingredients, methods of cooking, course of the menu. Japanese, regional classification, Ingredients, methods of cooking, course of the menu

UNIT-V

Breads-Different types of bread making and its method. Breads faults and remedies. Cookies and biscuits. Ingredients used for cookies and biscuits. Different methods of cookies and biscuits. Cookies and biscuits faults and remedies.

Outcome:

- The student can explain the different cultures, styles and history of cooking.
- The student can explain the use of Truffles and Mushrooms in food and identify dishes cooked with wine.
- The student will explain the different ingredients, methods and glossary of French and Italian cuisine.
- The student shall classify Spanish, Mexican and Oriental cuisines.
- The student learns to explore the preparation of Breads, Cookies and Biscuits.

Reference Books

1. Professional Baking-Wayne Gisslen
2. Professional Cooking-Wayne Gisslen
3. Professional Pastry Chef-Bo Friberg, John Wiley
4. The Wilton Ways of Cake Decorations-Hamlyn Publishing
5. Basic Baking- S.C. Dubey
6. Theory of Bakery and Confectionery, Yogambal Ashokkumar
7. Larousse Gastronomique-Cookery Encyclopedia-Paul Hamlyn
8. Culinaria European Specialities-Romer, Joachim
9. Larousse Gastronomique-Cookery Encyclopedia-Paul Hamlyn
10. Culinaria European Specialities-Romer, Joachim
11. Culinaria France-Romer, Joachim
12. Culinaria Italy-Piras Claudia
13. Culinaria Italy: Pasta. Pesto. Passion-Ullman Publishing
14. Culinaria Spain-Trutter Marioned.
15. Classical Recipes of the world-Smith, Henry

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90134	CC	ADVANCED FOOD PRODUCTION-I	P	2	3

MENU	COURSE
MENU-1	MEXICAN SALAD PRAWN FAJITAS MEXICAN CHICKEN WITH RICE MEXICAN RICE PUDDING
MENU-2	SOY BUTTER GLAZED KING OYSTER MUSHROOMS TRUMPET MUSHROOM SCALLOPS WITH BROWN BUTTER AND THYME WITH PASTA
MENU-3	MIXED GREENS WITH ORANGES TOMATO BASIL SOUP ROASTED LAMB WITH ONION JUS CRÈME BRÛLÉE
MENU-4	POTAGE AUX LEGUMES COB SALAD PAN SEARED FISH WITH CAPER BUTTER CHEESE CAKE
MENU-5	CHICKEN LIVER PATE SALMON AND ASPARAGUS TERRINE STUFFED CHICKEN BALLANTINE CHICKEN GALANTINE
MENU-6	TACO SALAD CHICKEN QUESADILLAS CHILI CON CARNE CHOCOLATE SOUFFLE
MENU-7	CHICKEN CHOWDER ENCHILADAS MOLE QUEEN OF PUDDING
MENU-8	STUFFED JACKET POTATOES JALAPENO POPPER BITES MIXED VEGETABLE PIZZA COFFEE MOUSSE
MENU-9	POTAGE PARMENTIER FRENCH POTATO SALAD CHICKEN CHASSEUR GATEAU AU YAOURT
MENU-10	CHICKEN LIVER PATE SALMON AND ASPARAGUS TERRINE STUFFED CHICKEN BALLANTINE CHICKEN GALANTINE

MENU-11	AMERICAN CHOP SUEY ONION RINGS FLAPJACKS
Bakery MENU-12	DANISH PASTRY (PINWHEEL, PINEAPPLE TWIST, ENVELOPE) CROSSANTS (CHOCOLATE CROSSANTS, JAM CROSSANTS)
MENU-13	SHORT CRUST PASTRY (JAM TARTS, LEMON TARTS, APPLE PIE)
MENU-14	GENIOUSS PONGE CAKE GEL SPONGE CAKE BUTTERCREAM ICING
MENU-15	TEA CAKES PLUM CAKES BANANA CAKES

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90135	CC	ADVANCED FOOD AND BEVERAGE SERVICE-I	T	3	3

Objectives

- By the end of this unit the students will be able to appreciate the use of alcoholic beverages, its classification and imbibe the art of wine and wine tasting, Consumption – benefits, abuse, sensible drinking.
- By the end of this unit the students will be able to differentiate between the types of wine, methods of production and service.
- By the end of this unit the students will be able to explain the history, production and classification of beer and other fermented beverages.
- On completion of this unit the students will be able to explore the concept of Distillation and beverages produced through distillation. They will also learn about the history, manufacture and styles of Distilled beverages.
- By the end of this unit the students will be able to identify the types, its manufacturing process and varieties of spirits and liqueurs.

UNIT-I

ALCOHOLIC BEVERAGES AND WINES

Introduction and classification of alcoholic beverages. Vine-family, grape composition, training and pruning, cycle of harvest, factors affecting. Quality – soil, climate, viticulture, Vinification, vine diseases. Classification of wines – still, sparkling, fortified, aromatized, Grape varieties – 10 red and 10 white. Wine manufacture – red, white, rose, Wine service temperatures

UNIT-II

FORTIFIED AND SPARKLING WINE

Wine producing countries and regions (handout provided) - France, Italy, Germany. Wine names – France, Italy, Germany, California, Australia, India. Champagne – Introduction, manufacture, types and shippers. Fortified wines – Sherry, Port, Madeira - types, manufacture, service and brands. Aromatized – Vermouth and other aromatized wines. Wine and food Harmony

UNIT-III

BEER AND OTHER FERMENTED BEVERAGES

Introduction to Beer. Ingredients for Beer Manufacture, Production of Beer. Beer classification and styles. Service of Beer, Beer brands with countries – 10 countries with 5 brands each. Cider, Sake, Toddy – Process

UNIT-IV

DISTILLED BEVERAGES

Introduction to distilled beverages

Pot still distillation, Patents still distillation, Proof systems, Whisky, Scotch - manufacturing, types, regions, brands. Irish – history, manufacture, brands, American – history, manufacture, types,

brands, Brand names – Canadian, Indian. Brandy – History. Cognac - Manufacturing, region, types, brands, Other brandies – Armagnac, Marc/Grappa, Calvados – basic knowledge. Rum - History, Manufacture, Styles, Brand names with countries. Gin - History, Manufacture, Types, Brand names with countries. Vodka - History, Manufacture, Brand names with countries, flavoured vodkas. Tequila - History, Manufacture, Styles, Brand names.

UNIT-V

OTHER SPIRITS AND LIQUEURS

Other spirits – Absinthe, Ouzo, Slivovitz, Akvavit, Feni, Arrack, Schnapps. Liqueurs - Introduction, Manufacture, Brand names with base, color, flavor, countries

Outcome:

- The student can classify alcoholic beverage and explain the vinification and viticulture process.
- The student can differentiate between types of wines and their service.
- The student will explain the process of brewing beer and service.
- The student will identify the different distilled beverages available.
- The student learns about other spirits and liqueurs.

Reference Books

1. Basic Food and Beverage Service (BHA-102), written by D. RAJESON PRAKASAM, Published by School of Management studies, Tamilnadu Open University, Chennai.
2. Food and Beverage Training Manual – by Sudhir Andrews
3. The Waiter – by Fuller and Cume
4. Food and Beverage Service – by D.R. Lillicrap
5. Modern Restaurant/Service – by John Fuller.

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90136	CC	ADVANCED FOOD AND BEVERAGE SERVICE-I	P	2	3

SERVICE OF WINES

- Task-01 Service of Red Wine
- Task-02 Service of White/Rose Wine
- Task-03 Service of Sparkling Wines
- Task-04 Service of Fortified Wines
- Task-05 Service of Aromatized Wines
- Task-06 Service of Cider, Perry & Sake

SERVICE OF APÉRITIFS

- Task-01 Service of Bitters
- Task-02 Service of Vermouths

SERVICE OF BEER

- Task-01 Service of Bottled & Canned Beers
- Task-02 Service of Draught Beers

SERVICE OF SPIRITS

- Task-01 Service styles – neat/on-the-rocks/with appropriate mixers
- Task-02 Service of Whisky
- Task-03 Service of Vodka
- Task-04 Service of Rum
- Task-05 Service of Gin
- Task-06 Service of Brandy
- Task-07 Service of Tequila

SERVICE OF LIQUEURS

- Task-01 Service styles – Neat/On-the-rocks/With cream/Enfrappe

MATCHING WINES WITH FOOD

- Task-01 Menu Planning with accompanying Wines
Continental Cuisine
Indian Regional Cuisine

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90137	Allied	ROOM DIVISION MANAGEMENT- I	T	3	3

Objectives

- The students will be able to define the role of Housekeeping supervisor and oversee all aspects of cleaning in hotel.
- The students will be able to explain the different types of laundries, their layout, linen room and linen control.
- The students will be able to classify Checkout procedures in a hotel and the reports generated to understand the flow of room business.
- The students will be able to explain the different ways bills can be settled and payments can be made by guests.
- The students will be able to understand the accounting fundamentals involved in a hotel.

UNIT-I

HOUSEKEEPING SUPERVISION

Role of Supervisor, Specific Functions of Supervisors- Guest room inspection, Inspection of VIP rooms, Linen Inventory. Check list for inspection, Dirty dozen and Quick six inspection.

Contract Cleaning - Definition & Concept - Jobs given on contract by Housekeeping. Advantages & Disadvantages, Pricing a contract

UNIT-II

LAUNDRY OPERATIONS

Types of Laundries- OPL, Commercial, Layout of a typical laundry Laundry equipment & uses (Commercial Laundry, Equipment - calendaring machine, Hydro extractors, Washing machine, Steam press, Suzie, Flat press), Laundry Process, Stain Removal, Dry-cleaning, Flow Chart of Handling Guest Laundry - Laundry list and Valet Service. Linen Room - Layout of Linen Room, Classification & Selection of Linen. Classification of Bed, Bath, & Restaurant Linen, Sizes of Linen, Storage facilities and conditions, Par stock, Factors affecting par stock. Linen Control - Linen Inventory & Control, Discard management, Storage of uniforms, Issue and exchange of uniforms.

UNIT-III

Checkout - Departure notification, Departure procedure in Fully automated system, Group Checkouts, Express check outs, Early and Late check outs and charges, Post departure Courtesy Services. **Application of various Statistical data** - Room occupancy %, Double Occupancy %, Foreign Occupancy %, Local Occupancy %, House Count, ARR, RevPAR, ARG, Single Occupancy, Cancellation %, No Show %, Overstay %, Understay % (Numericals based on the above formulae)

UNIT IV

Methods of Payment - Settlement of Bills, Cash Settlement- Indian & Foreign currency, Travelers cheque, Personal cheque, Demand draft, Debit card, Foreign currency exchange procedure and encashment certificate, Credit Settlement- Credit card, Travel Agent voucher, Bill to Company letter, Other methods of payment- NEFT/RTGS, charge voucher

UNIT V

Front office Accounting - Accounting fundamentals (Types of accounts, folios and vouchers), City Ledger, Front office Accounting cycle-Creation, maintenance and settlement of accounts, Credit control measures-Pre-Authorization, Advance Payments, Floor Limit, House Limit

Outcome

- The student can successfully define the job of Housekeeping supervisor.
- The student shall be able to explain Laundry operations
- The student will successfully simplify the guest checkout process involved in hotel & verify the statistical data generated.
- The student shall explain the methods of payment made by room guests.
- The student can successfully evaluate the Front Office accounting.

Reference Books

1. Robert Woodsetal., Professional Front Office Management, 1st edn, (Pearson Publications: Essex, 2014)
2. Jatashankar Tiwari, Hotel Front Office: Operations and Management, (Oxford: New Delhi, 2016)
3. Anutosh Bhakta, Professional Hotel Front Office Management, (Tata McGraw Hill: New Delhi, 2012)
4. Misra & Sadual, Basic of Tourism Management, (Excel Books: New Delhi, 2008)
5. G. Raghubalan & Smriti Raghubalan, Hotel Housekeeping: Operations and Management, (Oxford: New Delhi, 2015)
6. Malini Singh, Hotel Housekeeping, (Tata McGraw Hill: New Delhi, 2012)
7. K.C. Rakesh Kadam, Housekeeping Operations and Management for Hospitality, Bookman Publishing

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90138	Allied	ROOM DIVISION MANAGEMENT - I	P	2	3

SECTION I

- Design a Housekeeping checklist for Guestrooms and Public areas.
- Supervision of Guestroom using checklists
- Calculation of Room Linen requirement for a 100 room property with an OPL
- Stain Removal - Latest Technique
- Washing of Linen - Bluing, Starching, Ironing
- Stock taking of Linen for Housekeeping Lab
- Field Visit - Visit to a commercial Laundry and preparation of a report on its operation

SECTION II

- Role-play on Checkouts using various methods of Payments - FIT (Indian & Foreign Nationality guests)
- Role-play on Checkout Procedure for bookings done through Corporate and Travel Agent
- Role-play on Group Checkout procedure
- Format of Departure Register, Departure Intimation, Departure List, Departure Errand Card.
- Preparation of guest folio, Filling up, accounting and totalling (final) guest folio in semi-automated accounting system
- Preparation of various vouchers - V.P.O., Miscellaneous voucher, Allowance vouchers, Travel Agent voucher, Cash receipt voucher
- Use of Software for Settlement of bills

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90139	Skill Based	CUSTOMER RELATIONS IN HOTELS	T	2	2

Objective:

- The objective of this course is to equip students with the knowledge and skills required to deliver exceptional customer service in the hotel industry. The course aims to cultivate a deep understanding of customer relations principles and practices, enabling students to effectively manage guest interactions and enhance overall guest satisfaction.

**UNIT-I
INTRODUCTION TO CUSTOMER RELATIONS IN THE HOTEL INDUSTRY**

- Importance of customer service in the hospitality sector
- Role of customer relations in guest satisfaction and loyalty
- Ethical considerations in customer interactions

**UNIT-II
COMMUNICATION AND INTERPERSONAL SKILLS**

- Verbal and non-verbal communication techniques
- Active listening and empathy in customer interactions
- Handling difficult and sensitive situations with diplomacy

**UNIT-III
UNDERSTANDING CUSTOMER NEEDS AND EXPECTATIONS**

- Market segmentation and customer profiling
- Anticipating and meeting diverse guest preferences
- Personalizing services to enhance guest satisfaction

**UNIT-IV
HANDLING CUSTOMER COMPLAINTS AND CONFLICT RESOLUTION**

- Strategies for effective complaint handling
- Turning negative experiences into positive outcomes
- Conflict resolution techniques in a hotel setting

**UNIT-V
BUILDING CUSTOMER LOYALTY AND ENHANCING GUEST EXPERIENCE**

- Creating memorable experiences through personalized service
- Loyalty programs and customer retention strategies
- Measuring guest satisfaction and feedback mechanisms

Learning Outcomes:

- Understand the importance of customer service in the hotel industry and its impact on guest satisfaction.
- Apply effective communication and interpersonal skills to interact with guests in a professional and courteous manner.
- Identify and address diverse customer needs, preferences, and expectations in a hospitality setting.
- Resolve customer complaints and conflicts in a timely and satisfactory manner.
- Develop strategies to create a positive and memorable guest experience, fostering loyalty and repeat business.

Reference Books:

1. "Customer Service Skills for Success" by Robert W. Lucas
2. "Hospitality Customer Service: The ABCs of Service Excellence" by David K. Hayes and Jack D. Nimeier
3. "Customer Service in Hospitality Management" by Simon Hudson and Louise Hudson
4. "The Heart of Hospitality: Great Hotel and Restaurant Leaders Share Their Secrets" by Micah Solomon
5. "Customer Service: Career Success through Customer Loyalty" by Paul R. Timm

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
901310	SEC	Entrepreneurship	P	2	2

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
901	NME	1. ADIPADAITAMIL – 901311A 2. ADVANCETAMIL – 901311B 3. ITSKILLSFOREMPLOYMENT – 901311C/ 4. 4. MOOC'S	P	2	2

1. ADIPADAITAMIL

2. ADVANCETAMIL

3. IT SKILLS FOR EMPLOYMENT

Objective

- On completion of this unit the student shall be able to comprehend the foundational concepts of Information Technology.
- On completion of this unit the student will be able to recognize the significance of IT in modern business practices & show proficiency in Using Productivity Software for Business Management Tasks.
- On completion of this unit the student should be able to Understanding Data Analysis Tools for Informed Decision-Making & develop skills in Project Management Software and Techniques.
- On completion of this unit the student gets familiarized with Cyber security, enhancing awareness for protection with the use of technologies and Best Practices in Management.
- On completion of this unit the student shall be Leveraging Information Systems for Strategic Planning and Implementation.

UNIT-I INTRODUCTION TO INFORMATION TECHNOLOGY

- Understanding IT Fundamentals
- Introduction to IT Concepts, Overview of Information Technology, Evolution and Trends in IT. Hardware and Software Basics, Components of a Computer System, Operating Systems and Applications. Networking Essentials, Basics of Computer Networks, Internet and Intranet Concepts

UNIT-II BUSINESS APPLICATIONS AND SOFTWARE TOOLS- ENHANCING BUSINESS EFFICIENCY

- Enterprise Resource Planning (ERP), Functions and Benefits of ERP, ERP Implementation Considerations. Customer Relationship Management (CRM), Customer-Centric Business Approaches, Implementing CRM Systems. Supply Chain Management (SCM), Supply Chain Processes and Optimization, SCM Software Solutions. Productivity Software, Effective Use of Microsoft Office Suite, Alternative Productivity Tools
- Collaboration and Project Management Tools, Team Collaboration Platforms, Project Planning and Execution.

UNIT-III DATA MANAGEMENT AND ANALYSIS- UNLOCKING INSIGHTS FROM DATA

Database Management Systems (DBMS), Database Design and Architecture, SQL Fundamentals. Data Analysis with Excel, Data Manipulation and Formulas, Pivot Tables and Charts. Data Query Languages, Advanced SQL for Data Retrieval, Data Cleaning and Transformation. Data Visualization, Tools and Techniques for Visualization, Effective Communication of Data Insights.

UNIT-IV INFORMATION SECURITY AND PRIVACY-SAFEGUARDING BUSINESS ASSETS

Information Security Fundamentals, Threats, Vulnerabilities, and Risks, Security Policies and Procedures. Security Measures and Technologies, Firewalls, Encryption, and Authentication, Intrusion Detection and Prevention Systems. Privacy Regulations and Compliance, GDPR, HIPAA, and Other Regulatory Frameworks, Managing Personal Data in Business.

UNIT-V IT STRATEGY AND GOVERNANCE-ALIGNING IT WITH ORGANIZATIONAL GOALS

IT Alignment with Business Strategy, Strategic Role of IT in Business, IT Portfolio Management, IT Governance Frameworks, COBIT, ITIL, and Other Governance Models, Implementing Effective IT Governance, IT for Competitive Advantage. Leveraging IT for Innovation and Differentiation, Case Studies on IT-Driven Competitive Advantage.

Outcome

The student understands the importance of Information Technology.

- The student gets acquainted with ERP and learns to use Productivity Softwares for business applications.
- The student should be able to practice Data Management & Analysis.
- The student should be able to distinguish threats involved in Information Technology and ways involved in protection.
- The student shall be able to align Information Technology with Organizational Goals.

Reference and Text Books:

1. "IT Governance: How Top Performers Manage IT Decision Rights for Superior Results" Author: Peter Weill, Jeanne W. Ross Publisher: Harvard Business Review Press Edition: 1st Edition
2. "Principles of Information Security" Author: Michael E. Whitman, Herbert J. Mattord, Andrew Green Publisher: Cengage Learning Edition: 6th Edition
3. "Business Driven Information Systems" Author: Paige Baltzan, Amy Phillips Publisher: McGraw-Hill Education Edition: 7th Edition
4. "Database Management Systems" Author: Raghu Ramakrishnan, Johannes Gehrke Publisher: McGraw-Hill Education Edition: 3rd Edition

SEMESTER-IV

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90141T	T/OL	TAMIL/FRENCH/OTHER LANGUAGES-IV	T	3	4

TAMIL-IV

Objectives:

- தாய்மொழிவழியாக அறிவியல்பற்றிய சிந்தனைகளை வைத்தல்.
- அறிவியல்களால் மொல்லாக்கம் பற்றிப் பயிற்றுவித்தல்.
- மாணவர்களுக்கு அறிவியல்பார்வையைய ஏற்படுத்துதல்.
- தமிழில் அறிவியல்படப்பட்பிலக்கியங்களை உருவாக்கத்தூண்டுதல்
- தமிழ் இலக்கியம் ஁ர்ந்த பபாட்டித் பதர்வுகளுக்கு ஏற்ப கற்பித்தல்
நளடமுளறகளைபமற்மகாள்ளுதல்

அலகு-1

தமிழின் அறிவியல் சிந்தனைகள்

- அறிவியலும் மனித வாழ்வும்
- ஐந்திணைப்பகுப்பும் சூலியலும்
- மதாழில்நுட்பமலாண்மை
- நீர்நிலமலாண்மை

அலகு-2

பைந்தமிழ் இலக்கியங்களில் அறிவியல் சிந்தனைகள்

1. நிலவியல்
2. உபலாகவியல்
3. வானவியல்
4. உயிரியல்
5. ஁வியல்

அலகு-3

இளடக்கால இலக்கியங்களில் அறிவியல் சிந்தனைகள்

2. காப்பியங்களில் அறிவியல்
3. சிற்றிலக்கியங்களில் அறிவியல்
4. உளரநூல்களில் அறிவியல்

அலகு-4

இளையத்தமிழ்

1. இளையத்தமிழ்பயன்பாடு-அறிமுகம்
2. இளையத்தமிழ்க்கல்விக்கைகம்
3. இளையநூலகம்
4. மெய்ந்கநுண்ணறிவியல்
5. தமிழ்நாட்டுஅறிவியல்ஆளுமகள்

அலகு-5

கடிதம்எழுதுதலும்கட்டுளரஎழுதுதலும்

- உறவுமுளறக்கடிதப்பயிற்சி
- அலுவலகக்கடிதப்பயிற்சி
- விண்ணப்பப்படிவம்எழுதும்பயிற்சி
- தன்விவரப்படிவம்எழுதும்பயிற்சி
- கருத்துவிைக்கக்கட்டுளரகள்எழுதும்பயிற்சி
- பத்திரிககளுக்குக்கட்டுளரஎழுதும்பயிற்சி

Outcome:

இப்பாடதளக்கற்பதால்பின்வரும்பயன்களைமாணவர்அளவவர்

- தாய்மமாழிவழியாகஅறிவியல்பற்றிச்சிந்திக்கும்திறன்மபற்றிருப்பர்.
- அறிவியல்களலச்மொல்லாக்கம்பற்றியவிதிகள்,நுணுக்கங்களைத்மதரிந்திருப்பர்.
- அறிவியல்தமிழ்வைர்ச்சியில்மமாழிமபயர்ப்பின்பங்குறித்துஅறிந்திருப்பர்.
- மமாழியறிபவாடுசிந்தளனத்திறனம்மபறுவர்
- மமாழிப்பயிற்சிக்குத்தளவயானஇலக்கணங்களைக்கற்பர்.

TextBooks:

- அறிவியல் தமிழ் இன்றைய நிலை - இராதா மெல்லப்பன், உலகத் தமிழ்ாராய்ச்சி நிறுவனம், மெள்ளன.
- மணவமுஸ்தபா,தமிழில்அறிவியல்பளடப்பிலக்கியம்,மணவபப்ளிபகஷன்,மெள்ளன.
- களலச்மொல்லாக்கம்-மங்களக,ரங்கராபுரம்,மெள்ளன.

Reference Books:

- தமிழைப் பைவாண்ளமரபுகள்-இல.மெ.கந்தொமி
- ஂங்கஇலக்கியத்தில்பவைண்ெழுதாயம்,மப.மாளதயன்,நியூமெஞ்சரிபுக்ஹவுஸ்
- தமிழில்அறிவியல்இதழ்கள்ெழுபவல்-ரா.பார்பவந்தன்ஃபிஷ்கிறீன்பதிப்பகம்,பகாளவ
- அறிவியல்தமிழ்-பதிப்பாசிரியர்இராதாமெல்லப்பன்,பாரதிதாென்பல்களலக்கைகம், திருச்சிராப்பள்ளி.
- இளையத்தமிழ்வரலாறு,மு.மபான்னளவக்பகா,பாரதிதாென்பல்களலக்கைகம்
- இளையத்தமிழ்,ெந்திரிகாசுப்பிரமணியம்-ெந்திரபராதயம்பதிப்பகம்
- இளையமும்இனியதமிழும்-துளர.மணியரென்,இளெபதிப்பகம்
- கணினித்தமிழ்,இல.சுந்தரம்-விகடன்பிரசுரம்
- மாண்புமிகுமண்,பாமயன்,வம்சிபுக்ஸ்
- தமிழ்இலக்கியத்தில்அறிவியல்சிந்தளனகள்வானதிபதிப்பகம்,மென்ளள

WebSources

- <https://www.chennaiibrary.com/>
- <https://www.sirukathaigal.com>
- <https://www.tamilvirtualuniversity.org>
- <https://www.noolulagam.com>
- <https://www.katuraitamilblogspot.com>

**SUBJECT
CODE**

90141F

FRENCH-IV

Objectives:

- Demonstrate the usage of connecting words in a given text
- Understand and differentiate the various types of past tenses in “Les Temps du Passé”
- Summarize the literary texts after a thorough analysis
- Identify and apply the different grammatical tenses of “le temps du passé”
- Analyze and critically assess the literary texts with regard to the themes and literary techniques

UNIT-I

Décadent song grand-père Le
Petit chose
Le passé simple

UNIT-II

L'égoïste puni
Estula
Temps du passé – Emplois (le passé composé, l'imparfait, le passé simple, le plus-que-parfait)

UNIT-III

Une Saison dans la vie d'Emmanuel
L'expression de la cause
L'expression de la conséquence

UNIT-IV

Une mauvaise nouvelle
L'expression du but
L'expression de la concession

UNIT-V

La visite de la grand-mère Le
Horla
L'expression de la condition et de l'hypothèse

Outcome:

- Apply connecting words (cause, but, concession, condition, hypothèse, conséquence) to improve the spoken as well as written communication skills
- Differentiate the various past tenses in “Les Temps du Passé” and their unique usage
- Summarize the literary texts

- Identify and apply the different grammatical tenses of “le temps du passé” in sample exercises to practice
- Critically assess the literary texts through an analysis of its themes, narrative techniques, characters and its cultural significance

Readinglist:(PrintandOnline)

K.Madanagobalane&N.C.Mirakamal,Le français par les textes,Chennai,Samhita Publications– Goyal Publisher & Distributors Pvt Ltd, 2017

**SUBJECT
CODE**

90141M

MALAYALAM-IV

DESKTOP PUBLISHING AND PRINTING IN MALAYALAM

Objectives:

- To recall the origin and development in the origin and development print media in Malayalam
- To understand the different trends in Print Malayalam
- To Generalize Data collection and presenting Data
- To differentiate the different trends in Photo shopping and
- To compare the different style of poster making and invitation
- To Conceptualize the content analysis

UNIT-I

This unit introduces basic of the printing technology and Data entering, DTP editing and layout. Book publishing. Significance ISBN, and ISSN

UNIT-II

About the limits of MS Paint • Presentation and setup of user interface and help • Open and save an image • Knowledge of available file types (JPG, TIFF, ICO, PNG, GIF...) • Set opened image as desktop wallpaper • Display options (zoom, miniature, grid, etc.) • Define or resize the size of an image (non-functional transparency) • Drawing tools overview • Color selection with right click/left click in the palette • Copy/Paste from selection with or without transparency • Insert an external image in a composition Working for different image and resolution and changing the resolution. Editing photographs from our own albums & images Scanning images, and how to assimilate color tones

UNIT-III

Painting & editing tools Painting tools painting tool options, paintbrush tool, brushes palette, creating a new brush, undo, history brush tool, art history brush tool, gradient tool, paint bucket tool. Drawing tools Drawing basic geometric shapes, custom shape tool. Editing tools Blur tool, sharpen tool, smudge tool, clone stamp tool, pattern stamp tool. Toning tools Dodge tool, burn tool. Eraser tools 129 Eraser tools, background eraser tool, magic eraser tool, slice tool.

UNIT-IV

Layers Layer palette Working with layers, creating a new layer, selecting, hiding / showing, deleting, sorting, repositioning, merging, linking and transforming layers, layers effects, rotating skewing, flipping & distorting layer. This unit introduces Layers Layer palette Working with layers, creating a new layer, selecting, hiding / showing, deleting, sorting, repositioning, merging, linking and transforming layers, layers effects, rotating skewing, flipping & distorting layer.

UNIT-V

Proofreading techniques and cataloguing, cover designing, blurb writing

Reading List:

1. Pusthakanirmaanam-The state language Institute, Kerala
2. Proofreading ourkala-The state language Institute, Kerala
3. Printing A to Z-K.J.Sankutti
4. Inivaayana Evayana-V.K.Adarsh, D.C.books, Kottayam
5. Print Technology and Compositing-The State Language Institute, Kerala
6. Bookstologia-P.K.Rajasekharan-Mathrubhumibooks
7. Pusthakam Untakunnathu-V.K.Haridas, Poorna Publications, Kozhikode
8. An Introduction to Book Publishing-DRaghavan
9. Copy Editing-Judith Butcher

Recommended Texts

1. EMalayalam/cyberMalayalam-Sunitha T.V.
2. <https://www.amazon.com/Desktop-Publishing-Bittu-Kumar/dp/9350570130>

Outcomes:

- Students will be able to work as: Photo editor • Web designer • Graphic designer • DTP Operator • Logo Designer • Digital illustrator • Pattern Maker • Stationary Designer etc
- Students will interpret the different styles of Photoshop
- They will apply different images and layouts for invitation making
- They will explain the style of caption writing
- They will interpret the style of contemporary high resolution technology for brochure making
- They will understand aesthetic beauty image construction
- They will obtain the style of image construction

**SUBJECT
CODE**

90141TU

TELUGU-IV

Objectives:

- TheaimofthecourseistointroducetothestudentsexceptfromTelugupoetryandplays (Drama)

UNIT-I

Kaviperichayam–NatakalakshanaluAnvayamu

UNIT-II

Pradhama–dvithiyaAnkaalu

UNIT-III

Truthiya–ChathurdhaAnkaalu

UNIT-IV

Panchama–Sashti–SapthamaAnkaalu

UNIT-V

GeneralEssays

Outcome

ToenhancefurtherlearningofDrama’s,Dialoguedeliveryandbeenhancetheirfuture abilityon acting.

TextBook

1. PRATIMA(Drama),Author:Chilakamarthilakshminarasimhampanthulu,Publishers:Triveni publications, Machilipatnam.

ReferenceBooks

1. Dasarathisahithyam–Dasarathikrishnamacharya
2. Natakaviksamu-P.SApparao
3. TeluguSahityaSameekisha–DwanaSasthri
4. TeluguSahityaCharitra-G.Nagaiah

WebResources

- <https://archive.org.uttarramcharitam>
 - <https://www./en.wikipedia.org/wiki/uttarramcharitam>
 - <https://www.youtube.com/uttarramcharitam>
 - <https://youtube.betfokaxem-uttarramcharitam>
 - <https://www.amezon.in/uttara-rama-charita...avabhuti/dp/1142544095>
-

**SUBJECT
CODE**

90141H

HINDI-IV

Objectives:

The Main Objectives of this course are:

- Knowing about computer in Hindi
- Understanding Technical Hindi
- E-Learning and its aspects
- Hindi application with the Technical tools

UNIT-I COMPUTER AUR HINDI

- Computer ka Parchay aur Vikas
- Computer mein Hindi ke Vividh Font

UNIT-II PROUDYOGIKA AUR HINDI

- Unicode
- Dewanagari Lipi
- Hindi ki Vibhinna Website – Ek Parichay

UNIT-III COMPUTER KEMADHYAM SE HINDI SHIKSHANA AUR E-LEARNING

- Vibhinna E-Learning Sansadhan
- Sarkari aur gair sarkari sanstha mein prayukt Hindi Bhasha

UNIT-IV VIVIDH PAKSH

- Internet par Hindi patra-patrikaye
- Hindi SMS
- Hindi Tankaan
- Hindi ke Vibhinna Key-board

UNIT-V
PRATIYOGIPRIKSHAPARAADHARITCOMPUTERSAMBANDHIT
PRASHIKSHAN KARYA

- HindimeinPowerpointbanana
- HindimeinGoogleDocumenttaiyarkarna
- HindimeinGoogleformtaiyar karna
- Vibhinnapratyogiparikshaokebaremeinsuchnapradankarna

Outcome:

- Getting knowledge of computer terms in Hindi
- Knowing the difference between Devanagari Script and Unicode and its application
- Providing knowledge of usage of Hindi in different govt. offices
- Know about E-Patrikas
- Getting knowledge of Competitive exams through online

Reference Books:

1. Social Networking: Naye Samayka Samvad – Ed. Sanjay Dwivedi
2. Jansanchar aur Maas Culture – Jagdeeshwar
3. Media: Bhumandalikaran aur Samaj – Ed. Sanjay Dwivedi
4. Naye Jamaneki Patrakarita – Sourabh Shukla
5. Patrakarita se Mediataak – Manoj Kumar

Web Sources

1. <https://techshindi.com/%E0%A4%AB%E0%A4%BC%E0%A5%89%E0%A4%A8%E0%A5%8D%E0%A4%9F-%E0%A4%95%E0%A5%8D%E0%A4%AF%E0%A4%BE-%E0%A4%B9%E0%A5%88%E0%A4%82-%E0%A4%94%E0%A4%B0-%E0%A4%AF%E0%A5%87-%E0%A4%95%E0%A4%BF%E0%A4%A4%E0%A4%A8/>
2. <https://www.techyukti.com/2020/12/computer-font-kya-hai.html>
3. <https://chti.rajbhasha.gov.in/pdf/Chap4-HindiShabadSansadhan2ndEditionPart2.pdf>

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90142	E	GENERAL ENGLISH-IV	T	3	4

Objectives:

- To help learners imbibe goal-setting attitude.
- To enable them to understand the value of integrity.
- To help them deal with emotions.
- To teach the learner to frame sentences using tenses.
- To enhance reporting skills.

UNIT-I

GOAL SETTING (UNICEF)

Life Story

- From Chinese Cinderella – Adeline Yen Mah
- Why I Write – George Orwell

Short Essay

- On Personal Mastery – Robin Sharma
- On the Love of Life – William Hazlitt

UNIT-II

INTEGRITY

Short Story

- The Taxi Driver – K.S. Duggal
- Kabuliwala – Rabindranath Tagore
- A Retrieved Reformation – O Henry

Extract from a play

- The Quality of Mercy (Trial Scene from the Merchant of Venice – Shakespeare)

UNIT-III

COPING WITH EMOTIONS

Poem

- Pride – Dahlia Ravikovitch
- Phenomenal Woman – Maya Angelou
- Reader's Theatre
- The Giant's Wife – A Tall Tale of Ireland –

William Carleton

- The Princess and the God: A Tale of Ancient India

UNIT-IV

Language Competency Sentences

- Simple Sentences, Compound Sentences, Complex Sentences, Direct and Indirect Speech

UNIT-V

Report Writing

- Narrative Report
- Newspaper Report

Drafting Speeches

- Welcome Address
- Vote of Thanks

Outcome:

On completion of this course, students will:

- Determine their goals
- Identify the value of integrity.
- Deal with emotions.
- Frame grammatically correct sentences
- Write cohesive reports.

Textbooks (Latest Editions)

1. Oxford Practice Grammar, John Eastwood, Oxford University Press
2. Cambridge Grammar of English, Ronald Carter and Michael McCarthy
3. George Orwell Essays, Penguin Classics

Web Sources

- O'Henry. A Retrieved Reformation. https://americanenglish.state.gov/files/ae/resource_files/a-retrieved-reformation.pdf
- Maya Angelou. Phenomenal Woman. <https://www.poetryfoundation.org/poems/48985/phenomenal-woman>
- The Quality of Mercy, [https://poemanalysis.comhttps://www%27.oxfordscho1ar1yeditions.coin/display/10.1093/actrade/9780199235742.book1/actrade-9780199235742-div1-106- William Hazlitt](https://poemanalysis.comhttps://www%27.oxfordscho1ar1yeditions.coin/display/10.1093/actrade/9780199235742.book1/actrade-9780199235742-div1-106-William%20Hazlitt)

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90143	CC	ADVANCED FOOD PRODUCTION-II	T	3	3

Objectives

- The students will be able to define different sectors of Catering Industry, Banqueting, Institutional catering, Industrial catering, welfare catering and the menu planning involved in each.
- The students will be able to interpret various mechanical and electrical equipment used in Quantity Food Production.
- The students will be able to distinguish the importance of purchasing, the steps involved and indenting for Quantity Kitchen to eradicate spoilage and pilferage.
- The students will be able to explain the role of Cost control in a hotel and its application and benefits in Food Production.
- The students will be able to distinguish ingredients used in making cakes, baking principles, methods, identify faults and use of icings.

UNIT I

INTRODUCTION TO QUANTITY FOOD PRODUCTION

Introduction to Sectors of Catering Industry (Welfare and Commercial). Industrial Catering- (Introduction, Characteristics, Menu Planning & Challenges). Banqueting- (Introduction, Characteristics, Menu Planning & Challenges) Institutional Catering (Hospitals & Schools) - (Introduction, Characteristics, Menu Planning & Challenges). Welfare Catering-- (Introduction, Characteristics, Menu Planning & Challenges)

UNIT II

INTRODUCTION TO EQUIPMENT USED IN QUANTITY FOOD PRODUCTION

Introduction to various mechanical and electrical Equipment used in quantity food production. Equipment required for Quantity Food Production. Selection criteria of Kitchen Equipment. Care and Maintenance of Equipment

UNIT III

PURCHASING AND INDENTING FOR QUANTITY KITCHEN

Introduction to understand the importance of purchasing and indenting. Principles of Indenting for Quantity Kitchen. – Indent format and indent specifications. Purchase System and Standard Purchase Specification. Storage Procedure. Inventory Control in Stores. Control Procedures to check pilferage & spoilage.

UNIT IV

COST CONTROL

Production Planning, Food Cost, Production Forecasting

UNITY

CAKES

Ingredients and its functions (main & optional). Principles involved in preparation of cakes. Balancing cake formulas. Cake making. Different type of cake making methods. Cakes faults and remedies. Icings. Different types of icings (butter cream ,royal icing chocolate , ganache , almond icing, whip cream icing. Fondant icing and gum paste icing.

Outcome

- The student shall clearly define the sectors of catering industry and explain their requirements.
- The student shall be categorized different equipment used in Quantity Food Production.
- The student will explain the systems involved in Indenting and Purchasing in Quantity Kitchen.
- The student shall distinguish the importance of Cost Control in Hotel Food Production.
- The student shall determine the concept of making a cake.

Reference Books

1. Art of Indian Cookery - Rocky Mohan
 2. Prasad - Cooking with Indian Master - J. Inder Singh Kalra
 3. Quantity Food Production Operations and Indian Cuisine - Parvinder S. Bali
 4. Theory of Catering - Victor Ceserani & Ronald Kinton, ELBS
 5. Theory of Cookery - Mr. K. Arora, Franck Brothers
 6. Modern Cookery for Teaching & Trade Vol-I - Ms. Thangam Philip, Orient Longman.
 7. The Professional Chef (4th Edition) - Le Rol A. Polsom
 8. Professional Baking - Wayne Gisslen
 9. Professional Cooking - Wayne Gisslen
 10. Professional Pastry Chef - Bo Friberg, John Wiley
 11. The Wilton Ways of Cake Decorations - Hamlyn Publishing
 12. Basic Baking - S.C. Dubey
- Theory of Bakery and Confectionery, Yogambal Ashokkumar

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90144	CC	ADVANCED FOOD PRODUCTION-II	P	2	4

MENU	COURSE
MENU-1	GHEE BATHALOO POSTO TIKONIPARATHA DOI MAACH KALAJAMUN
MENU-2	MUTTERPULAO BATTURA RARAMEAT RAJMA MASALA CHAWALKHEER
MENU-3	VEGETABLEYAKHINIPULAO MUGALAI PARATHA MURGDOPYAAZ PANEERPASANDA MUZZAFAR
MENU-4	SOFIYANIBRIYANI METHI MURG MIRCHKASALAN HAREPYAAZKARAITA DOUBLE KA MEETHA
MENU-5	CREAM OF VEGETABLE SOUP FUSILLY WITH PESTO SAUCE RATATOUILLE GRILLED POTATOES
MENU-6	CONSOMME CHICKEN CACCIATORE GRILLED ZUCHINI DUCHESE POTATOES
MENU-7	GAZPACHO GRILLED CHICKEN BRAISED SPRING VEGETABLES GYPSY POTATOES
MENU-8	CHICKEN AND MACRONI SOUP MEXICAN CHICKEN BEANS LYONNAISE BYRON POTATOES
MENU-9	CABBAGE CHOWDER GRILLED CHICKEN WITH ROSEMARY SAUCE BOILED VEGETABLES ENGLISH CHAMP
MENU-10	WHITE BREAD BROWN BREAD CHOCOLATE CREAM FINGERS

MENU-11	BAGUETTE CIABATTA FRUITCAKE
BAKERY MENU-12	WALNUTMUFFINS MARBLE CAKE PINEAPPLEUPSIDEDOWNCAKE
MENU-13	MADIERACAKES SWISS ROLLS
MENU-14	CHOCALATESPONGECAKE BLACKFOREST CAKE
MENU-15	CHOCTRUFFLECAKE MIRRORGLAZEICING

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90145	CC	ADVANCED FOOD AND BEVERAGE SERVICE-II	T	3	3

Objectives

- The students will be able to classify bars, identify the equipment, ingredients and enumerate the preparation methods.
- The students will be able to understand the concept and importance of Tobacco.
- The students will be able to understand the steps in planning, factors to be considered, calculating space requirements, Menu planning and planning décor for a F&B outlet.
- The students will be able to explain the role of a Gueridon trolley and list various food prepared from this trolley.
- The students will be able to understand staffing need, situation handling, dealing with different types of guests and preparing duty roster of staffs.

UNIT-I

BAR

Introduction of Bar - Added, Types of Bar Layout. Equipment and ingredient, Cocktails - introduction, parts (base, modifier etc), methods (stir, shaken etc) families (cobblers, crustas, daisies, nogs, fixes, flips, puffs, sangarees, slings, smashes, bucks, coladas, Collins, coolers, fizzes, highballs, juleps, shooters, punches, rickeys, sours, toddies), terms (dash, zest, on the rocks, naked etc) popular cocktails (classic, modern, variations)

UNIT-II

TOBACCO

Introduction of Tobacco, Health hazards. Cigar and Cigarette - Manufacture, parts, colors, shapes, storage, brands and service

UNIT-III

PLANNING & OPERATING VARIOUS F&B OUTLET

Physical layout of functional- Objective of a good layout -Steps in planning Factors to be considered while planning - Calculating space requirement - Various setups for seating - Planning staff requirement-Menu planning-Constraintsof menu planning-Suppliers & manufacturers-Planning Décor, furnishing fixture etc.

UNIT-IV

GUERIDON SERVICE

Organizing Mise-en-place for Gueridon Service- Dishes involving work on the Gueridon

Task-01 - Crepe Suzette Task-02 - Banana au Rhum

Task-03 - Peach Flambé Task-04 - Rum Omelette

Task-05 - Steak Diane Task-06 - Pepper Steak

UNIT-V

STAFFING AND GUEST HANDLING

Staffing and Guest handling. Time management - Guest order to Clearance. Situation Handling- Dealing with Different situation. Guest Spillage, Dish dropped Accidentally, Dealing with special needs. Alcohol Over Consumption. Staffing and Duty Roster of different F&B outlets

Outcome:

- The student shall define the functions of a bar in a hotel.
- The student shall be able to define the uses of tobacco and their manufacturing.
- The student will explain the planning and operating of F&B outlet.
- The student shall interpret Gueridon Service.
- The student shall evaluate the staff requirement and guest handling techniques.

Reference Books

1. Basic Food and Beverage Service (BHA -102), written by D. RAJESON PRAKASAM, Published by School of Management studies, Tamilnadu Open University, Chennai.
2. Food and Beverage Training Manual - by Sudhir Andrews
3. The Waiter - by Fuller and Cume
4. Food and Beverage Service - by D.R. Lillicrap
5. Modern Restaurant/Service - by John Fuller.

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90146	CC	ADVANCED FOOD AND BEVERAGE SERVICE-II	P	2	4

DISPENSE BAR – ORGANIZING MISE-EN-PLACE

- Task-01 Wine service equipment
- Task-02 Beer service equipment
- Task-03 Cocktail bare equipment
- Task-04 Liqueur/Wine Trolley
- Task-05 Bar stock -alcoholic&non-alcoholic beverages
- Task-06 Bar accompaniments& garnishes
- Task-07 Bar accessories&disposables

CIGAR

- Task-01 Cigar service
- Task-02 Cigarette Service

COCKTAILS

- Task-01 Stirring-02
- Task-02 Build-02
- Task-03 Shaken-02
- Task-04 Blended-02
- Task-05 Layered-02
- Task-06 Flaming-02

GUERIDON

- Task-01 Crepesuzette
- Task-02 Banana au Rhum
- Task-03 Peach Flambé
- Task-04 Rum Omelette
- Task-05 Steak Diane
- Task-06 Pepper Steak

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90147	Allied	ROOM DIVISION MANAGEMENT-II	T	3	3

Objectives

- The students will be able to explain safety measures to be adhered in Hotels, Pest control methods and Handling Complaints in Housekeeping department.
- The students will be able to understand the objectives of Interior Designing and their principles and types of Renovation and Redecoration.
- The students will be able to understand the factors effecting Room Tariff, ways of fixing Room Tariff and types of rates.
- The students will be able to conceptualize products sold by hotels and understanding different sales method adopted. The student will also conceptualized different avenues of Sales Promotion.
- The students will be able to understand the concept and role of Night Auditing process and prepare various reports required for audit.

UNIT-I

Safety and First-Aid - Potentially Hazardous condition, Safety Awareness, Accidents, Causes & prevention, First-aid and its remedies, Fire safety. **Pest Control** - Definition of Pest, Types of Pests- Insects and rodents, Common Pests and their control. (Bed Bugs, Silver fish, Cockroaches, Termites, Mice & Rats). **Complaint Handling in Housekeeping department** - Types of Guest Complaints, Dealing with Guest Complaints of Housekeeping department

UNIT-II

INTERIOR DESIGNING & REFURBISHING & REDECORATION

Interior Designing - Objectives of Interior Designing, Elements of Interior Designing, Principles of interior Designing. **Refurbishing & Redecoration** - Definition, Types of Renovation, Refurbishing - Steps in Refurbishing, Redecoration- Prior & Post Redecoration Procedures, Snag list and its importance.

UNIT-III

ROOM TARIFF

Factors affecting room tariff, Establishing the end of the day (Check - in / check - out basis, twenty four hour basis and night basis), Room Tariff Fixation : a) Cost- based pricing (Rule of thumb approach, Overview of Hubbart formula), b) Market based pricing. (As per competition, Rate cutting, Guest Requirements, Market Tolerance, Inclusive & Non Inclusive Rates), Types of Rates - BAR, Incentive, CVGR, Seasonal, Ad-hoc, Membership rate, Taxes applicable on rooms

UNIT-IV

Sales Techniques for Front Office Department - Introduction to Hotels Products, Various Sales techniques (Increasing occupancies, overbooking, increasing average room rates), Suggestive selling, upselling, down selling, substitute selling, planning a sales call, discounts and discount fixation policy.

Avenues for Sales Promotion - Introduction to leisure Activities and services for guests in a hotel, Various Sales Tools (Brochure, posters, e-display, tent cards, websites), Sales Promotion (Advertising, Relationship marketing), Direct sales - travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and telephone selling, letters / emails

UNIT-V

NIGHTAUDITING

Introduction to Night Auditing, Role of a Night Auditor, Night Auditing Process, Errors during Night Audit - Pickup errors, Transposition error, Out of balance, Credit Balance Management- Credit Monitoring, High balance Report, Charge Privileges.

Outcome

- The student will explain the requirement of Safety, First aid, Pest control and handling of complaints in Housekeeping.
- The student shall gain a concept of Interior Designing, Refurbishing and Redecoration.
- The student will classify the concept of Room Tariff and how they are fixed.
- The student shall explain the concept of Sales Techniques and Promotion.
- The student can explain the role of a Night Auditor.

Reference Books

1. Robert Woodsetal., Professional Front Office Management, 1st edn, (Pearson Publications: Essex, 2014)
2. Jatashankar Tiwari, Hotel Front Office: Operations and Management, (Oxford: New Delhi, 2016)
3. Anutosh Bhakta, Professional Hotel Front Office Management, (Tata McGraw Hill: New Delhi, 2012)
4. Misra & Sadual, Basics of Tourism Management, (Excel Books: New Delhi, 2008)
5. G. Raghubalan & Smriti Raghubalan, Hotel Housekeeping: Operations and Management, (Oxford: New Delhi, 2015)
6. Malini Singh, Hotel Housekeeping, (Tata McGraw Hill: New Delhi, 2012)
7. K.C. Rakesh Kadam, Housekeeping Operations and Management for Hospitality, Bookman Publishing

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90148	Allied	ROOM DIVISION MANAGEMENT-II	P	2	3

SECTION I

- Complainthandlingin Housekeeping
- Pests in room maintenance problem cleaning issues
- Role play and report writing related to accidents handling complaints
- Preparation of First Aid Box
- Handling of basic First Aid through videos and presentations (Convulsion, fainting, fractures, scalds, cuts, alcoholic beverage hangover, Artificial respiration etc.)
Preparation of Snag List of any area
- Powerpoint Presentation on
- The implication of various kinds of lines, shapes, forms present in interiors.
- To achieve proportion, balance; create point of interest, rhythmic effect in designing

SECTION II

- Preparation of reports during Night Audit
- Night Auditors Report
- High Balance Report
- Occupancy Report
- Discrepancy Report
- Role play on enhancing guest stay (welcome call, courtesycall)
- Videos & Presentation on suggestive selling
- Role play on suggestive selling, upselling (Walk-in and guaranteed reservation guest) and up grading.
- Collection and Comparison of tariff for various categories of hotels
- Situation handling - Overbooking (Walk-in and guaranteed reservation)
- Rate discrepancy

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
901	NME	1. ADIPADAITAMIL – 90149A 2. ADVANCETAMIL – 90149B 3. SMALLBUSINESSMANAGEMENT – 90149C 4. MOOC'S	P	2	2

1. ADIPADAITAMIL

2. ADVANCETAMIL

3. SMALL BUSINESS MANAGEMENT

Objective

- On completion of this unit the students shall be able to understand the role of small businesses in the economy, Identify the characteristics and challenges specific to small businesses.
- On completion of this unit the student will be able to develop a Comprehensive Business Plan for a Small Enterprise and mastering Financial Management and Budgeting Skills for Small Businesses.
- On completion of this unit the students should be able to create Effective Marketing Strategies Tailored to Small Business Needs and implement quality aspects during operations.
- On completion of this unit the students will be able to Create Effective Marketing Strategies Tailored to Small Business Needs & understanding Legal and Regulatory Considerations in Small Business Operations.
- On completion of this unit the students shall be able to Cultivate Planning and Operational Skills involved in the success of a Small Business.

UNIT-I

INTRODUCTION TO SMALL BUSINESS MANAGEMENT

Definition and Significance of Small Businesses, Economic Contributions of Small Businesses, Differentiating Small Businesses from Larger Enterprises. Entrepreneurship and Small Business Ownership, Characteristics of Entrepreneurs, Motivations for Starting a Small Business.

UNIT-II

BUSINESS PLANNING AND FEASIBILITY ANALYSIS

Business Plan Components, Executive Summary, Mission, and Vision, Market Analysis and Marketing Strategy. Financial Projections and Funding Requirements, Income Statements, Cash Flow Projections, and Balance Sheets, Funding Sources for Small Businesses. Feasibility Analysis, Market Feasibility, Financial Feasibility.

UNIT-III

OPERATIONS MANAGEMENT IN SMALL BUSINESSES

Inventory Management, JIT (Just-In-Time) Inventory Systems, EOQ (Economic Order Quantity) Models. Quality Control and Process Improvement, Six Sigma and Lean Principles, Total Quality Management (TQM). Resource Allocation and Production Scheduling, Capacity Planning, Production Scheduling Techniques.

UNIT-IV

MARKETING AND SALES STRATEGIES FOR SMALL BUSINESSES

Market Segmentation and Targeting, Identifying and Analyzing Target Markets, Positioning and Differentiation Strategies. Marketing Mix: Product, Price, Place, Promotion (4Ps), Product Development and Branding, Pricing Strategies for Small Businesses, Distribution Channels and Retailing. Sales Techniques and Customer Relationship Management (CRM), Personal Selling and Sales Process, Building Customer Loyalty and Retention.

UNIT-V

FINANCIAL MANAGEMENT AND PLANNING FOR SMALL BUSINESSES

Financial Statements and Analysis, Income Statements, Balance Sheets, and Cash Flow Statements, Financial Ratio Analysis. Budgeting and Financial Planning, Creating Operational and Cash Budgets, Financial Forecasting and Projections. Financial Decision-Making and Risk Management, Capital Budgeting and Investment Decisions, Managing Financial Risks.

Outcome

The student understands the importance of Information Technology.

- The student understands the significance of Small Business.
- The student will be able to understand the process involved in business planning and Feasibility analysis.
- The student should be able to manage smooth operations for a small business.
- The student can distinguish the different strategies involved in Marketing and Sales.
- The student shall be able to evaluate Financial Management for a Small Business.

Reference and Text Books:

1. "Principles of Corporate Finance" Author: Richard A. Brealey, Stewart C. Myers, Franklin Allen Publisher: McGraw-Hill Education Edition: 14th Edition
2. "Operations Management: Sustainability and Supply Chain Management" Author: Jay Heizer, Barry Render, Chuck Munson Publisher: Pearson Edition: 13th Edition
3. "Anatomy of a Business Plan: A Step-by-Step Guide to Building a Business and Securing Your Company's Future" Author: Linda Pinson Publisher: Out Of Your Mind...And Into The Marketplace Edition: 9th Edition
4. "Small Business Management: Launching and Growing Entrepreneurial Ventures" Author: Justin G. Longenecker, J. William Petty, Leslie E. Palich, Frank Hoy Publisher: Cengage Learning Edition: 19th Edition
5. "Marketing Management" Author: Philip Kotler, Kevin Lane Keller Publisher: Pearson Edition: 15th Edition

COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS
901410	INDUSTRIAL PROJECT	PR	4

Objectives:

The objective of research is to seek answers to problems through application of scientific methodology which guarantees that information collected is reliable and unbiased. This information is utilised to make conclusions and recommend solutions. The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

Students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data. The supervisor will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc. The student should generally produce all material in word processed or typed format so that the presentation is neat and legible. Student must inform their supervisor or other people with whom their work is being discussed. The research should be planned to minimise time wastage and a clear time scale should be put in place. The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations. The student and supervisor will work together to prepare synopsis of the research.

One hour per week has been allocated for the purpose and students along with the supervisor must regularly interact during this period. The final preparation and presentation would be done before a panel of internal and external examiners through a report and viva voce.

MODE OF EVALUATION

Pre-preparation of the project/Attendance 25 marks Viva

25 marks

Project report 50 marks

TOTAL MARKS 100 MARKS

SEMESTER-V

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90151	CC	FOOD AND BEVERAGE MANAGEMENT	T	4	4

Objectives:

- The students will be able to define objectives of Budget, types, budgetary control, beverage control and standard recipe.
- The students will be able to apply techniques involved in facility planning, design of service areas, understand revenue management skills and also understand the recent concerns and trends.
- The students will be able to explain about Menu merchandising and also the menu engineering techniques.
- The students will be able to understand the concepts of Menu designing for various F&B outlets.
- The students will be able to understand Facility Planning and Design of F&B Service areas and understand Bar management.

UNIT-I

BEVERAGE CONTROL & BUDGETARY CONTROL

Define Budget, Define Budgetary Control, Objectives. Frame Work, Key Factors, Types of Budget, Budgetary Control. Beverage control - Purchasing, Receiving, Storing, Issuing, Production Control. Standard Recipe, Standard Portion Size, Bar Frauds, Books maintained. Beverage Control

UNIT-II

YIELD MANAGEMENT, REVENUE MANAGEMENT, RECENT CONCERNS AND TRENDS

Budgeting, Forecasting, Restaurant Revenue Management, Future of quick service restaurants Concepts of dining practices, Technology in Food and Beverage industry. Yield Management in Bar

UNIT-III

MENU ENGINEERING & MENU MERCHANDISING

Menu merchandising. Definition and objective of menu engineering. Analysis and action

UNIT-IV

MENU DESIGNING

Menu designing for Restaurants - Specialty and fast food. Buffets, Banquets. Bar frauds and best practices. Presentation of food for Restaurants - Plate presentation

UNIT-V

FACILITY PLANNING AND DESIGN OF SERVICE AREAS, BEVERAGE AND BAR MANAGEMENT

F & B Function areas, Food service outlets, Lounges and bars, Conference, banqueting and function rooms, Introduction to beverage management. The hospitality industry and its products. Compiling various wine and drink lists. Inventory, Storage, Bar stock taking and inventory, Determining stock levels. Bar frauds and best practices. Books and records in bar

Outcome

- The student will explain Budgetary and Beverage control.
- The student shall define Yield Management, Revenue Management and their recent concerns.
- The student will interpret Menu Merchandising and Menu Engineering.
- The student shall explain the concept of Menu designing.
- The student can explain Facility Planning and Design of Service areas, Bar & Beverage Management.

Reference Books

1. Food and Beverage Service – Dennis Lillicrap
2. The Beverage Book – Andrew Durkan and John Cousins
3. Wine Appreciation – Richard P Vine
4. The complete guide to cocktails and drinks – Stuart Walton
5. The Hospitality Managers Guide to Wines Beers and Spirits – Albert W.A. Schmid

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90152	CC	NUTRITION AND FOOD SCIENCE	T	3	3

Objectives

- The students will be able to define nutrition and explain the aspects of nutrition and food.
- The students will be able to explain the components of energy, its concept, dietary sources of energy and concept of energy balance.
- The students will be able to understand the importance of carbohydrates, lipids, proteins and its role in health.
- The students will be able to explain the role of vitamins, minerals, water in developing health.
- The students will be able to understand the meaning of balanced diet, meal planning, and newer trends in food service industry.

UNIT-I

BASIC ASPECTS

Definition of the terms Health, Nutrition and Nutrients. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health. Classification of nutrients

UNIT-II

ENERGY

Definition of Energy and Units of its measurement (Kcal). Energy contribution from macronutrients (Carbohydrates, Proteins and Fat). Factors affecting energy requirements. Concept of BMR, SDA, Thermodynamic action of food. Dietary sources of energy. Concept of energy balance and the health hazards associated with Underweight, Overweight

UNIT-III

MACRONUTRIENTS

Carbohydrates – Definition, Classification (mono, di and polysaccharides), Dietary Sources, Functions, Significance of dietary Fibre (Prevention/treatment of diseases)

Lipids – Definition, Classification : Saturated and unsaturated fats, Dietary Sources, Functions, Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health

Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol

Proteins – Definition, Classification based upon amino acid composition, Dietary sources, Functions, Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)

UNIT-IV

MACRONUTRIENTS

A. Vitamins: Definition and Classification (water and fats soluble vitamins), Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid)

B. Minerals: Definition and Classification (major and minor), Food Sources, functions and significance of: Calcium, Iron, Sodium, Iodine & Fluorine. **Water** – Definition, Dietary Sources (visible, invisible), Functions of water, Role of water in maintaining health (water balance)

UNIT-V

BALANCED DIET AND MENU PLANNING

Definition of balanced diet, Importance of balanced diet, RDA for various nutrients – age, gender, physiological state, Planning of nutritionally balanced meals based upon the three food group system, Factors affecting meal planning, Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. Calculation of nutritive value of dishes/meals.

MASS FOOD PRODUCTION-Effect of cooking on nutritive value of food (QFP)

NEW TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH

Need for introducing nutritionally balanced and health specific meals, Critical evaluation of fast foods, New products being launched in the market (nutritional evaluation)

Outcome

- The student defines basic aspects of Nutrition and its importance to human body in maintaining good health.
- The student shall be able to define the factors of Energy, its contribution and their dietary sources.
- The student will explain the usefulness of Macro Nutrients in human body.
- The student shall classify the food sources and usefulness of Vitamins, Minerals and Water in human body.
- The student can evaluate the concept of Balanced Diet and its importance, the student will also evaluate the need for introducing nutritionally balanced meals

References:

1. Nutrition for the Food Service Professional by Karen Eich Drummond.
Principles of Nutrition & Dietetics by Dr. M Swaminathan
2. Nutritive Value of Indian Foods by CP Gopalan, BV Rama Sastri, SC Balasubramanian Food: Facts and Principles by Sadaksharaswamy and Shakuntala Manay
3. Perspectives in Nutrition by Gordon M. Wardlaw: WCD/McGraw Hill Publication. Understanding Nutrition by Whitney & Rolfes Dietetics by B. Srilakshmi

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90153	CC	TRAVEL AND TOURISM MANAGEMENT	T	3	4

Objectives

- On completion of this unit the students shall be able to understand the significance of the travel and tourism industry globally and familiarize with the historical and current trends in travel and tourism.
- On completion of this unit the student will be able to develop skills in Destination Planning, Marketing, and Management.
- On completion of this unit the students should be able to Master Customer Service Excellence and Guest Experience Enhancement.
- On completion of this unit the students will be able to Create Effective Marketing Strategies required in the promotion of Tourism.
- On completion of this unit the students shall be able to Learn about responsible tourism and its impact on local communities and environments.

UNIT-I

INTRODUCTION TO TRAVEL AND TOURISM INDUSTRY

The Role of Travel and Tourism in the Global Economy, Economic Impact of Travel and Tourism, Employment Generation and Revenue Contribution. Historical Evolution and Current Trends, Evolution of Tourism Industry, Emerging Trends in Travel and Tourism. Key Components of the Travel and Tourism Industry, Transportation Modes (Air, Rail, Sea, and Land), Accommodation and Hospitality Services.

UNIT-II

DESTINATION MANAGEMENT AND GEOGRAPHY

Destination Management Organizations (DMOs), Roles and Functions of DMOs, Collaborative Approaches in Destination Management. Types of Tourist Destinations, Natural, Cultural, and Urban Destinations, Special Interest Tourism Destinations. Geographical Influences on Tourism, Climate and Weather Patterns, Topography and Landscape Features.

UNIT-III

CUSTOMER SERVICE IN TRAVEL AND TOURISM

Customer Service Excellence, Service Standards and Customer Expectations, Service Recovery and Handling Complaints. Communication Skills for Tourism Professionals, Verbal and Non-Verbal Communication, Active Listening and Empathy. Cultural Sensitivity and Diversity Management, Understanding Cultural Differences, Inclusive Practices in Customer Service.

UNIT-IV

MARKETING AND PROMOTION IN TOURISM

Principles of Tourism Marketing, Marketing Mix (Product, Price, Place, Promotion) in Tourism, Market Segmentation and Targeting. Destination Promotion and Branding, Destination Image Building, Sustainable Tourism Marketing. Digital Marketing in Tourism, Website Development and SEO, Social Media and Online Advertising.

UNIT-V

SUSTAINABLE TOURISM PRACTICES AND TRENDS

Sustainable Tourism Principles, Environmental, Social, and Economic Dimensions of Sustainability, Best Practices in Sustainable Tourism. Eco-Tourism and Nature-Based Tourism, Conservation and Wildlife Tourism, Ecological Impact Assessment. Experiential Travel and Tourism Trends, Cultural and Adventure Tourism, Niche Tourism Products.

Outcome

- The student understands the significance of Travel & Tourism Industry.
- The student will be able to understand the skills involved in Destination Management & Geography.
- The student will be able to interpret Customer Service in Travel & Tourism.
- The student can distinguish the different strategies involved in Marketing and Sales in Tourism.
- The student shall be able to understand sustainable Tourism Practices and Trends.

References:

1. "Tourism Marketing: A Strategic Approach" Author: Nigel Morgan, Annette Pritchard, Roger Pride Publisher: SAGE Publications Ltd Edition: 1st Edition
2. "Introduction to Tourism: Impacts, Planning, and Management" Author: John R. Walker, Joselyn T. Walker Publisher: Pearson Edition: 7th Edition
3. "Customer Service Skills for Success" Author: Robert W. Lucas Publisher: McGraw-Hill Education Edition: 7th Edition
4. "Destination Management and Marketing: Theories and Applications" Author: Liping Cai Publisher: CABI Edition: 1st Edition
5. "Sustainable Tourism Management" Author: John Swarbrooke Publisher: CABI Edition: 1st Edition

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90154	CC	ADVANCED FOOD PRODUCTION-III	P	3	3

MENU	COURSE
MENU-1	LAVASA DUMOLAV MUTTON ROGANJOSH SEVAIYAN
MENU-2	MAACHLIAMRITSARI MAKI DE ROTI SAARSO KA SAAG MAKHANEKIKHEER
MENU-3	SABUDANA VADA VANGI BATH MALVANICHICKEN SHRIKHAND
MENU-4	KUMROBHADAL MURRO MACCHER JHOLROSHOGULLA
MENU-5	LYONNAISE SALAD GRILLED VEGETABLES QUICHE LORRAINE POIRE AVEC ORANGE
MENU-6	CONCOMBRE A LA MENTHE PUREE DE POMME DE TERRE POULET SAUTE ECHASSEUR MOUSSE AU CHOCOLATE
MENU-7	SALAD NICOISE POTATO DAUPHINOIS COQ AU VIN CRÈME CARAMEL
MENU-8	SALAD PARISIENNE POMMES MARQUISE CHICKEN CORDON BLEU CREPE SUZETTE
MENU-9	BOUILLABAISSSE LYONNAISE POTATOES TARTE AU COTTAGE (COTTAGE PIE) GATEAU AU FROMAGE
MENU-10	FRENCH ONION SOUP MARQUIS POTATO TURNEDOS STEAK PEACH MELBA
MENU-11	ASPIC JELLY CHICKEN ROULADE CHICKEN CHAUD FROID

Bakery MENU-12	CHOUXPASTRTY CHOUXPASTRY(COFFEEMACROONS)
MENU-13	SPONGECAKEWITHFONDANTICING(ROYALICINGFLOWERS TECHNIQUES)
MENU-14	MANGO MOUSSE STRAWBERYSOUFFLAE HOTCHOCALATESOUFFLAE
MENU-15	RICHDESSERTS TIRAMISU PANNACOTTA CHEESECAKE.

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
90155	CC	APPLICATION OF COMPUTERS IN HOSPITALITY MANAGEMENT	T	3	4

Objectives

- On completion of this unit the students shall be able to understand the role and importance of computers in Hospitality Industry, different types of software's used and their benefits.
- On completion of this unit the student will be able to describe the functionalities of Property Management Systems (PMS) and their impact on hotel operations.
- On completion of this unit the students should be able to explain the significance of Point of Sale (POS) systems in restaurant and food service settings.
- On completion of this unit the students shall be able to analyze the role of online booking and reservation systems in revenue management.
- On completion of this unit the students shall be able to demonstrate how technology can enhance guest experiences and improve guest satisfaction.

UNIT-I INTRODUCTION TO COMPUTERS IN HOSPITALITY

- Overview of the hospitality industry and its technological evolution
- Importance of computers in improving operational efficiency and guest experience
- Types of computer systems used in hospitality: Property Management Systems (PMS), Point of Sale (POS), Reservation Systems
- Benefits and challenges of integrating technology in hospitality operations

UNIT-II PROPERTY MANAGEMENT SYSTEMS (PMS)

- Understanding the functionalities of PMS
- Guest check-in and check-out processes
- Room inventory management and reservations
- Front desk operations and guest communication
- Generating reports and analyzing guest data

UNIT-III POINT OF SALE (POS) SYSTEMS

- Introduction to POS systems in hospitality
- Order processing and table management in restaurants
- Payment processing and handling different payment methods
- Inventory management and menu engineering
- Integrating POS systems with other operational areas

UNIT-IV ONLINEBOOKINGANDRESERVATIONSYSTEMS

- Exploringonlinebookingplatformsandtheirsignificance
- Onlinetravelagencies(OTAs)anddirectbookingwebsites
- Real-timeavailabilityandpricingmanagement
- Managingreservationsandhandlingcancellations
- Leveragingtechnologyforrevenue management

UNIT-V GUESTEXPERIENCEENHANCEMENTTHROUGHTECHNOLOGY

- Roleoftechnologyinenhancingguestsatisfaction
- In-roomtechnology:smartTVs,roomcontrols,andguestservice apps
- Guestengagementthroughloyaltyprogramsandpersonalizedexperiences
- Feedbackcollectionandreputationmanagement
- Ensuringdatasecurityandprivacyinguestinteractions

Outcome

- The student will explain the importance of computers in Hospitality industry.
- The student can independently operate any one type of Property Management System, used in Hospitality industry.
- The student should be able to classify a POS system and describe its uses
- The student can distinguish the necessity of Online Booking & Reservations system.
- The student will be able to rightly enhance guest experience using technology.

References:

1. Satchidananda.M.K.(1991),“Ethics,Education,Indianunityandculture”–Delhi,Ajanthapublications.
2. Saraswathi.T.S.(ed)1999.Culture”,SocialisationandHumanDevelopment:Theory,Researchand Application in India” – New Delhi Sage publications.
3. Venkataiah.N(ed)1998,“ValueEducation”NewDelhiPh.PublishingCorporation.
4. Chakraborti,Mohit(1997)“ValueEducation:ChangingPerspectives”NewDelhi:KanishkaPublications.
5. “ValueEducation–Needofthehour”TalkdeliveredintheHTEDSeminar–Govt.ofMaharashtra, Mumbai on 1-11-2001 by N.Vittal, Central Vigilance Commissioner.
6. “SwamiVivekananda’sRousingcalltoHinduNation”:EKnathRanade(1991)CentenaryPublication
7. Radhakrishnan,S.“Religionandculture”(1968),OrientPaperbacks,NewDelhi.

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
901	DSE	ELECTIVES 1: 1. PERSONALITY DEVELOPMENT – 90156A 2. HOTEL FACILITY MANAGEMENT - 90156B	T	3	3

90156A

PERSONALITY DEVELOPMENT

Objectives

- On completion of this unit the students shall be able to understand the concept of personality development and its importance in personal and professional life & explore the factors influencing personality development
- On completion of this unit the student will be able to develop Expression & build Confidence and Assertiveness in Personal and Professional Settings.
- On completion of this unit the students should be able to Enhance Communication Skills for Effective Interaction.
- On completion of this unit the students will be able to manage emotions, self-control techniques and regulations
- On completion of this unit the students shall be able to foster Emotional Intelligence and Self-Awareness for Personal Growth.

UNIT-I

INTRODUCTION TO PERSONALITY DEVELOPMENT

Definition and Significance of Personality Development, The Role of Personality in Life Success, Personal Growth vs. Fixed Mindset. Factors Influencing Personality, Genetic, Environmental, and Social Influences, Nature vs. Nurture Debate. Self-Awareness and Self-Concept, Understanding One's Strengths and Weaknesses, Building a Positive Self-Concept.

UNIT-II

SELF-ESTEEM AND CONFIDENCE BUILDING

Understanding Self-Esteem, Definition and Components of Self-Esteem, Impact of Self-Esteem on Personal Development, Strategies for Building Self-Confidence, Setting and Achieving Personal Goals, Positive Self-Talk and Affirmations. Overcoming Self-Doubt and Fear, Facing and Managing Fear of Failure, Embracing Challenges and Growth Opportunities

UNIT-III

EFFECTIVE COMMUNICATION SKILLS

The Art of Listening, Active Listening Techniques, Empathetic Listening and Understanding Others. Effective Speaking and Expression, Public Speaking and Presentation Skills, Articulation and Clarity in Communication. Non-Verbal Communication, Body Language and Facial Expressions, Communicating Confidence and Empathy.

UNIT-IV

EMOTIONAL INTELLIGENCE AND SELF-MANAGEMENT

Introduction to Emotional Intelligence (EQ), Definition and Components of EQ, Importance of EQ in Personal and Professional Life. Self-Awareness and Emotional Regulation, Identifying and Managing Emotions, Emotional Self-Control Techniques. Stress Management and Resilience, Coping with Stress and Adversity, Building Resilience for Personal Growth.

UNIT-V

LEADERSHIP DEVELOPMENT AND PERSONAL GROWTH

Leadership Styles and Qualities, Different Leadership Styles (e.g., Transformational, Servant), Qualities of Effective Leaders. Leadership Skills Development, Communication and Influence, Decision-Making and Problem-Solving. Personal Growth and Development Plan, Setting SMART Goals, Creating a Personal Development Road map.

Outcome

- The student understands the significance of Personality Development.
- The student will be able to inculcate Self Esteem and Confidence.
- The student will be able to develop enhanced communication skills for effective communication
- The student can distinguish the importance of Emotional Intelligence and Self Management.
- The student shall be able to understand Leadership Development and Personal growth.

References:

1. "Personality Development and Soft Skills" Author: Barun K. Mitra Publisher: PHI Learning Pvt. Ltd. Edition: 1st Edition
2. "Emotional Intelligence: Why It Can Matter More Than IQ" Author: Daniel Goleman Publisher: Bantam Edition: 10th Anniversary Edition
3. "Leaders Eat Last: Why Some Teams Pull Together and Others Don't" Author: Simon Sinek Publisher: Portfolio Edition: Reprint Edition
4. "The Six Pillars of Self-Esteem" Author: Nathaniel Branden Publisher: Bantam Edition: Reprint Edition
5. "The Art of Communicating" Author: Thich Nhat Hanh Publisher: HarperOne Edition: Reprint Edition

Objectives

- On completion of this unit the students shall be able to understand the key principles and concepts of hotel facility management.
- On completion of this unit the student will be able to apply maintenance strategies to optimize facility operations.
- On completion of this unit the students should be able to Implement safety and security measures to protect guests and assets.
- On completion of this unit the students will be able to develop sustainable practices for long-term facility viability.
- On completion of this unit the students shall be able to Formulate comprehensive facility management plans for various hotel types.

UNIT-I**INTRODUCTION TO HOTEL FACILITY MANAGEMENT**

Overview of Hotel Facility Management, Understanding the role of facility management in the hotel industry. Historical perspectives and current trends. Role and Responsibilities of a Facility Manager, Defining the responsibilities of a hotel facility manager. Leadership and communication skills for effective management. Importance of Facility Management in the Hotel Industry, Impact of facility management on guest satisfaction and profitability. Case studies and best practices.

UNIT - II**MAINTENANCE AND REPAIRS**

Preventive Maintenance Programs, Designing and implementing preventive maintenance schedules. Asset tracking and management systems. Reactive Maintenance and Repairs, Handling emergency situations and unplanned maintenance. Vendor management and contract negotiations. Energy Management in Hotel Facilities, Implementing energy-efficient practices and technologies. Cost-saving strategies through energy management.

UNIT - III**SAFETY AND SECURITY**

Fire Safety and Emergency Response, Fire prevention, detection, and suppression systems. Evacuation plans and emergency response protocols. Security Measures in Hotel Facilities, Access control systems and surveillance technologies. Handling guest and staff security concerns. Health and Safety Compliance, Regulatory requirements and certifications in the hospitality industry. Occupational safety measures.

UNIT-IV**SUSTAINABILITY IN FACILITY MANAGEMENT**

Green Initiatives in Hotel Facilities, Sustainable building design and construction. Waste management and recycling programs. Sustainable Practices and Certifications, LEED certification and other sustainability benchmarks. Evaluating the ROI of sustainability initiatives. Cost-Benefit Analysis of Sustainability Measures, Balancing the costs and benefits of green technologies and practices. Long-term advantages of sustainable facility management.

UNIT-V

FACILITYMANAGEMENTPLANNING

Developing a Facility Management Plan Assessing facility needs and creating a comprehensive plan. Budgeting and resource allocation. Performance Metrics and Key Performance Indicators (KPIs), Establishing KPIs for facility management success. Data analysis and reporting. Case Studies and Practical Application, Analyzing real-world examples of successful facility management. Group projects: Creating a facility management plan for a specific hotel property.

Outcome

- The student understands the significance of Hotel Facility Management.
- The student will be able to understand the importance of Maintenance and Repairs.
- The student will be able to implement Safety and Security for the facility and guest belongings.
- The student can distinguish the importance of sustainability in Facility Management.
- The student shall be able to chalk out a sustainable Facility Management Plan.

References:

1. "Facility Management: A Practical Introduction" by David G. Cotts and Michael D. Hughes
2. "Hotel Operations Management" by David K. Hayes and Jack D. Nimeier
3. "Sustainable Hospitality and Tourism as Motors for Development" by H. Schmidheiny Foundation
4. "Hotel, Restaurant, and Travel Law" by Karen Morris and Michael L. Cocoltchos
5. "Hotel Engineering Maintenance Management" by B.S. Nagendra Parashar

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
901	DSE	ELECTIVES 2: 1. FOOD SAFETY & QUALITY CONTROL – 90157A 2. HOSPITALITY MARKETING – 90157B	T	3	3

901557A

FOOD SAFETY & QUALITY CONTROL

Objectives

- On completion of this unit the students shall be able to understand the importance of Food Safety and Control
- On completion of this unit the student will understand the principles of HACCP in a hotel and their implementation.
- On completion of this unit the students should be able to Implement Quality Control Systems in Food Production.
- On completion of this unit the students will be able to follow Standard Operating Procedures in Food Production and training employees in GMP.
- On completion of this unit the students shall be able to conduct regular Food Safety Audit to ascertain quality practices in Food Production.

UNIT-I

INTRODUCTION TO FOOD SAFETY AND QUALITY CONTROL

Importance of Food Safety and Quality, Understanding the significance of food safety and quality in the food industry, Identifying the economic, legal, and ethical implications of food safety and quality issues. Regulatory Framework and Standards, Familiarization with local and international food safety and quality regulations (e.g., FDA, ISO), Compliance with industry-specific quality standards and certifications.

UNIT-II

HAZARD ANALYSIS AND CRITICAL CONTROL POINTS (HACCP)

Principles of HACCP - Understanding the seven HACCP principles and their application in food safety management, Identifying and assessing hazards in the food production process. Implementing HACCP Plans, Developing, implementing, and maintaining a HACCP plan for a food processing facility, Conducting hazard analysis, determining critical control points, and establishing monitoring procedures.

UNIT-III

QUALITY ASSURANCE AND QUALITY CONTROL SYSTEMS

Quality Assurance Principles, Establishing a culture of quality within a food production environment, Developing quality policies, objectives, and procedures.

Quality Control Techniques - Implementing statistical process control (SPC) methods for monitoring and improving product quality, Conducting product testing, inspections, and audits to ensure compliance with specifications

UNIT-IV

Good Manufacturing Practices (GMP) and Standard Operating Procedures (SOPs), GMP Principles, Implementing GMP standards to ensure safe and consistent food production practices, Training employees on GMP requirements and expectations. SOP Development and Implementation, Creating, documenting, and implementing standard operating.

UNIT-V

FOOD SAFETY AUDITS AND CERTIFICATION

Internal Audits and Self-Assessment, Conducting internal audits to evaluate compliance with food safety and quality standards, Implementing corrective actions and continuous improvement initiatives. Third-Party Audits and Certification Processes, Understanding the process of third-party audits by certification bodies and regulatory agencies, Preparing for and achieving food safety and quality certifications (e.g., ISO 22000, BRC, SQF)

Outcome

- The student understands the significance of Food Safety and Quality Control.
- The student will be able to understand the importance of HACCP
- The student will be able to assure quality in all aspects of food production.
- The student can explain GMP and SOP.
- The student shall be able to follow Food Safety Audits.

References:

1. "HACCP: A Practical Guide" by Sara Mortimore and Carol Wallace
2. "Principles of Food Safety and Sanitation" by Norman G. Marriott and Robert B. Gravani
3. "Quality Management for Organizational Excellence: Introduction to Total Quality" by David L. Goetsch and Stanley B. Davis
4. "Good Manufacturing Practices for Pharmaceuticals: A Plan for Total Quality Control from Manufacturer to Consumer" by Sidney H. Willig and James R. Stoker
5. "Food Safety: A Guide to What You Really Need to Know" by David R. Meeker

Objectives

- On completion of this unit the student shall be able to identify and analyse different market segments within the hospitality industry, and effectively choose target markets based on factors like demographics, psychographics, and behaviour.
- On completion of this unit the student will create comprehensive marketing strategies and plan tailored to specific hospitality businesses (e.g., hotels, restaurants, event venues) that encompass product positioning, pricing, distribution, and promotion.
- On completion of this unit the student should be able to gain proficiency in using designing service offerings, Brand Positioning in Hospitality, Pricing and Revenue Management and Service Development.
- On completion of this unit the students will be able to gain proficiency in using digital marketing channels such as social media, search engine optimization (SEO), email marketing, and online advertising to reach and engage with target audiences effectively.
- On completion of this unit the student shall be able to conduct understand the importance of building and maintaining strong customer relationships in the hospitality industry. They should be able to design and implement CRM strategies to enhance guest satisfaction, loyalty, and retention.

UNIT-I**INTRODUCTION TO HOSPITALITY MARKETING**

Overview of the Hospitality Industry - Understanding the scope and segments of the hospitality industry, Identifying key stakeholders and their roles, Fundamentals of Marketing in Hospitality - Defining marketing and its relevance in the hospitality sector, Differentiating between product and service marketing. Market Research and Analysis in Hospitality - Conducting market research for the hospitality industry, Analyzing customer behavior and preferences.

UNIT-II**CONSUMER BEHAVIOR IN HOSPITALITY**

Understanding Consumer Motivation and Decision Making - Exploring factors influencing consumer choice in hospitality services, Analyzing the decision-making process - Segmentation, Targeting, and Positioning, Applying market segmentation techniques in the hospitality industry, Targeting specific market segments and positioning strategies. Building Customer Loyalty and Relationships - Implementing customer relationship management (CRM) in hospitality, Strategies for enhancing customer retention and loyalty.

UNIT-III**HOSPITALITY PRODUCT AND SERVICE DEVELOPMENT**

Designing Hospitality Services - Conceptualizing and designing service offerings in hospitality, Integrating technology for enhanced service delivery
 Branding and Positioning in Hospitality - Developing and managing a hospitality brand identity, Positioning strategies for competitive advantage.
 Pricing and Revenue Management - Pricing strategies and tactics in the hospitality industry, Introduction to revenue management techniques.

UNIT-IV

PROMOTIONS AND DISTRIBUTION IN HOSPITALITY

Marketing Communications in Hospitality - Creating effective marketing messages for the hospitality industry, Utilizing various promotional channels.

Digital Marketing and Social Media - Leveraging online platforms for marketing in hospitality, Social media strategies for customer engagement

Distribution Channels and Channel Management - Understanding distribution networks in hospitality, Managing intermediaries and online booking platforms.

UNIT-V

HOSPITALITY SALES AND RELATIONSHIP MANAGEMENT

Sales Techniques in Hospitality - Developing effective sales strategies for hospitality products and services, Handling objections and closing sales deals

Customer Feedback and Service Recovery - Managing customer feedback and reviews, Implementing service recovery strategies

Ethics and Sustainability in Hospitality Marketing - Addressing ethical considerations in hospitality marketing practices, Promoting sustainability and responsible tourism

Outcome

- The student understands the significance of Hospitality Marketing.
- The student will be able to understand consumer Behavior in Hospitality.
- The student will be able to design Hospitality product and their Service Development.
- The student can formulate Promotions and Distributions in Hospitality.
- The student shall be able to follow various sales Techniques and Relationship management.

References:

1. "Hospitality Marketing Management" by Robert D. Reid and David C. Bojanic
2. "Consumer Behavior in Tourism" by Lluís Prats and Darryl J. Nord
3. "Hospitality Strategic Management: Concepts and Cases" by Cathy A. Enz
4. "Marketing for Hospitality and Tourism" by Philip Kotler, John T. Bowen, James Makens, and Seyhmus Baloglu
5. "Hospitality Sales and Marketing" by David L. Bojanic.

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
901	DSE	ELECTIVES 3: 1. HOTEL ACCOUNTS – 90158A 2. HOSPITALITY MANAGEMENT – 90158B	T	3	3

90158A

HOTEL ACCOUNTS

Objectives

- On completion of this unit the student shall be able to understand the principles and methods used in the hotel industry to recognize revenue, including room sales, food and beverage services, and other ancillary revenue streams.
- On completion of this unit the student will learn how to monitor and control costs in a hotel setting, including expenses related to labor, supplies, and overhead, to optimize profitability.
- On completion of this unit the student should be able to develop skills in creating accurate and realistic budgets and forecasts for a hotel's financial operations, taking into consideration seasonal variations and industry trends.
- On completion of this unit the student will be able to gain proficiency in interpreting financial statements specific to the hotel industry, including the income statement, balance sheet, and cash flow statement, to evaluate the financial health of a hotel.
- On completion of this unit the student will understand the specific accounting standards and reporting requirements applicable to the hotel industry, including adherence to Generally Accepted Accounting Principles (GAAP) and local regulations.

UNIT-I

INTRODUCTION TO HOTEL ACCOUNTING AND FINANCIAL STATEMENTS

Basics of Hotel Accounting - Introduction to accounting principles and practices specific to the hotel industry. Understanding the chart of accounts and general ledger. Financial Statements in Hospitality - Analyzing income statements, balance sheets, and cash flow statements for hotels. Interpreting key financial ratios and performance indicators. Budgeting and Forecasting for Hotels. Creating and managing budgets for different departments in a hotel. Utilizing forecasting techniques for revenue and expense projections.

UNIT-II

REVENUE MANAGEMENT AND PRICING STRATEGIES

Revenue Management Principles - Understanding the concept of revenue management in the hotel industry. Implementing yield management strategies to optimize room revenues. Pricing and Rate Structures - Developing pricing strategies for different room types and services. Managing dynamic pricing and promotional rates. Distribution Channels and Online Booking Platforms - Evaluating distribution costs and strategies for online and offline bookings. Utilizing channel management techniques to maximize revenue.

UNIT-III

COST CONTROL AND EXPENSE MANAGEMENT

Cost Classification and Control - Identifying fixed and variable costs in a hotel operation. Implementing cost control measures to reduce wastage and improve profitability. Procurement and Inventory Management. Managing procurement processes for food, beverages, and other hotel supplies. Implementing inventory control techniques to minimize losses. Labor Cost Management - Understanding labor laws and regulations in the hotel industry. Implementing efficient scheduling and labor cost control measures.

UNIT-IV

FINANCIAL ANALYSIS AND REPORTING

Ratio Analysis and Performance Metrics - Calculating and interpreting financial ratios specific to the hotel industry. Using key performance indicators (KPIs) to assess the hotel's financial health. Financial Reporting and Interpretation - Preparing and presenting financial reports for internal and external stakeholders. Analyzing financial statements for decision-making and strategic planning. Capital Budgeting and Investment Analysis - Evaluating investment opportunities in hotel development or renovation projects. Applying capital budgeting techniques like NPV and IRR.

UNIT-V

AUDITING AND COMPLIANCE IN HOTEL ACCOUNTING

Internal Control and Audit Procedures - Implementing internal control systems to safeguard assets and ensure financial accuracy. Conducting internal audits to identify and rectify discrepancies. Regulatory Compliance and Taxation - Understanding tax regulations and compliance requirements for hotels. Handling tax planning and reporting for a hotel establishment. Risk Management in Hotel Finance - Identifying financial risks and implementing risk mitigation strategies. Ensuring compliance with insurance and legal requirements.

Outcome

- The student will be able to explain the importance of Hotel Accounting and Financial Statements.
- The student will be able to classify Revenue Management and Pricing Strategies.
- The student will be able to understand Cost Control and Expense Management.
- The student can successfully conduct Financial Analysis and make reports.
- The student gains confidence in Auditing and Compliance in Hotel Accounting.

References:

1. "Hotel, Restaurant, and Travel Law" by Karen Morris, Anita Kalunta-Crumpton, and Nancy Loman Scanlon.
2. "Hotel Revenue Management: Principles and Practices" by K. Cross, C. Cross, and Lily Lin.
3. "Hotel Cost Control for the 1990s" by Philip J. Haves.
4. "Financial Management for the Hospitality Industry" by William P. Andrew and James W. Damitio.
5. "Hotel Front Office Management" by James A. Bardi.

Objectives

- On completion of this unit the student shall be able to demonstrate the ability to provide exceptional customer service, meeting or exceeding guest expectations in various hospitality settings. Acquire practical skills in managing day-to-day operations of hospitality establishments, including front office, housekeeping, food and beverage, and event planning.
- On completion of this unit the student will outline the functions of Food & Beverage Department, its layout, Bar operations and the art of Mixology.
- On completion of this unit the student should be able to outline the functions of Front Office Department, its layout, Revenue Management, Housekeeping, and Maintenance in Hotels. They will also learn the control process adhered in these departments.
- On completion of this unit the students will be able to gain proficiency in planning and execution of an Event, its coordination and Logistics, Budgeting and Financial Management and its Marketing and Promotion.
- On completion of this unit the student shall be able to relate to Hotel Laws and its implications in various departments of a Hotel while maintaining the Ethical Practices.

UNIT-I
INTRODUCTION TO HOSPITALITY MANAGEMENT
Overview of the Hospitality Industry

Definition and scope of hospitality, Historical development of hospitality, Types of hospitality establishments, Career opportunities in hospitality. Customer Service and Guest Satisfaction, Importance of customer service, Effective communication with guests, Handling guest complaints, Guest satisfaction measurement.

UNIT-II
FOOD AND BEVERAGE MANAGEMENT

Food and Beverage Operations, Restaurant types and concepts, Kitchen and dining area layout, Menu planning and pricing, Food safety and hygiene. Beverage Management, Types of beverages, Bar operations and mixology, Wine and beverage selection, Responsible alcohol service.

UNIT-III
HOTEL OPERATIONS MANAGEMENT

Front Office Management, Reservation and check-in procedures, Room allocation and billing, Guest relations and concierge services, Revenue management. Housekeeping and Maintenance, Cleaning and maintenance standards, Inventory management, Sustainability in hotel operations, Quality control in housekeeping.

UNIT-IV
EVENT MANAGEMENT AND MARKETING
Event Planning and Execution

Types of events (e.g., conferences, weddings), Event coordination and logistics, Budgeting and financial management, Event evaluation and feedback. Marketing and Promotion in Hospitality, Market research and segmentation, Marketing strategies for hotels and restaurants, Digital marketing and social media, Branding in the hospitality industry.

UNIT-V

HOSPITALITYLAWANDETHICS

Legal Aspects of Hospitality, Contract law in the industry, Liability and risk management, Employment laws and regulations, Intellectual property rights. Ethics in Hospitality, Ethical decision-making, Sustainability and corporate responsibility, Cultural and social considerations, Ethical issues in food service and lodging.

Outcome

- The student will be able to explain the importance of Hospitality Management and Customer Service.
- The student will be able to classify Food & Beverage Management.
- The student will be able to distinguish Hotel Operations Management.
- The student can successfully Plan and Manage Events.
- The student shall be able to follow Hospitality Law and Ethics.

References:

1. "Introduction to Hospitality" by John R. Walker and Joselyn T. Walker
2. "Food and Beverage Management" by Bernard Davis and Andrew Lockwood
3. "Hotel Management and Operations" by Michael J. O'Fallon and Denney G. Rutherford
4. "Event Planning: The Ultimate Guide to Successful Meetings, Corporate Events, Fundraising Galas, Conferences, Conventions, Incentives, and Other Special Events" by Judy Allen
5. "Hospitality Law: Managing Legal Issues in the Hospitality Industry" by Stephen C. Barth, David K. Hayes, and Jack P. Ninemeier

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
901	DSE	ELECTIVES 4: 1. EVENT MANAGEMENT – 90159A 2. BARMANAGEMENT – 90159B	T	3	3

90159A-

EVENT MANAGEMENT

Objectives:

- By the end of this unit the students will be able to define Event Management, their types, principles of planning and create the required theme upto guests satisfaction. They will also understand the career opportunities in Event Management.
- On completion of this unit the student will lay down the concepts involved in designing and theming, production and logistics, equipment rental and setup, venue selection and layout.
- By the end of this unit the students will be able to plan strategies, identify markets, introduce promotions and apply Marketing techniques for an Event.
- On completion of this unit the students will be able to layout the budgeting report and financial reports, and other key performance indicators, and use insights for future event improvement.
- By the end of this unit the students will be able to understand the importance of Legal Compliance, Licensing and regulations while conducting an event.

UNIT-I

OVERVIEW OF EVENT MANAGEMENT

EVENT MANAGEMENT

Definition and scope of event management, Historical development of event industry, Types of events (corporate, social, cultural, etc.), Career opportunities in event management. Event Planning Process, Conceptualization and theme development, Budgeting and financial planning, Vendor selection and management, Risk assessment and management.

UNIT-II

EVENT DESIGN AND PRODUCTION

Event Design and Theming - Creating event concepts and themes, Decor, lighting, and audio-visual considerations, Design elements for different types of events, Sustainability and eco-friendly practices in event design. Production and Logistics, Technical production (sound, lighting, staging), Equipment rental and setup, Venue selection and layout, Transportation and accommodation logistics.

UNIT-III

MARKETING AND PROMOTION FOR EVENTS

Event Marketing Strategies, Market research and target audience identification, Promotion through traditional and digital channels, Branding and identity for events, Sponsorship and partnership development.

Public Relations and Media Management, Press releases and media kits, Crisis communication planning, Media partnerships and coverage, Social media engagement and community management.

UNIT-IV

FINANCIAL MANAGEMENT FOR EVENTS

Budgeting and Financial Planning - Creating event budgets (revenue and expenses), Cash flow management, Financial reporting and analysis, Sponsorship and funding strategies, Pricing and Revenue Generation. Ticketing strategies, Merchandising and concession sales, Grants and funding opportunities, ROI measurement and evaluation.

UNIT-V

LEGAL AND ETHICAL CONSIDERATIONS IN EVENT MANAGEMENT

Event Contracts and Permits, Negotiating and drafting contracts, Liability and risk management, Obtaining necessary permits and licenses, Insurance considerations for events. Ethical Issues in Event Management, Sustainability and environmental impact, Inclusivity and accessibility, Cultural and social considerations, Ethical decision-making in event planning.

Outcome:

- The student understands the concept of Event Management.
- The student will be able to plan, design and execute Events.
- The student will be able to interpret Marketing and Promotions for an Event.
- The student can successfully manage the financial aspects of an Event.
- The student will successfully distinguish the legalities involved in hosting an event.

Reference Books:

1. "Events Management: An Introduction" by Glenn A. J. Bowdin, Johnny Allen, William O'Toole, Rob Harris, Ian McDonnell
2. "Event Planning: The Ultimate Guide to Successful Meetings, Corporate Events, Fundraising Galas, Conferences, Conventions, Incentives, and Other Special Events" by Judy Allen
3. "Event Marketing: How to Successfully Promote Events, Festivals, Conventions, and Expositions" by Leonard H. Hoyle
4. "Event Planning: The Ultimate Guide to Successful Meetings, Corporate Events, Fundraising Galas, Conferences, Conventions, Incentives, and Other Special Events" by Judy Allen

Objectives:

- By the end of this unit the students will be able to define the history and evolution of a Bar and their types. They will also learn the different business models of a Bar and learn about the different licensing required to run a bar in India.
- On completion of this unit the student will lay down the concepts of designing and layout of a Bar, their Ergonomics and safety considerations, purchasing, sourcing and inventory system.
- By the end of this unit the students will have in-depth knowledge of different alcoholic and non-alcoholic beverages, the concept of mixology and cocktail creation.
- On completion of this unit the students will be able to understand procedures of hiring and training staff on Bartending, do's and don'ts of a bartender and waiting staff in a Bar. The procedures involved in managing and educating bar guests.
- By the end of this unit the students will be able to understand different strategies involved in Marketing a Bar, financial planning and analysis, budgeting, fixing profit margins and profitability for a Bar

UNIT- I INTRODUCTION TO BARMANAGEMENT

Overview of the Bar Industry, Understanding the history and evolution of bars, Differentiating between types of bars (e.g., pubs, nightclubs, lounges). Bar Business Models and Concepts, Exploring different business models (e.g., standalone bars, hotel bars, franchises), Analyzing revenue streams and cost structures in bar operations
Legal and Regulatory Considerations- Compliance with alcohol licensing laws and regulations, Responsible service of alcohol and legal liabilities

UNIT-II BAR OPERATIONS AND LAYOUT

Bar Design and Layout - Optimal bar layout for efficiency and customer flow, Ergonomics and safety considerations in bar design
Inventory Management - Techniques for effective stock control and inventory turnover, Implementing inventory software and tracking systems. Purchasing and Supplier Relations. Sourcing and evaluating suppliers for beverages, equipment, and supplies, Negotiating contracts and managing vendor relationships.

UNIT-III BEVERAGE SELECTION AND MIXOLOGY

Understanding Alcoholic Beverages - In-depth knowledge of various spirits, wines, and beers, Trends in craft and artisanal beverages. Mixology and Cocktail Creation, Basic and advanced mixing techniques, Developing signature cocktails and drink menus.
Non-Alcoholic Beverage Management, Creating enticing non-alcoholic options for designated drivers and non-drinkers, Strategies for marketing non-alcoholic beverages.

UNIT-IV

STAFF TRAINING AND CUSTOMER SERVICE

Staff Recruitment and Training - Hiring and on boarding procedures for bar staff, Training programs for bartenders, servers, and support staff, Customer Service Excellence, Techniques for providing exceptional customer experiences, Handling difficult situations and customer complaints, Responsible Alcohol Service, Training on checking IDs and preventing over consumption, Techniques for managing intoxicated patrons.

UNIT-V

MARKETING AND FINANCIAL MANAGEMENT

Bar Marketing Strategies - Branding, advertising, and promotional campaigns for bars, Utilizing social media and online platforms for marketing, Financial Planning and Analysis, Budgeting, profit margins, and financial forecasting for bars, Analyzing key performance indicators (KPIs) for profitability.

Outcome:

- The student understands the concept of Bar Management.
- The student will be able to classify the concepts of Bar Operations and Layout.
- The student will be able to conceptualize the right selection of beverages and demonstrate perfection in Mixology.
- The student can explain the concepts involved in Staff training and Customer service in a Bar.
- The student will evaluate the Marketing and Financial Management of a Bar.

Reference Books:

1. "Introduction to Bar Management" by James Murphy
2. "Bar and Beverage Management" by Costas Katsigris and Chris Thomas
3. "The Bartender's Bible: 1001 Mixed Drinks and Everything You Need to Know to Set Up Your Bar" by Gary Regan
4. "Hospitality Management and Organizational Behavior" by Laurie J. Mullins
5. "Hospitality Financial Management" by Agnes L. DeFranco and Thomas W. Lattin

SEMESTER-VI
90161-Internship (Industrial Practicum)
Credits:10
Hours:30

Objectives:

The objective of this industrial practicum is to help the students understand The Working of a hotel and be able to analyse its strengths weakness opportunities and the threats.

TYPE OF REPORT

The report should be based on the compulsory 16 weeks/100 days of training to be completed from January to April of Sixth semester in a hotel of repute (preferable of a 3 star, 4 star or a 5 star property). A student log book should be maintained by every student during the training period. The student should note down on the daily basis the task performed/ observed, methodology involved and points to note and assessed daily by the supervisor / manager. Using the Information contained in the log book and under the guidance of faculty member of college in which the student is studying, the student should cover the entire operation of the hotel and inter - organizational SWOT (STRENGTH, WEAKNESS, OPPORTUNITIES, AND THREATS) analysis.

A Minimum of 90% of Attendance is compulsory for the successful completion of the training programme.

FORMULATION

The length of the report may be about 150 to 160 double spaced typed, printed (black and white) A-4 size pages (excluding appendices and exhibits). 10% variation on the either side is permissible.

LIST OF CONTENT OF THE REPORT

A Copy of The Training Certificate Attested by Principal of the College Acknowledgement

Project Preface

Chapter-1 Introduction

Chapter-2 Scope, Objective, Methodology & Limitations

Chapter -3 Profile of The Place And Hotel

Chapter-4 Departmental Classification Of Hotel

Chapter-5 Detailed Operations Of Each Department Of Hotel Chapter -

6 Swot Analysis Of Hotel

Chapter-7 Conclusion

Bibliography

List of Annexure/Exhibits

Submission of Report

One typed (duly signed by faculty guide and principle of the college) copy of the report is to be submitted in person, by the student, to the examiner at the time of viva voce. Project

submitted later than that will not be accepted.

1. Original training certificate
2. University copy & students copy of project report (duly signed by the faculty guide and principle of the college)
3. Students logbook (duly signed by Training Manager/HR Manager OR equivalent)
4. Examination Hall ticket
5. College identity card
6. Dress code: College uniform

STUDENTS WHO DO NOT CONFORM TO THE ABOVE WILL NOT BE EXAMINED

PROJECT EVALUATION

Project report will be valued by the Examiner appointed by the University.

MODE OF EVALUATION

Logbook 25 marks Viva

25 marks

Project report 50 marks

TOTAL MARKS 100 MARKS

NOTE

- Marks for the log book should be awarded by the Project guide appointed by the College.
- Panel of evaluation will consist of two members. One will evaluate the Project and other will evaluate the Presentation. The project viva voce will be conducted by both members of the Panel. Total time allotted for the above should not exceed 10 minutes.
- The presentation could be done on OHP sheets or as a Powerpoint presentation using a computer or a laptop connected to LCD depending upon the available resources of the examiner. The students could show it in their personal laptop also.