

(Abstract)

Scheme (All Semester) and First & Second Semester Syllabi of B.Sc. Hotel Management and Catering Science Programme FYUGP) in Affiliated Colleges under the University - with effect from 2024 Admission- Approved Orders issued

ACADEMIC C SECTION

ACAD C/ACAD C1/21883/2024

Dated: 04.12.2024

- Read:-1. U.O. No. FYUGPSC/FYSC-I/5074/2024, dated: 18/04/2024 and 06.08.2024
2. U O No FYUGPSC/A1/2484/2024 dated 23.05.2024
3. E-mail dated 24.06.2024 from the Convenor (Principal I/C, KIHM) , Ad hoc Committee, B.Sc. Hotel Management & Catering Science
4. Orders of the Vice Chancellor dtd 24.06.2024
5. The Minutes of the Meeting of the Academic Council, held on 25.06.2024
6. E mail dtd.23.11.2024 from the Convenor , Ad hoc Committee, B.Sc. Hotel Management & Catering Science Programme
7. The Orders of Vice Chancellor dated.03.12.2024

ORDER

1.The Regulations of the Kannur University Four Year Under Graduate Programmes (KU-FYUGP Regulations 2024) for Affiliated Colleges was implemented w.e.f. 2024 admission and thereafter, certain modifications were effected in the same, vide papers read as (1) above.

2. As there is no Board of Studies for Hotel Management programme, an Ad hoc Committee was constituted vide paper read (2), for the preparation of Syllabus of the B.Sc.Hotel Management and Catering Science programme.

3.Subsequently, the Convenor of the Committee, vide paper (3), submitted the Draft Scheme (All Semesters) and Syllabus (of the I st and II nd Semesters) of the B.Sc. Hotel Management and Catering Science programme, to be implemented in affiliated Colleges under the University w.e.f. 2024 admission, in tune with the KU-FYUGP Regulations, 2024.

4.Considering the matter, Vice Chancellor ordered to place the Scheme and Syllabus, before the Academic Council, for consideration.

5.The XXVIII th Meeting of the Academic Council held on 25/06/2024 considered the matter and approved the FYUGP Syllabuses in principle & permitted to publish the same as and when ready, after making the necessary modifications.

6.However, on verification of the Syllabus with the approved Regulations, certain errors were noticed in the Course Code and Mark distribution and the same was intimated to the Convenor, Ad hoc Committee and subsequently the Convenor submitted the defect-rectified Syllabus of the B.Sc.Hotel Management and Catering Science programme, vide paper read as (6) above.

7.The Vice Chancellor, after considering the matter in detail and in exercise of the powers of the Academic Council conferred under Section 11(1) Chapter III of Kannur University Act, 1996 and all other enabling provisions read together with, ***approved the Scheme (all Semesters) and First and Second Semester Syllabi of the B.Sc.Hotel Management and Catering Science programme (FYUGP) and accorded sanction to implement the same in Affiliated Colleges under the University w.e.f. 2024 admission, subject to reporting to the Academic Council.***

8.The Scheme & First and Second semester Syllabus of the B.Sc.Hotel Management and Catering Science programme (FYUGP) in Affiliated colleges under Kannur University w.e.f. 2024 admission is appended herewith.

Orders are issued accordingly.

Sd/-

ANIL CHANDRAN R
DEPUTY REGISTRAR (ACADEMIC)
For REGISTRAR

To: The Principals of Affiliated Colleges

Copy To: 1. The Examination Branch (through PA to CE)

2. JR (Exam)

3. The Convenor (Principal I/C, KIHM), Ad hoc Committee, Hotel Management and Catering Science

4. PS to VC/PA to R

5. DR/AR (Academic)

6. The IT Cell (For uploading in the website)

7. SF/DF/FC

Forwarded / By Order

M. Anil
SECTION OFFICER



KANNUR UNIVERSITY

**B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
(MAJOR, MINOR AND GENERAL FOUNDATION COURSES)**

SYLLABUS & MODEL QUESTION PAPERS

w.e.f. 2024 admission onwards

(KUFYUGP Regulations 2024)

**B.Sc. HOTEL MANAGEMENT AND CATERING
SCIENCE
(MAJOR, MINOR AND GENERAL FOUNDATION COURSES)**

SYLLABUS

PROGRAMME OUTCOMES (PO):

At the end of the graduate programme at Kannur University, a student would:

PO1	Knowledge Acquisition: Demonstrate a profound understanding of knowledge trends and their impact on the chosen discipline of study.
PO2	Communication, Collaboration, Inclusiveness, and Leadership: Become a team player who drives positive change through effective communication, collaborative acumen, transformative leadership, and a dedication to inclusivity.
PO3	Professional Skills: Demonstrate professional skills to navigate diverse career paths with confidence and adaptability.
PO4	Digital Intelligence: Demonstrate proficiency in varied digital and technological tools to understand and interact with the digital world, thus effectively processing complex information.
PO5	Scientific Awareness and Critical Thinking: Emerge as an innovative problem-solver and impactful mediator, applying scientific understanding and critical thinking to address challenges and advance sustainable solutions.
PO6	Human Values, Professional Ethics, and Societal and Environmental Responsibility: Become a responsible leader, characterized by an unwavering commitment to human values, ethical conduct, and a fervent dedication to the well-being of society and the environment.
PO7	Research, Innovation, and Entrepreneurship: Emerge as a researcher and entrepreneurial leader, forging collaborative partnerships with industry, academia, and communities to contribute enduring solutions for local, regional, and global development.

PROGRAMME SPECIFIC OUTCOMES (PSO):

At the end of the B.Sc. Hotel Management and Catering Science Honours programme at Kannur University, a student would:

PSO1	Empowering Multilingual Communication Skills in Hospitality: To enhance the communication skills of students for a better career in the Hospitality Industry by learning English and French.
PSO2	Proficient Food Production Skills: Graduates will demonstrate advanced proficiency in food production techniques, including both basic and advanced methods, ensuring they can effectively contribute to culinary operations in various hospitality settings.
PSO3	Comprehensive Service Management: Students will acquire a comprehensive understanding of food and beverage (F&B) service, accommodation operations, and front office management, enabling them to oversee and manage diverse service aspects within the hospitality industry.
PSO4	Hygiene and Safety Standards Adherence: Graduates will exhibit a thorough knowledge of hygiene and sanitation practices, as well as food safety and quality standards, ensuring compliance with regulatory requirements and maintaining high standards of cleanliness and safety in hospitality operations.
PSO5	Strategic Management Competence: Upon completion of the program, students will possess the necessary skills to analyse management concepts, consumer behaviour, and the hospitality business environment, enabling them to make informed strategic decisions and effectively manage hospitality businesses.
PSO6	Financial Acumen: Graduates will demonstrate proficiency in hotel accounting principles, ensuring they can effectively manage financial aspects of hospitality operations, including budgeting, cost control, and revenue management.
PSO7	Professional Exposure and Research Aptitude: Through industrial exposure training or research projects, students will gain practical experience in real-world hospitality settings or develop research skills in hotel management, preparing them for successful careers or further academic pursuits in the field.
PSO8	Empowering Sustainable Entrepreneurship: To create an awareness on the importance of protecting the environment and an opportunity to start own business.

Sem	Course Code	Type of Course	Course Name	CCA	ESE	Total	Exam	Credits	Hrs	Total credits
S1		AEC-1		25	50	75	1.5 Hrs	3	3	21
	KU1AECHMC102	AEC-2	French - I	25	50	75	1.5 Hrs	3	3	
	KU1DSCHMC101	DSC-A	Basics of Food Production-I	30	70	100	2 Hrs	4	6	
	KU1DSCHMC102	DSC -B	Basics of Food and Beverage Service-I	30	70	100	2 Hrs	4	5	
	KU1DSCHMC103	DSC-C	Basics of Room Division - I	30	70	100	2 Hrs	4	5	
	KU1DSCHMC104	DSC-D	Front Office Management	30	70	100	2 Hrs	4	4	
	KU1MDCHMC101	MDC-1	Introduction to Travel and Tourism	25	50	75	1.5 Hrs	3	3	
S2		AEC-3		25	50	75	1.5 Hrs	3	3	21
	KU2AECHMC104	AEC-4	French - II	25	50	75	1.5 Hrs	3	3	
	KU2DSCHMC105	DSC A	Basics of Food Production-II	35	65	100	2 Hrs	4 (3L,1P)	6	
	KU2DSCHMC106	DSC-B	Basics of Food and Beverage Service-II	35	65	100	2 Hrs	4 (3L,1P)	5	
	KU2DSCHMC107	DSC-C	Basics of Room Division - II	35	65	100	2 Hrs	4 (3L,1P)	5	
	KU2DSCHMC108	DSC-D	Food & Beverage Service	30	70	100	2 Hrs	4	4	
	KU2MDCHMC102	MDC-2	Environmental Studies and Human Rights	25	50	75	1.5 Hrs	3	3	
S3	KU3DSCHMC201	DSC A1	Food Production Operations – I	30	70	100	2Hrs	4	5	22
	KU3DSCHMC202	DSC-A2	Food and Beverage Service Operations-I	30	70	100	2 Hrs	4	5	
	KU3DSCHMC203	DSC- B	Front Office Operations-I	30	70	100	2 Hrs	4	5	
	KU3DSCHMC204	DSC- C	Housekeeping Operations-I	30	70	100	2 Hrs	4	4	
	KU3MDCHMC201	MDC-3	KS	30	70	100	2 Hrs	3	3	
	KU3VACHMC 201	VAC-1	Applications of Computers	30	70	100	2 Hrs	3	3	
S4	KU4INTHMC201	DSC-A1	Industrial Exposure Training (Practical) 17Weeks x 6Days = 102Days	30	70	100	2 Hrs	21		21
S5	KU5DSCHMC301	DSC-A1	Bakery and Confectionary	30	70	100	2 Hrs	4	4	23
	KU5DSCHMC302	DSC-A2	Introduction to Alcoholic Beverages	30	70	100	2 Hrs	4	5	
	KU5DSCHMC303	DSC-A3	Room Division Operations-I	30	70	100	2 Hrs	4	4	
	KU5DSCHMC304	DSC-A4	Human Resources Management	30	70	100	2 Hrs	4	4	
	KU5DSCHMC305	DSC-A5	Food Safety	30	70	100	2 Hrs	4	4	
	KU5SECHMC301	SEC-2	Hotel Accounting	50	50	100	2 Hrs	3	3	
S6	KU6DSCHMC306	DSC-A1	Advanced Food Production -I	30	70	100	2 Hrs	4	5	

	KU6DSCHMC307	DSC-A2	Advanced Food and Beverage Service -I	30	70	100	2 Hrs	4	4	25 -
	KU6DSCHMC308	DSC-A3	Advanced Front Office - I	30	70	100	2 Hrs	4	5	
	KU6DSCHMC309	DSC-A4	Advanced Housekeeping -I	30	70	100	2 Hrs	4	4	
	KU6DSCHMC310	DSC-A5	Aviation Management	30	70	100	2 Hrs	4	4	
	KU6INTHMC301	INT	Principles of Management	30	70	100	2Hrs	2	-	
	KU6SECHMC302	SEC-3	Food Science and Nutrition	30	70	100	2 Hrs	3	3	
S7	KU7DSCHMC401	DSC-A1	Advanced Food Production -II	30	70	100	2Hrs	4	5	20
	KU7DSCHMC402	DSC-A2	Advanced Food and Beverage Service -II	30	70	100	2Hrs	4	5	
	KU7DSCHMC403	DSC-A3	Advanced Front Office - II	30	70	100	2Hrs	4	5	
	KU7DSCHMC404	DSC-A4	Advanced Housekeeping -II	30	70	100	2Hrs	4	5	
	KU7DSCHMC405	DSC-A5	Research Methodology	30	70	100	2Hrs	4	5	
S8	KU8DSCHMC406	DSC-A1	Organizational Behaviour	30	70	100	2Hrs	4	5	24
	KU8DSCHMC407	DSC-A2	Hotel Engineering	30	70	100	2Hrs	4	4	
	KU8DSCHMC408	DSC-A3	Financial Management	30	70	100	2Hrs	4	4	
	KU8PRJHMC498	PRJ(H)	Hospitality Research Project	30	70	100		8	12	
	KU8PRJHMC499	PRJ(H-R)	Hospitality Research Project	30	70	100		12	8	
	KU6DSCHMC409	DCE-1	Food and Beverage Management	30	70	100	2Hrs	4	5	
	KU8DSCHMC410	DCE-2	Services Marketing	30	70	100	2Hrs	4	5	

KANNUR UNIVERSITY
FIRST SEMESTER
LIST OF COURSES WITH CODE

COURSE CODE	COURSE NAME
KU1AECHMC102	FRENCH - I
KU1DSCHMC101	BASICS OF FOOD PRODUCTION – I
KU1DSCHMC102	BASICS OF FOOD AND BEVERAGE SERVICE – I
KU1DSCHMC103	BASICS OF ROOM DIVISION - I
KU1DSCHMC104	FRONT OFFICE MANAGEMENT
KU1MDCHMC101	INTRODUCTION TO TRAVEL AND TOURISM

SEMESTER 1	KU1AECHMC102	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1AECHMC102				
Course Title	FRENCH-I				
Type of Course	AEC				
Semester	1				
Academic Level	100-- 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-	-	45
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course covers foundational language elements such as the alphabet, greetings, numbers, time, and family members. Students will learn pronunciation, vocabulary, and basic grammar rules through interactive activities like reciting numbers, reading the time, and role-playing family scenarios.				

Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Familiarisation and Introduction of the Language to first time beginner, Basic introduction of French.	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To understand the days of the week; months; gender specification for the things; the country; city name; time; weather, all the necessary word meaning used by hotel industry professionals.	E	P	
CO3	Introduction to Grammar: The Articles; plural forms of nouns; gender (masculine and feminine forms)	U	P	
CO4	To understand Sentence and Dialogue framing: The affirmative form of the sentences using first, second and third group verbs (only present tense); dialogue and phrases from the text book (Situation 1 -7);	An	P	
CO5	To Explore the various types of Local/ regional Tourism Products/ Service Provided by the Industry	Cp	Ap	
CO6	To Demonstrate chapter 1 from text book; verbs Aller; the negative and interrogative form using all types of verbs.	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

KU1AECHMC102: FRENCH-I

Module 1: Introduction to the Language & Self – Introduction.

Alphabet and their pronunciation, distinction between vowels and consonant words and the use of different accents, Presenting and introducing another person, how to greet and reply to a greeting. Name - Name of professions, countries and nationalities, fruits and vegetables, introduction to the number, gender of nouns and adjectives.

Module 2: Numerical from 1 to 100.

Lecture – teach numbers 1 to 100. Practical - reciting the numerical to a common tune and a game with numbers.

Module 3: The Time of The Day.

Lecture – sessions on Time of The Day. Practical - Orally making the students read the time in French.

Module 4: Members of the Family.

Lecture - teach about members of the family and their relationship. Practical - roleplay, write 5-10 simple sentences on “My Family”.

Module 5: Open-Ended Module / Teacher Specific Content

Reference book:

Gupta, Malini ; Gupta, Vasanthi & Usha Ramachandran. *Bon Voyage: 1 Method de français l'hôtelier et du tourisme pour les débutants*, New Delhi: W. R. Goyal Publication House

Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

Assessment Rubrics:

Correlation Levels:

Evaluation Type	Marks
End Semester Evaluation	50
Continuous Evaluation	25
a) Test Paper- 1	10
b) Assignment	5
c) Role Play	10
Total	75

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

SEMESTER 1**KU1DSCHMC101****B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE**

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1DSCHMC101				
Course Title	BASICS OF FOOD PRODUCTION – I				
Type of Course	Major				
Semester	1				
Academic Level	100.– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	3	90
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course aims to provide students with a strong foundation in food production techniques, culinary knowledge, and kitchen management practices with a foundational understanding of the principles and practices related to food production in the hospitality industry.				

Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	To understand the aims and objectives of cooking food, Kitchen equipment and tools used, safety procedures, the importance of kitchen uniform, personal hygiene and, Staffing structure	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To know the classification, methods of preparation and mixing of ingredients, and the types of fuels with advantages and disadvantage	E	P	
CO3	To understand the various methods of cooking food with their advantages and the examples of dishes cooked in each method	U	P	
CO4	To learn the recipe for various types of stocks, glazes, Foundation and Proprietary sauces	An	P	
CO5	To learn the recipes of derivative sauces, miscellaneous sauces, and their uses	Cp	Ap	
CO6	To gain knowledge on appetizer, types with examples, soup classification with examples and soup garnishes	Cp	Ap	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

KU1DSCHMC101: BASICS OF FOOD PRODUCTION – I

Module 1: Introduction to the Food Production Department

1. Level, skill and experiences.
2. Attitude and behaviour in the kitchen.
3. Personal hygiene, uniforms and protective clothing.
4. Safety procedures in handling equipment.
5. Classical Kitchen Brigade of a large hotel.
6. Duties and responsibilities of Executive chef, Sous chef, Chef de partie, Commis and Trainee.
7. Equipment and Tools used in the kitchen and their uses.
8. Fuels – Types, advantages and disadvantages.

Module 2: Aims and Objectives of Cooking Food

9. Aims and Objectives of cooking food.
10. Importance of cooking food
11. Preparation of ingredients.
12. Methods of mixing food.
13. Culinary terms.

Module 3: Methods and general principles of cookery

14. Principles of heat transfer – Induction, conduction, convection and radiation.
15. Basic principles of cooking food – medium of liquid (boiling, steaming, stewing, poaching and braising), medium of fat (frying, grilling and roasting), dry method of cooking (baking, smoking, broiling and microwave cooking). Advantages and disadvantages of all the above methods.

Module 4: Stocks, Soups and Sauces

16. Definition of stocks, Types of stock.
17. Principles of making stock.
18. Classification of soups.
19. Garnishes for soups,
20. Popular International soups and accompaniments
21. Basic mother sauces and its derivatives.
22. Proprietary sauces and butter sauces.

Module 5: Open-Ended Module / Teacher Specific Content

Reference books:

1. Practical Cookery _ Kinton and Cesarini_ Hodder and Stoughton
2. Professional practical cookery_ Cracknell_
3. Modern cookery for teaching and Trade Volume 1 Thangam E Philip, Orient Longman
4. Theory of cookery-Krishna Arora
5. Parvinder S Bali., *Food production operations*: Oxford University Publication.
6. HL Cracknell& RJ Kaufmann., *Practical professional cookery*: Macmillan Education.

Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

Assessment Rubrics:

Evaluation Type	Marks
End Semester Evaluation	70
Continuous Evaluation	30
a) Test Paper- 1	20
b) Assignment	10
Total	100

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

BASICS OF FOOD PRODUCTION - I PRACTICAL

- Identifying and using different kitchen equipment with emphasis on care, maintenance and precautions.
- Identifying raw materials - collect samples from the market – list quality points.
- Basic cuts of vegetables.
- Handling knives and peelers.
- Preparation of basic soups and accompaniments.
- Basic hygiene practices to be observed in the kitchen.
- Safety practices to be observed in the kitchen, First aid for cuts and burns.
- Preparation of stocks – White, Brown (vegetables, meat and fish).
- Preparation of basic soups – Clear, Thin, Thick, Cold, International.
- Preparation of basic sauces - Béchamel, Espagnole, Veloute, Tomato, Hollandaise and Mayonnaise.
- Preparation of five sets of three course menu (Continental cuisine) – Soup, Main course, Dessert.

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1DSCHMC102				
Course Title	BASICS OF FOOD AND BEVERAGE SERVICE – I				
Type of Course	MINOR				
Semester	1				
Academic Level	100-- 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course provides an introduction to the principles and practices of food and beverage service, covering topics such as service techniques, menu knowledge, and customer interaction.				

Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	To know various types of Restaurants and their characteristics	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To understand Qualities required for food service staff, the organization structure of a Restaurant and the duties and responsibilities of each staff	E	P	
CO3	To learn various types of food service equipment, their uses, purchase consideration and the storage	U	P	
CO4	To understand the meaning and the functions of ancillary sections	An	P	
CO5	To know the various types of non-alcoholic beverages, preparation methods and service procedure	Cp	Ap	
CO6	To learn various types of breakfast and their menu, cover and service procedure, Full afternoon tea and High Tea menu, cover and the service procedure	Cp	Ap	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

KU1DSCHMC102: BASICS OF FOOD AND BEVERAGE SERVICE – I

Module 1: The Hotel and Catering Industry.

1. Evolution of catering industry – Sarai, Dak Bungalow, Inn, Tavern and Chalets.
2. Sectors of food service industry - Primary and Secondary catering. Welfare (Industrial and Institutional) and Commercial (Hotels, Restaurants, Pubs and Clubs).
3. Food and Beverage Outlets and their characteristics -Coffee shop, Specialty Restaurant, Fine dining restaurant, Popular restaurant, Dhaba, Fast Food restaurant, Rotisserie, Carvery, Food Court, Kiosk, Drive in, Bar, Pub.

Module 2: Food and Beverage Service Organization.

4. Organisation hierarchy of food and beverage service department of large hotel.
5. Duties and responsibilities of food and beverage staff.
6. Qualities required for F& B Service personnel - personal hygiene, Knowledge on Food and beverage, Punctuality, Local knowledge, Personality, Attitude towards guests, memory, Honesty, Loyalty, Conduct, Sales ability, sense of urgency, Memory, Team spirit, communication skills tactfulness, presence of mind, cooperation
7. Inter-departmental relationships – front office, housekeeping, food production and other allied departments.
8. French, British and American terms related to food and beverage staff.

Module 3: Food and Beverage Service Equipment.

9. Furniture-Tables, chairs -dimension, Side boards-Lay out of dummy waiter and its uses.
10. Linen- meaning, sizes of table cloths, slip cloths, buffet cloths, trolley cloths, waiter cloths, serviettes, tray cloth.
11. Crockery-Meaning, types, examples, sizes and capacities, their uses. selection of crockery
12. Cutlery- meaning, examples, uses, selection criteria for cutlery
13. Glassware- different types of glasses, capacities and their uses.
14. Miscellaneous equipment: uses of each miscellaneous equipment.
15. Disposables- meaning, advantages and disadvantages of disposables.
16. Purchase considerations for food service equipment and Storage of service equipment
17. Personal equipment of service staff

Module 4: Introduction to Menu.

18. Menu – History and origin.
19. Functions of Menu
20. Types of menu – Table d'hôte, À la carte
21. Other types of Menu -Function Menu, Cyclic Menu, Carte du jour, plat du jour.
22. Mise-en-Scene and Mise-en-place.

Module 5: Open-Ended Module / Teacher Specific Content

Reference books:

1. Food and Beverage Service, R. Singaravelavan, Oxford University Press
2. Food and beverage Service: Dennis R. lillicrap, John A Cousins
3. Modern Restaurant Service, A manual for students & Practitioners John Fuller Hutchinson.
4. Food & Beverage Service Training Manual Sudhir Andrews Tata McGraw-Hill.
5. The waiter. John Fuller Hutchinson

Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

Assessment Rubrics:**Correlation Levels:**

Evaluation Type	Marks
End Semester Evaluation	70
Continuous Evaluation	30
a) Test Paper- 1	20
b) Assignment	10
Total	100

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

BASICS OF FOOD AND BEVERAGE SERVICE - I PRACTICAL

- Identification of operating equipment
- Laying and relaying of table cloth
- Serviette folds (minimum 10 numbers)
- Cover setup – Table d'hôte, À la carte
- Service of water – Normal and Bottled
- Mis-en-scene and Mis-en-place
- Side board setup (Dummy waiter)
- Cleaning and polishing glassware, crockery, cutlery and flatware.

SEMESTER 1	KU1DSCHMC103	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1DSCHMC103				
Course Title	BASICS OF ROOM DIVISION – I				
Type of Course	MINOR				
Semester	1				
Academic Level	100.– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course provides an introduction to the principles and practices of food and beverage service, covering topics such as service techniques, menu knowledge, and customer interaction.				

Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	To know History, Growth of Indian and Global Hotel Industry	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To understand Front Office Organization and the duties and responsibilities of each staff	E	P	
CO3	To learn various types Hotel Guest Rooms and their Up-keep.	U	P	
CO4	To understand the meaning and the functions of Public Area and Cleaning Equipment.	An	P	
CO5	Understanding the Importance of Grooming and etiquettes Required for Hospitality industry.	Cp	Ap	
CO6	To learn Preparation of reservation form, taking and modifying a reservation and Basic front office situation handling.	Cp	Ap	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

KU1DSCHMC103: BASICS OF ROOMS DIVISION - I

Module 1: History, Growth of Indian and Global Hotel Industry.

1. Definition of Hotel.
2. Evolution and Growth of the Hotel Industry in the World.
3. Evolution and Growth of the Hotel Industry in India.
4. Classification and categorization of hotels on the basis of - Star Rating, Size, Heritage, Type of clientele, Location, Duration of guest stay, Level of services and Ownership.

Module 2: Front Office Organization.

5. Introduction and basic activities performed in front office.
6. Various sections of front office.
7. Front office layout and equipment.
8. Organizational structure of the front office department of a large hotel.
9. Qualities of front office personnel.
10. Duties and Responsibilities - Front office manager, reservation assistant, receptionist, information assistant, cashier, telephone operator, bellboy, Door attendant.
11. Uniformed services – concierge and bell desk

Module 3: Hotel Guest Rooms

12. Importance of the guest room to a guest.
13. Types of guest rooms.
14. Guest room layout - single and double.
15. Guest room status.
16. Guest floor rules.
17. Guest room supplies and amenities.
18. Procedure for traditional bed-making.
19. Cleaning procedure of guest rooms- Vacant, occupied and check out rooms

Module 4: Public Area and Cleaning Equipment.

20. Public areas Cleaning Procedures - entrances, lobby, elevators, staircases, public restrooms and restaurants.
21. Cleaning equipment – manual and mechanical.
22. Storage, distribution and control of cleaning equipment.
23. Selection of cleaning equipment.
24. Contract and Outsourced Housekeeping services- Meaning, advantages and limitations.
25. Pest Control- Common pests and their control

Module 5: Open-Ended Module / Teacher Specific Content

Reference Book:

Sudhir Andrews., 2013, *Hotel Front Office: A Training Manual*. Mc Graw Hill Education (India) Pvt Limited. New Delhi
Sudhir Andrews., 2013, *Front Office Management & Operations*: Mc Graw Hill Education (India) Pvt Limited. New Delhi

Jatashankar R Tewari., *Hotel Front Office Operations & Management*. Oxford Higher Education. India Pvt Limited.

Colin Dix, Chris Baird., *Hotel Front Office Operations*. Longman Publishers.

G. Raghubalan & Smritee Raghubalan., 2015. *Hotel Housekeeping Operation and Management*, Oxford Higher Education, New Delhi.

Margaret M. Kappa, Aleta Nitschke, Patricia B. Schappert. AH&LA. *Managing Housekeeping Operations*

Sudhir Andrews., 2013, *Hotel Housekeeping management & Operations*: Mc Graw Hill Education (India) Pvt Limited. New Delhi.

K.S. Gusain., *Hotel Housekeeping Necessary Features*. Cyber tech publications.

Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

Assessment Rubrics:

Correlation Levels:

Evaluation Type	Marks
End Semester Evaluation	70
Continuous Evaluation	30
a) Test Paper- 1	20
b) Assignment	10
Total	100

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

BASICS OF ROOM DIVISION - I PRACTICAL

- Grooming and hospitality etiquettes.
- Countries – Capitals, currencies, official airlines of the world.
- Preparation of various reports - room status report, discrepancy report, VIP amenities voucher, expected arrival list, guest history card, scanty baggage register, bell boy's errand card, lobby control sheet.
- Handling telephones – telephone etiquettes and manners.
- Identification and use of cleaning equipment.
- Public Area Cleaning.

SEMESTER 1	KU1DSCHMC104	FRONT OFFICE MANAGEMENT
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1DSCHMC104				
Course Title	FRONT OFFICE MANAGEMENT				
Type of Course	Minor				
Semester	1				
Academic Level	100 – 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Course Summary	Students will be equipped with the knowledge, skills, and attitudes necessary to effectively manage front office operations and contribute to the success of hospitality establishments in providing exceptional guest experiences.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand the various types of hotels and their features.	U	C	Quiz/ Practical Assignment /Observation of Practical Skills/ Seminar Presentation / Technology-based assessment
CO2	Explain the structure of the Front Office Department.	U	P	
CO3	Handle Reservation activities.	Ap	P	
CO4	Deal effectively with Guests & Colleagues.	Ap	P	
CO5	Maintain Personal Care & Safety at accommodations.	Ap	P	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

KU1DSCHMC104: FRONT OFFICE MANAGEMENT

Module	Unit	Content
I	Structure of Front Office Department	
	1.	Functional Organization of Front office- Front Desk Layout and Equipment
	2.	Front office functions- Personnel's.
	3.	Reservation Activities: Processing of reservation request, Systems & Tools used
	4.	Arrival Procedures: Receiving, Greeting, Welcoming A Guest, Assessing Guest Requirements, Registration & Rooming Procedure, Room Change
	5.	Important Concepts: Over Booking, Scanty Baggage, Room Position, Cancellation, Amendment, Walk-in Guest, walking a Guest, Blacklisted Guest.
II	Handling Guest	
	6.	Attend to guest queries: Handling Guest Requests
	7.	Message Handling Procedure: Importance, Procedure, Method of Receiving and Transmitting Messages for Guest, Location Form, Paging Procedure
	8.	Checkout & Settlement: Procedures at Reception, Cash Section, Bell Desk
	9.	Reduction of Late Charges: Effective Billing & Collection.
III	Standard Operating Procedures (SOPs)	
	10.	Check-In & Check-Out Process: Front office Communication, Importance of inter-departmental Communication, Types & Methods of Communication
	11.	Handling of Special Situations: DNS, DNA, RNA, NI (No information, Scanty Baggage Guest, Refusing Accommodation, Blacklisted Guest, Walking A Guest)
	12.	Assist guest in check-in and checkout process: – 'Express Check-Out' & 'Self-Check-Out'
	13.	Handling guest complaints- Standard Operating Procedures (SOP)
	14.	Staff Organization, Duty Rotas & Work Schedule.
IV	General Front Office Supervisory Skills	

	15.	Front Office Supervisory Skills: Communicating with Guests, Handling Guest Requests
	16.	Importance of Handling Mail without Delay, Sorting of Mail
	17.	Manual Key Control Procedure, Left Luggage Procedures, Handling of Special Situations Like – VIP / Spat / DG Guests FIT, VIP, Group, Foreigner.
	18.	Hotel / Front Office Security System: Methods, Equipment Used, Card Key Control, Emergency Procedures, Management's Role in Security
	19.	Front office Systems: Non-Automated, Semi-Automated, Fully- Automated
V	Teacher Specific Content (12 Hrs.)	

Note: Compulsory Learning Activity

1. Case studies of travel companies having best customer service should be given to achieve CO 3 and CO4.

References:

- Negi, J., & Manohar, G. (2009). Hospitality Management. Laxmi Publications Ltd.
- Zulfikar, Mohammed. (2009) Introduction to Tourism and Hotel Industry: With Special Focus on Front Office Management. New Delhi, Vikas Publishing House
- Bhakta, A. (2012). Professional Hotel Front Office Management. Tata McGraw Hill Education Private Limited.
- Andrews, S. (2013). Hotel front office: A Training Manual. Tata McGraw-Hill Education.
- Negi, J. M. S. (2002). Professional Hotel Management, S. Chand Publishing.
- Baker, Sue (2011). *Principles of Hotel Front Office Operations*. Hampshire, Cengage Learning
- Bardi, James A. (2011) Hotel Front Office Management. Hoboken, N.J., John Wiley & Sons,
- Dr. B.K. Chakravarti. (2010) Hotel Front Office Training Manual.
- Foster, Dennis L. (1992) Rooms at the Inn. Simon & Schuster Books for Young Readers,
- Zulfikar, Mohammed. (2009) Introduction to Tourism and Hotel Industry: With Special Focus on Front Office Management. New Delhi, Vikas Publishing House

Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	1	-	-	-	-	-
CO 2	1	1	-	-	-	1
CO 3	2	2	2	1	-	1
CO 4	1	2	2	1	-	2
CO 5	1	1	-	-	-	2

Assessment Rubrics:

Correlation Levels:

Evaluation Type		Marks
End Semester Evaluation		70
Continuous Evaluation		30
a)	Test Paper- 1	10
b)	Case study	15
c)	Seminar	5
Total		100

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

SEMESTER 1	KU1MDCHMC101	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Course Outcomes (COs):

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1MDCHMC101				
Course Title	INTRODUCTION TO TRAVEL AND TOURISM				
Type of Course	MDC				
Semester	1				
Academic Level	100-- 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-		45
Pre-requisites	No prerequisites needed for the course				
Course Summary	The course provides an overview of the travel and tourism industry, including its history, key players, and current trends. Students will explore the various sectors of the industry and gain an understanding of the fundamental concepts and principles of travel and tourism.				

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Familiarisation and Introduction to Travel and Tourism.	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To understand History of Travel and Tourism.	E	P	
CO3	To learn various Types of Tourism	U	P	
CO4	To understand the meaning and the functions of Travel Agency and Tourism Products	An	P	
CO5	To Explore the various types of Local/ regional Tourism Products/ Service Provided by the Industry	Cp	Ap	
CO6	To Demonstrate the Entrepreneurial Opportunities and New Trends of Tourism Industry	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

KU1MDCHMC101: INTRODUCTION TO TRAVEL AND TOURISM

Module 1: Introduction to Travel and Tourism.

1. Tourism – Definition and meaning.
2. Significance of tourism.
3. Elements of tourism.
4. Significance of World tourism day

Module 2: History of Travel and Tourism.

5. Developments in the history of tourism - early civilization, the imperial era, silk route, European renaissance, Grand Tour.
6. UNESCO world heritage cites in India
7. Role of UNWTO
8. Meaning of International Tourism, Domestic Tourism, In bound Tourists and out bound tourists.

Module 3: Types of Tourism.

9. Leisure or Holiday Tourism
10. Visiting Friends and Family (VFR)
11. Cultural tourism
12. Adventure tourism
13. Religious tourism.
14. Business tourism
15. Health tourism
16. Sports tourism
17. Alternative forms of tourism

Module 4: Travel Agency and Tourism Products.

18. Travel agency Definition and Meaning
19. Function of Travel agencies.
20. Documents required for domestic and international travel.
21. Types of tourism product – (Natural, Human Made and Symbiotic), (Event based and Site based), Based on Category of Product).
22. Characteristics of Tourism Products.

Module 5: Open-Ended Module / Teacher Specific Content

Reference Books:

1. Introduction to tourism & hospitality industry - Sudhir Andrews– Tata McGraw- Hill
2. Hotel Front Office – A Training Manual – Sudhir Andrews – Tata McGraw- Hill
3. Hotel Front Office Operations and Management- Jatashankar R Tewari– Oxford University Press
4. Food and Beverage Service- R.Singaravelavan – Oxford University Press
5. Hospitality and Tourism- Rajat Gupta , Vikas Publishing House Pvt Ltd

Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

Assessment Rubrics:

Correlation Levels:

Evaluation Type	Marks
End Semester Evaluation	50
Continuous Evaluation	25
a) Test Paper- 1	15
b) Assignment	10
Total	75

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

KANNUR UNIVERSITY
SECOND SEMESTER
LIST OF COURSES WITH CODE

COURSE CODE	COURSE NAME
KU2AECHMC104	FRENCH - II
KU2DSCHMC105	BASICS OF FOOD PRODUCTION – II
KU2DSCHMC106	BASICS OF FOOD AND BEVERAGE SERVICE – II
KU2DSCHMC107	BASICS OF ROOM DIVISION - II
KU2DSCHMC108	FOOD & BEVERAGE SERVICE
KU2MDCHMC102	ENVIRONMENTAL STUDIES AND HUMAN RIGHTS

SEMESTER 2

KU2AECHMC104

B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2AECHMC104				
Course Title	FRENCH-II				
Type of Course	AEC				
Semester	2				
Academic Level	100– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-		45
Pre-requisites	No prerequisites needed for the course				
Course Summary	The students will be able to understand French menu terms, write and understand simple sentences in French				

Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	To understand various expressions used during travel	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	Analysis of the adjectives and its use	E	P	
CO3	To know about Simple dialogue writing situation	U	P	
CO4	To be able to Writing small letters	An	P	
CO5	To Know about Introductory history of republic of France (Histoire d'introduction de la République de France) culture & history.	Cp	Ap	
CO6	Demonstration of Verbal French practice session.	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

KU2AECHMC104: FRENCH - II

Module 1: Basic introduction; liaison from basic level.

The expressions of politeness (expressions de politesse); the Orders (les commandes); the expressions (les expressions); simple conversation (conversations simple); vocabulary in French for continental cuisine & drinks - the names of Drinks (les vins de France); the Kitchen and its utensils (le materiel de cuisine); describing of dishes (description des plats de Français); sweets and drinks (desserts et café)

Module 2: Dialogues with Hotel Guests

On Arrival (À l'arrivée); air travel (Voyage en avion); cruise travel (Voyage de croisière); rail travel (Voyage par le Train) ; car Travel (Voyage en Voiture). Situation- at the hotel (À l'hôtel); at the Cash Counter (A la Caisse); the breakfast(Le petit déjeuner) ; lunch in a restaurant(Le Déjeuner dans un restaurant); at the sightseeing (A la vue de voir) ;the telephonic conversation (La conversation téléphonique).

Module 3: The adjectives and its use;

Plural form of adjectives (pluriel des adjectifs); réflexive Verbs; reciprocal verbs; adverb; prepositions; negative sentences (sentences négatifs), conjugations;

Module 4: Passage reading and writing

From text book (unit 2 & Unit 3) French to English translation, English to French translation.

Module 5: Open-Ended Module / Teacher Specific Content

Reference Book:

Gupta, Malini ; Gupta, Vasanthi & Usha Ramachandran. Bon Voyage: 1 Method de français l'hôtelier et du tourisme pour les débutants, New Delhi: W. R. Goyal Publication House

Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

Assessment Rubrics:

Evaluation Type	Marks
End Semester Evaluation	50
Continuous Evaluation	25
a) Test Paper- 1	10
b) Assignment	5
c) Role Play	10
Total	75

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2DSCHMC105				
Course Title	BASICS OF FOOD PRODUCTION – II				
Type of Course	Major				
Semester	2				
Academic Level	100.– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	3	-	3	90
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course provides a comprehensive overview of essential food groups, including cereals, vegetables, fruits, meats, fish, seafood, dairy products, and eggs. It covers topics such as types of cereals and pulses, classification of vegetables and fruits, meat cookery methods, fish classification and cooking techniques, and dairy product composition and processing. Students will gain knowledge of food processing, preservation, and selection.				

Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Familiarisation and Introduction to different types and Effect of cooking on cereals and pulses.	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To Know about cooking principles of Fruits and Vegetables: Types, Preparation, Cooking methods.	E	P	
CO3	To learn various cooking methods of meat Steaks names of steaks obtained from Fillet and sirloin and their cooking methods.	U	P	
CO4	Fish Classification of fish with examples selection of fish, Cleaning and preparation of Fish, Cuts of Fish and description of each cut, cooking of Fish- Poaching, steaming, frying, baking, Grilling Court Bouillon -Vinegar court bouillon and white wine court bouillon- recipe and uses. Shell fish- Classification of shell fish with examples, Quality points, Cleaning and preparation of Shell fish, cooking of shell Fish.	An	P	
CO5	To Understand the terms used in cooking of Steaks Escalope_ Meaning and cooking of escalope Offals-Meaning with examples and quality points	Cp	Ap	
CO6	To understand the structure, types and Function of eggs in cookery. Role and Importance of Dairy in Cooking.	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

KU2DSCHMC105: BASICS OF FOOD PRODUCTION – II

Module 1: Cereals and Pulses.

1. Cereals and its importance - rice, wheat, barley and maize.
2. Types of flour and cereal products.
3. Parts and types of wheat and wheat products – Semolina, Pasta.
4. Types of pulses and its uses.

Module 2: Vegetables and Fruits.

5. Classification of vegetables and fruits.
6. Processing, preservation, colour pigments of vegetables.
7. Spices, herbs and condiments.
8. Fats and oils.

Module 3: Meat, Fish and Sea food.

9. Meat Cookery - Methods of cooking meat.
10. Quality assessment and selection of meat.
11. Slaughtering process of meat.
12. Cuts and Storage - beef, mutton, pork, lamb, poultry, game birds and steaks.
13. Classification of fish – Fin Fish and Shell Fish.
14. Selection and quality assessment of fish.
15. Cuts of fish.
16. Methods of cooking of fish.

Module 4: Dairy Products and Egg Cookery.

17. Milk - Composition and types.
18. Cream - types and processing.
19. Butter - types and processing.
20. Egg Cookery – Structure of an egg.
21. Uses of egg in food preparations.
22. Egg -Methods of cooking, Selection and Storage.

Module 5: Open-Ended Module / Teacher Specific Content

Reference books.

Parvinder Bali., *Food Production Operations*: Oxford Publication

Jerald W Cheese., 1992, *The Art and Science of Culinary Preparation*: Education Institute of Culinary federation. AH & LA.

Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

Assessment Rubrics:

Correlation Levels:

Evaluation Type	Marks
End Semester Evaluation	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

* Average mark of the two written tests may be considered for internal mark.

BASICS OF FOOD PRODUCTION - II PRACTICAL

- Demonstration of different methods of cooking.
- Different methods of cooking cereals and pulses.
- Different methods of cooking eggs.
- Demonstration of cuts of meat – chicken and beef fillet
- Demonstration of cuts and cleaning of fish
- Cooking of three course menu – Indian and Western

SEMESTER 2

KU2DSCHMC106

B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2DSCHMC106				
Course Title	BASICS OF FOOD AND BEVERAGE SERVICE – II				
Type of Course	MInor				
Semester	2				
Academic Level	100.– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	3	-	2	75
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course covers menu planning, ancillary departments, methods of food service, restaurant operations, non-alcoholic beverages, and dining etiquette. It provides in-depth knowledge of classical French menus, ancillary department functions, food service methods, restaurant service procedures, and non-alcoholic beverage classification.				

Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	To know Menu Planning- Introduction French Classical courses- Hors d'oeuvre, Potage Oeufs/farineux, Poisson, entrée, relève, sorbet, roti, legumes, entremets, savoureux/fromage, desserts, café Explanation for each course with at least ten examples.	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To Know about the Ancillary Departments. Ancillary Sections – Importance of ancillary sections, Dish washing methods- manual (two sink and three sink method) and machine method.	E	P	
CO3	To learn various Methods of Food service Waiter Service- English, American, French, Russian, Guéridon, and Tray service-Explanation, advantages and limitations of each serviceSelf-service- cafeteria service, Counter service, vending machine Explanation, advantages and limitations of each service Assisted Service-Bufferet and Carvery Explanation, advantages and limitations of each service	U	P	
CO4	Familiarisation with the Service procedure: Points observed while waiting at the table A la carte lunch/dinner menu service procedure	An	P	
CO5	Demonstration of Handling guest complaints and Telephone etiquettes.	Cp	Ap	
CO6	To understand Non-Alcoholic Beverages. Classification - Water, Coffee, Cocoa and Malted Beverages – origin and manufacturing.	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

KU2DSCHMC106: BASICS OF FOOD AND BEVERAGE SERVICE – II

Module 1: Menu Planning.

1. Menu planning – Introduction
2. Points to be observed while planning menu.
3. 17 course French classical menu with at least 10 examples for each course.
4. Cover and accompaniment for Hors d'oeuvre varies, Grapefruit cocktail, Tomato Juice, Oysters, Pate de foie gras, Smoked trout, Smoked Salmon, Caviar, Melon, Asparagus, Globe Artichoke, Petite Marmite, Minestrone, Soupe à l' Oignon, Cream of Tomato, Fish Orly, Fish Colbert, Fish Meunière, Grilled Herring, Grilled Mackerel, Roast Beef, Roast Pork, Roast lamb, Roast mutton, Irish stew, Roast Chicken, Roast Duck, Roast Turkey, Cheese, Fruits and nuts.

Module 2: Ancillary Departments.

5. Ancillary Sections – Importance of ancillary sections
6. Still room- functions, equipment, provisions, control and staff.
7. Silver room/Plate room-equipment, staff.
8. Silver cleaning methods- burnishing, polivit, plate powder, silver dip
9. Wash up- procedure
10. Dish washing methods- manual (two sink and three sink method) and machine method
11. Hotplate: Meaning, Aboyeur and his work.
12. Pantry-Location and its function
13. Dispense bar
14. Linen store Room: purpose

Module3: Methods of Food Service.

15. Waiter Service- English, American, French, Russian, Guéridon, and Tray service - Explanation, advantages and limitations of each service
16. Self-service- cafeteria service, Counter service, vending machine - Explanation, advantages and limitations of each service
17. Assisted Service- Buffet and Carvery - Explanation, advantages and limitations of each service

Module 4: A to Z of Restaurant Operations (Service Procedure).

18. Rules to be observed while waiting at the table.
19. Service procedure for À la carte lunch or Dinner - Table reservations, Briefing, Greeting and seating guests, Opening Napkins, Service of water, Taking order for aperitifs, Service of Bread and butter, Presenting the menu, Offering suggestion, Taking the food order, Taking orders for wine, Recognition and writing the food order Correcting the covers, Service of soup, Clearance of soup, Service of fish, Service of main course, Clearing the full plates and the side plates Preparing and placing finger bowl Crumbing the table, Laying / adjusting the cover for sweet Service of sweet, Service of cheese, Service of savoury, Service of dessert, Service of coffee after the meals, Service of Cigar and cigarettes, Changing of ash trays during the service, Presentation and settling of bills
20. Handling guest complaints.
21. Telephone etiquettes
22. Dining and service etiquettes.

Module 5: Open-Ended Module / Teacher Specific Content

Reference books:

Lillicrap. D. & Cousins., J(2013). *Food and Beverage Service*: ELBS Delhi
 Sudhir. A., (2008). *Food and Beverage Service Manual*. Tata McGraw Publishers
 R Singaravelavan, *Food And Beverage Service 2E*, Oxford University Press India; 2nd edition

Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

Assessment Rubrics:

Evaluation Type	Marks
End Semester Evaluation	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

BASICS OF FOOD AND BEVERAGE SERVICE - II PRACTICAL

- Three course menu compiling in English, cover set up and service.
- Service of tea, coffee and aerated water.
- Service of food – silver service and plated service
- Service and clearance - Handling service gear, carrying two plates, three plates, glassware, clearing plates, crumbing
- Clearing of ashtray
- Table reservation process and formats
- Journal

SEMESTER 2**KU2DSCHMC107****B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE**

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2DSCHMC107				
Course Title	BASICS OF ROOMS DIVISION – II				
Type of Course	MINOR				
Semester	2				
Academic Level	100.– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	3	-	2	75
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course provides a comprehensive overview of essential food groups, including cereals, vegetables, fruits, meats, fish, seafood, dairy products, and eggs. It covers topics such as types of cereals and pulses, classification of vegetables and fruits, meat cookery methods, fish classification and cooking techniques, and dairy product composition and processing. Students will gain knowledge of food processing, preservation, and selection.				

Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Familiarization and Introduction to Housekeeping Department	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To Know about Hierarchy of the Housekeeping Department. Roles of key Personnels.	E	P	
CO3	To know various Guest Services provided in Rooms division, Guest Cycle	U	P	
CO4	To understand Reservations and Reception. Need for reservation. Types of Reservations.	An	P	
CO5	To Know about various cleaning equipment, agents, cleaning of various surfaces and cleaning procedures during the pandemic	Cp	Ap	
CO6	Demonstration of Maid's cart set up, Bed making, Public area cleaning.	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

KU2DSCHMC107: BASICS OF ROOMS DIVISION - II

Module 1: Introduction to Housekeeping.

1. Housekeeping – Meaning and definition.
2. Importance of Housekeeping.
3. Responsibilities of Housekeeping.
4. Personal attributes of housekeeping staff.

Module 2: Hierarchy of the Housekeeping Department.

5. Organizational structure of housekeeping department (in a large hotel).
6. Layout of housekeeping department.
7. Role of key personnels in housekeeping - executive housekeeper, floor supervisor, public area supervisor, laundry manager, desk attendant and guest room attendants.
8. Interdepartmental Coordination with - front office, maintenance department, security, food and beverage department, laundry, Personnel department, purchase and stores.
9. Study of Current Organizational Practices in front office department.

Module 3: Guest Services

10. Guest Cycle- Pre-arrival, arrival, During Stay, Checkout, Post-checkout
11. Various guest services – Handling guest mails, Message handling, Guest paging, wake up call, Safe deposit locker, Custody and control of guest keys, Guest room change, Left luggage handling,

Module 4: Reservations and Reception.

12. Reservation— Need for reservation.
13. Types of Reservations- Tentative, confirmed, and waitlisted.
14. Modes of Reservation.
15. Sources of Reservation.
16. Systems of Reservation – Manual and automatic system
17. Processing reservation requests and Reservation Reports
18. Reception functions: Check-in – welcoming, registration, up selling, upgrading.
19. Issuing of keys - types of keys and key control.
20. Preparation of important documents - VIP arrival list, C-form, Room status report, Discrepancy report, VIP amenities voucher, Expected arrival list, Guest history card, Scanty baggage register, Bell boy's errand card.
21. Front office glossary terms.

Module 5: Open-Ended Module / Teacher Specific Content

Reference books:

G. Raghubalan & Smritee Raghubalan., 2015. *Hotel Housekeeping Operation and Management*, Oxford Higher Education, New Delhi.

Margaret M. Kappa, Aleta Nitschke, Patricia B. Schappert. AH&LA. *Managing Housekeeping Operations* Sudhir Andrews., 2013, *Hotel Housekeeping management & Operations*: Mc Graw Hill Education (India) Pvt Limited. New Delhi.

K.S. Gusain., *Hotel Housekeeping Necessary Features*. Cyber tech publications.

Sudhir Andrews., 2013, *Hotel Front Office: A Training Manual*. Mc Graw Hill Education (India) Pvt Limited. New Delhi

Sudhir Andrews., 2013, *Front Office Management & Operations*: Mc Graw Hill Education (India) Pvt Limited. New Delhi

Jatashankar R Tewari., *Hotel Front Office Operations & Management*. Oxford Higher Education. India Pvt Limited.

Colin Dix, Chris Baird., *Hotel Front Office Operations*. Longman Publishers.

Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

Assessment Rubrics:

Correlation Levels:

Evaluation Type	Marks
End Semester Evaluation	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

BASICS OF ROOM DIVISION - II PRACTICAL

- Preparation of reservation form, taking and modifying a reservation.
- Basic front office situation handling- fire, death, natural disasters (floods and earthquake), accidents, lost & found, damage to hotel property, drunk guest, scanty baggage, theft, sick guest and bomb threat.
- Maid's cart set up
- Bed making and public area cleaning.

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2DSCHMC108				
Course Title	Food & Beverage Service				
Type of Course	Minor- C2				
Semester	2				
Academic Level	100 - 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4			60

Pre-requisites	Basic knowledge of Hotel Operations
Course Summary	This course provides students with the knowledge and skills necessary to excel in the food and beverage service sector of the hospitality and tourism industry. Topics covered include service techniques, customer relations, menu knowledge, and professionalism in the restaurants.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand the importance of food and beverage service and its various concepts	U	C	Instructor-created exams / Quiz
CO2	Develop skills in various food and beverage service techniques	Ap	P	Practical Assignment / Observation of Practical Skills
CO3	Prepare different types of menus and their importance in food service.	Ap	P	Seminar Presentation / Group Tutorial Work
CO4	Demonstrate the ability of a Food and Beverage Service Personnel	Ap	P	Instructor-created exams / Home Assignments
CO5	Learn and practice professionalism and teamwork in the service Industry.	Ap	P	Viva Voce
<p>* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)</p>				

KU2DSCHMC108: FOOD & BEVERAGE SERVICE

Module	Unit	Content
I	Introduction to Food and Beverage Service	
	1	Evolution of the Food Service industry - Culinary Terminology
	2	Types of restaurants and their characteristics
	3	Sectors of Food Service Industry - (Primary and Secondary Sectors, Commercial and Welfare Sectors)
	4	Organizational Hierarchy of Food and Beverage Service Department- functions and responsibilities
	5	Attributes, Duties and Responsibilities of Food and Beverage Service Personnel- Personal hygiene • Grooming of F & B staff
II	Food and Beverage Service Organization	

	6	<p>F & B Service Equipment: Familiarization & Selection factors of: Cutlery, Crockery, Glassware, Flatware, Hollowware - Special equipment, trolleys and trays, other equipment used in food and beverage service (furniture, linen, buffet equipment and disposables).</p> <p>Personal equipment of service staff. French terms related to equipment</p>
	7	<p>Food Service Areas (F & B Outlets)</p> <ul style="list-style-type: none"> • Specialty Restaurants, Coffee Shop, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Banquets, Bar, Vending Machines, Discotheque- Ancillary Departments (Pantry, Food pick-up area, Store)
	8	Food and Beverage Service Methods, Menu, Types of Meals, Room Service
	9	Banquets Booking-Banquets Service - Job description of banquet manager- Outdoor Catering
III	Food Service Operations	
	10	Styles of food service – Waiter service, Self-service, Assisted Service.
	11	Introduction to Menu - Types of menus - À la carte, Table d'hôte, Banquet menu, Cyclic menu, Carte du jour, plat du jour.- Mise-en-scene and Mise-en-place.-Points to be considered while planning menu. Menu planning and pricing strategies
	12	Food safety and hygiene practices
		importance of Food Plating -Types of Food Plating -Techniques used in Food Plating- Components of Food Plating
	13	Restaurant operations and service standards-
	14	-Customer feedback and complaints handling, telephone manners, dining, and service etiquettes

IV	A TO Z of Restaurant Operations.	
	15	Service sequence - Taking guest reservations, receiving, and seating of guests, order taking and recording, passing orders to the kitchen, sequence of service, presentation and en-cashing the bill, presenting, collecting guest comment cards and bidding farewell to guests. Closing the restaurant
	16	Cover Layout and setting up of restaurant.
	17	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Tablecloth Task-04: Changing a Tablecloth 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 Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware
V	Teacher Specific Content (12 Hrs)	

Compulsory Learning Activity:

1. Visit to a hotel/ restaurant to understand Food and Beverage Service Operations
2. Hands-on training in tasks and procedures, Supervised practice in guest service
3. Practical Sessions on Unit IV Content

Reference:

4. Food and Beverage Service, R. Singaravelavan, Oxford University Press
5. Food and beverage Service: Dennis R. Lillicrap, John A Cousins
6. Food and Beverage Services: A Training Manual: Sudhir Andrews, Tata Mc Graw-Hi
7. Theory of Cookery- Krishna Arora, Frank Bros. & Co. Ltd. 2000-2001.
8. Principles of Food Production Operations – Yogesh Singh – I. K. International PublishingHouse Pvt Ltd., 2017
9. Lillicrap Dennis, Cousins John & Smith Rober: Food & Beverage Service Sixth Edition, Hodder & Stoughton, 338 Euston Road, London, 2002.
10. Dhawan Vijay: Food & Beverage Service, Frank & Sons, New Delhi- 2009. 3. AndrewSudhir-38th reprint: Food & Beverage Service, Tata McGraw- Hill, New Delhi - 2009.

Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	1	-	-	-	-	-
CO 2	2	1	2	-	-	2
CO 3	2	2	1	-	-	2
CO 4	1	2	2	-	-	2
CO 5	1	2	2	-	-	2

Assessment Rubrics:

Evaluation Type	Marks
End Semester Evaluation	70
Continuous Evaluation	30
a) Field Visit Report	15
b) Practicum (Module IV)	15
Total	100

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2MDCHMC102				
Course Title	ENVIRONMENTAL STUDIES AND HUMAN RIGHTS				
Type of Course	MDC				
Semester	2				
Academic Level	100-- 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-		45
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course provides a comprehensive overview of environmental studies, major environmental issues, efforts of environmental protection, disaster management, and human rights. It covers topics such as ecology, ecosystem, pollution, waste management, environmental legislation, disaster mitigation, and human rights mechanisms at national and international levels.				

Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	To understand the multi-disciplinary nature of environmental studies.	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	Analyzing the need for public awareness renewable and non-renewable resources, problems associated with Natural resources.	E	P	
CO3	To know about ecosystem and bio diversity	U	P	
CO4	To understand environmental pollution, disaster management, social issues, environment Protection Act, Human Population and the Environment	An	P	
CO5	To Know about Environment and human health. Human Rights. Value Education. HIV/AIDS. Women and Child Welfare	Cp	Ap	
CO6	Role of Information Technology in Environment and human health.	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

KU2MDCHMC102: ENVIRONMENTAL STUDIES AND HUMAN RIGHTS

Module 1: Introduction to Environmental Studies.

1. Environment- Constituents and types.
2. The need for environmental studies.
3. Ecology - definition and meaning.
4. Industrial ecology – definition and meaning.
5. Eco system – concept, structure and functions.
6. Biotic factors - producers, consumers and decomposers.
7. Energy flow in the ecosystem. Ecological succession and ecological pyramids.
8. Food chain and food web.

Module 2: Major Environmental Issues and Efforts of Environmental Protection.

9. Global warming, ozone depletion, greenhouse effect.
10. Pollution - water, air, soil and noise (sources, impact on human and environment, control measures).
11. Deforestation – impacts on environment. Afforestation – importance and benefits. India's efforts to protect forests.
12. Waste management – definition, types, reduce, reuse and recycling. Steps in waste management. Methods of waste disposal.
13. Environmental Protection - Introduction, constitutional provisions,
14. Environmental legislations – Wild Life Protection Act, 1972, The Environmental Protection Act, 1986, Air (Prevention & Control of Pollution) Act, 1981, Water (Prevention & Control of Pollution) Act, 1974.
15. Project Tiger.

Module 3: Disaster Management

16. Disaster management – introduction to mitigation and management of disasters.
17. Mitigation measures – flood, earthquake, cyclones and landslides

Module 4: Human Rights.

18. Concept of human rights.
19. Rights of vulnerable sections – women, children, people belonging to indigenous communities, minorities, persons with disabilities and elderly persons.
20. International mechanism for implementation of human rights - UN Human Rights Council.
21. National Mechanism for Implementation of Human Rights - Constitution and human rights, Supreme Court, High Courts and National Human Rights Commission.
22. Role of NGOs and media in protecting human rights.

Module 5: Open-Ended Module / Teacher Specific Content

Reference books:

- Sinha, S, Manisha S & Rayana S., 2014: *A text book of Environmental studies*: AITBS publishers, India.
- Joseph, B., 2009 *Environmental Studies*: McGraw Hill Education (India) Pvt Ltd, New Delhi
- RajaGopalan, K., 2011 *Environmental Studies; From Crisis to Care*: 2nd Ed. Oxford Higher Education.
- Dr. H.O Agarwal, Human Rights, Central Law Publication
- S. Narayan, Human Rights : Dynamics in India, Kalpaz Publications

Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

Assessment Rubrics:

Correlation Levels:

Evaluation Type	Marks
End Semester Evaluation	50
Continuous Evaluation	25
a) Test Paper- 1	15
b) Assignment	10
Total	75

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High