

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
	KU1AECHEMC102	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
	KU2AECHEMC104	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	35	65	100	2 Hrs	4 (3L,1P)	5	22
	KU3DSCHMC202	DSC-A2	Food and Beverage Service Operations-I	35	65	100	2 Hrs	4 (3L,1P)	5	
	KU3DSCHMC203	DSC- B	Accommodation Operations-I	35	65	100	2 Hrs	4 (3L,1P)	5	
	KU3DSCHMC204	DSC- C	Food Science and Nutrition	30	70	100	2 Hrs	4	4	
	KU3DSCHMC205	DSC- D	Housekeeping Operations	30	70	100	2 Hrs	4	4	
	KU3MDCHMC201	MDC-3	Kerala Studies	25	50	75	1.5 Hrs	3	3	
	KU3VACHMC201	VAC-1	Application of Computers	25	50	75	1.5 Hrs	3 (2L,1P)	4	
S4	KU4INTHEMC201	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	25 -
	KU6DSCHMC307	DSC-A2	Advanced Food and Beverage Service -I	30	70	100	2 Hrs	4	4	
	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	Entrepreneurship Development	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&UshaRamachandran. *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
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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.

SEMESTER 1	KU1DSCHMC102	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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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. Illicrap, 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, cutleries 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 history and growth of Indian and Global hotel industry. Also provides an insight to the front office and housekeeping department, its Organisational structure and also the importance of grooming standards in hospitality industry.				

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:
Levels:**

Correlation

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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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.				

Course Outcomes (COs)

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 sites 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:

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

Correlation Levels:

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
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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 matériel 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:**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 2	KU2DSCHMC105	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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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

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
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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,	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-Buffer 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-Bufferet 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
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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 structured understanding of housekeeping operations and front office management in the hospitality industry. Introduces the meaning, significance, and responsibilities of housekeeping, along with the essential attributes required for housekeeping staff. Covers the hierarchy, layout, and organizational structure of the housekeeping department in a large hotel. Explores various guest services across the guest cycle and also about the reservation processes, reception functions, and documentation necessary for efficient front office operations.				

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.

SEMESTER 2	KU2DSCHMC108	FOOD & BEVERAGE SERVICE
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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
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge (F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

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> <p>• 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)</p>
	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:

Visit to a hotel/ restaurant to understand Food and Beverage Service Operations

Hands-on training in tasks and procedures, Supervised practice in guest service

Practical Sessions on Unit IV Content

Reference:

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

SEMESTER 2	KU2MDCHMC102	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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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:

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

Correlation Levels:

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

KANNUR UNIVERSITY
THIRD SEMESTER
LIST OF COURSES WITH CODE

COURSE CODE	COURSE NAME
KU3DSCHMC201	FOOD PRODUCTION OPERATIONS - I
KU3DSCHMC202	FOOD AND BEVERAGE SERVICE OPERATIONS - I
KU3DSCHMC203	ACCOMMODATION OPERATIONS - I
KU3DSCHMC204	FOOD SCIENCE AND NUTRITION
KU3DSCHMC205	HOUSEKEEPING OPERATIONS
KU3MDCHMC201	KERALA STUDIES
KU3VACHMC201	APPLICATION OF COMPUTERS

SEMESTER 3	KU3DSCHMC201	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU3DSCHMC201				
Course Title	FOOD PRODUCTION OPERATIONS – I				
Type of Course	Major				
Semester	3				
Academic Level	200.– 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	3	-	4	75
Pre-requisites	Food Production Lab for practical classes.				
Course Summary	This course provides an in-depth exploration of Indian cookery, covering its historical influences, the role of religious and foreign traditions, and the significance of spices and regional masalas. Students will learn about essential Indian gravies, thickening agents, tandoori marination techniques, and culinary terminology, alongside practical applications in dish preparation. It examines the characteristics of major regional and traditional cuisines, highlighting staple diets, special equipment, and popular dishes from various Indian states. Additionally, the course delves into Indian breakfast preparations, street food varieties, famous sweets, and the global expansion of Indian cuisine.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category#	Evaluation Tools Used
CO1	Explain the history, religious influences, and foreign impact on Indian cuisine.	Understand	Conceptual	Short Answer Questions, Quiz
CO2	Identify and describe the role of spices, condiments, and various regional masalas in Indian cookery.	Remember & Understand	Factual	MCQs, Descriptive Assignments
CO3	Differentiate between basic Indian gravies and masalas, including their composition and uses in recipes.	Analyse	Conceptual	Case Study, Comparative Analysis
CO4	Apply tandoori marination techniques and thickening agents in Indian cookery.	Apply	Procedural	Practical Demonstrations, Recipe Development
CO5	Evaluate the characteristics of major regional cuisines, their staple diets, and popular dishes.	Evaluate	Conceptual	Observations, Regional Cuisine Research
CO6	Assess the evolution and global influence of Indian street food and traditional sweets.	Evaluate & Create	Conceptual	Project-Based Learning, Food Presentation

KU3DSCHMC201: FOOD PRODUCTION OPERATIONS – I

Module 1: Foundations of Indian Cookery

1. Introduction to Indian Cookery – History, Influence of Religious Faith, and Foreign Invasion on Indian Cuisine.
2. Spices and Condiments Used in Indian Cookery.
3. Masalas – Meaning, Role, and Composition of Different Masalas (Garam Masala, Sambhar Masala, Rasam Masala, Chat Masala, Pulao Masala, Chai Masala, and Regional Masalas).
4. Basic Indian Gravies – Brown Onion Gravy, Makhani Gravy, White Gravy, Hariyali Gravy, and Their Uses in Recipes.
5. Difference Between Masalas and Gravies; Thickening Agents in Indian Cookery.
6. Tandoori Marination – Recipe, Uses, and Application in Indian Cuisine.

Module 2: Regional Indian Cuisines

7. Characteristics of Parsi, Awadhi, Jain, Mughlai, Bhojpuri Cuisines, and Sattvic Diet – Examples of Dishes.
8. Regional Indian Cuisine – Characteristics, Special Equipment, and Staple Diets of Maharashtra, Rajasthan, Gujarat, Punjab, and Kashmir – Popular Dishes from Each State.
9. Regional Indian Cuisine – Characteristics, Special Equipment, and Staple Diets of Uttar Pradesh, Madhya Pradesh, West Bengal, Andhra Pradesh, Goa, Karnataka, Tamil Nadu, and Kerala – Popular Dishes from Each State.

Module 3: Indian Street Food and Breakfast Specialties

10. Indian Breakfast Preparations – Traditional Dishes and Cooking Methods.
11. Street Foods of India – Meaning and Preparation Methods for Popular Street Foods (Wada Pav, Pav Bhaji, Samosa, Kachori, Bhel Puri, Pani Puri, Momos, Pakoras, Mirchi Bajji, Masala Wada).
12. Indian Sweets – Preparation Methods and Descriptions of Shrikhand, Peda, Rasagulla, Rabri, Rasmalai, Gulab Jamun, Kaju Kathli, Wheat Halwa, and Malpua.

Module 4: Evolution and Global Influence of Indian Cuisine

13. Indian Cuisine Around the World – Factors Contributing to Its Global Growth and Popularity.
14. Indian Culinary Terms – Understanding Commonly Used Terminology in Indian Cooking.

Module 5: Open-Ended Module / Teacher Specific Content

Reference books:

- *Rotis & Naans of India*, 5th edition, Purobi Babbar Laurier Books Ltd.
- *Mithai: Collection of Indian Traditional sweets*, Pramila Parmar, Ubs Publishers
- *Food Heritage of India*, Vimla Patil, Vakils Feffer & Simons Ltd
- 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.
- *Practical Cookery* _ Kinton and Cesarini _ Hodder and Stoughton
- *Modern cookery for teaching and Trade Volume 1* Thangam E Philip, Orient Longman
- *Theory of cookery*-Krishna Arora
- 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	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

FOOD PRODUCTION OPERATIONS – I PRACTICAL

18 Practicals will be conducted to train the students in the preparation of Indian regional dishes.

Institute will compile 10 menus of 5 dishes each, including the varieties given from the S.No. 1 to 12 as per the guidelines given below. As far as possible, the menu should represent regional cuisine.

Guidelines for the Menu

1. Rice OR Indian Bread
2. Vegetables OR Paneer AND /OR Dal
3. Egg OR Fish OR Chicken OR Mutton
4. Chutney/Raitha
5. Indian Sweet

Other 8 Practical comprise of 2 practical on Street food, 1 practical on Tandoor demonstration, 2 practical on South Indian breakfast and one 3 practical on Regional Festival Menus.

Sl. No.	Dishes	Varieties	No. of Practical
1	Rice	6	10 Nos.
2	Indian Bread	4	
3	Dal Preparation	4	
4	Paneer Preparation	3	
5	Vegetable Preparation	5	
6	Egg Preparation	2	
7	Fish Preparation	2	
8	Chicken Preparation	4	
9	Mutton Preparation	2	
10	Chutney	3	
11	Raitha	5	
12	Indian Sweets	10	2 Nos.
13	Street Foods	6	
14	Demonstration on Tandoori Preparation Nan/Roti. Chicken Tikka, Seek Kebab, Vegetable and Paneer Tikka		1 Nos.
15	South Indian Breakfast Menus	6	2 Nos.
16	Regional Festival Menus		3 Nos.

SEMESTER 3	KU3DSCHMC202	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU3DSCHMC202				
Course Title	FOOD AND BEVERAGE SERVICE OPERATIONS – I				
Type of Course	MAJOR				
Semester	3				
Academic Level	200.– 299				
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 explores alcoholic beverages, their classification, and production processes, including fermentation, distillation, and various methods used in beer and cider preparation. It covers the fundamentals of wine, its classification, grape composition, production techniques for red, white, and sparkling wines, along with EU wine regulations and faults in wine. The study extends to fortified and aromatized wines, bitters, and vermouth, analyzing their production methods, styles, and service protocols. Additionally, the course examines major wine-producing regions, laws, and classifications across France, Italy, Germany, Spain, Portugal, the United States, and Australia.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category#	Evaluation Tools Used
CO1	Explain the meaning and classification of alcoholic beverages, including fermentation and distillation processes.	Understand	Factual	Quiz, Short Answer Questions
CO2	Identify and describe the ingredients, production methods, and service techniques for beer, cider, and perry.	Remember & Apply	Conceptual	MCQs, Practical Identification
CO3	Analyse the classification, grape composition, production methods, and faults in wine, including Champagne.	Analyse	Conceptual	Comparative Analysis, Research Assignment
CO4	Demonstrate knowledge of fortified and aromatized wines, including production methods, brand names, and service protocols.	Apply	Procedural	Case Study, Practical Demonstration
CO5	Evaluate major wine-producing regions worldwide, including classification systems and wine laws of France, Italy, Germany, Spain, Portugal, the US, and Australia.	Evaluate	Conceptual	Observations, Regional Research Presentation
CO6	Assess the global impact and commercial significance of wine regulations, labelling laws, and influencing factors on wine quality and trade.	Evaluate & Create	Procedural	Project-Based Learning, Industry Report

KU3DSCHMC202: FOOD AND BEVERAGE SERVICE OPERATIONS – I

Module 1: Fundamentals of Alcoholic Beverages

1. Meaning of alcoholic beverages.
2. Methods of preparing alcohol – Fermentation, Distillation.
3. Types of Distillation – Patent Still and Pot Still.
4. Classification of alcoholic beverages with examples.
5. Meaning of proof and scales used to measure alcohol strength.

Module 2: Beer and Cider Production & Service

6. Beer – Ingredients used and production process.
7. Terms used in beer manufacturing.
8. Types of beer and their characteristics.
9. Terms used in cask capacities.
10. Faults in beer and storage methods.
11. Beer brands and service techniques.
12. Cider and Perry – Meaning and examples.

Module 3: Wine Types, Production, and Service

13. Wine – Meaning, classification by colour, taste, and content.
14. The grape – Constituents, well-known red & white grape varieties.
15. Factors influencing the character of wine.
16. Faults in wine.
17. Naming of wines and EU wine regulations.
18. Production of red, white, and rosé wines.
19. Sparkling wines – Meaning, methods of production.
20. Champagne – Méthode Champenoise, grape varieties, types, sweetness levels, bottle sizes, brands.
21. Fortified wines – Production, types, and brands (Sherry, Port, Madeira, Marsala, Malaga).
22. Aromatized wines – Vermouth, styles, production methods, brand names.
23. Other aromatized wines – Dubonnet, St. Raphael, Lillet, Byrrh, Cap Corse.
24. Bitters – Meaning and types (Campari, Angostura, Amer Picon, Fernet Branca, Underberg, Cynar, Suze, Orange and Peach Bitters).
25. Service of red and white wine, Champagne.

Module 4: Global Wine Laws, Regions, and Classifications

26. Wines of France – Wine laws, classification, and producing regions.
27. Wines of Italy – Wine laws, classification, and producing regions.
28. Wines of Germany – Wine laws, classification, and producing regions.
29. Wines of Spain – Wine laws, classification, and producing regions.
30. Wines of Portugal – Wine classification and producing regions.
31. Wines of the US – Wine laws and producing regions.
32. Australian Wines – Wine laws and producing regions.

Module 5: Open-Ended Module / Teacher Specific Content

Reference books:

- *Food and Beverage Service*, R. Singaravelavan, Oxford University Press
- *The Students Guide to Food & Drink* – John Cousins & Andrew Durkan – Hodder & Stoughton.
- *The Beverage Book* – Andrew Durkan & John A. Cousins - Hodder & Stoughton.
- *Table & Bar* – Jeffery Clarke
- *The International Guide to Drinks* – United Kingdom Bartenders Guild.

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

FOOD AND BEVERAGE SERVICE OPERATIONS - I PRACTICAL

- Five course French menu compiling with wine pairing and cover set up.
- Wine order taking.
- Service of wine-Table, Sparkling, Fortified and Aromatized wines.
- Service of beer
- Identification of wine equipment (any 10).
- Wine tasting (4'S of wine tasting).
- Decanting of wines.
- Wine list.
- Wine and food harmony.

SEMESTER 3	KU3DSHMC203	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU3DSCHMC203				
Course Title	ACCOMMODATION OPERATIONS – I				
Type of Course	MINOR				
Semester	3				
Academic Level	200.– 299				
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 key front office and housekeeping operations, including guest registration, check-in and check-out procedures, and room tariff structures. It explores settlement methods, crisis management for emergencies, and techniques for evaluating hotel performance. Students will learn about guest room management, adherence to operational rules, and efficient housekeeping practices such as cleaning procedures, bed-making, and supply handling. Additionally, the course examines lost and found protocols and the benefits and limitations of outsourced housekeeping services.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category#	Evaluation Tools Used
CO1	Define and explain guest registration, check-in procedures, and room tariff management.	Remember & Understand	Factual	Quiz, Short Answer Questions
CO2	Implement efficient check-out procedures, settlement methods, and solutions for common departure challenges.	Apply & Analyse	Conceptual	Case Study, Practical Tests
CO3	Assess emergency response strategies for handling security threats, accidents, and unusual guest behaviours, and develop improvement plans.	Evaluate & Create	Procedural	Scenario-Based Assessment, Strategic Proposal
CO4	Explain and manage hotel guest rooms, guest floor operations, and service standards in hospitality settings.	Understand & Apply	Factual	Observations, Documentation Analysis
CO5	Execute effective housekeeping practices, including room cleaning, bed-making, and guest supply management, while optimizing workflow efficiency.	Apply & Analyse	Procedural	Practical Demonstrations, Problem-Solving Exercises
CO6	Assess hotel operational performance using industry-standard metrics and propose strategies for service quality enhancement.	Evaluate & Create	Conceptual	Data Interpretation, Case Studies, Performance Reports

KU3DSCHMC203: ACCOMMODATION OPERATIONS - I

Module 1: Hotel Guest Rooms

1. Guest Room – Introduction.
2. Importance of Guest room to a Guest.
3. Guest room status.
4. Guest floor rules
5. Guest floor Reportables.

Module 2: Cleaning Guest Rooms.

6. Cleaning procedure of guest rooms- Vacant, occupied and check out rooms
7. Bed making procedure
8. Guest supplies- In guest rooms and in the bath room
9. Function of a control desk- Forms, Formats, Records and Registers.
10. Lost and found articles- procedure and disposal.
11. Contract and Outsourced Housekeeping services- Meaning, advantages and limitations.

Module 3: Registration and Room Tariff

12. Preregistration.
13. Registration – Form C, Passport, Visa, Registration Records, Registration Process.
13. Check-in Procedures – Check in Procedures in Manual or Semi-automated Hotels.
14. Room Tariff – Room rate designation, Room Tariff Card
15. Meal Plans.

Module 4: Check-out and Settlement.

16. Departure Procedure
17. Modes of Settlement of Bills – Foreign Exchange, Cash Settlement, Credit Settlement.
18. Potential Check-out Problems and Solutions – Late Check-out, Long queues at the cash counter, Improper posting of charges in the guest folio.
19. Handling Unusual Events and Emergency Situations- Terrorist Activities, Bomb Threat, Robbery and Theft, Drunken Guest, Accidents.
20. Evaluating Hotel Performance – Occupancy Ratio, Average Daily Rate, Average Room Rate Per Guest, Revenue Per Available Room, Evaluation of Hotel by Guests.

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

ACCOMMODATION OPERATIONS - I PRACTICAL

- Registration and Check-in Procedure.
- Meal Plans.
- Handling Unusual Events and Emergency Situations.
- Evaluating Hotel Performance.
- Guest Room Status.
- Forms, Formats, Records and Registers used at Control Desk.
- Bed making using duvet and public area cleaning.

SEMESTER 3	KU3DSCHMC204	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE			
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU3DSCHMC204				
Course Title	FOOD SCIENCE AND NUTRITION				
Type of Course	MINOR				
Semester	3				
Academic Level	200.– 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-		60
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course provides a theoretical understanding of food science, covering the fundamental principles of carbohydrates, proteins, and lipids, along with their interactions during cooking. It examines key nutrition concepts, digestion, metabolism, and the role of vitamins and minerals in maintaining health. Students will learn about food processing techniques, emulsions, browning reactions, and the impact of dietary components on meal planning. The curriculum emphasizes scientific explanations and structured analysis, ensuring a comprehensive grasp of food composition, nutrition, and culinary science				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category#	Evaluation Tools Used
CO1	Explain the fundamental concepts of food science, including carbohydrates, proteins, and their culinary applications.	Understand	Factual	Quiz, Short Answer Questions
CO2	Identify and analyse the impact of cooking on fruits, vegetables, fats, oils, and browning reactions in food preparation.	Remember & Apply	Conceptual	MCQs, Practical Demonstration
CO3	Differentiate between various food processing techniques, including lipid properties, rancidity, and emulsions.	Analyse	Conceptual	Comparative Study, Case Analysis
CO4	Demonstrate knowledge of nutrition essentials, including macronutrients, digestion, metabolism, and dietary guidelines.	Apply	Procedural	Diet Planning Exercises, Case Study
CO5	Evaluate the effects of vitamins, minerals, and energy metabolism on human health and meal planning.	Evaluate	Conceptual	Research-Based Assignments, Observational Reports
CO6	Assess the importance of a balanced diet and create meal plans based on nutritional requirements.	Evaluate & Create	Procedural	Project-Based Learning, Meal Planning Reports

KU3DSCHMC204: FOOD SCIENCE AND NUTRITION

Module 1: Fundamentals of Food Science

1. Introduction to and Importance of Food Science.
2. Carbohydrates – Moist and Dry Heat Action, Uses in Food Production.
3. Proteins – Classification, Effect of Heat on Milk, Egg, and Pulses.
4. Meat – Rigor Mortis, Cooking Changes, Tenderness.
5. Texturized Vegetable Protein (TVP) – Meaning and Advantages.
6. Fruits & Vegetables – Effect of Cooking, Colouring Pigments (Chlorophylls, Carotenoids, Flavonoids).

Module 2: Lipids, Food Processing, and Chemical Reactions

7. Lipids – Sources (Animal, Marine, and Vegetable), Saturated & Unsaturated Fats.
8. Properties of Fats & Oils – Rancidity, Reversion, Polymerization, Hydrogenation.
9. Browning Reactions – Enzymatic and Non-Enzymatic (Maillard Reaction).
10. Emulsions – Meaning and Common Food Emulsions.
11. Flavours – Classification and Flavour Enhancers.

Module 3: Nutrition and Dietary Essentials

12. Introduction to and Importance of Nutrition.
13. Definition of Malnutrition, Undernutrition, Overnutrition, Diet, and Kilocalorie.
14. Classification of Nutrients – Macronutrients & Micronutrients.
15. Digestion, Absorption, and Metabolism of Carbohydrates, Proteins, and Lipids.
16. Role of Dietary Fiber, Recommended Daily Allowances.
17. Water – Function, Daily Requirement, Deficiency.

Module 4: Vitamins, Minerals, and Energy Metabolism

18. Vitamins – Fat-Soluble and Water-Soluble, Function, Deficiency, Sources.
19. Effect of Cooking on Vitamins.
20. Minerals-Classification, Function, Sources, Deficiency (Calcium, Iron, Magnesium, etc.).
21. Energy Metabolism – Kilocalorie Meaning, Energy Values of Carbs, Proteins, and Fats.
22. Basal Metabolic Rate (BMR) – Factors Affecting It, Energy Needs.
23. Balanced Diet – Meaning, Importance, Meal Planning Steps.

Module 5: Open-Ended Module / Teacher Specific Content

Reference books:

B. Srilakshmi., *Food Science*. 2nd edition, New Age International Publishers.
Jovancy Mathew., 2013, *Food Science and Nutrition*, 7^{ed}, V Publishers, Kottayam
Sunetra Roday., 2014 *Food Science and Nutrition*, 2nd edition, Oxford University Press.

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	10
b)	Case study	15
c)	Seminar	5
Total		100

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

SEMESTER 3	KU3DSCHMC205	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Programme	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU3DSCHMC205				
Course Title	HOUSEKEEPING OPERATIONS				
Type of Course	Minor- C3				
Semester	3				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Course Summary	This course covers housekeeping operations, cleaning techniques, inventory management, guest satisfaction, sustainability, technology, and practical training. Students learn about the role of housekeeping in the hospitality and tourism industry and gain hands-on experience in housekeeping tasks and procedures.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category#	Evaluation Tools Used
CO1	Develop an understanding of the Role of Housekeeping Management in tourism industry.	U	C	Instructor-created exams / Quiz
CO2	Understand Housekeeping department organization and structure.	U	P	Practical Assignment / Observation of Practical Skills
CO3	Practice the in-housekeeping department and day today life.	Ap	P	Seminar Presentation / Group Tutorial Work
CO4	Demonstrate the ability to efficiently manage inventory related to effective housekeeping management.	Ap	P	Instructor-created exams / Home Assignments
CO5	Understand Housekeeping department organization and structure.	U	P	Practical Assignment / Observation of Practical Skills
* - Remember (R), Understand (U), Apply (Ap), Analyze (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

KU3DSCHMC205: HOUSEKEEPING OPERATIONS

Module 1: Fundamentals of Housekeeping Operations

1. Role and importance of housekeeping in hospitality and tourism industry: Overview
2. Attributes of Housekeeping personnel, Key duties and responsibilities of Housekeeping staff- Staff allocation & Duty Roaster in Housekeeping Departments.
3. Layout of room and standard supplies- Amenities & Facilities for Standard & VIP Guest Rooms- Guest room features for differently abled.
4. Bed making, second service and turn down service - Lost and Found Procedure, Lost and Found Register.
5. Records of Housekeeping Department: Room occupancy report, Guest room inspection form, check list Floor register, Work order, Logbook, Room boys' report/ Maids report, Guest special requisite register- Baby sitting and its records.

Module 2: Cleaning Techniques

6. Cleaning Agents: Basic cleaning agent, Classification, their uses, care, storage.
7. Cleaning methods for different areas of a hotel - Identification of cleaning equipment - Cleaning of rooms, bathroom, public area – Lobby, Lounge, Corridors, Pool Area, Elevators, Health club, F&B outlet, Office area.
8. Replenishment of supplies & Linen, Inspection, Deep Cleaning.
9. Room inspection- Check List -Public Area cleaning, Room Status Reporting and Setting the priority for cleaning different areas of a hotel.
10. Planning the linen and uniform room, storage of linen, linen exchange procedure, functions of uniform and uniform room, linen control.
11. Laundry process and stages in Wash cycle -Dry cleaning procedure and handling of guest laundry -Different types of stains, stain removal agents -Safety precaution while handling chemicals.

Module 3: Housekeeping Management

12. Floor Operations: Key Handling Procedure – types of keys
13. Inventory control and stock management in housekeeping
14. Interior Decoration, Colour Scheme, Lighting, Furniture Arrangements, Floor and Wall Covering
15. Paging systems and methods, Handling of Guest Requests, General operations of control desk.

Module 4: Guest Satisfaction

16. Common Indoor plants, Tools and equipment's needed, Styles of flower arrangements.
17. Environmentally Friendly Housekeeping Practices
18. Importance of sustainable practices in housekeeping operations, Energy and water conservation in housekeeping activities, Waste management and recycling initiatives in housekeeping.

Module 5: Open-Ended Module / Teacher Specific Content (12hrs)

Note: Compulsory Learning Activities:

1. Role Plays on Housekeeping, Desk Management- Telephone Etiquettes, Handling Guest demands and Unruly Guests (Situation Handling).
2. Visit to a hotel or accommodation unit (Primary or supplementary) to understand Housekeeping Operations including cleaning techniques and inventory management,
3. Hands-on training in housekeeping tasks and procedures

References:

- *Hotel Hostel and Hospital Housekeeping* – Joan C Branson & Margaret Lennox (ELBS).
- *Managing Housekeeping Operations* – Margaret Kappa & Aleta Nitschke
- *Hotel House Keeping* – Sudhir Andrews Publisher: Tata McGraw Hill.
- *The Professional Housekeeper* – Tucker Schneider, Publisher: VNR.
- *Professional Management of Housekeeping Operations*- Martin Jones, Publisher: Wiley & sons
- *"Housekeeping Management"* by Matt A. Casado (Pearson, 2015)
- *"Hotel Management and Operations"* by Michael J. O'Fallon and Denney G. Rutherford (Wiley, 2018)

Mapping of COs with PSOs

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

Assessment Rubrics:

Evaluation Type	Marks
End Semester Evaluation	70
Continuous Evaluation	30
a) Practicum	15
b) Field visit	15
Total	100

Correlation Levels:

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

SEMESTER 3	KU3VACHMC201	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU3VACHMC201				
Course Title	APPLICATION OF COMPUTERS				
Type of Course	VAC - 1				
Semester	3				
Academic Level	200.– 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	2	-	2	60
Pre-requisites	A computer lab for practical classes.				
Course Summary	This course provides a comprehensive introduction to computers by exploring their fundamental components, evolution, and the impact of emerging technologies such as AI, Cloud Computing, and IoT. It covers the essential functions of operating systems, file management, and networking basics including LAN, WAN, and Wi-Fi, with a strong emphasis on cybersecurity best practices. Students will gain practical knowledge of digital communication through topics such as web browsing, email, cloud collaboration, and an overview of cyber laws and ethical computing. Finally, the course delves into modern e-commerce and digital trends, discussing online transactions, secure digital payment systems like UPI and e-wallets, AI applications in commerce, and strategies to prevent cyber fraud.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category#	Evaluation Tools Used
CO1	Explain the fundamentals of computers—including definition, evolution, applications, and emerging technologies (AI, Cloud, IoT).	Understand	Factual & Conceptual	Quizzes, Short-answer questions, Class discussions
CO2	Describe and identify basic computer components (CPU, I/O devices), types of computers, and storage devices (RAM, ROM, SSD, USB, Cloud).	Remember & Understand	Factual	Multiple-choice tests, Diagram labelling exercises
CO3	Analyse the role and functions of operating systems, file management, and basic networking (LAN, WAN, Wi-Fi).	Analyse	Conceptual	Case studies, Lab demonstrations, Short written analyses
CO4	Evaluate cybersecurity practices including antivirus usage, safe browsing, password management, and awareness of phishing.	Evaluate	Conceptual	Scenario-based questions, Reflective essays, Practical demonstrations on security settings
CO5	Compare and analyse digital payment systems (UPI, Net Banking, E-Wallets) and assess e-commerce security measures.	Analyse & Evaluate	Conceptual	Research presentations, Written assignments, Comparative analysis reports
CO6	Create digital artifacts using email and cloud collaboration tools while applying ethical computing and cyber law principles.	Create	Procedural	Project-based assignments, Practical demonstrations, Simulation exercises

KU3VACHMC201: APPLICATION OF COMPUTERS

Module 1: Computer Fundamentals & Hardware

1. Introduction to Computers: Definition, Evolution, Applications and Importance.
2. Basic Computer Components: CPU, Input & Output Devices.
3. Types of Computers: Personal Computers, Workstations, Servers
4. Storage Devices: Primary (RAM, ROM) & Secondary (SSD, USB, Cloud Storage).
5. Emerging Technologies Overview: AI, Cloud Computing, IoT.

Module 2: Operating Systems & Networking Basics

6. Operating Systems: Role, Basic Functions (Windows, macOS, Linux).
7. File Management: Organizing, Creating, Moving, Deleting Files.
8. Introduction to Networks: LAN, WAN, Wi-Fi Basics.
9. Cybersecurity Basics: Antivirus, Safe Browsing, Password Management, Phishing Awareness.

Module 3: Internet & Digital Communication

10. Internet Basics: Web Browsing, Search Engines, Online Services.
11. Email Communication: Setup, Sending, Attachments, Best Practices.
12. Cloud Computing & Online Collaboration: Google Drive, Shared Documents.
13. Cyber Laws & Ethical Computing: Data Protection, Responsible Digital Behaviour.

Module 4: E-Commerce & Digital Trends

14. E-Commerce Basics: Online Transactions, Security Measures.
15. Digital Payments: UPI, Net Banking, E-Wallets (Google Pay, PayPal).
16. AI Applications: Chatbots, Smart Assistants.
17. Cybersecurity in E-Commerce: Fraud Prevention, Secure Digital Transactions.

Module 5: Open-Ended Module / Teacher Specific Content

Reference books:

E. Balaguruswamy, *Fundamentals of computers*, Tata McGraw Hill

ParthoPratim Seal, *Computers in Hotels – concepts and applications*, Oxford University Press

V. Rajaraman, *Fundamentals of computers*, PHI Learning Private Limited

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
Theory	15
a) Test Paper*	5
b) Assignment	5
c) Viva-Voce	5
Practical	10
a) Test	8
b) Record	2
Total	75

Correlation Levels:

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

APPLICATION OF COMPUTERS PRACTICAL**Basic Windows Operations.**

Creating folders and shortcuts, notepad, calculator, taskbar, copying and moving files and folders, renaming files and folders, deleting files and folders, windows explorer, quick menus, control panel.

Microsoft Word.

Creating document, entering text, saving the document, editing a document already saved to disk, find and replace operations, password protection and printing the document.

Formatting a Document.

Justifying paragraphs, changing paragraph indents, setting tabs and margins, formatting pages and documents, using bullets and numbering, headers and footers and page orientation.

Cut Copy and Paste Operation.

Marking blocks, copying and pasting a block, cutting and pasting a block, deleting a block, formatting a block, using find and replace in a block.

Using Microsoft Word Tools.

Spelling and grammar, mail merge, printing envelopes and labels.

Tables.

Create, delete, format, graphics, inserting clip arts, symbols, word art and inserting picture from file.

Print Options.

Previewing the document, printing a whole document, printing a specific page, printing a selected set, printing several documents and printing more than one copy.

Microsoft Excel.

Starting Excel, parts of the excel screen, parts of the worksheet, navigation in a worksheet, getting to know mouse pointer shapes.

Creating a Spreadsheet.

Starting a new worksheet, entering three different types of data in a worksheet, creating simple formulas, formatting data for decimal points, editing data in a worksheet, using auto fill, blocking data, saving a worksheet and exiting Excel.

Making the Worksheet Look Pretty.

Selecting cells to format, trimming tables with auto-format, formatting cells for currency, comma, percent, decimal and date, changing column width and row height, aligning text from top to bottom, text wrap, re-ordering orientation, using borders.

Cut Copy and Paste Operations.

Moving and copying with drag and drop, copying formulas, moving and copying with cut, copy and paste.

Deleting and Inserting.

Deleting cell entries, deleting columns and rows from worksheet, inserting rows and columns to worksheet.

Printing the Worksheet.

Previewing pages before printing, printing from the standard tool bar, printing a part of the worksheet, changing the orientation, printing the whole worksheet in a single page, adding a header and footer to a report, inserting page breaks in a report, printing formulas in the worksheet.

Additional Features of a Worksheet.

Splitting the worksheet window into four panes, freezing columns and rows on screen for worksheet title, attaching comments to cells, finding and replacing data in worksheet, protecting a worksheet and function commands.

Maintaining Multiple Worksheets.

Adding more sheets to a workbook, deleting sheets from a workbook, naming sheet tabs, copying or moving sheets from one workbook to another.

Creating Graphs or Charts.

Changing the chart with the chart toolbar, formatting the chart's axis, adding a text box to a chart, changing the orientation of a 3D chart, using drawing tools to add graphics to chart and worksheet, printing a chart with printing the rest of the worksheet data.

Excel's Database Facilities.

Setting up a database and sorting records in the database.

Microsoft PowerPoint.

Making a simple presentation, PowerPoints four views, creating, rearranging and modifying slides, inserting pictures or objects, setting up a slideshow, creating an organisational chart.

Internet.

Surfing and e-mail.