

| | Course | Category | Code | Credit | Teaching Scheme | | |
|---------------------|---|----------|---------|-----------|-----------------|-----------|-----------|
| | | | | | L | T | P |
| Semester III | Food Production III | CC | 1221131 | 4 | 4 | 0 | 0 |
| | Food Production Practical III | CC | 1221231 | 2 | 0 | 0 | 4 |
| | Food & Beverage Service III | CC | 1221132 | 4 | 4 | 0 | 0 |
| | Food & Beverage Service Practical III | CC | 1221232 | 2 | 0 | 0 | 4 |
| | Accommodation & Facility Management | CC | 1221133 | 4 | 4 | 0 | 0 |
| | Hospitality Marketing & Management | DSE | 1222134 | 4 | 4 | 0 | 0 |
| | Tourism Geography and International Tourism | DSE | 1222135 | 2 | 2 | 0 | 0 |
| | General Elective III | GE | | 4 | 4 | 0 | 0 |
| | Mentored Seminar - III | SEC | 1225321 | 1 | 1 | 0 | 0 |
| | TOTAL | | | 27 | 22 | 0 | 10 |
| | Total contact hours per week | | | | | 32 | |

1221131: Food Production III

Credit: 4

Unit I- 10 Lectures

Quantity Food Production- Introduction To Large Scale Commercial Cooking; Contract Catering; Industrial Catering; Institutional Catering; Layout Of A Large Quantity Kitchen; Staff Hierarchy; Production Workflow.

Banquet Menus- Planning; Indenting; Costing; Forecasting; Recipes; Pre-Preparation And Cooking Techniques.

Unit II- 5lectures

Cuts Of Meat &Meat Cookery: Cuts Of Beef; Pork; Lamb; Chicken; SPS; Menus Examples; Methods Of Cooking Each Cut; Cold Cuts; Ham; Bacon; Common Types Of Ham; Preparation; Menu Examples; Selection; Storage Points

Unit III- 10 Lectures

Regional Cuisine:A Detailed Study On North And South Indian Regional Cuisine : Goa, Kashmir, Kerala, Andhra Pradesh, Karnataka, Tamil Nadu, Assam, Bengal, Ingredients Used. Traditional Preparation Methods, Utensils And Accompaniments.

Unit IV- 5 Lectures

Sandwiches, Rolls, Burgers, Pizzas, Hot Dogs, Foot Longs: Types; Preparations; Selection Of Spreads; Fillings; Classical Sandwiches;Smorgasbord;Canapés; Presentation Styles And Appropriate Garnishes And Accompaniments.

Unit V- 5 Lectures

Cold Cuts:Farcis; Terrines; Pates; Galantines; Ballotines; Mousses; Quenelles; -Types; Preparation; Menu Examples. Cold Sauces; Dips; Chaudfroid; Aspics; Methods Of Preparations; Examples; Charcutiere; Sausages; Types; Preparation; Popular Sausages; SPS ; Cooking Methods; Casings; Storage; Problems.

1221231: Food Production Practical III**Credit: 2****Unit I-20 Lectures**

Practical Preparation Of Gravies And Commonly Used Indian Masalas* Regional Cookery Of India Karnataka, Tamilnadu, Kerala, Andhra Pradesh, Gujrathi, Lucknow, Mughlai, Punjabi, Bengali, Hyderabad And Kashmiri Cuisines With Proper Accompaniments Like Chutney, Indian Breads Rice Preparations Etc,* Tandoor Cooking* Planning Elaborate Indian Menus Upto 40 Portions*.

Unit II- 10 Lectures

Practical Sessions On Different Cuts Of Meat And Fish.

1221132 : F &B Service III**Credit: 4****Unit I- 3 Lectures**

Room Service:Introduction; General Principles; Pitfalls To Be Avoided; Cycle Of Service; Scheduling And Staffing; Room Service Menu Planning; Forms &Formats; Order Taking; Thumb Rules; Suggestive Selling; Breakfast Cards; Layout &Setup Of Common Meals; Use Of Technology For Better Room Service ; Time Management - Lead Time From Order Taking To Clearance

Unit II- 10 Lectures

Beers: Introduction; Ingredients Used Production Types And Brands, Indian And International Service, Bottled, Canned And Draught Beers ;

Unit III- 15 lectures

Spirits: Introduction To Spirits (Whisky; Brandy; Rum; Vodka; Gin &Tequila); Types; Production; Brands- Indian And International &Service ; Other Alcoholic Beverages- Absinthe; Ouza; Aquavit; Slivovitz; Arrack; Feni; Grappa; Calvados Etc; Liqueurs; Types; Production; Brands &Service - Indian And International ;

Bar: Introduction; Bar Stocks Maintenance ; Types; Layout; Equipment's Used; Control Methods & Licenses; Staffing; Job Description; Job Specification ; Bar Planning And Designing &Bar Menus; Costing; Corkage.

Cocktails: Introduction; History; Types &Preparation; Classic Cocktails- Recipes; Costing; Innovative Cocktails & Mock Tails ; Cocktail Bar Equipment; Garnishes; Decorative Accessories ; Terms Related To Alcoholic Beverages ; Interaction With Guests; Suggestive Selling

Unit IV- 2 Lectures

Other Fermented & Brewed Beverages: Sake ; Cider ; Perry ; Alcohol Free Wines ;

Food & Beverage Terminology Related To The Inputs Of The Semester

F & B Service Operation Lab III

Unit I- 10 Lectures

Room Service: Tray & Trolley Lay-Up And Service; Room Service Amenities Set-Up In Rooms; Functional & Floor Layouts For Room Service; Taking An Order For Beverages.

Unit II- 10 Lectures

Service Of Alcoholic Beverages: Service Of Beer, Sake And Other Fermented & Brewed Beverages; Service Of Sparkling, Aromatized, Fortified, Still Wines.

Unit III- 10 Lectures

Setting Up A Table With Prepared Menu And Wines.

122233: Accommodation and Facility Management

Credit: 4

Unit I

FLOOR & WALL COVERING 3 Lectures

Types And Characteristics, Carpets: Selection, Types, Care And Maintenance

Unit II

WINDOWS, CURTAINS AND BLINDS 3 Lectures

Unit III

PLANNING TRENDS IN HOUSEKEEPING 4 Lectures

Planning Guest Rooms, Bathrooms, Suites, Lounges, Landscaping Boutique Hotel Concept

Unit IV

HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS CONTRACT SERVICES

Types Of Contract Services, Guidelines For Hiring Contract Services Advantages & Disadvantages Of Contract Services

Unit V 05 Lectures

Budgeting In Front Office

Forecasting Room Availability/Room Revenue, Expenses Staffing - Personnel Management Aspects

Unit VI 05 Lectures

Guest Complaint Handling / Problem Solving

Process, Thumb Rules Common Complaints / Problems / Situations Handling Role Of Emotions In Situation Handling

Unit VII 05 Lectures

Hotel Sales

Selling Concept, Selling Models, Plan, Sales Call, Closing The Call Internal / In-House Sales Promotion,

Merchandising, Direct Sales -Travel Agents, Tour Operators, Hotel Booking Agencies, Internet, Tourist Information Center, Direct Mail, Personal Calls, And Telephone Selling Letters

Unit VIII 05 Lectures

Credit Control

Meaning, Objective, Hotel Credit Policy Regarding Guaranteed Bookings/ Corporate Account Holders/ Credit Card Users Control Measures At The Time Of: Reservation, Check-In, During Stay, Check-Out, After Departure, Prevention Of Skippers : On Arrival/During Stay/On Departure Day

FACILITY PLANNING

Unit I- 4 lectures

HOTEL DESIGN: Design Consideration-Attractive Appearance, Efficient Plan, Good location, Suitable material, Good workmanship, Sound financing, Competent Management.

Unit II- 8 lectures

FACILITIES PLANNING: The systematic layout planning pattern (SLP); Planning consideration- Flow process & Flow diagram, Procedure for determining space considering the guiding factors for guest rooms, public facilities, support facilities & services, hotel administration, internal roads /budget hotel/5 star hotel

Architectural consideration- The difference between carpet area, plinth area and super built area. Their relationships, reading of the blue print (plumbing, electrical, AC, ventilation. FSI, FAR, Public areas)

Approximate cost of construction estimation; Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest rooms ; Approximate requirement and Estimation of water/electrical load, gas ventilation

Unit III- 2 lectures

STAR CLASSIFICATION OF HOTEL: Criteria for star classification of hotel (Five, Four, Three, two, One)

Unit IV- 3 lectures

KITCHEN LAY OUT & DESIGN: Principles of kitchen layout and design; Areas of the various kitchens with recommended dimension; Factors that affect kitchen design; Placement of equipment; Flow of work; Space allocation; Kitchen equipment, manufacturers and selection; Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen); Budgeting for kitchen equipment.

Unit V- 3 lectures

KITCHEN STEWARDING LAYOUT AND DESIGN: Importance of kitchen stewarding; Kitchen stewarding department layout and design; Equipment found in kitchen stewarding department.

Unit VI- 3 lectures

STORES – LAYOUT AND DESIGN: Stores layout and planning (dry, cold and bar); Various equipment of the stores; Work flow in stores

Unit VII- 2 lectures

PLANNING FOR PHYSICALLY CHALLENGED

122134: Hospitality Marketing and Management

Credit: 2

Concept of sales and marketing
Needs, wants and demands
Marketing concepts
Marketing process
Marketing environment
Service marketing
Market segmentation
Consumer behavior
Marketing mix
PLC
Pricing
Advertising, sales promotion, PR and publicity
Marketing in hospitality

122135: Tourism Geography and International Tourism Management

Credit 2

Unit I- 3 lectures

Introduction of Geography in International Tourism: Importance of Geography in Tourism; Earth's movement, Continental drift, Latitude, Longitude; International Date Line, Calculation of Time; Time Differences, GMT variations.

Unit II- 2 lectures

Major Landforms as Tourist Resources - Elements of weather and climate; Climatic regions of the world in brief; Impact of weather and climate on tourist destinations;

Unit III- 2 lectures

Physical Geographic Features of India - Mountainous features of India; Plain Area; Coastal area; Deccan; major rivers; lakes; plateaus; deserts

Unit IV- 2 lectures

Factors affecting global and regional tourist movements - Demand and origin factors; destinations and resource factors; Contemporary trends in international tourists movements; Case study of major outbound tourism countries;

Unit V- 3 lectures

Location of major tourist destination in India - Characteristics of Indian outbound tourism; Characteristics of India's major international markets; Case studies of selected Indian states like West Bengal, Rajasthan, Kerala, Goa and Uttaranchal;

Unit VI- 4 lectures

Case studies of selected countries: Malaysia, Singapore, Thailand, Dubai, Switzerland, France, UK, Spain and Japan.

Tourism Organization & Management

Unit I- 03 lectures

Introduction to Tourism Business: Definition; Concept; Origin and Development. Growth of Travel Agency & Tour Operation Business; Emergence of Thomas Cook & American Express; Emergence of Travel Intermediaries; Indian Travel Agents & Tour Operators.

Unit II- 02 lectures

Functions and Income of Tourism Organization: Functions of Travel Agency and Tour Operators with differentiations and inter-relationship of TA/TO; Sources of income of TA/TO; Tourism Intermediaries (direct & indirect).

Unit III- 03 lectures

Business of Tour Operators: Different types of Tour operators; Different partners of tour operators; Brief study of ASTA, TAAI, and IATO; Govt. and IATA rules to set-up Travel Agency/Tour Operation Business.

Unit IV- 02 lectures

Tour Brochures: Meaning and importance of brochure; Handling a client - WATA guidelines; Relation with service suppliers; Travel agency appointments; International regulations.

Unit V- 03 lectures

Itinerary Preparation: Meaning; Importance and Types of Itinerary; Resources and Steps for Itinerary Planning; Do's and Do Not's of Itinerary Preparation Tour Costing, Tariffs, FITS & GITS. Confidential Tariff; Packaging: Types and Forms of Package Tour.

Unit VI-03 lectures

Travel Documentation: Familiarization with TIM (Travel Information Manual); Passport & VISA- Meaning, Types, Procedures, Validity; Necessary Information to fill the Passport and VISA Form for Issuance; Health Certificates; Currency; Travel Insurance; Credit & Debit Card; customs; currency; baggage and airport information.

Unit VII- 03 lectures

Online Portals for Tourism Business & Guides: Short study of Make my Trip, Yatra.com; Guide – function, approval; Problems of touts.

GENERAL ELECTIVE

CREDIT: 4

122331:MENTORED SEMINAR-III

CREDIT: 1