

## Semester 1 - B.Sc.(Hospitality Studies)

Course Code	Subject	Class Room Instruction Face to Face									Notional			Credits				
		Per Week			Per Sem			Per Sem Hrs			L	P	T	Total	L	P	T	Total
		L	P	T	L	P	T	L	P	T								
USHO101	Food Production & Patisserie I	3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4
USHO102	Food & Beverage Service I	3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4
USHO103	Front Office I (pg 19)	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO104	Housekeeping I	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO105	Rooms Division Mgt (Practicals)-I (pg 27)	-	4	-	-	60	-	-	60	-	-	10	-	70	-	2	-	2
USHO106	Communication Skill I (English & French)	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO107	Information Technology	1	2	-	15	30	-	15	30	-	20	5	-	70	2		-	2
USHO108	Food Safety & Nutrition	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
<b>Total</b>		<b>19</b>	<b>14</b>	<b>-</b>	<b>285</b>	<b>210</b>	<b>-</b>	<b>285</b>	<b>210</b>	<b>-</b>	<b>170</b>	<b>35</b>	<b>-</b>	<b>700</b>	<b>14</b>	<b>6</b>	<b>-</b>	<b>20</b>
<b>L</b> one lecture / period of 60 minutes (1 hr.) <b>P</b> Practical <b>T</b> Tutorial																		
Notional includes time spent in library / home / other institutions for preparation and writing of assignments, quizzes, open book test, journal, case studies, project, practical, field work, excursion, etc.																		
Information Technology will be single head of passing.																		

**FOOD PRODUCTION & PATISSERIE-I (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	Food Production & Patisserie- I(USHO 101)
Course Code	Title	Credits	
USHO101	Food Production & Patisserie-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	2					
Credit	2	2					

Class Room Instruction Face to Face									Notional			Credits				
Per Week			Per Sem			Per Sem Hrs										
L	P	T	L	P	T	L	P	T	L	P	T	Total	L	P	T	Total
3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4

**OBJECTIVES:**

- To inculcate a right attitude and the required basic knowledge and technical skills in the art of culinary and the food production department.
- To introduce the various equipments and utensils used in the kitchen.

**Contents of syllabus for USHO 101**

UNIT NO.	Ch.No.	TOPIC	Hrs.
01	1	Introduction to the Food Production Department 1.1 Levels of Skills and Experience 1.2 Attitude and Behaviour in the Kitchen 1.3 Kitchen Uniforms 1.4 Personal Hygiene 1.5 Safety Procedures for Handling Equipment	01
	2	Culinary History and Culinary Terms (Explanation with Examples) Origins of Modern Cookery Modern Development in Equipment and Technology	02
	3	Equipment and Hand Tools used in Kitchen & Different Types of Fuels used in Kitchen 3.1 Hand tools and utensils used in Kitchen 3.2 Various Fuels used in the Kitchen 3.3 Advantages & Disadvantages of Various Fuels 3.4 Various Equipment used in the Kitchen	04
	4	Introduction to Cooking 4.1 Aims and Objectives of Cooking 4.2 Classification of Various Raw Materials according to Functions 4.3 Various Textures and Consistencies 4.4 Methods and Techniques of Preparation	04
	5	Stocks 5.1 Definition of Stock 5.2 Types of Stocks 5.3 Preparation (Recipe), Storage, Care and Precautions in Preparation	02
	6	Culinary Terms	02
02	7	Methods of Cooking 7.1 Various Methods of Cooking Foods (Roasting, Grilling, Frying, Baking, Boiling, Poaching, Microwave) 7.2 Principles of each Method and Precaution to be taken	04

	8	Hierarchy and Kitchen Staffing 8.1 Classical Kitchen Brigade 8.2 Modern Staffing in Various Category Hotels 8.3 Duties and Responsibilities of Various Chefs 8.4 Role and Duties of the Executive Chef 8.5 Inter-Departmental Co-operation and Co-ordination	03
	9	Egg 9.1 Selection of Eggs 9.2 Structure of Eggs 9.3 Uses of Eggs 9.4 Nutritive Value of Eggs	02
	10	Vegetables & Fruits 10.1 Classification of Vegetables 10.2 Colour Pigments in Vegetables and Effects of Heat, Acid and Alkali on each of them 10.3 Cuts of Vegetables 10.4 Classification of Fruits 10.5 Uses of Fruits 10.6 Salad & Salad Dressing	04
	11	Bakery & Pastry Sugar 11.1 Importance of Sugar 11.2 Types of Sugar 11.3 Cooking Stages and Temperature of Various Stages 11.4 Uses of Sugar	02
UNIT NO. 03	Ch.No. 12	TOPIC Sauces 12.1 Classification of Sauces / Composition 12.2 Mother Sauces and its Recipes (1 Litre) 12.3 Derivatives Bechamel Sauce    Veloute Sauce    Espagnole Sauce Mornay            Allemande            Demi-glaze Cream             Supreme                Madeira Parsley            Mushroom             Nancy Mustard            Hongroise             Chasseur Onion              Ivory                     Robert Soubise            Aurore                  Bordelaise Cardinal           Caper                    Devil Tomato Sauce    Hollandaise            Mayonnaise Sauce Barbecue        Bearnaise              Tartare Italienne        Maltaise                Thousand Island Portugaise      Choron                 Cocktail Provencal        Foyot                    Chantilly Bretonne         Mustard                 Gribiche	Hrs. 04

	Milanaise	Mousseline	Vincent	
	Chaufroid	Noisette	Andalouse	
13	Bakery & Pastry			
	13.1 Bread Making			03
	Principles of Bread Making			
	Role of Each Ingredient			
	Simple Yeast Bread			
	Baking Temperature & its Importance			
	13.2 Cookies			
	Types of Cookies			02
	Methods of Preparation			
	13.3 Flour – Structure of Wheat			
	Types of Wheat			04
	Types of Flour			
	Milling of Flour			
	Nutritive Value			
	13.4 Raising Agents			
	Classification and Role of Raising Agents			02

### Culinary Terms (Explanation of the following Culinary Terms with examples)

Au gratin	Bake	Barbeque
Baste	Batter	Béarnaise
Beat	Béchamel	Beurre Noir
Beurre Manie	Blanch	Blend
Bouquet garni	Broil	Brunoise
Brush	Bouillon	Caramel
Consommé	Court Bouillon	Croutes
Croutons	Custard	Dough
Mince	Estouffade	Espagnole
Fume	Garnish	Glaze
Hollandaise	Infusion	Liason
Beurre Maître d' Hotel	Marinate	Mire Poix
Mis-en-place	Par boil	Pare
Poach	Roux	Sabayon
Sauté	Stock	

### REFERENCE BOOKS

- Thangam Philip – Modern Cookery I & II – Orient Longman – 2001  
 Auguste Escoffier – Ma Cuisine – Hamlyn – 2000  
 Digvijay Singh – Cooking Delight of the Maharajas – Vakils, Feffer & Son's Ltd. – 1982  
 Philip Dowell & Adrian Barley – The Book of Ingredients – Mermaid Books – 1987  
 Wayne Gisslen – Professional Baking – John Wiley & Sons – 1994  
 Martha Day – Baking – Lorenz Books – 1999  
 M. J. Leto & Bode – The Larder Chef – Heinemann Publishing House – 1989  
 Parvinder S. Bali - Food Production Operations  
 Thangam E. Philip - Modern Cookery for Teaching and Trade - 4th Vol. - 1996

Krishna Arora - Theory of Cookery – 2nd – 1992

Wayne Gisselen - Professional Cooking – 4th – 1992

Wayne Gisselen - Professional Baking – 2nd – 1994

J. C. Dubey - Basic Bakery - 1st – 1992

Kinton Ceserani - Theory of Catering – 7th – 1996

Bernard Davis - Food Commodities - 4th – 1998

Daniel R. Stevenson - Basic Cookery The Process Approach - 5th – 1997

**(Practical - Bakery)**

Sr.	Topic
1	Breads Bread Rolls Bread Loaf Chelsea Buns
2	Pastries Jam Tarts Lemon Curd / Chocolate Tarts Bakewell Tarts
3	Cakes Chocolate Chip Muffins Ribbon Cake Madeleines Swiss Roll Genoese Sponge
4	Cookies Butter Cookies Melting Moments Peanuts Macaroons
5	Doughnuts

**(Food Production Practical)**

Sr.	Topic
1	Identification of Tools & Equipments (Familiarization of Kitchens BTK, QTK, ATK, Bakery, Pot Wash & Utility Area) Introduction to Basic Commodities used in the Kitchen
2	Methods of Cooking Roasting, Grilling, Frying, Baking, Boiling, Poaching, Microwave. Principles of each method of cooking & precautions to be taken. Cuts of Vegetables and Egg Preparation
3	Suggested Menu Patterns Indian Menus Continental Menus

**PRACTICAL MENU**

I	Cuts of Vegetables		
	Slicing	Chopping	Mincing
	Shredding (Chiffonade)	Fardinier (Batons)	Allumettes
	Julienne	Dices	Brunoise
	Lozengue	Paysanne	
	Eggs		
	Boiled Eggs (Soft and hard)		
	Friend Eggs		
	Fried Eggs [sunny Sideup, Double Fried (Over Easy, Flipped)]		
	Scrambled Eggs		
	Omelet – Cheese, Spanish and Masala		
II	Salads		
	Veg Kachumber		
	Mixed Veg Raita		
	Cole Slaw with Vinegrette Dressing		
	Cole Slaw with Mayonnaise		
	Russian Salad		
III	Soups		
	Crème of Tomato / Épinard / Champignon		
	Consommé Julienne / Brunoise / Royale		
	Puree Dubarry		
	Potage Minestrone		
	Cabbage Chowder		
	Bisque (Crab, Prawn)		
IV	Poisson		
	Fillet de Pomfret Colbert au beurre maitre d' hotel		
	Fillet de Pomfret Bonne Femme		
	Fillet de Pomfret Belle Meuniere		
	Fillet de Pomfret Orly		
	Masala Fried Fish		
V	Poulet		
	Poulet sauté a la king		
	Poulet Saute Chasseur		
	Poulet Saute Champignon		
	Methi Murg		
	Murg Masala		
VI	Entrees		
	Irish Stew		
	Shepherds Pie		
	Boeuf Stroganoff		
	Palak Ghosht		
	Mutton Masala		
	Pork Vindaloo		
VII	Legumes (Vegetables)		
	Glazed Carrots / Beans		
	Petite Pos a la Flamande		
	Chouox fleux au Gratin		
	Ratatouille		
	Legumes aux fine herbs		
	Épinard a la Crème		



	Palak Paneer Cabbage Foogath Batata Bhujia Vegetable Rogout
VIII	Pommes de terre
	French Fries Pommes Persilles Mashed Potato Pommes de terre Lyonnaise Duchees Potatoes Pommes de terre anna Hash Brown Potato Roast Potatoes
IX	Cereals & Pulses
	Boiled Rice Jeera Rice Mixed Veg Pulao Tadka Dal Masala Dal Moong Dal with Palak
X	Rotis
	Phulkas Chappatis Pooris
XI	Hot Desserts
	Doodhi Halwa Seviyan Kheer Caramel Custard Bread and Butter Pudding Crème Brulee Albert Pudding
XII	Cold Desserts
	Coffee Mousse Fruit Salad with Crème Anglaise Lemon Souffle Soufflé au Caramel Bavarois a la Crème

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
4	<b>Internal assessment</b>	<b>20</b>

**(b) Semester end assessment - 30 marks**

- Candidate will be given a menu comprising of 4 dishes.
- Indent sheet and plan of work sheet to be filled by the candidate of the menu he gets.
- He / she supposed to collect indents, prepare and present the dishes in the menu within stipulated time.
- Cleaning and securing equipments and working area is also to be done within stipulated time.

Assessment will be done as follows –

Journal	Indent Sheet & plan of work	Colour	Consistency	Taste	Texture	Viva-voce	Personal Grooming, Cleaning
10	10	10	10	10	10	10	10

Marks obtained out of 80 shall be converted to out of 30 to the next integer for final calculation.

**FOOD AND BEVERAGE SERVICE - I**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	Food & Bevera ge Service- I(USHO 102)
Course Code	Title	Credits	
USHO102	Food & Beverage Service-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

**Semester I – 15 weeks**

THEORY					PRACTICAL					Total Credits
Hours / week	Total Hours	Notion al Hours	Credi ts	Total Marks	Hours / week	Total Hour s	Notion al Hours	Credi ts	Total Marks	Lecture + Practic al
03	45	25	02		04	60	10	02		04

**OBJECTIVES:**

At the end of semester I the student will be able to:-

- Identify the role of the Food and Beverage Service department and explain its organization structure and importance.
- Explain how "moments of truth" affect guests, staff members, and managers, and describe the value of guests and staff members to a food service operation.
- Describe the duties and responsibilities of beverage service staff members, and summarize techniques and procedures for responsibly selling and serving cocktails, beer, and wine.
- Identify the operational and Auxiliary areas as well as equipments used in the Food and Beverage department.
- Understand the various service methods and procedures followed in the department.

**Contents of syllabus for USHO 102**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<b>1. INTRODUCTION TO HOTEL AND CATERING INDUSTRY</b> 1.1 Role of catering establishment in travel / tourism industry 1.2 Types of F& B operation (Classification). Commercial (residential / Non Residential) <ul style="list-style-type: none"> <li>• Welfare</li> <li>• Institutional</li> <li>• Transport (Roads, Railways, Airlines, Marine)</li> </ul> 1.3 Structure of hospitality industry and career opportunities	06
	<b>2. DEPARTMENTAL ORGANISATION AND STAFFING</b>  2.1 Organisation of F & B Department of a Hotel ( English & French) 2.2 Etiquette & Attributes of an F & B Personnel. 2.3 Duties and responsibilities of F & B Staff. <ul style="list-style-type: none"> <li>a) F &amp; B Manager.</li> <li>b) Banquet manager.</li> <li>c) Outlet Manager ( All day dining/ Bar/ In Room Dining/ Specialty Restaurant, etc)</li> <li>d) Senior captain/ Captain/ Supervisor.</li> <li>e) Steward.</li> <li>f) Sommelier.</li> <li>g) Hostess.</li> <li>h) Cashier.</li> </ul> 2.4 Departmental Relationship of F& B with other Departments.	09
II.	<b>1. OPERATIONAL &amp; AUXILLARY AREAS OF FOOD AND BEVERAGE DEPARTMENT : IMPORTANCE &amp; LAYOUTS</b> <ul style="list-style-type: none"> <li>a) Coffee shop</li> <li>b) Snack bar/ counter service</li> <li>c) Kiosks</li> <li>d) Specialty restaurant/ theme restaurant</li> <li>e) Banquet operations/ outdoor catering</li> <li>f) In-Room Dining</li> <li>g) Dispense Bar / Discotheque/ night club/ pub</li> <li>h) Pantry/Still room</li> <li>i) Kitchen stewarding</li> <li>j) Silver room</li> <li>k) Linen room</li> <li>l) Vending machine</li> </ul>	06
	<b>2. FOOD AND BEVERAGE SERVICE EQUIPMENT</b> 2.1 Classification of equipment. (Familiarization of equipment). 2.3 Criteria for selection and requirements.	09

	<ul style="list-style-type: none"> <li>• Tableware/ silverware (cutlery/ hollowware/flatware)</li> <li>• Glassware</li> <li>• Crockery</li> <li>• Bar equipment</li> </ul> <p>(For all of the above Brands, Measures &amp; Quality suppliers)</p> <ul style="list-style-type: none"> <li>• Special equipment with their uses.</li> <li>• Furniture (Tables/Chairs/Trolleys/Dumb Waiter)</li> <li>• Linen.</li> <li>• Light and décor</li> <li>• Care and maintenance of equipment.</li> <li>• Napkin folds.</li> </ul> <p>2.4 Table d 'hote ,ala c"arte Mis-en -place, Mis -en -Scene</p>	
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<p>III.</p>	<p><b>1. DINING SERVICES METHOD AND PROCEDURES</b></p> <p>1.1 Different methods of services</p> <p>a. Table service</p> <ul style="list-style-type: none"> <li>• Silver service/ English service</li> <li>• American/ Plated</li> <li>• Family</li> <li>• Russian</li> <li>• French/ butler</li> <li>• Gueridon</li> </ul> <p>b.Bar Counter</p> <p>c.Assisted Service</p> <ul style="list-style-type: none"> <li>• Carvery</li> <li>• Buffets</li> </ul> <p>d.Self Service</p> <ul style="list-style-type: none"> <li>•Cafeteria :</li> <li>a).Counter</li> <li>b).free-flow</li> <li>c).Echelon</li> <li>d).Supermarket</li> </ul> <p>e)Single point service</p> <ul style="list-style-type: none"> <li>•Take-away</li> <li>•Drive through</li> <li>•Fast food</li> <li>•Vending</li> <li>•Kiosk</li> <li>•Food court</li> <li>•Bar</li> </ul> <p>f). Specialised (in-situ)</p> <ul style="list-style-type: none"> <li>•Tray</li> <li>•Trolley</li> <li>•Home delivery</li> <li>•Lounge</li> </ul>	<p>09</p>
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	<ul style="list-style-type: none"> <li>•Room</li> <li>•Drive in</li> </ul>	
	<p>1.2 Special Service</p> <ul style="list-style-type: none"> <li>• Formal Service</li> <li>• Wave service</li> <li>• Carlton club service</li> </ul>	06
	<p>1.3 a. Rules to be observed while laying the table. b. Rules to be observed while waiting at the table. c. Dos &amp; don'ts in a restaurant</p>	
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE BOOKS:-**

1. Food & Beverage Service – R. Singaravelavan-Oxford University Press
2. Dennis Lillicrap, John Cousins and Robert Smith
3. Vijay Dhawan- Food and Beverage Service
4. Peter Dias- The Steward
5. John Fuller & A.J. Currie
6. Sudhir Andrews- Food and Beverage Service
7. Bobby George-Food & Beverage Service

**FOOD AND BEVERAGE SERVICE SEMESTER - I (ASSIGNMENTS)**

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Design and Layout of a operational areas of Food and Beverage department.	
2.	Organizational Chart of a Small, Medium & Large Hotel.	
3.	Comparative analysis of at least two quotations from any supplier to understand rates and quality of crockery.	
4.	Comparative analysis of at least two quotations from any supplier to understand rates and quality of glassware.	
5.	Design and Layout of Air catering or Marine catering.	

**FOOD & BEVERAGE SERVICE SEMESTER – 1  
(PRACTICAL)**

SR. NO.	PRACTICALS	HOURS
1	INTRODUCTION TO HOTEL AND CATERING INDUSTRY.	08

	<p>Visit to various catering outlets</p> <ol style="list-style-type: none"> <li>Coffee shop</li> <li>specialty restaurant</li> <li>Bar</li> <li>Room Service</li> <li>Banquets</li> <li>Snack bar (any fast food or QSR)</li> <li>Kiosk</li> </ol> <p>After visiting the above mentioned outlets the student is required to submit report.</p>	
2	<p>Emerging trends in the hospitality industry – Guest lecture from the Industry</p> <p>After the lecture the student is required to submit a report</p>	02
3	<p><b>DEPARTMENTAL ORGANISATION &amp; STAFFING</b></p> <p>Role play on the attributes, attitude &amp; etiquette of a food service personnel</p>	04
4	<p><b>DEPARTMENTAL ORGANISATION &amp; STAFFING</b></p> <p>Standard phrases used in food &amp; beverage service outlets (Role play)</p>	04
5	<p><b>OPERATIONAL &amp; AUXILLARY AREAS OF FOOD &amp; BEVERAGE DEPARTMENT : IMPORTANCE &amp; LAYOUTS</b></p> <p>Practical: Drawing Layouts of operational &amp; auxiliary areas.</p> <ol style="list-style-type: none"> <li>Coffee shop</li> <li>specialty restaurant</li> <li>Bar</li> <li>Room Service</li> <li>Banquets</li> <li>Snack bar (any fast food or QSR)</li> <li>Kiosk</li> </ol>	08
6	<p><b>FOOD AND BEVERAGE SERVICE EQUIPMENT.</b></p> <p>1. Familiarization of equipment</p> <ol style="list-style-type: none"> <li>Silverware</li> <li>Glassware</li> <li>Crockery</li> <li>Linen</li> <li>Furniture</li> </ol>	08
7	<p><b>FOOD AND BEVERAGE SERVICE EQUIPMENT</b></p> <p>2. Napkin fold: 15 napkin folds</p> <p>Book fold, Fan fold, Sunrise, Candle &amp; fan, Bishop's mitre, Cocks comb, Tall dome, Cinderella shoe, Pinwheel, Rose, Sydney opera, Arum's Lily, Lover's k Triple wave &amp; Cone.</p>	08



8	3. Stacking of side station	02
9	. Polishing of silver ware (Polivit, Silver dip and Burnishing methods)	02
10	Cleaning& Wiping of glassware and wiping of crockery	02
11	<b>DINING SERVICES METHOD AND PROCEDURES</b> PRACTICE: 1. Carrying and balancing the salver/tray. 2. Laying and relaying of tablecloth. 3. Water service 4. carrying, placing and clearance of plates 5. Handling and using service fork/spoon 6. Laying of a la carte cover 7. Clearance of ashtray& crumbing at the table 8. Role play on do's and dont's in a restaurant.	01 02 01 02 02 01 01 02
<b>TOTAL PRACTICAL HOURS</b>		<b>60</b>

**FOOD AND BEVERAGE SERVICE SEMESTER - I (ASSIGNMENTS)**

All students should be given individual assignments on the following:

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Presentation to be done on visits conducted to restaurants.	
2.	Presentation to be done on any one - Emerging trends in Bar / Restaurants / Pubs / Banquets .	

**Scheme of Examination (Theory)**

(a) Internal assessment- 40 marks

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

(b) Semester end examination (Pattern of Question Paper):-

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks

Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.
- Question no. 1 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.
- Question 2, 3 & 4 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.

### Conduct of Practical Examination

#### (a) Internal assessment- 20 marks

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

#### (b) Semester end assessment - 30 marks

- A candidate will be given a menu to compile and laying table for it.
- Assessment will be done as follows

Journal	Grooming	Identification of cutlery, crockery, glass ware and hollow ware	Menu Planning	Cover laying	Viva - voce
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.

**FRONT OFFICE SEMESTER – I (THEORY)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	FRONT OFFICE I(USHO 103)
Course Code	Title	Credits	
USHO103	FRONT OFFICE-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester I – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02	--	--	--	--	--	--

**OBJECTIVES:**

At the end of semester I:-

- Introduce the students to the Hotel & Tourism Industry
- Understand the appropriate organization structures and duties in the Front Office and related departments.
- Develop, prepare guest relations and evaluate practical aspect with guests.
- Understand the role of public relations with hotel industry.
- Develop skills required as an efficient and effective receptionist in any hotel (large or Small) and to handle situations and types of guest in the job.
- Understanding the functioning of the Telecommunication department.

**Contents of syllabus for USHO 103**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<p><b>Introduction to the Hotel and Tourism Industry</b></p> <ul style="list-style-type: none"> <li>• An account of development and growth of hotel and tourism industry in the world</li> <li>• Development and Growth of Hotel and Tourism industry in India.</li> </ul> <p><b>Classification of Hotels by</b></p> <ul style="list-style-type: none"> <li>• Location</li> <li>• Architectural design</li> <li>• Number of Rooms</li> <li>• Ownership</li> <li>• Pricing Plan</li> <li>• Type of Clientele</li> <li>• Duration of Guest stay</li> <li>• Facilities offered</li> <li>• Star rating criteria in India (HRACC)</li> </ul> <p>Supplementary accommodation</p>	15

II	<p><b>Tariff Structure</b></p> <ol style="list-style-type: none"> <li>1. <b>Types of Rooms</b> Single, Double, Twin, Hollywood twin, Interconnecting, Adjacent, Adjoining, Lanai, Penthouse, Duplex, Efficiency, Physically Challenged, Studio, Parlour, Hospitality Room, Suite (Types)</li> <li>2. <b>Tariff Fixation</b> Check-in and Check-out basis, 24 hour basis, on the basis of competitor's rate, Night basis, Day rate.</li> <li>3. <b>Types of Meal Plans</b> European, Continental, Bermuda Plan, Modified American Plan (Half-Board, Demi- Pension), and American Plan (Full-Board: En Pension).</li> <li>4. <b>Packages and Special Rates</b> Rack rate, Group rate, Volume rate, Government rate, FIT, Wholesale net rate, discounted rates, Seasonal rate, Crib Rate, Extra bed rate, Family rate, Crew rate, Week day/Weekend rates, Membership rates, Executives of the other units of the same chain, Corporate rate, Commercial rate, Advance purchase rate Package rate, Ad-hoc rate</li> <li>5. <b>Taxation</b> <ul style="list-style-type: none"> <li>• Luxury tax, Expenditure tax, Sales tax, Value added tax and other statutory taxes.</li> <li>• Service Charges.</li> </ul> </li> </ol> <p><b>Organisation of the Front Office Department</b></p> <ol style="list-style-type: none"> <li>1. Organisation charts of <ul style="list-style-type: none"> <li>• Small Hotel</li> <li>• Medium Hotel</li> <li>• Large Hotel</li> </ul> </li> <li>2. Sections of the Front Office Department</li> <li>3. Inter and Intra departmental Co-ordination</li> <li>4. Job Specifications and Job Description <ul style="list-style-type: none"> <li>• Front Office Manager</li> <li>• Duty Manager</li> <li>• Guest Relations Executive</li> </ul> </li> </ol>	15
III.	<p><b>Telecommunications</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types of Exchange- PBX, PABX, EPABX</li> <li>• Other Communication Equipment- Walkie- Talkies, Pagers, Mobile Phones, Telephone Instruments, Pay Phones, Facsimile.</li> <li>• Organisation of the Telecommunications department</li> <li>• Job descriptions of the Telecommunications department supervisor &amp; Operator</li> <li>• Skills and Competencies of the Telephone Operator</li> <li>• General duties of a Telephone Operator</li> <li>• Internet Access- Introduction, Dial up access, High speed with wired access, High speed with wireless access</li> <li>• Future of Hotel telephones- Voice-over-internet-protocol (VOIP)</li> <li>• AYS – at your service</li> </ul>	15
<b>TOTAL THEORY HOURS</b>		<b>45</b>

**REFERENCE BOOKS:-**

<b>Name of the book</b>	<b>Author</b>	<b>Publisher</b>	<b>Place of Publication</b>
Jatashankar Tiwari	Front Office Management	Oxford University Press	New Delhi
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill	New Delhi
Kasavana, Michael & Brooks, Richard	Managing Front Office Operations	AHMA	USA
Baker & Bradley	Principles of Hotel front Office Operations	Cassell	London
Deveau, insley & deveav, Patricia	Front Office Management and Operations (2)	Prentice Hall	NEW JERSEY
Bullied, An Ritchie, Caroline	Reception	Stanley Thornes	london
Chakravarti, B.K.	Front Office Management In Hotel	BNS Publishers	New Delhi
Braham, Bruce	Hotel Front Office	Hutchinson	London
Ford, Robert & Heaton, Cherrill	Managing the guest Experience	Delmar Publishers	London
Bardi, James	Hotel Front office Management	John wiley & sons	new Jersey
Aggarwal.Ravi	Hotel front Office	sublime Publications	jaipur
Huyton Jeremy & Baker Sue	Case Studies in Rooms Operations and Management	Hospitality Press P Ltd.	Melbourne
Bhatnagar S.K.	Front office Management	Frank Bros & Co.	New delhi
Andrews, Sudhir	Hotel Front Office Training Manual(latest ed)	The Tata M'cGraw Hill	New delhi
Chakravarti B.K.	Front Office Management in Hotel	CBS Publisher	New Delhi
Chakravarti B.K.	Concept of Front Office Management	APH Publishing	New Delhi
	India(Tourist Guide)	Lonely Planet	

**FRONT OFFICE SEMESTER - I (ASSIGNMENTS)**

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1	Countries, Capitals, Currencies	
2	Airlines and Airline codes ( National Carrier and Domestic)	
3	Names of Airports : National and International	

**Scheme of Examination (Theory)****(b) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**HOUSEKEEPING SEMESTER – I (THEORY)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	Housekeeping I(USHO 104)
Course Code	Title	Credits	
USHO104	Housekeeping-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester I – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**OBJECTIVES:**

At the end of semester I:-

- The student will be able to identify the role of the housekeeping department and explain its organization structure and importance.
- The student will be able to list the basic cleaning equipments, cleaning agents and explain their use.
- Will be able to perform basic cleaning procedures of various surfaces.

**Contents of syllabus for USHO 104**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<b>1. INTRODUCTION TO HOUSE KEEPING DEPARTMENT</b> 1.1 Types of Hotel & services offered 1.2 Types of Room 1.3 Role of Housekeeping department in a Hotel 1.4 Personality Traits of Housekeeping Personnel 1.5 Daily routine in Housekeeping 1.6 Glossary	15
II.	<b>1. ORGANIZATION OF HOUSEKEEPING DEPARTMENT</b> 1.1 Organization Chart of a Small, Medium & Large Hotel 1.2 Duties & Responsibilities of House Keeping Personnel	09



	1.3 Inter departmental coordination 1.4 Control Desk Operations	
	<b>2. CLEANING EQUIPMENT</b> 2.1 Classification of Cleaning Equipment 2.2 Use & Care of Equipment 2.3 Glossary	06
III.	<b>1. CLEANING AGENTS</b> 1.1 Classification 1.2 Use, care & Storage 1.3 Distribution & Control 1.4 Glossary	08
	<b>2. CLEANING &amp; POLISHING OF DIFFERENT SURFACES</b> 2.1 Metals 2.2 Glass 2.3 Plastic 2.4 Ceramics 2.5 Wood 2.6 Leather 2.7 Rexene	07
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE BOOKS:-**

1. Hotel Housekeeping Operations and Management – G. Raghubalan & Smritee Raghubalan – Oxford University Press.
2. Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George – Jaico Publications.
3. Housekeeping Management – Margaret Kappa, Aleta Nitschken, Patricia B. Schappert – A.H. & L.A.
4. Hotel Hostel and Hospital Housekeeping – Joan Branson & Margaret Lennox –
5. Hotel Housekeeping Management & Operations – Sudhir Andrew – McGraw Hill Companies.

**HOUSEKEEPING SEMESTER - I (ASSIGNMENTS)**

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Design and Layout of a Room Maids Trolley (Front View & Top View)	10
2.	Organizational Chart of a Small, Medium & Large Hotel.	10
3.	Layout of the Housekeeping Department of a Small, Medium & Large Hotel.	10
4.	Layout and design of a Floor Pantry.	10
5.	Cleaning Agents from one manufacturer	10

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**Scheme of Examination (Theory)****(c) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**ROOMS DIVISION MANAGEMENT –I (PRACTICAL)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	RDM-I Practical-USHO105
Course Code	Title	Credits	
USHO105	RDM-Practical-I	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	--	4					
Credit	--	2					

**Semester I – 15 weeks**

THEORY					PRACTICAL					Total Credits
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Lecture
--	--	--	--	--	4	60	10	02	--	02

**Contents of syllabus for USHO 105****Front Office – I (Practical)**

Sr.	Topic	Hr
1	<ul style="list-style-type: none"> <li>Grooming Standards- For Boys and Girls</li> <li>Social Etiquettes- Soft Skills</li> </ul>	6
2	<b>TELEPHONE HANDLING</b> <ul style="list-style-type: none"> <li>Transferring calls</li> <li>Call on hold Procedure</li> <li>Voice modulation</li> </ul>	12
3	<b>KNOW YOUR CITY- MUMBAI/ NAVI MUMBAI ETC</b> Shopping, Tourist attractions, Beaches, Historical and Archaeological monuments, Religious sites, Hotels and Restaurants, Live Theatres, Cinema Halls and Multiplexes, Handicrafts, Hospitals, Consulates and Embassies etc.	12

**HOUSEKEEPING - I (PRACTICAL)**

SR. NO.	PRACTICALS	HOURS
1	Introduction to Housekeeping practical, grooming and journal	02
2	Introduction to all cleaning equipments, agents and surfaces & Orientation of the different areas	02
3	Dusting (high & low)	04
4	Floor cleaning- Sweeping & mopping – Dry and Wet Mopping	02
5	Floor cleaning – Scrubbing – Manual and with Machines	02
6	Cleaning and Polishing of Brass (Functional & Decorative) – Demo &	02

	Practical	
7	Cleaning and polishing of Silver (Functional & Decorative) – Demo & Practical	02
8	Cleaning and polishing of steel/chrome – Demo & Practical	02
9	Cleaning of Glass – Demo & Practical	02
10	Cleaning of Tiles – Demo & Practical	02
11	Cleaning and polishing of Wood Surfaces – Demo & Practical	02
12	Cleaning and polishing of Laminated Wood – Demo & Practical	02
13	Cleaning and polishing of Marble/ Granite – Demo & Practical	04
	<b>TOTAL PRACTICAL HOURS</b>	<b>30</b>

## REFERENCES:

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

**(b) Semester end assessment - 30 marks**

- A candidate will be given a 2 activities bed making and polishing or special cleaning of any surface or area
- Assessment will be done as follows

Journal	Grooming	Work sheet	Activity One	Activity Two	Viva-Voce
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.

**COMMUNICATION SKILLS ( ENGLISH & FRENCH)**

**LANGUAGE SKILLS – 45 Hours**

**Semester - I**

Name of the Programme	Duration	Semester	Course/C ourse Code
B.Sc. in Hospitality Studies	Six Semesters	I	Commun cation Skills USHO106
Course Code	Title	Credits	
USHO 106	Communication Skills (English and French)	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester I – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**OBJECTIVES:**

- Developing and adapting speaking and achieve listening skills and strategies.
- Generating, planning and drafting ideas
- Improving vocabulary for precision and impact
- Using grammar (French & English) accurately and appropriately.
- Structuring, organising and presenting texts in variety of formats.
- To be able to understand and speak basic French.

**Contents of syllabus for USHO 108**

Unit 1		
I	<ul style="list-style-type: none"> <li>• 1.1 The sentence – Kinds of sentences – Subjects &amp; Predicate</li> <li>• 1.2 The Phrase and the Clause</li> <li>• 1.3 Parts of speech – Noun, Adjective, Pronoun, Verb, Adverb, Preposition, Conjunction, Interjection</li> </ul>	3 Hours

	2.1 Noun- Kinds of Noun- i.e Common, Proper, Collective, Abstract	6 Hours
	2.2 The Noun: Gender – Masculine, Feminine, Common and Neuter gender	
	2.3 The Adjective – Kinds of Adjectives, Comparison of Adjectives – Positive, Comparitive and Superlative Degrees. The correct use of some Adjectives Viz little, a little etc	
	2.4 Articles – Use of Definite Article and Indefinite Article	
	2.5 Personal Pronouns – Forms of the Personal Pronouns - i.e First Person etc.	
	<b>(French)</b>	
	1. Translate the Dialogue into English	
	2.Culinary Terms. Translate to French using match the columns/crosswords	
<b>UNIT 1-15 TEACHING HOURS</b>		
<b>Unit2</b>		
<b>II</b>	1.1 The Verb – Transitive and Intransitive Verbs, Person & Number' Active and Passive Voice' Direct and Indirect Speech;	6 Hours
	1.2 Tense: Present Tense; Past Tense; Future Tense;	
	1.3 Adverb: Kinds of Adverbs	
	1.4 The Preposition – Kinds of Prepositions – Using appropriate prepositions	
	1.5 The Conjunction – use of appropriate Conjunctions – Classes of Conjunctions The Interjection – Meaning of & some example	
	2.1 Punctuation	4 Hours
	2.2 Commonly confused words / Common Errors / Antonyms / synonyms	
	<b>(French)</b>	
1	Days , Months, Numbers, Seasons	5 Hours
2	Plan a five course menu in French	
<b>UNIT 2-15 TEACHING HOURS</b>		

<b>Unit3</b>		
<b>III</b>	1.1 Newspaper Reading – current affairs	6 Hours
	1.2 Comprehension , Precis writing, Paragraph writing	
	2.1 Conversation / Role Play	5 Hours
	2.2 Public Speaking	
	<b>(French)</b>	
<b>1</b>	Make Negative, make plurals, conjugate in the present tense: avoir etre,Faire, Manger,Boire,mettre	4 Hours
<b>UNIT 3-15 TEACHING HOURS</b>		
<b>Total Theory Hours</b>		45

### REFERENCE (English)

- Business Communication – Meenakshi Raman and Prakash Singh
- Business Correspondence and Report writing – R.K.Sharma and Krishna Mohan
- Business Communication – Chaturvedi
- High School English – Wren and Martin
- Understanding Human Communication – Ronald B Adler and George Rodman (with CD)
- Skills Development for Business and Management Students - Kevin Gallagher
- Personality and Skills Development – Barun Mitra (with CD)
- Technical Communication , 2<sup>nd</sup> Edition – Meenakshi Raman (with CD)
- Corporate Communication – Jaishri Jethwaney
- Understanding Human Communication-Ronald B. Adler / George Rooman - Oxford

### REFERENCES (French)

- E. J. Neather - Mastering of French I & II - Macmillan - 1982
- Bridget Anfossy - Speak French Today - Augo - 1991
- R. Diez La Cortina - Cortina's French Method - Grosset & Dunlop - 1988
- Mathuram Bondo - Modern French Course - D. C. Heath & Co. -.1983.
- Course de langue et civilizaion Franchises. G. Mauger.
- Oxford French Dictionary

**SEMESTER - I (ASSIGNMENTS)**

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Paragraph writing on myself (100 words ) & Presentation on it.	10
2.	Essay on hospitality industry ( 500 words )	10
3.	Group Discussion, news paper reporting, letter writing (formal & informal)	10
4.	Speaking skills – conversation skills in French	10
5.	Presentation on any given topic	10

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments / projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ group discussion/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities & teamwork demonstrated through organizing co-curricular activities, etc.	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60



- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**INFORMATION TECHNOLOGY (THEORY)**  
**(SEMESTER – I) – 15 Weeks**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	I	INFORMATION TECHNOLOGY(USHO 107)
Course Code	Title	Credits	
USHO107	INFORMATION TECHNOLOGY	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	1	2					
Credit	2						

**Semester I – 15 weeks**

THEORY					PRACTICAL					Total Credits
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Lecture
01	15	20	02	--	02	30	05	02	--	02

**Objective:** To equip the student with the theory inputs with respect to understanding the fundamentals of computers and necessary skills to operate the generic applications and standard operating systems

**Contents of syllabus for USHO 107**

**(Theory – 15 Hrs)**

Sr.	Unit I Topic	Hr
<b>A</b>	<b>Introduction to Computer Fundamentals</b> <ul style="list-style-type: none"> <li>• 5 Parts of Computer</li> <li>• Difference between Hardware &amp; Software</li> <li>• Difference Between Data and Information</li> <li>• Types of Computers – Server (Types), Clients (Types of Portable Computer)</li> <li>• Application Software</li> <li>• System Software</li> <li>• Software Copyright – Freeware, Shareware, Licensed</li> </ul>	<b>15 Hours</b>
<b>B</b>	<b>Software</b> <ul style="list-style-type: none"> <li>• Application Software – Word Processor, Spreadsheet, Database Management, Presentation, Media, Outlook, Browser and Utility Software like Acrobat Reader</li> <li>• System Software – Operating System (Windows, Linux, Android)</li> <li>• Device Driver</li> <li>• Utility Software – VLC Player, File Converter</li> </ul>	

**C Hardware**

- Introduction of Central Processing Unit
- Processor – Intel, AMD, Clock Speed
- Input Devices – Keyboard, Mouse, Mic, Scanner, Barcode Reader, RFID, Touch Screen
- Output Devices – Displays (CRT, TFT, LCD, Plasma, LED, Projector)
- Display Resolution
- Printers – Inkjet, Laser, Thermal
- Storage Devices – Primary (RAM & ROM), Secondary (HDD, Flash Drive, USB, CD/DVD, Blue Ray, Media Players)

**D Networking**

- Types of Network (LAN, WAN, MAN)
- Topology (Bus, Star, Ring, Mesh & Tree)
- Network Hardware – (Cables – RJ45, RJ11, MTRJ, Switch, Routers, Access Point, Modem)
- IP and MAC Address, Subnet, Gateway, DNS
- Understanding Network Address & Node Address
- Network Security – Firewalls (Hardware & Software)
- Bandwidth

**E Internet**

- Intranet, Internet & Extranet
- WWW, HTTP, Domains
- VPN & VoIP
- Search Engines
- ISP & Bandwidth

**(Practical 30 Hrs)**

Sr.	Topic	Hr
1	<b>Computer Architecture (DEMO)</b>	02
	• Motherboard, RAM, PCI Slots, SMPS & different Ports	
2	<b>Operating System</b>	06
	• DOS Commands (CMD, IP, IPCONFIG, DIR, CLS, PING etc.)	
	• Introduction to Desktop	
	• Control Panel	
	• Configuring Printers (Standalone & Network)	
	• Sharing & Security	
3	<b>Word 2007</b>	06
	<b>Microsoft word</b>	
	File, Edit, View, Insert, Format, Tools, Table Commands	
	Page Setup, Print Options, Setting Page Margins	
	Clip Arts, Inserting Pictures/Charts/Files	
	Correcting Text, Cut, Paste, Undo, Redo, Deleting Blank Lines, Inserting A Page, Typing Over Text, Replacing Text, Moving And Copying Text. Menu Method, Key Board Method, Tool Bar Method, Drag & Drop Method, Checking Text, The Spell Checker, Auto Correct Check Up, The Sanrus, The Grammar Checker, Formatting A Text, Changing Type Style, Character Highlighting, Alignment Of Text, Left, Right, Center, Justifying Text-Types & Tab Setting, Setting Tab Using Ruler, Indenting Paragraphs, Increasing And Decreasing Indents, Using Ruler To Set Indents, Spacing Paragraph Line Spacing, Spacing Between Paragraphs, Page Views, Normal Views,	

Page Layout View, Outline View, Print Preview, "Full Screen View, Master Document View, Magnification, 200 M Control In Any View, Page Formatting, Setting Margins, Paper Size, Printing In Landscape Or Portrait Orientation, Page Numbering, Adjoining Page Numbering, Deleting Page Numbering, Header & Footer, Creating And Editing, Inserting And Deleting Pages In A Document, Saving The Text, Saving The File To Disk, Closing A File, Opening A Non-Work Document, Printing The Text.

- 4 EXCEL 06**  
 Processing With Ms Excel, Starting Excel, Starting New Work Book, Entering And Editing Data, Formatting Work Sheet, Sorting The Data, The Worksheet Selecting Cells And Ranges, Selecting With Mouse, Data Entry, Entering Numbers, Text, Date 4 Time Entries, Entering Series, Filing A Text Series With Auto Fill, Filing A Number Series, Editing Data, Clearance And Replacing Contents Of A Cell, Deleting The Contents Of A Range Of Cell, Rearranging Work Sheet Data, Copying, Auto Correct, Spell Checking, File dose, Formatting Data, Font Selection, Aligning Data, Format Style, Formatting Work Book, Arranging, Hiding, Un hiding, Inserting Columns And Rows, Adjusting Width, Copying And Moving, Inserting And Deleting Sheets From Work Book, Mathematical Operator, Exponentiation And Percentage Operators, Logical Or Comparison Operators, Using Mouse To Create A Formula.
- Inserting A Chart, Chart Types, Modifying Chart, Adding Drawing To The Chart, Printing In Excel, Print Parameters, Default And Changing Default Settings, Sorting, Printing Etc.
- 5 POWERPOINT 08**  
 Power Point Terminology-Getting Into Power Point-Creating, Opening And Saving Presentations- The Easy Way-Using Auto Content Wizard-Working With Blank Presentation-Using The Templates-Using The Slide Master-Working With Color Schemes-Working With Slides-Making A New Slide -Move, Copy Or Duplicate Slides-Delete A Slide-Copy A Slide From One Presentation To Another-Go To Specific Slide-Change The Lay Out Of A Slide-Zoom In Or Out Of Slide-Working With Text In Power Point-Cutting, Copying and Pasting-Formatting Text, Change Font & Size, Shadowing, Embossing-Alignment The Text-Left, Center, Right And Justify-Power Of Graphics In Power Point-Working With Clipart Picture-Using Microsoft Excel-Chart-Using Organization Charts-Power Point Drawings-Ways To Draw-Adding Lines-Connecting Lines-Borders And Adding Curves-Creating Word Tables-Making Great Looking Presentations(Putting On A Show)-Arranging, Creating Animated Slides- Manually Advancing Slides-Adding And Removing Transitions-Running A Presentation Continuously-Printing The Presentation Elements.
- 6 Outlook 02**
- Configuration

**Scheme of Examination (Theory)****(b) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

**(b) Semester end assessment - 30 marks**

- A candidate will be asked to carry out skill based practical in the Computer lab.
- Assessment will be done as follows

File	Grooming	Skill Set-I	Skill Set-II	Viva -voce
10	10	10	10	10

- Marks obtained out of 50 shall be converted to out of 30 to the next integer for final calculation.

**FOOD SAFETY AND NUTRITION**

Name of the Programme	Duration	Semester	Course/C ourse Code
B.Sc. in Hospitality Studies	Six Semesters	I	Food Safety & Nutrition(U SHO 108)
Course Code	Title	Credits	
USHO108	Food Safety & Nutrition	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester I – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	10	02		--	--	--	--	--

**Contents of syllabus for USHO 108****OBJECTIVES:****At the end of Semester – I**

- To learn about the importance of hygiene & sanitation in the catering industry
- To get acquainted with the food standards.
- To learn about ways to minimize food poisoning and infections.
- To understand function, sources & deficiency of nutrients.
- To gain basic knowledge of nutrition
- To gain knowledge about maintenance of good health.
- To understand the changes brought about in food nutrients during processing

**Semester I – 15 weeks**

UNIT	TOPIC	TOTAL NO. OF HOURS
<b>I</b>	<b>INTRODUCTION TO HYGIENE</b> 1.1 Rules & importance of hygiene 1.2 Personal Hygiene 1.3 Cleaning of premises 1.4 Pest Control 1.5 Waste disposal 1.6 Dishwashing methods	15
	<b>HACCP</b> 2.1 Introduction 2.2 Importance 2.3 VII Critical Control Points	
	<b>MICROBES</b> 3.1 Introduction ( Bacteria, Yeast, Mould) 3.2 Classification 3.3 Factors for growth 3.4 Role of microbes in manufacture of fermented foods (dairy products, Veg. & bakery preparations, alcoholic Bev., vinegar, fermented Indian foods)	
<b>II</b>	<b>FOOD BORNE ILLNESS</b> 1.1 Natural Toxins (Kesari Dal, Potatoes, Mushrooms, Shell Fish, Peanuts) 1.2 Chemical (Tin, Copper, Arsenic, Lead) 1.3 Bacterial toxins (staphylococcus, salmonella, Clostridium perfringens, Clostridium botulinum) 1.4 Food poisoning & Infections • Definitions • Food contamination & Spoilage • Differentiation • Examples	15

**FOOD ADULTERATION**

2.1 Definition and types

2.2 Test to detect (coffee, semolina, flour, ghee, butter, margarine, oil, milk, turmeric, coriander powder, pepper corn , meat etc.

2.3 Food standards in India (PFA, FPO, MPO, BIS-ISI, AGMARK, ISO)



	<p><b>FOOD ADDITIVES</b></p> <p>3.1 Colours &amp; Flavours 3.2 Browning reactions-causes, desirable &amp; undesirable effects)</p>	
	<p><b>FOOD PRESERVATION</b></p> <p>❖ <b>Methods of Preservation</b></p> <p>4.1 Natural &amp; Chemical Preservation 4.2 Low temperature(Refrigeration, Freezing) 4.3 High Temperature(Pasteurisation, Sterilization, Canning) 4.4 Irradiation</p>	
	<p><b>FOOD STORAGE</b></p> <p>5.1 Dry food store 5.2 Refrigerated store 5.3 Freezer store 5.4 Holding at High Temperature 5.5 Stock rotation &amp; cross contamination</p>	
<b>III</b>	<p><b>INTRODUCTION TO NUTRITION</b></p> <p>1.1- Definitions(Food, balanced diet, nutrition, over nutrition, under nutrition, malnutrition, health) 1.2 - Balanced diet-Food pyramid 1.3 - Meal planning steps</p>	15

	<p><b>CARBOHYDRATES</b></p> <p>2.1 - Classification &amp; composition  2.2 - Functions &amp; requirements, sources  2.3 - Excess &amp; Deficiency  2.4 -Uses in food preparation  (Gelatinization, Gel formation, Dextrinization, Gluten formation, Caremelization)</p>	
	<p><b>PROTEINS</b></p> <p>3.1 - Classification &amp; Composition  3.2 - Functions &amp; requirements, Sources  3.3 - Excess &amp; Deficiency  3.4 - Uses in food preparation  3.5 - Effect of heat (Denaturation, Coagulation)  3.6 - Gel formation  3.7 - Foaming</p>	
	<p><b>FATS&amp;OILS</b></p> <p>4.1 - Classification &amp; Composition  4.2 - Functions &amp; requirements, Sources  4.3 - Excess &amp; Deficiency  4.4 - Types, Sources, Uses  4.5 - Factors causing deterioration  4.6 - Rancidity  4.7 - Flavour reversion  4.8 - Shortening  4.9 - Polymerisation</p>	

	<b>VITAMINS, MINERALS, WATER &amp; COLLOIDS</b>	
5.1	- Functions	
5.2	- Sources	
5.3	- Deficiency & Excess	
5.4	- Fat soluble & water soluble Vitamins (A,D,E,K,B1,B2,B3,C)	
5.5	- Minerals (Ca,P, Na,K,Fe,I,Fl)	
5.6	- Importance, balance & Sources	
5.7	- Cooking losses & prevention	
5.8	- Definitions (sol, gels, foam, emulsion)	
5.9	- Examples(roasting, grilling, frying, baking, boiling, poaching, microwave)	
5.10	- Importance in food industry	

**REFERENCE BOOKS**

Sr no	Author	Title	Publisher	Place	Year
1	Hobbs, Betty & Roberts,	Food Poisoning and Food	Hoddr & Stoughton	Great Britain	1993
2	Rodey S		Tata Mcgraw Hill	New Dehli	1999
3	Trickett, Jill	Food Hygiene for Food Handlers	Macmillion	Hongkong	1997
4	Knowles Tim	Food Safety in the Hospitality Industry	Butterworth Heinamann	Oxford	2002
5	Scott Elizabeth & Sockett Paul	How To Prevent Food	John Wiley & sons	New York	1998
6	Loken Joan	The HACCP Food Safety Manual	John Wiley & sons	New York	1994
7	Commercial law Publishers	The Prevention of Food	Commercial law Publishers	Mumbai	2008
8	Mahindru S.N.	Food Additives	APH Publishing Corp	New Delhi	2008
9	Sareen, Sandeep	Food Preservation	Sarup & sons	New delhi	1999
10	VanGarde Shirley & Woodburn	Food Preservation & Safety	Surabhi Publication	Jaipur	1999
11	M.Swaminathan	Food & Nutrition Vol-I	Bappco.	Bangalore	1985
12	M.Swaminathan	Food & Nutrition Vol-II	Bappco.	Bangalore	1985

13	M.Swaminathan	Food & Nutrition	Bappco.	Bangalore	1996
14	B.Srilakshmi	Food Science	New Age International	New Delhi	2007
15	Roday Sunetra	Food Science & Nutrition	Oxford Uni.Press	New Delhi	2010
16	Adams MR. & Moss.M.O.	Food Microbiology	New Age International	New Delhi	2006
17	Jim Mann & A. Stewart Truswell	Essentials of Human Nutrition	Oxbord University Press	New Delhi	2010

**Scheme of Examination (Theory)****(c) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**NOTE: TUTION FEE FOR THE SEMESTER Rs. 65,000/-**



## Semester II - B.Sc. Hospitality Studies

Course Code	Subject	Class Room Instruction Face to Face									Notional			Credits				
		Per Week			Per Sem			Per Sem Hrs			L	P	T	Total	L	P	T	Total
		L	P	T	L	P	T	L	P	T								
USHO201	Food Production & Patisserie II	3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4
USHO202	Food & Beverage Service II	3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4
USHO203	Front Office II	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO204	Housekeeping II	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO205	Rooms Division Management(Practicals) II	-	4	-	-	60	-	-	60	-	-	10	-	70	-	2	-	2
USHO206	Communication Skill II (English & French)	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO207	Principles of Hotel Accountancy	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO208	Principles of Management	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
	<b>Total</b>	<b>21</b>	<b>12</b>	<b>-</b>	<b>315</b>	<b>180</b>	<b>-</b>	<b>315</b>	<b>180</b>	<b>-</b>	<b>175</b>	<b>30</b>	<b>-</b>	<b>700</b>	<b>14</b>	<b>6</b>	<b>-</b>	<b>20</b>

**L** one lecture / period of 60 minutes (1 hr.) **P** Practical **T** Tutorial

Notional includes time spent in library / home / other institutions for preparation and writing of assignments, quizzes, open book test, journal, case studies, project, practical, field work, excursion, etc.

**FOOD PRODUCTION & PATISSERIE-II (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	Food Producti on & Patisserie -II(USHO 201)
Course Code	Title	Credits	
USHO102	Food Production & Patisserie-I	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Class Room Instruction Face to Face									Notional			Credits				
Per Week			Per Sem			Per Sem Hrs										
L	P	T	L	P	T	L	P	T	L	P	T	Total	L	P	T	Total
3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4

**OBJECTIVES:**

- To develop a keen interest in food production and to enable students to experiment, innovate and progressively produce a variety of preparation / dishes.
- To gain confidence to adapt to the technical skills and the art of preparing different menus, Indian as well as Continental.
- By the end of the second semester students should be confident enough in their skills which would boost their morale to take up the challenge of bulk cookery in the third and fourth semester.

**Contents of syllabus for USHO 201**

UNIT NO.	Ch. No.	TOPIC	Hrs.
01	1	Culinary Terms with Explanation & Examples	03
	2	Layout of Kitchen	03
		2.1 General Layout of the Kitchen	
		2.2 Receiving Area	

		2.3 Storage	
		2.4 Wash up	
	<b>3</b>	<b>Soups</b>	<b>02</b>
		3.1 Classification with Examples	
		3.2 Consommé and Garnishes with their names (Any 10 common name)	
	<b>4</b>	<b>Fish Mongery</b>	<b>02</b>
		4.1 Classification of Fish with examples	
		4.2 Selection, Cooking & Storage of Fish	
		4.3 Local Names of Fin Fish and Shell Fish	
		4.4 Cuts of Fish	
	<b>5</b>	<b>Poultry</b>	<b>02</b>
		5.1 Cuts of Poultry	
		5.2 Selection and Uses of Cuts	
	<b>6</b>	<b>Rice, Cereals &amp; Pulses</b>	<b>03</b>
		6.1 Introduction, Classification of Cereals and Pulses	
		6.2 Varieties of Rice and Byproducts	
		6.3 Nutritive Value of Various Cereals	
		6.4 Sprouts and Uses	
<b>UNIT NO.</b>	<b>Ch. No.</b>	<b>TOPIC</b>	<b>Hrs.</b>
<b>02</b>	<b>7</b>	<b>Meat</b>	<b>04</b>
		7.1 Introduction to Meat Cookery	
		7.2 Cuts of Lamb, Pork, Beef / Veal	
		7.3 Variety of Meats / Offal	
		7.4 Selection and Storage of Meats	
	<b>8</b>	<b>Milk and Milk Products</b>	<b>05</b>
		8.1 Introduction, Processing of Milk, Pasteurization, Homogenization, Milk in Various Forms e.g. Toned, Powder, Skimmed, Condensed & Evaporated.	
		8.2 Cream – Introduction, Processing & Types	
		8.3 Butter – Introduction, Processing & Types	
		8.4 Cheese – Introduction, Classification with Examples, Processing, Types, Cooking with Cheese and Uses.	
	<b>9</b>	<b>Bakery &amp; Pastry</b>	<b>03</b>
		<b>Shortening – Fats and Oils</b>	
		9.1 Saturated and Un-saturated Fats	
		9.2 Advantages & Disadvantages of Using Fats	
		9.3 Varieties of Shortening	
	<b>10</b>	<b>Tea &amp; Coffee</b>	<b>02</b>
		10.1 Introduction	
		10.2 Producing Regions/Country	
		10.3 Types and Methods of Preparation	
		10.4 Popular Brands and Variety Available	
	<b>11</b>	<b>Thickening Agents used in Indian Gravies</b>	<b>01</b>
		11.1 Role of Thickening Agents	



UNIT NO.	Ch. No.	TOPIC	Hrs.	
03	12	<b>Indian Cookery</b>	03	
		12.1 History of Spices and Trade Routes		
		12.2 Basic Spices, Condiments and Masalas		
		12.3 Role of Spices in Indian Cuisine		
		12.4 Indian Equivalent name		
		12.5 Blending of Spices		
		12.6 Concept of Wet and Dry Masalas		
		12.7 Regional Varieties of Basic Masalas		
	12.8 Basic Composition of Some Important Masalas			
	13	13	<b>Menu Planning</b>	02
			13.1 History of Menu	
			13.2 Types of Menu	
14	14	<b>Bakery &amp; Pastry</b>	04	
		14.1 <b>Pastries</b>		
		<ul style="list-style-type: none"> <li>• Classification of Pastries</li> <li>• Varieties</li> <li>• Role of Each Ingredient</li> <li>• Baking Temperature and Time of Each Pastry</li> </ul>		
		14.2 <b>Pastry Cream</b>		03
		<ul style="list-style-type: none"> <li>• Basic Pastry Cream</li> <li>• Use in Confectionery</li> <li>• Preparation and Care in Production</li> </ul>		
		14.3 <b>Cocoa and Chocolate</b>		
		<ul style="list-style-type: none"> <li>• Introduction, Production and Manufacture</li> <li>• Varieties of Chocolates</li> <li>• Tempering of Chocolates</li> </ul>		03

**Culinary Terms**  
(Explanation of the following Culinary Terms with examples)

1. Bhurta	2. Baghar	3. Bain Marie
4. Bisque	5. Bortsch	6. Brioche
7. Canapés	8. Choux	9. Cisel
10. Compote	11. Concasse	12. Condiments
13. Croissant	14. Darne	15. Force Meat
16. Garniture	17. Gateaux	18. Genoese
19. Hors d' oeuvre	20. Larding	21. Macedione
22. Matignon	23. Mousse	24. Mousseline
25. Panada	26. Paneer	27. Pimento
28. Khoya	29. Potage	30. Pot Pourri
31. Ragout	32. Rechauffe	33. Roe
34. Royal	35. Royale	36. Saffron
37. Sear	38. Seasoned Flour	39. Soufflé
40. Stew	41. Supreme	42. Kofta
43. Tronçon	44. Zest	

**REFERENCE BOOKS**

1. Parvinder S. Bali – Quantity Food Production and Indian Cuisine
2. Thangam Philip – Modern Cookery I & II – Orient Longman – 2001
3. Auguste Escoffier – Ma Cuisine – Hamlyn – 2000
4. Digvijay Singh – Cooking Delight of the Maharajas – Vakils, Feffer & Son's Ltd. – 1982
5. Philip Dowell & Adrian Barley – The Book of Ingredients – Mermaid Books – 1987
6. Wayne Gisslen – Professional Baking – John Wiley & Sons – 1994
7. Martha Day – Baking – Lorenz Books – 1999
8. M. J. Leto & Bode – The Larder Chef – Heinemann Publishing House – 1989
9. Parvinder S. Bali - Food Production Operations
10. Thangam E. Philip - Modern Cookery for Teaching and Trade - 4<sup>th</sup> Vol. - 1996
11. Krishna Arora - Theory of Cookery – 2<sup>nd</sup> – 1992
12. Wayne Gisselen - Professional Cooking – 4<sup>th</sup> – 1992
13. Wayne Gisselen - Professional Baking – 2<sup>nd</sup> – 1994
14. J. C. Dubey - Basic Bakery - 1<sup>st</sup> – 1992
15. Kinton Ceserani - Theory of Catering – 7<sup>th</sup> – 1996
16. Bernard Davis - Food Commodities - 4<sup>th</sup> – 1998
17. Daniel R. Stevenson - Basic Cookery The Process Approach - 5<sup>th</sup> - 1997

**(Practical - Bakery)**

<b>Sr.</b>	<b>Topic</b>
<b>1</b>	<b>Breads</b> <ul style="list-style-type: none"><li>• Cheese &amp; Garlic Bread</li><li>• French Bread</li><li>• Brioche</li></ul>
<b>2</b>	<b>Pastries</b> <ul style="list-style-type: none"><li>• Flaky Pastry</li><li>• Puff Pastry (Cheese Straws)</li><li>• Quiche</li><li>• Danish Pastry</li></ul>
<b>3</b>	<b>Cakes</b> <ul style="list-style-type: none"><li>• Yule Log</li><li>• Fruit Cake</li><li>• Chocolate Brownies</li><li>• Marble Cake</li></ul>
<b>4</b>	<b>Cookies</b> <ul style="list-style-type: none"><li>• Peanut Cookies</li><li>• Chocolate Chip Cookies</li><li>• Coconut Macaroons</li></ul>
<b>5</b>	<b>Chocolate Rocks</b>

**(Food Production Practical)**

<b>Sr.</b>	<b>Topic</b>
<b>1</b>	<b>Suggested Menu Patterns</b> <ul style="list-style-type: none"><li>• Indian Menus</li><li>• Continental Menus</li></ul>

**PRACTICAL MENU**

<b>I</b>	<b>Snack Menu</b>	
	<b>Non-Veg</b>	<b>Veg.</b>
	1. Chicken / Beef Burgers 2. Chicken Grilled Sandwich 3. Chicken Pizza 4. Kheema Samosa 5. Mince Meat Croquettes 6. Shami Kabab 7. Chicken Lollypop 8. Fish Fingers	1. Veg. Burger 2. Veg Grilled Sandwich 3. Veg. Pizza 4. Punjabi Samosa 5. Chutney Pattice 6. Chillie Cheese Toast 7. Aloo Chat 8. Wada
	<b>Accompaniments:</b> Green / Red / Tamarind Chutney, Tartare Sauce, Hot Garlic Sauce, Tomato Sauce	
<b>II</b>	<b>Salads</b>	
	1) Tossed Salad with French Dressing 2) Waldorf Salad 3) Palak / Pineapple / Anar Raita 4) Chicken Hawain Salad 5) Salad Caprese 6) Ceasar Salad	
<b>III</b>	<b>Soups</b>	
	1) Consommé Jacqueline / Celestine 2) Soupe à l' oignon à la François 3) Puree Lentils 4) Crème de Volaille 5) Soupe Cockie Leekie 6) Soupe Vichyssoise 7) Sea Food Chowder 8) Gazpacho 9) Mulligutwany	
<b>IV</b>	<b>Poisson</b>	
	1) Fried Fish with tartare Sauce 2) Grilled Fish with Hollandaise Sauce 3) Baked Fish in Provencale Sauce 4) Fillet de Pomfret Cubat 5) Goan Fish Curry	
<b>V</b>	<b>Poulet</b>	
	1) Poulet à la Rex 2) Poulet Sauté Mireille 3) Poulet Sauté Parmentier 4) Masala Roast Chicken 5) Murg Khorma	
<b>VI</b>	<b>Entrees</b>	
	1) Scotch Eggs 2) Spaghetti Bolognaise 3) Grilled Steaks with Pepper Sauce 4) Barbeque Pork Chops with Robert Sauce 5) Goulash de Boeuf à la Hongroise 6) Mutton Nilgiri Khorma	

	7) Mutton Rogan Josh	
<b>VII</b>	<b>Entremettes</b>	
	1) Mixed Vegetables Bhujjiya 2) Baingan Bharta 3) Muttar Kumbh Masala 4) Courge Provencale 5) Corn and Pepper au gratin	6) Boquetier de Legumes 7) Aubergine à la Turque 8) Spaghetti with Mushroom & Cheese Sauce 9) Cheese and Cauliflower Soufflé 10) Baked Spinach
<b>VIII</b>	<b>Potatoes</b>	
	1) Pommes de terre Croquettes 2) Jacket baked Potatoes 3) Pommes Chateau 4) Pommes Marquise	5) Gratin de Pommes de terre Dauphinoise 6) Bubble and Squeak 7) Garlic & Herb Roast Potatoes 8) Soufflé de Pommes de Terre
<b>IX</b>	<b>Cereals &amp; Pulses</b>	
	1) Aloo ki Tihari 2) Pea Pulao 3) Riz Pilaf 4) Makhani Dal 5) Dal Fry 6) Moong Dal with Palak	
<b>X</b>	<b>Rotis &amp; Parathas</b>	
	1) Satpura Parathas 2) Dhakai Parathas 3) Missie Roti 4) Chapati	
<b>XI</b>	<b>Hot Dessert</b>	
	1) Gajar / Beetroot Halwa 2) Shahi Tukra 3) Christmas Pudding with Custard Sauce 4) Crêpe Suzette	
<b>XII</b>	<b>Cold Dessert</b>	
	1) Blancmange 2) Fruit Trifle 3) Chocolate Mousse 4) Diplomat Pudding 5) Chocolate / Vanilla Panacotta	

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
4	<b>Internal assessment</b>	20

**(b) Semester end assessment - 30 marks**

- Candidate will be given a menu comprising of 4 dishes.
- Indent sheet and plan of work sheet to be filled by the candidate of the menu he gets.
- He / she supposed to collect indents, prepare and present the dishes in the menu within stipulated time.
- Cleaning and securing equipments and working area is also to be done within stipulated time.

Assessment will be done as follows –

Journal	Indent Sheet & plan of work	Colour	Consistency	Taste	Texture	Viva-voce	Personal Grooming ,Cleaning
10	10	10	10	10	10	10	10

Marks obtained out of 80 shall be converted to out of 30 to the next integer for final calculation.

**FOOD AND BEVERAGE SERVICE SEMESTER – II (THEORY)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	Food & Bevera ge Service- II(USHO 202)
Course Code	Title	Credits	
USHO202	Food & Beverage Service-II	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

**Semester II – 15 weeks**

THEORY					PRACTICAL					Total Credits
Hours / week	Total Hours	Notion al Hours	Credi ts	Total Marks	Hours / week	Total Hour s	Notion al Hours	Credi ts	Total Marks	Lecture + Practic al
03	45	25	02		04	60	10	02		04

**OBJECTIVES:**

At the end of semester II the student will be able to identify:

- The different types of Menus and principles of menu planning.
- Sequence and course in the French classical menu also identify general accompaniments.
- Types, storage and service of Tobacco and Non alcoholic beverages.
- Simple control system followed in a restaurant.

**Contents of syllabus for USHO 202**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<b>1. MEALS AND MENU PLANNING</b> 1.1 Menu – Origin, definition & objectives 1.2 Types of meals (Breakfast, Brunch, Lunch, Afternoon tea, High tea, Dinner) 1.3 Types of Menu	15



	<ul style="list-style-type: none"> <li>a) A la carte</li> <li>b) Table d' hote</li> <li>c) Cyclic menu</li> <li>d) Banquet menu</li> <li>e) Carte du jour / plat du jour</li> <li>f) Californian menu</li> <li>g) Take-away</li> </ul> <p>Other types of menu</p> <ul style="list-style-type: none"> <li>a). Children's menu</li> <li>b). Club menu</li> <li>c). Ethnic menu</li> <li>d). Health menu</li> <li>e). Spa Menu,</li> <li>f). Ayurvedic Menu</li> </ul> <p>1.4 Principles of Menu planning 1.5 Breakfast: English, Continental, American, Indian 1.6 Types of Tea Service: Full Afternoon Tea, High Tea.</p>	
II.	<p><b>1. French Classical Menu:</b></p> <ul style="list-style-type: none"> <li>1.1 a. Sequence and Courses.</li> <li style="padding-left: 20px;">b. General Accompaniments.</li> </ul> <p>1.2 Ice creams: Types &amp; categories of Ice creams</p>	12
	<p><b>2. TOBACCO</b></p> <ul style="list-style-type: none"> <li>a) Introduction to Cigars and cigarettes.</li> <li>b) Types of tobacco</li> <li>c) Shape, size, color &amp; Brand names with country of origin.</li> </ul>	03
III.	<p><b>1.1 NON ALCOHOLIC BEVERAGES</b></p> <ul style="list-style-type: none"> <li>a. Definition of beverages</li> <li>b. Classification chart –alcoholic &amp; non alcoholic drinks.</li> <li>c. Stimulating-Tea, Coffee &amp; Cocoa, ( origin, manufacture, Method of preparation, types &amp; brands)</li> <li>d. Nourishing-health drinks</li> <li>e. Refreshing –juices, squashes, crushes, syrups &amp; aerated water</li> <li>f. Table Water (origin, types &amp; brands) &amp; carbonated water.</li> </ul>	06
	<p><b>1.2 SIMPLE CONTROL SYSTEMS.</b></p> <ul style="list-style-type: none"> <li>a) Restaurant reservation system</li> <li>b) KOT Checking System</li> <li>c) Types of KOT / BOT</li> </ul>	05

	d) Method of billing (manual & computerised)	
	<b>GLOSSARY</b> Aboyeur A l'Anglaise Aperient water Brunch Buffet Froid Bisques Brotsch Bills of fare Chalybeate water Consomme Caesar Salad Corn on the cob Cayenne Pepper Café au lait Cyclic Menu Dessert Entrée Entremets Farineux French Dressing Gravlax Hors-d'oeuvres Humidor Kroupnich Legumes Mineral water Menu Macaroni Maitre d' hotel Natural Spring water Olive Oil Poisson Parisienne Releve Sorbet Savoureux Sur la plat Tofu Tartare Sauce TIPS A la Carte A l'Orly Allemande Banquet Brasserie Batwina Bouillabaisse Balsamic Vinegar Chateaubriand Canapé Charcuterie Cranberry Sauce. Cumberland Sauce. Caviar Carte du jour Debarrasseur Escargots En cocotte Formage Fruitarians Gnocchi Hûîtres Horseradish Sauce. Kosher Lacto-Ovo Vegetarians Malt Vinegar Mousses Mint Sauce Nicoise Salad Oeufs Potages Pates Rouille Rôti Salade Smoked Salmon Semolina Tabasco Sauce Table d'hôte Worcestershire Sauce	04
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE BOOKS:-**

- Dennis Lillicrap, John Cousins and Robert Smith-
- Vijay Dhawan- Food and Beverage Service

- Peter Dias- The Steward-
- John Fuller & A.J. Currie-
- Sudhir Andrews- Food and Beverage Service-
- Bobby George-Food & Beverage Service-

### FOOD AND BEVERAGE SERVICE SEMESTER - II(ASSIGNMENTS)

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Planning a 13 course French classical menu with general accompaniments.	
2.	Planning of an a la carte menu of a Specialty Restaurant or coffee shop.	
3.	Planning of American and continental breakfast menu with appropriate layout.	
4.	List five types of Tea and Coffee , explaining the composition of each.	
5.	Formats of special food checks (KOT)	

### FOOD & BEVERAGE SERVICE SEMESTER – 2 (PRACTICAL)

SR. NO.	PRACTICALS	HOURS
1	<b>MEALS AND MENU PLANNING</b> <ul style="list-style-type: none"> <li>• Menu Planning (Planning and compilation of 4,5,6 courses menu. lunch and dinner, English &amp; French ) Table d hote menu (cover, taking order &amp; service)</li> </ul>	12
2	<ul style="list-style-type: none"> <li>• Types of table service <ul style="list-style-type: none"> <li>o Silver service/ English service</li> <li>o American/ Plated</li> <li>o Family</li> <li>o Russian</li> <li>o French/ butler</li> </ul> </li> </ul>	08
3	Points to be considered while waiting at the table.	01
4	Menu, cover, taking order & procedure for Service of Breakfast (Continental, American, English & Indian.	10
5	Breakfast tray & trolley setups.	03

6	Taking order & service of pot tea & coffee.	02
7	Menu, cover, taking order & procedure for full afternoon tea. (table, tray & trolley)	04
8	Menu, cover, taking order & procedure for High Tea. (table, tray & trolley)	04
9	<b>NON ALCOHOLIC BEVERAGES.</b> <ul style="list-style-type: none"> <li>Service of carbonated (fresh lime soda &amp; soft drinks), refreshing (juice), nourishing (milk shakes)</li> </ul>	02
10	<ul style="list-style-type: none"> <li>Procedure of service of tea. (tea bags, envelop, camomile &amp; jasmine).</li> </ul>	02
11	<ul style="list-style-type: none"> <li>Procedure of service of coffee (instant, plunger, filter, cappuccino &amp; ristretto)</li> </ul>	02
12	<b>CHAPTER 3. TOBACCO</b> Procedure of Service of cigars and cigarettes.	02
13	<b>CHAPTER 4. SIMPLE CONTROL SYSTEMS.</b> Writing of manual food check (KOT, suivant, supplement, retour en place, accident & Non chargeable)	04
14	Guest lecture on food & beverage controls After the lecture the student is required to submit a report.	04
<b>TOTAL PRACTICAL HOURS</b>		<b>60</b>

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15

Total	60
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- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### Conduct of Practical Examination

#### (a) Internal assessment- 20 marks

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

#### (b) Semester end assessment - 30 marks

- A candidate will be given a menu to compile and laying table for it.
- Assessment will be done as follows

Journal	Grooming	Service of Food & Non-Alcoholic Beverages	Menu Planning	Cover laying	Viva - voce
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.

**FRONT OFFICE SEMESTER – II (THEORY)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	FRONT OFFICE II(USHO 203)
Course Code	Title	Credits	
USHO203	FRONT OFFICE-II	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester II- 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**OBJECTIVES:**

At the end of semester II:-

The student should be able to understand the concept and functioning of room reservations, Reception and Guest services.

**Contents of syllabus for USHO 203****Semester II – 15 weeks**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<b>RESERVATIONS</b> <ul style="list-style-type: none"> <li>• Sources of Reservations</li> <li>• Modes of Reservations</li> <li>• Types of Reservations</li> <li>• Systems of reservations</li> <li>• Overbooking</li> <li>• Job Description of Reservation Personnel</li> </ul>	15
II.	<b>RECEPTION</b> <ul style="list-style-type: none"> <li>• Profiling the guest</li> <li>• Guest Registration Process</li> <li>• Regular and Non Regular Guest</li> <li>• 'C' Form &amp; 'F' Form</li> </ul>	15

<b>III.</b>	<b>GUEST SERVICES</b> <ul style="list-style-type: none"> <li>• Handling Guest Mail</li> <li>• Message Handling</li> <li>• Custody and Handling of Keys</li> <li>• Guest Paging</li> <li>• Safe Deposit Locker</li> <li>• Guest Room Change</li> <li>• Custody of Deposited Luggage</li> </ul>	15
<b>TOTAL THEORY HOURS</b>		<b>45</b>

**REFERENCE BOOKS:-**

<b>Name of the book</b>	<b>Author</b>	<b>Publisher</b>	<b>Place of Publication</b>
Jatashankar Tiwari	Front Office Management	Oxford University Press	New Delhi
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill	New Delhi
Kasavana, Michael & Brooks, Richard	Managing Front Office Operations	AHMA	USA
Baker & Bradley	Principles of Hotel front Office Operations	Cassell	London
Deveau, insley & deveav, Patricia	Front Office Management and Operations (2)	Prentice Hall	NEW JERSEY
Bullied, An Ritchie, Caroline	Reception	Stanley Thornes	london
Chakravarti, B.K.	Front Office Management In Hotel	BNS Publishers	New Delhi
Braham, Bruce	Hotel Front Office	Hutchinson	London
Ford, Robert & Heaton, Cherrill	Managing the guest Experience	Delmar Publishers	London
Bardi, James	Hotel Front office Management	John wiley & sons	new Jersey
Aggarwal.Ravi	Hotel front Office	sublime Publications	jaipur
Huyton Jeremy & Baker Sue	Case Studies in Rooms Operations and Management	Hospitality Press P Ltd.	Melbourne
Bhatnagar S.K.	Front office Management	Frank Bros & Co.	New delhi
Andrews, Sudhir	Hotel Front Office Training Manual(latest	The Tata M'cGraw Hill	New delhi

	ed)		
Chakravarti B.K.	Front Office Management in Hotel	CBS Publisher	New Delhi
Chakravarti B.K.	Concept of Front Office Management	APH Publishing	New Delhi
	India(Tourist Guide)	Lonely Planet	

### FRONT OFFICE SEMESTER - II (ASSIGNMENTS)

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1	Indian States and Union Territories – Capital and Their regional languages	
2	Fact sheet of 5 star hotels in Mumbai	
3	Website Review of Hotels in Mumbai	

### Scheme of Examination (Theory)

#### (b) Internal assessment- 40 marks

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

#### (b) Semester end examination (Pattern of Question Paper):-

#### Theory

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15



Total	60
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- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**HOUSEKEEPING SEMESTER – II (THEORY)**

Name of the Programme	Duration	Semester	Course/Co urse Code
B.Sc. in Hospitality Studies	Six Semesters	II	Housekeepi ng II(USHO 204)
Course Code	Title	Credits	
USHO204	Housekeeping-II	2	

For Course Per week 1 lecture/period is 60 minutes duration			For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical				
Actual Contact	3	--				
Credit	2	--				

**Semester II – 15 weeks**

THEORY				
Hours / week	Total Hours	Notional Hours	Credi ts	Total Marks
03	45	25	02	

**OBJECTIVES:**

At the end of semester II:-

- The student will be able to list and explain the various operational areas, procedures and formats of the housekeeping department.
- The student will be able to enlist and implement Standard Operating Procedures (SOP's) for routine cleaning procedures of various guest areas.

**Contents of syllabus for USHO 204**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I.	<b>1. CLEANING OF DIFFERENT AREAS</b> 1.1 Safe & Hygiene Cleaning 1.2 Principles & Factors Responsible for Cleaning 1.3 Types of Cleaning 1.4 Public Area Cleaning 1.5 Room Cleaning- Occupied, Departure & Vacant 1.6 Under Repair Room 1.7 Glossary	15
II.	<b>1. TYPES OF ROOM SERVICES</b> 1.1 Morning, Evening Service & Special Services	03
	<b>2. MAIDS SERVICE ROOM / HOUSE KEEPING PANTRY</b> 2.1 Location 2.2 Layout 2.3 Setting up a Maids Trolley	04

	<b>3. GUEST ROOM SUPPLIES &amp; AMENITIES</b> 3.1 Standard, Regular, VIP 3.2 Standard Contents of a Guest Room	04
	<b>4. FORMATS USED IN THE HOUSEKEEPING DEPARTMENT</b> 4.1 Lost and Found Register 4.2 Lost and Found Slip 4.3 Gate Pass 4.4 Key Control Register 4.5 Guest Message Register/ Call Register 4.6 Housekeeping Room Status Report 4.6.1 Floor Supervisors Report 4.6.2 Control Desk Rooms Report (consolidated) 4.7 Departure / Clearance Report 4.8 Housekeeping Room Inspection Checklist / Maids Report 4.9 Log Book 4.10 Missing / Damaged Property Register 4.11 Maintenance Register 4.12 Spring Cleaning / Deep Cleaning Format 4.13 Special Cleaning Format	04
III.	<b>1. LOST &amp; FOUND</b> 1.1 Procedure & Records	04
	<b>2. KEY &amp; KEY CONTROLS</b>	02
	<b>3. SITUATION HANDLING</b> 3.1 How to enter a guest room - if the guest is sleeping in the room - if the guest is in the bathroom - if the guest in the room is inappropriately dressed 3.2 Maintenance Complaints 3.3 Opening of a room for guest 3.4 Room Status Discrepancy 3.5 Handling reportable situations - DND - DL - Scanty Baggage - No Baggage - Sleep Out - Suspicious Person - Extra Person	06
	<b>4. PEST CONTROL</b> 4.1 Prevention and control of commonly found pests – - Mosquitoes                      - white ants / termites - Flies                                      - spiders - bed-bugs                              - rodents - cockroaches                      - wood borers - lizards                                      - pigeons	03
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE BOOKS:-**

1. Hotel Housekeeping Operations and Management – G. Raghubalan & Smritee Raghubalan – Oxford University Press.
2. Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George – Jaico Publications.
3. Housekeeping Management – Margaret Kappa, Aleta Nitschken, Patricia B. Schappert – A.H. & L.A.
4. Hotel Hostel and Hospital Housekeeping – Joan Branson & Margaret Lennox –
5. Hotel Housekeeping Management & Operations – Sudhir Andrew – McGraw Hill Companies.

**HOUSEKEEPING SEMESTER – II (ASSIGNMENTS)**

All students should be given individual assignments. Out of the following given options each student needs to work on any 2.

SR. NO.	TOPIC FOR ASSIGNMENT	MARKS		
1.	Different types of Cleaning Equipments with their brands, price and capacity  <b>OR</b> Different types of Cleaning Agents with their brands, price and dilution ratio	10  10		
2.	Composition, price, use and care and maintenance of different surfaces used in the hospitality industry (any 1 surface per student) <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>- Marble</li> <li>- Granite</li> <li>- Kota</li> <li>- Ceramics</li> <li>- Stone</li> <li>- Wood</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>- Vinyl</li> <li>- Glass</li> <li>- Kadappa</li> <li>- Rubber</li> <li>- Vitrified Tiles</li> <li>- Mosaic</li> </ul> </td> </tr> </tbody> </table>	<ul style="list-style-type: none"> <li>- Marble</li> <li>- Granite</li> <li>- Kota</li> <li>- Ceramics</li> <li>- Stone</li> <li>- Wood</li> </ul>	<ul style="list-style-type: none"> <li>- Vinyl</li> <li>- Glass</li> <li>- Kadappa</li> <li>- Rubber</li> <li>- Vitrified Tiles</li> <li>- Mosaic</li> </ul>	10
<ul style="list-style-type: none"> <li>- Marble</li> <li>- Granite</li> <li>- Kota</li> <li>- Ceramics</li> <li>- Stone</li> <li>- Wood</li> </ul>	<ul style="list-style-type: none"> <li>- Vinyl</li> <li>- Glass</li> <li>- Kadappa</li> <li>- Rubber</li> <li>- Vitrified Tiles</li> <li>- Mosaic</li> </ul>			

**Scheme of Examination (Theory)**

(c) Internal assessment- 40 marks

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Rooms Division Management –II (Practical)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	RDM-II Practical- USHO205
Course Code	Title	Credits	
USHO205	RDM-Practical-II	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	--	4					
Credit	--	2					

**Semester II – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
--	--	--	--	--	4	60	10	02	--

**Contents of syllabus for USHO 205****FRONT OFFICE PRACTICAL – II**

Sr.	Topic	Hours
1	Taking down a room reservation	8
2	Check in procedure	8
3	Check out procedure	8
4	Escorting a guest	6
<b>TOTAL PRACTICAL HOURS</b>		<b>30</b>

**HOUSEKEEPING PRACTICAL – II**

SR. NO.	TOPIC	HOURS
1.	Bed making by the Traditional method, making bed with a duvet, summer bed, turn down service, foot fold etc - Explanation and demo	06
2.	Bed making - practice	08
3.	Guest room Cleaning	04
4.	Bath Room Cleaning	04
5.	Carpet Cleaning – Spot cleaning and Vacuuming	02
6.	Telephone Cleaning	02
7.	Leather and Rexene cleaning	02
8.	Painted surface cleaning – spot cleaning	02
<b>TOTAL PRACTICAL HOURS</b>		<b>30</b>

(a) Semester end examination (Pattern of Question Paper):-

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

**(b) Semester end assessment - 30 marks**

- A candidate will be given a 2 activities bed making and polishing or special cleaning of any surface or area
- Assessment will be done as follows

Journal	Grooming	Work sheet	Activity One	Activity Two	Viva-Voce
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.

**COMMUNICATION SKILLS ( ENGLISH & FRENCH)****LANGUAGE SKILLS – 45 Hours**

Name of the Programme	Duration	Semester	Course/C ourse Code
B.Sc. in Hospitality Studies	Six Semesters	II	Commun cation Skills –II USHO206
Course Code	Title	Credits	
USHO 206	Communication Skills (English and French)	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester II – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credit s	Total Marks	Ho urs / we ek	Total Hours	Notio nal Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

Unit 1		
1	<b>CONCEPT OF COMMUNICATION</b>	
	1.1 Process of Communication /	4 Hours
	1.2 Feed Back	
	1.3 Methods of Communication – Verbal / Non-Verbal	
	1.4 Channels of communication	
	1.5 Barriers of Communication	
2	<b>ORGANIZATIONAL COMMUNICATION</b>	
	2.1 Upward, downward, lateral communication and their purposes functions, grapevine	2 Hours
	2.2 Written communication – Memos, Circulars, notices	
<b>French</b>		
1	Time, At the Office in a restaurant, Asking direction	9 Hours
<b>UNIT 1-15 TEACHING HOURS</b>		
<b>Unit -2</b>		



	<b>BUSINESS COMMUNICATION</b>	
1	1.1 Planning the right look of a letter	5 Hours
	1.2 Types of letters- quotations, orders, claim and adjustment, sales, application, complaint / apology	
	<b>REPORT WRITING</b>	
2	2.1 Types of Reports	
	2.2 Structure of a report	
	2.3 Types of Reports	
	<b>(French)</b>	
1	Receipes-put in the correct order, Translate to English, Making Tea, Coffee, Bechamel, Veloute, Simple soups and salads	10 Hours
2	Culinary Terms	
	<b>UNIT 2-15 TEACHING HOURS</b>	
	<b>Unit -3</b>	
1	<b>GROUP COMMUNICATION</b>	
	1.1 Types of meetings /Advantages and Disadvantages	2 Hours
	1.2 Participants Responsibilities / Brain Storming	
	1.3 Structure of a meeting – Agenda and Minutes	
2	<b>PRESENTATION</b>	
	2.1 Making effective presentation /Speaker's appearance and personality	2 Hours
	2.2 Using Visual aids	
3	<b>INTERVIEWS</b>	
	3.1 Purpose / Types	2 Hours
	3.2 Candidate's preparation – GD / PI	
	<b>(French)</b>	
1	French Basic Conversation and Translation of Passages from French to English	7 Hours
	<b>UNIT 3-15 TEACHING HOURS</b>	
	<b>Total Theory Hours</b>	<b>45 Hours</b>

**REFERENCE (English)**

- Business Communication – Meenakshi Raman and Prakash Singh
- Business Correspondence and Report writing – R.K.Sharma and Krishna Mohan
- Business Communication – Chaturvedi
- High School English – Wren and Martin
- Understanding Human Communication – Ronald B Adler and George Rodman (with CD)
- Skills Development for Business and Management Students - Kevin Gallagher
- Personality and Skills Development – Barun Mitra (with CD)
- Technical Communication , 2<sup>nd</sup> Edition – Meenakshi Raman (with CD)

**REFERENCES (French)**

- E. J. Neather - Mastering of French I & II - Macmillan - 1982
- Bridget Anfosy - Speak French Today - Augo - 1991
- R. Diez La Cortina - Cortina's French Method - Grosset & Dunlop - 1988
- Mathuram Bondo - Modern French Course - D. C. Heath & Co. -.1983.
- Course de langue et civilizaion Franchises. G. Mauger.
- Oxford French Dictionary

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments / projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ group discussion/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities & teamwork demonstrated through organizing co-curricular activities, etc.	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**PRINCIPLES OF HOTEL ACCOUNTANCY**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	PRINCIPLES OF HOTEL ACCOUNTANCY (USHO 207)
Course Code	Title	Credits	
USHO 207	PRINCIPLES OF HOTEL ACCOUNTANCY	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

Semester II – 15 weeks

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**Contents of syllabus for USHO 207****SEMESTER – II**

Sr.	Topic	Hr
	<b>Unit – I (15 Hours)</b>	
1.	<b>Introduction to Accounting &amp; Double Entry Book-Keeping</b>	3
1.1	Terms (Account , Capital, Asset, Liabilities, Drawing, Goods, Debtor, Creditors, Solvent, Insolvent, Purchases, Sales, Bad debts)	
1.2	Nature, Importance, Objectives & advantages of accounting	
1.3	Nature & advantages of Double Entry Book –Keeping	
1.4	Classification of accounts.	
1.5	Applying Debit & Credit rules to a Transaction	
2.	<b>Journal</b>	4
2.1	Importance of Journal & its format	
2.2	Narrations	
2.3	Journalising simple & compound entries	
2.4	Practical Problems	
3.	<b>Ledger</b>	3
3.1	Importance of ledger & its format	
3.2	Posting entries & balancing ledger accounts	

<b>4.</b>	<b>CASH BOOK</b>	<b>5</b>
4.1	Triple Column Cash Book	
4.2	Contra Entries	
4.3	Practical Problems	
4.4	Types of Bank Account, Types of Cheques	
	<b>UNIT -II</b>	
<b>1</b>	<b>Subsidiary Books</b>	<b>3</b>
1.1	Advantages of subsidiary Books	
1.2	Types of subsidiary Books	
1.3	Simple Practical problems on Purchase Book, Sales Book, Purchase – Return Book & Sales Return Book.	
<b>2.</b>	<b>Elements of cost &amp; concept of Profit</b>	<b>6</b>
2.1	Material cost (food & Beverage), Labour cost, overhead cost, Gross Profit, After wage profit & Net Profit.	
2.2	Practical Problems	
<b>3.</b>	<b>Bank Reconciliation Statement</b>	<b>5</b>
3.1	Purpose of Preparing B.R.S	
3.2	Advantages	
3.3	Simple Practical Problems	
<b>4</b>	<b>Trial Balance</b>	<b>1</b>
4.1	Importance of Trial Balance	
4.2	Net format of T.B	
	<b>UNIT -III</b>	
<b>1.</b>	<b>Capital &amp; Revenue Expenditure &amp; Deferred Revenue Expenditure</b>	<b>1</b>
1.1	Nature of Capital & Revenue Expenditure	
1.2	Nature of Deferred Revenue Expenditure	
1.3	Examples	
<b>2.</b>	<b>Final Accounts of sole – Trader (with Adjustments)</b>	<b>10</b>
2.1	Importance, Purpose & Need for preparation of Final accounts.	
2.2	Practical Problems covering the following adjustments:- Closing stock Prepaid Expenses Outstanding Expenses Depreciation Bad Debts & Provision for Bad debts	
<b>3.</b>	<b>Break Even Analysis :-</b>	<b>4</b>
3.1	Variable cost, fixed cost & semi variable cost.	
3.2	Contribution, Profit/Volume Ratio & Break Even Point.	
3.3	Simple Practical Problems	

**Scheme of Examination (Theory)****(b) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1, 2, 3	15
Q - 2	1	15
Q - 3	2	15
Q - 4	3	15
	<b>Total</b>	<b>60</b>

- Question no. 1 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.
- Question 2, 3 & 4 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**PRINCIPLES OF MANAGEMENT  
SEMESTER – II (THEORY)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	II	PRINCIPLES OF MANAGEMENT (USHO 208)
Course Code	Title	Credits	
USHO208	PRINCIPLES OF MANAGEMENT	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

Semester II – 15 weeks

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**Contents of syllabus for USHO 208**

**OBJECTIVES:**

At the end of semester II:-

- Programme activities and lecture to learn about emerging Indian Corporate World and Global Phenomenon with stress upon hospitality industry.
- To train the student as future managers and make them understand the working of an organisation.
- Teaching through PowerPoint presentations, case studies, activities, brain storming sessions, SWOT/PEST analysis etc.
- Trying to bridge the gap between management studies and real corporate world through real time stories from newspapers, journals and business magazines, books.
- Encouraging students to read more so as to refine their analytical power and sharpen business sense and become more aware of the business environment.
- Opportunity to participate in business discussions, article/book reviews and presentations



## Semester II – 15 weeks

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I.	<p><b>1. INTRODUCTION TO MANAGEMENT</b></p> <p>1.1 Evolution of management  1.2 Definitions and Importance of Management  1.3 Management as a Science and Art  1.4 Principles of Management (14 principles of Fayol)  1.5 Levels of Management and their functions  1.6 Managerial skills  1.7 Functions of Management  1.8 Process of communication  1.9 Business communication</p> <p><b>2. PLANNING</b></p> <p>2.1 Definition and Characteristics  2.2 Planning Process (Steps in Planning)  2.3 Essentials of a Good Plan  2.4 Vision and mission Statements  2.5 Planning with relation to hospitality industry  2.6 Meaning and Process of MBO  2.7 Meaning and steps in Decision Making</p>	15
II	<p><b>3. ORGANIZING</b></p> <p>3.1 Meaning and Process of Organizing  3.2 Formal and Informal Organization and Distinction  3.3 Span of control (Meaning and Importance)  3.4 Tall and Flat Organization  3.5 Definition and Process of Delegation  3.6 Centralization and Decentralization of Authority  3.7 Departmentation and Basis of Departmentation  3.8 Organisation chart  3.9 Closed vs open system of organisation  3.10 Line and Staff organization</p> <p><b>4. STAFFING AND COORDINATION</b></p> <p>4.1 Meaning and Importance of Staffing  4.2 Internal and External Sources of Recruitment  4.3 Coordination - As an essence of Management  4.4 Principles of Coordination</p>	15

<b>III</b>	<p><b>5. DIRECTING, MOTIVATING AND LEADING</b>  5.1 Meaning and importance of Directing  5.2 Element of Directions / Components  5.3 Definition of Motivation and factors  5.4 Maslow's Need Hierarchy Theory  5.5 Mc Gregor's Theory X and Theory Y  5.6 Definition of Leadership and Leader  5.7 Qualities of a Leader  5.8 Leadership Styles  5.9 Leaders from hospitality industry  5.10 Leadership theory</p> <p><b>6. CONTROLLING</b>  6.1 Meaning  6.2 Steps in Control process  6.3 Types of control: feed forward, feedback, concurrent  6.4 Time Management</p>	15
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#### REFERENCES

- Principles of Management – P.C.Tripati and Reddy
- Management Principles and Practices – Dr.M.Sakthivel Murugan
- Management and Organizational Development - Micheal Vaz and Meeta Seta
- Principles of Management-Harold Koontz

#### Scheme of Examination (Theory)

##### (a) Internal assessment- 40 marks

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

##### (b) Semester end examination (Pattern of Question Paper):-

#### Theory

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15

Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**NOTE: TUTION FEE FOR THE SEMESTER Rs. 65,000/-**

Students will be sent for Industrial Training either during the IIIrd or IVth semester as per the convenience of Industry/Institute.  
Classes will be conducted for the batch of students not undergoing Industrial Training.

## Semester III/IV - B.Sc. Hospitality Studies

Course Code	Subject	Class Room Instruction Face to Face									Notional			Credits				
		Per Week			Per Sem			Per Sem Hrs			L	P	T	Total	L	P	T	Total
		L	P	T	L	P	T	L	P	T								
USHO301	Food Production & Patisserie III	3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4
USHO302	Food & Beverage Service III	3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4
USHO303	Front Office III	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO304	Housekeeping III	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO305	Rooms Division Management(Practicals)-III	-	4	-		60	-	-	60			10		70	-	2	-	2
USHO306	Hotel Accountancy & Cost Control	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO307	Hospitality Law & Human Resource Management	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
USHO308	Management Information System in Hospitality Industry	3	-	-	45	-	-	45	-	-	25	-	-	70	2	-	-	2
	<b>Total</b>	<b>21</b>	<b>12</b>	<b>-</b>	<b>315</b>	<b>180</b>	<b>-</b>	<b>315</b>	<b>180</b>	<b>-</b>	<b>175</b>	<b>30</b>	<b>-</b>	<b>700</b>	<b>14</b>	<b>6</b>	<b>-</b>	<b>20</b>
<b>L</b> one lecture / period of 60 minutes (1 hr.) <b>P</b> Practical <b>T</b> Tutorial																		
Notional includes time spent in library / home / other institutions for preparation and writing of assignments,																		

**FOOD PRODUCTION & PÂTISSERIE-III/IV (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	III/IV	Food Production & Patisserie- II(USHO 301)
Course Code	Title	Credits	
USHO301	Food Production & Patisserie-III/IV	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Class Room Instruction Face to Face									Notional			Credits				
Per Week			Per Sem			Per Sem Hrs										
L	P	T	L	P	T	L	P	T	L	P	T	Total	L	P	T	Total
3	4	-	45	60	-	45	60	-	25	10	-	140	2	2	-	4

**OBJECTIVES:** To get trained on various aspects of regional Indian cuisine – Quantity Food Production (QFP)

### Contents of syllabus for USHO 301

UNIT NO.	Ch.No.	TOPIC	Hrs.
01	1	<p><b>MENU PLANNING &amp; ITS TYPES (QFP)</b>            Basic Menu Planning – Recapitulation, Special emphasis on Quantity Food Production, Planning of Menus for various categories, such as:</p> <ul style="list-style-type: none"> <li>- Institutional &amp; Industrial Catering (School / College, Canteen, Industrial Workers.)</li> <li>- Hospital Catering (Diet Menu, Importance of Hygiene.)</li> <li>- Off Premises Catering (Outdoor Parties, Theme Dinner, and Food Festival.)</li> </ul> <p>Parameters of Quantity Food Menu Planning.</p>	07
	2	<b>Indian Culinary Terms</b>	04
	3	<p><b>INTRODUCTION TO CAKE MAKING:</b>            Elements in Cake Making, Role of each Element in Cake Making, Methods of Cake Making, Recipes for Basic Cakes, Faults in Cake Making, Recipe Balancing.</p>	04

UNIT NO.	Ch.No.	TOPIC	Hrs.																		
02	4)	<b>EQUIPMENT (QFP)</b> Quality of Equipment used, Specification of Equipment, Heat and Cold Generating Equipment, Maintenance of Equipment	3																		
<table border="1"> <tr> <td colspan="2"><b>List: -</b></td> </tr> <tr> <td>1. Mixers</td> <td>2. Grinders</td> </tr> <tr> <td>3. High Pressure Gas Burner</td> <td>4. Ovens</td> </tr> <tr> <td>5. Grillers</td> <td>6. Knives</td> </tr> <tr> <td>7. Choppers</td> <td>8. Peelers (Potato)</td> </tr> <tr> <td>9. Brat Pan</td> <td>10. Bulk Boilers</td> </tr> <tr> <td>11. Steamers</td> <td>12. Walk in Coolers / Walk in Freezers / Deep Freezers</td> </tr> <tr> <td>13. Tandoor</td> <td>14. Storage &amp; Receiving Quays</td> </tr> <tr> <td>15. Griddle Plate</td> <td></td> </tr> </table>				<b>List: -</b>		1. Mixers	2. Grinders	3. High Pressure Gas Burner	4. Ovens	5. Grillers	6. Knives	7. Choppers	8. Peelers (Potato)	9. Brat Pan	10. Bulk Boilers	11. Steamers	12. Walk in Coolers / Walk in Freezers / Deep Freezers	13. Tandoor	14. Storage & Receiving Quays	15. Griddle Plate	
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11. Steamers	12. Walk in Coolers / Walk in Freezers / Deep Freezers																				
13. Tandoor	14. Storage & Receiving Quays																				
15. Griddle Plate																					
	5)	Modern Developments in Equipment Manufacturing. <b>QUANTITY PURCHASE AND STORAGE (QFP)</b> Introduction of Purchasing, Purchasing System, Purchase Specifications, Purchasing Techniques, Duties of Purchase Officer & Store Keeper, Storage.	3																		
	6)	<b>INDENTING (QFP)</b> Principles of Indenting, Quantities / Portions for Bulk Production, Conversion of Recipes for Indenting, Practical difficulties involved in Indenting.	5																		
	7)	<b>Pastry:</b> Recipes, Method of Preparation, Differences, Uses of each Pastry, Care to be taken while preparing Pastry, Role of each Ingredient, Temperature of Baking the following Pastries, Short Crust, Choux Pastry, Laminated, Hot Water / Rough Puff.	04																		

UNIT NO.	Ch.No.	TOPIC	Hrs.
03	8)	<b>INDIAN COOKERY (QFP)</b> <b>Introduction to Regional Cooking:</b> 1) Factors affecting eating habits. 2) Heritage of Indian Cuisine. 3) Regional Commodities, Spices & Masalas (Wet & Dry). 4) Geographical location, Historical background, Availability of raw material (seasonal), Equipment and fuel (special), Staple diet, Speciality Cuisine, Food prepared for festivals and occasions of the following states: - Andhra Pradesh / Hyderabad, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala / Malabari, Madhya Pradesh, Maharashtra / Malwani, North Eastern States, Punjab, Rajasthan, Tamilnadu / Chettinad, Uttar Pradesh / Dum & Avadh / Lucknawi, Also Communities / Styles such as : Parsee, Bohra & Indian Gravies.	12
	9)	<b>VOLUME FEEDING (QFP)</b> Institutional & Industrial Feeding, Banquet and Buffet.	03

**INDIAN CULINARY TERMS:**

1. Imarti	16. Dhanaar	31. Marinade	46. Quabarga
2. Baffad	17. Dum	32. Moilee	47. Rabri
3. BalUSHOhi	18. Dum Pukht	33. Murgh Musallam	48. Raita
4. Bharta	19. Gaujas	34. Mutanjan	49. Rasam
5. Baghar	20. Gustaba	35. Mulligutwany Curry	50. Roomali Roti
6. Bhunao	21. Aappam	36. Naan	51. Rogan Josh
7. Bonda	22. Jalebi	37. Neera	52. Rista
8. Biryani	23. Kabab	38. Nargisi Kofta Curry	53. Rasgullas
9. Bhaturas	24. Kalia	39. Pachadi	54. Shami Kebab
10. Sheera	25. Kesari	40. Paneer	55. Shrikhand
11. Charoli	26. Khoa	41. Payasam	56. Seekh Kebab
12. Cocum	27. Kofta	42. Phirnee	57. Sandesh
13. Dagad Phool	28. Panch Phoran	43. Pulao	58. Toddy
14. Dhansak	29. Loochi / Luchi	44. Chingri Malai Curry	59. Vindaloo
15. Dahibhalla	30. Macher Jhol	45. Palak Mutton / Chicken	60. Wark
			61. Zarda
			62. Ratan Jog

**ASSIGNMENTS**

Students have to do at least four group assignments on Indian Regional Cuisine.

**REFERENCES**

1. Thangam Philips - Modern Cookery Vol. 1 - Orient Longman - 1997
2. A. L. Cracknell and R.J. Kanfmann - Practical Professional Cookery - Macmillan - 1992
3. Anthony O'Reilly - Cookery Manual - Pitman Publishing - 1993.
4. Victor Cererem, Ronald Kinton, David Foskett - Practical Cookery - Aodder & Stonghton - 1999
5. David R. Stevenson - Basic Cookery - Stanley Thornes (Publishes) Ltd. - 1991
6. REBO Productions - Encyclopedia of Bakery - Rebo Publishers - 1999



7. Robert T. Marshall, W. S. Arbuckle - Ice Cream - ITP International Thomson Publishing - 1996.
8. Malcolm Stogo - Ice Cream & Frozen Desserts - John Wiley & Sons, Inc - 1997
9. L. G. Nicolelb, J Dinsdale - Basic Pastry Work Techniques - Hodder & Stoughton - 1991.
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11. Robert Bradnock - India Handbook - Footprint Handbook - 2000.
12. Ranjit Rai - Tandoor (The Great Indian Barbeque) - Viking - 1995.
13. Satarupa Banerjee - Book of Indian Sweets - Rupa & Co - 1994.
14. Digvijaya Singh - Cooking Delights of The Maharajas - Vakils, Fetter & Simons Ltd. - 1995
15. Master Chefs of the Ashoka Group - Royal Indian Recipes - J. G. Press - 1995.
16. Purobi Babbar - Rotis & Naans of India - Vakil Fetter & Simon Ltd. - 1994.
17. Inder Singh Kalra - Prashad, Cooking with the Indian Masters - Allied Publishers Ltd. - 1993.
18. Devaki Babbar - Gujrat Nu Jaman - India Book House - 1996.
19. Chandra Padmanabhan - Dakshin - Harper Oollins – 1995.
20. Jeroo Mehta - Parsi Guisine - Vakil, Fetter & Simons Ltd. - 1993.
21. Hegde - Manglorean Cuisine - India Book House – 1994.
22. Gilda Mendonsa - The Best of Goan Cooking - UBS Publishers Distributors Ltd. – 1995.
23. Neerja - Kashmiri Cooking - Penguin Books - 1995.
24. Madhur Jaffery - A Taste of India - Pavillion Books Ltd., - 1985.
25. Minakshie Das Gupta - The Bengal Cook Book - UBS Publishers Distributors Ltd. – 1998.
26. Kaumudi Marathe - Maharshtrian Cuisine - Business Publications Inc. – 1999.
27. Food Production Operation – Parvinder S. Bali.

**(Food Production Practical)**

Each institute will prepare their own menus as per the pattern given below. Well-known and authentic dishes from particular region should be included while compiling the menu.

States
1. Andhra Pradesh / Hyderabad 2. Bengal & North Eastern States 3. Goa 4. Gujarat / Parsi / Bohri 5. Karnataka 6. Kashmir 7. Kerala / Malabari 8. Maharashtra / Malvani 9. Punjab 10. Rajasthan 11. Tamil Nadu / Chettinad 12. Uttar Pradesh / Dum & Avadh / Lucknavi

**BAKERY & CONFECTIONERY PRACTICAL**

Demonstration of the following

Cakes – 4 varieties

Pastries – Short Crust, Puff Pastry, Flaky Pastry & Choux Pastry

Cookies – 6 varieties

FOOD PRODUCTION PRACTICAL MENUS – SEMESTER 3 or 4			
MENU NO.	PRACTICAL TOPIC	Any 6 dishes per Menu (Prepare any 1 or 2 dishes per course)	
1	Andhra Pradesh / Hyderabad Cuisine	Starter Options:	Shammi Kebab / Shikampuri Kebab
		Main Course Options:	Tamater ka Kut / Mirchi ka Salan/ Baghara Baingan/ Burhani/ Achari Gosht/ Nehari/ Haleem/ Khichra/ Murgh Malai Korma
		Breads, Rice & Dal Options:	Sheermal/ Bakharkhani/ Khameeri Roti/ Hyderabadi Biryani/ Sofyani Biryani/ Qabooli/ Khatti Dal
		Dessert Options:	Double ka Meetha/ Khubani ka Meetha/ Sheer Qurma/ Gil e Firdaus
2	North Eastern States / Bengali Cuisine	Starter Options:	Begun Bhaja/ Panthar Ghugni/ Alu Chop/ Egg Roll
		Main Course Options:	Shukto/ Alu Posto/ Palak Panch Phoran / PanchMishali Charchari/ Macher Jhol/ macher Kalia/ Doi Mach/ Chingri Malai Kari/ Mangsho
		Breads, Rice & Dal Options:	Luchi/ Dhakai Paratha/ Ghee Bhat/ Cholar Dal/ Mishti Mug Dal
		Dessert Options:	Gulab jamun/ Balu Shahi/ Rasmalai/ Mishti Doi
3	Goan Cuisine	Soup & Starter Options:	Caldo Verde/ Sopa Grossa/ Rissois de Camarao/ Stuffed Prawn Papad/Goan Fried Fish/Pomfret Recheiado/ Prawn Balchao/ Kismur

		Main Course Options:	Goan Fish Curry/ Amottik Fish Curry/ Sorpotel/ Vindaloo/ Baffat/ Chicken Cafreal/ Galina Xacuti
		Breads, Rice & Dal Options:	Sannas/ Pav/ Boiled Rice/Coconut Rice/ Daali Thoy
		Dessert Options:	Neureos/ Coconut Bhatt/ Bebinca/Dodol/Perada
4	Gujarati Cuisine	Starter Options:	Dhokla/Patra/Muthiya
		Main Course Options:	Oondhiya/ Sev Tameta nu Shaak/ Tuvar Ringna nu Shaak/ Flower Batata nu Shaak
		Breads, Rice & Dal Options:	Thepla/Rotla/Munga Dal Khichdi/ Vagheral Bhaat/ Shaakwala Bhaat/ Dal Dhokli/ Kadhi
		Dessert Options:	Basundi/ Dudh Paak/ Mohan Thaal/ Gor Papdi
5	Bohri Cuisine	Starter Options:	Shammi kebab/ Kheema Samosa/ Kheema Pattice/ Kheema Cutlet (with mint chutney)
		Main Course Options:	Alishan Baingan/ Bohri Chicken Kari/ White Mutton kari/ Dabba Gosht
		Rice & Dal Options:	Chawal/ Khada Masala Pulav/ Kheema Pulav/ Dal/Palidu
		Dessert Options:	Thuli/Malido
6	Parsi Cuisine	Starter Options:	Papeta nu Pattice/ Papeta ne Cheese na Pattice/ Eda Chutney na pattice
		Main Course Options:	Kolmi no Patio/ Saas ni Macchi/ Salli Murghi/ Patra ni Macchi/ Margi na Farcha/ Mutton Dhansaak
		Rice/ Dal Option:	Dhan (steam rice)/ Brown Rice/Dar
		Dessert Options:	Lagan nu Custard/ Kopra Pak
<b>FOOD PRODUCTION PRACTICAL MENUS – SEMESTER 3 or 4</b>			
<b>MENU NO.</b>	<b>PRACTICAL TOPIC</b>	<b>Any 6 dishes per Menu (Prepare any 1 or 2 dishes per course)</b>	
7	Karnataka Cuisine	Starter Option:	Alu Bonda
		Main Course Options:	Uppu Curry/ Chana Ghashi/ Upkari/ Koli Gassi/ Mangalorean Fish Curry
		Bread & Rice Options:	Jolada(Jwar Roti)/ Neer Dosa/ Bisi Bele Huliana
		Dessert Options:	Worne/ Chiroti
8	Kashmiri Cuisine	Starter Options:	Seekh Kebab/ Shammi Kebab
		Main Course Options:	Dum Oluv/ Navratan Korma/ Dhaniwal Korma/ Mutton Roganjosh/Gustaba/Rista
		Breads & Rice Options:	Khameeri Naan/ Khameeri Roti/ Kashmiri Pulav/ Yakhni Pulav

		Dessert Options:	Phirni/ Zarda/Seb ki Kheer
9	Kerala / Malabari Cuisine	Main Course Veg. Options:	Drumstick Ullitheeyal/ Avial/ Olan/Kalan/Erussery
		Main Course Non veg. Options:	Meen Moilee/ Meen Curry/ Malabari Fish Curry/ Kozhi Vartha Curry/ Mutton Kuruma/ Malabari Egg Curry
		Breads, Rice & Dal Options:	Kerala Parotta/ Lime Rice/ Boiled Rice/ Nai Chor(Ghee Bhat)/ Rassam/ Sambhar
		Dessert Options:	Payasam
10	Maharashtrian / Malwani Cuisine	Starter & Salad Options:	Sabudana Wada/ Aluchi wadi/ Kothimbirwadi/Batata Vada/Koshimbir/Khamang Kakdi
		Main Course Options:	Bharli Vangi/ Zhunka/ Kala Vatana Rassa/ Btatyachi Bhaaji/ Kombdicha Rassa/ Kolhapuri Mutton/ Malvani Kombdi
		Breads, Rice & Dal Options:	Bhakri/ Chapati/ Thalipith/Puri/Masale Bhat/Tendli Bhat/Varan/Amti/Dal Bhaji/Usal/Sol Kadhi
		Dessert Options:	Sheera/ Shrikhand/ Kheer/ Besan Ladu/Puran Poli/ Modak
11	Punjabi Cuisine	Starter & Accompaniment Options:	Dahi Bhalle/Paneer Pakoda/ Alu Tikki/ Tandoori Chicken/ Chicken Tikka/ Hara Bhara Kebab/ Alu Chat/ Alu Papdi Chat/Boondi Raita/ Pudina Raita
		Main Course Options:	Matar Paneer/ Malai Kofta/ Sarson da Saag/ Baigan Bharta/ Pindi Chole/ Rajmah/Murgh Makhani/ Palak Gosht
		Breads, Rice & Dal Options:	Makai di Roti/ Missi Roti/ Pudina Paratha/ Mooli Paratha/ Kulcha/ Bhatura/ Matar Pulav/ Jeera Rice/ Dal Makhani/ Dal Amritsari/ Punj Ratni Dal/ Punjabi Kadhi
		Dessert Options:	Gajrela/ Rabri/Jalebi/Malpoora
<b>FOOD PRODUCTION PRACTICAL MENUS – SEMESTER 3 or 4</b>			
<b>MENU NO.</b>	<b>PRACTICAL TOPIC</b>	<b>Any 6 dishes per Menu (Prepare any 1 or 2 dishes per course)</b>	
12	Rajasthani Cuisine	Starter Options:	Pyaz ki Kachori/ Matar ki Kachori
		Main Course Options:	Panchmel Subji/ Gatta Curry/ Ker Sangri/ Methi Mangodi Subji/ Amrud ki Subji/Lal Maas/ Makai ka Soweta/ Maas ki Kadhi
		Breads, Rice & Dal Options:	Masala Tikadia/ Missi Roti/Moongdal paratha/ Hare Matar ki Puri/ Bajre ki Roti/ Gatte ka Pulav/ Tej laung Pulav/ Khichdi/Dal Banjari/Dal Churma/Rajasthani Kadhi
		Dessert Options:	Moongdal Halwa/ Malpuva/ Churma Laddu/Rava dry fruit Ghugra
13	Tamilnadu / Chettinad Cuisine	Starter & Accompaniment Options:	Chanadal Vada/ Dosa/Pachadi/Coconut Chutney
		Main Course Options:	Gundu Poriyal (baby potato poriyal)/ Beans Poriyal/ Khathrikai Kozambu (Brinjal Curry)/ Cauliflower Kootu/ Kari Kolambu (Mutton Curry)/ Kozi Mulagu Varuval (Chicken Pepper Fry)/ Chicken Chettinad/ Nilgiri Korma

		Rice & Dal Options:	Puli Satham/ Thayar Satham/ Takali Satham/ Elamcha Satham/ Ulli Sambhar/Koli Rasama (Chicken Rassam)
		Dessert Options:	Payasam/ Kesari
14	Uttar Pradesh / Lucknow Cuisine	Starter Options:	Pasanda Kebab/Galouti Kebab/ Chapli Kebab
		Main Course Options:	Banarasi Alu/ Dhingri Dulma/ Paneer Pasanda/ Gosht Korma/ Chandi Kaliyan
		Bread & Rice Options:	Tehri/ Laccha Paratha/ Kulcha/ Naan
		Dessert Options:	Seviyan ka Muzaafar/ Anannas ka Muzaafar/ Shahi Tukra

Practical: - 4 hours / Week

Total Menus in Semester 3 or 4: - Menus (14) + Exam Menu (1) = 15 Menus.

Total Hours in Sem.3 or 4: - 15 Menus \* 4 hours = 60 Hours.

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

#### (b) Semester end examination (Pattern of Question Paper):-

##### Theory

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
4	<b>Internal assessment</b>	20

**(b) Semester end assessment - 30 marks**

- Candidate will be given a menu comprising of 4 dishes.
- Indent sheet and plan of work sheet to be filled by the candidate of the menu he gets.
- He / she supposed to collect indents, prepare and present the dishes in the menu within stipulated time.
- Cleaning and securing equipments and working area is also to be done within stipulated time.

Assessment will be done as follows –

Journal	Indent Sheet & plan of work	Colour	Consistency	Taste	Texture	Viva-voce	Personal Grooming, Cleaning
10	10	10	10	10	10	10	10

Marks obtained out of 80 shall be converted to out of 30 to the next integer for final calculation.

**FOOD & BEVERAGE SERVICE SEMESTER – III/IV (THEORY)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	III/IV	Food & Beverage Service-III(USHO 302)
Course Code	Title	Credits	
USHO302	Food & Beverage Service-III	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

**Semester III/IV – 15 weeks**

THEORY					PRACTICAL					Total Credits
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Lecture + Practical
03	45	25	02	--	04	60	10	02		04

**OBJECTIVES:**

At the end of semester III/IV:-

- Describe the duties and responsibilities of beverage service staff members, and summarize techniques and procedures for responsibly selling and serving cocktails, beer, and wine.
- Understanding the production process of Beer, Wine and Spirits.
- Making of cocktails with use of ingredients such as liqueurs and bitters.

**Contents of syllabus for USHO 302**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<b><u>ALCOHOLIC BEVERAGES</u></b>	02
	a. Definition, history of Alcoholic Beverages & classification. b. Benefits and harmful effects of alcohol.	
	<b><u>WINES</u></b>	13

	<p><b>1.1 Definition &amp; history of wines.</b></p> <p><b>1.2 Types of Wines:</b> Still (red, white &amp; rose), sparkling/Champagne, Fortified (sherry, port, Madeira, marsala &amp; malaga), Aromatized wines (Vermouth).</p> <p><b>1.3 Methods of production, Still (red, white, rose).</b></p> <p>a) <b>Viticulture</b> (Wine calendar, terroir, vine species, grape varieties &amp; diseases).</p> <p>b) <b>Vinification</b> (Manufacturing process, elements of wine &amp; faults in wines).</p> <p>c) <b>Champagne &amp; Sparkling Wines.</b> (History, districts, grape varieties, Methode Champenoise, cuvee close, transfer method, charmat &amp; impregnation, Names &amp; bottle sizes).</p> <p>d) <b>Fortified Wines (Production &amp; types).</b> 1) Sherry (Solera system) 2) Port 3) Madeira (estufagen) 4) Marsala 5) Malaga</p> <p>e) <b>Aromatised wines (Definition &amp; types)</b></p>	
II.	<p><b>1.1 Wine producing countries of the world</b> (Regions, Wine laws, labels &amp; shippers).</p> <p>a) Old world wine producing countries (France, Italy, Germany, Spain &amp; Portugal).</p> <p>b) New World wine producing countries (Australia, New Zealand, South Africa, U.S.A. &amp; India).</p>	10
	<p><b>1.2 Wine tasting, Storage &amp; Service</b></p>	02
	<p><b>1.3 Food and wine Harmony.</b></p>	03
III.	<p><b>1.1 BEER &amp; OTHER FERMENTED BEVERAGES</b></p> <p>a) <b>Definition, History &amp; Brewing process.</b> (Components of beer, top fermentation, bottom fermentation)</p> <p>b) <b>Types of Beer, Storage &amp; Service</b> (Lager, Pilsner, Draught, Ale, Stout, Porter, Ice, Lambic &amp; Smoked).</p>	03



	c) <b>Other fermented beverages (Cider, Perry, Mead, Sake &amp; Toddy).</b>																			
	<p><b>1.2 SPIRITS</b></p> <p>a) Introduction and definition</p> <p>b) Pot and patent still method of production.</p> <p><b>1.3 History, Production, types &amp; Brand names (national &amp; International)</b></p> <p>a) Whisky (Scotch, American, Canadian, Irish &amp; Japanese)</p> <p>b) Rum (White, Gold, Dark &amp; Flavoured)</p> <p>c) Brandy (Cognac, Armagnac &amp; Fruit)</p> <p>d) Gin</p> <p>e) Vodka, flavoured vodka</p> <p>f) Tequila &amp; Mezcal</p>	05																		
	<p><b>1.4 Alcoholic Strength :Proof, GL, Sykes, U.S., British (OIML)</b></p> <p><b>1.5 Other Spirits (Aquavit, schnapps, Pastis, ouzo, arrack)</b></p> <p><b>1.6 LIQUEURS</b></p> <p>Introduction, definition, classification &amp; production of liqueurs</p> <p>a) Different types of liqueurs: Base, Flavours, Country of origin.</p> <p>b) Brand names of liqueurs ( Generic &amp; Proprietary)</p>	04																		
	<p><b>1.7 APERITIFS &amp; BITTERS</b></p> <p>a) Definition</p> <p>b) Brand names</p>	01																		
	<p><b>1.8 GLOSSARY OF TERMS RELATED TO</b> Alcoholic beverages, Menu terminologies.</p> <table border="0" data-bbox="418 1696 1214 1883"> <tr> <td>Acidity</td> <td>Alcohol</td> <td>Aldehyhyde</td> </tr> <tr> <td>Ampelography</td> <td>Baume</td> <td>Blanc de blancs</td> </tr> <tr> <td>Blanc de Noirs</td> <td>Blush wine</td> <td>Bodega</td> </tr> <tr> <td>Bonded</td> <td>Botrytis cinerea</td> <td>Cap</td> </tr> <tr> <td>Cask</td> <td>Centrifugation</td> <td>Chambrier</td> </tr> <tr> <td>Chaptalisation</td> <td>Cork</td> <td>Cotes</td> </tr> </table>	Acidity	Alcohol	Aldehyhyde	Ampelography	Baume	Blanc de blancs	Blanc de Noirs	Blush wine	Bodega	Bonded	Botrytis cinerea	Cap	Cask	Centrifugation	Chambrier	Chaptalisation	Cork	Cotes	02
Acidity	Alcohol	Aldehyhyde																		
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	Cuvaison	Cuve close	Cuvee	
	Decanter	Decanting	Degorgement	
	Eau-de-vie	Estufagem	Eiswein	
	Fining	Gyropalette	Lees	
	Malolactic fermentation		Must	
	Mulled wine	Negociant	Oechsle	
	Oenology	Oenophile	Organic wines	
	Pasteur, Louis	Passe-tout-grains	Petillant	
	Photosynthesis	Punt	Racking	
	Refractometer	Residual sugar	Rince cochon	
	Saccharometer	Saccharomyces	ellipsoideus	
	Sommelier	Siissreserve	Tannin	
	Tastevin	Tears	Vendange	
	Vinification	Vintage wine	Viscosity	
	Tannin	Tastevin	Tears	
	Vendange	Vinification	Vintage wine	
	Viscosity	Vitis vinifera	Wash	
	Weeper	Yeast	Yeast autolysis	
	<b>TOTAL THEORY HOURS</b>			<b>45</b>

**REFERENCE BOOKS:-**

- Dennis Lillicrap, John Cousins and Robert Smith- Food and Beverage Service
- Larousse Christopher Foulkes- Encyclopedia of Wines-
- Roy Hayter Food And Drink Service Levels 1 And 2
- Greg Dempsey- The Perfect Cocktail-
- Joanna, Simon- Wine With Food- Simon & Schuster
- Dave Broom- Handbook of Whiskey
- Shatbi Basu- The can't go wrong Cocktail book
- Brian Glover- The world encyclopedia of Beer
- Tom Stevenson- Champagnes and Sparkling Wines guide
- Vijay Dhawan- Food and Beverage Service

**FOOD & BEVERAGE SERVICE SEMESTER – III/IV (ASSIGNMENTS)**

All students should be given individual assignments. Out of the following given options each student needs to work on any two.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Collecting wine labels of different wine producing countries and explain any one in detail.	
2.	Identifying International and Indian brands of Spirits.	
3.	Identifying International and Indian brands of Beer.	
4.	Explore any two innovative cocktails according to different methods of making cocktails.(Built up / Stirred / Shaken / Blended /Muddled)	
5.	Visit to Vineyard.	

**FOOD & BEVERAGE SERVICE SEMESTER – III/IV (PRACTICAL)**

<b>SR. NO.</b>	<b>PRACTICALS</b>	<b>HOURS</b>
1	<b><u>ALCOHOLIC BEVERAGES</u></b> Attributes of a bar personnel Bar equipment, cutlery & glassware Table setup of TDH menu with wine glasses	<b>06</b>
2	<b><u>WINE PRACTICE</u></b> Procedure of Service of white, rose & red (old & young) wines. (Temperature of service / Glassware).	<b>04</b>
3	Procedure of Service of Champagne & fortified/ aromatized wines. (Temperature of service / Glassware).	<b>03</b>
4	Wine tasting	<b>04</b>
5	Menu compilation (5, 6, 7 courses) with appropriate wine and their services. (French classical, English & Indian)	<b>16</b>
6	<b><u>BEER &amp; OTHER FERMENTED BEVERAGES</u></b> Procedure of Service of Beer: Temperature of service / type of glassware,	<b>03</b>
7	Service of bottled, canned beer & draught beer.	<b>02</b>
8	<b><u>SPIRITS</u></b> Service of Liquors: Whisky, Brandy & Rum	<b>02</b>
9	Service of Liquors: Vodka, Gin & Tequila	<b>02</b>
10	Service of Liquors: Other spirits (Aquavit, Schnapps, Pastis, Ouzo, Arrack ).	<b>02</b>
11	<b><u>LIQUEURS</u></b> Service of Liqueur: Temperature of service / type of glassware.	<b>01</b>
12	<b><u>APERITIFS &amp; BITTERS</u></b> Service of Aperitifs: Temperature of service / type of glassware	<b>01</b>
13	<b><u>COCKTAILS &amp; MIXED DRINKS</u></b> <b><u>PRACTICE:</u></b> Procedure of Service & Preparation of Cocktails. (Stirred, Shaken, Built-up/Layered, Blended & Muddled)	<b>12</b>
	Procedure of Service & Preparation of Mocktails.	<b>02</b>
	<b>TOTAL PRACTICAL HOURS</b>	<b>60</b>

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20

2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

**(b) Semester end assessment - 30 marks**

- A candidate will be given a menu to compile and laying table for it.
- Assessment will be done as follows

<b>Journal</b>	<b>Grooming</b>	<b>Service of Alcoholic Beverages</b>	<b>Menu Planning</b>	<b>Cover laying</b>	<b>Viva - voce</b>
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.

**FRONT OFFICE SEMESTER – III /IV (THEORY)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	III/IV	FRONT OFFICE III/IV(USHO 303)
Course Code	Title	Credits	
USHO303	FRONT OFFICE-III/IV	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

**Semester I – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**OBJECTIVES:**

At the end of semester III:-

The student is expected to possess knowledge and skills with respect to handling Group Reservations, Assigning Rooms, Check-in, Cashiering and Security Systems.

**Contents of syllabus for USHO 303**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<p><b>Advanced Guest Cycle ( Reservation, Assigning Rooms, Check-in)</b></p> <ul style="list-style-type: none"> <li>Group ( Tourist/ Conference/ Convention)</li> <li>Crew ( Airline- Layovers/ Cruise lines/ Cargo)</li> <li>Regular Guests</li> <li>Special Attention Guests ( Handle With Care, Single ladies, unaccompanied children, Sr. Citizens, Disabled Guest)</li> </ul> <p><b>ROOM CHANGE PROCEDURES</b></p> <ul style="list-style-type: none"> <li>By Hotel ( Upgrade/ Up sell)</li> </ul>	15

	By Guest ( Discrepancy/ Personal Preference)	
--	--	--

<b>II.</b>	<p><b>HANDLING OF COMPLAINTS</b></p> <ul style="list-style-type: none"> <li>• Types of Complaints( Service related/ Attitudinal/ Mechanical/ Unusual complaints)</li> </ul> <p>Guidelines to handle complaints</p> <p><b>FRONT OFFICE ACCOUNTING SYSTEM AND SETTLEMENT</b></p> <ul style="list-style-type: none"> <li>• Guest and Non Guest Folio</li> <li>• Types of Folio</li> <li>• Types of Vouchers</li> <li>• City Ledger</li> <li>• Billing Procedure instruction</li> <li>• Methods of settlement( Cash/ CC- Direct currency converter/ BTC/ TAV/ PSO/ COMP Voucher)</li> </ul>	15
<b>III.</b>	<p><b>SECURITY SYSTEMS IN HOTELS</b></p> <ul style="list-style-type: none"> <li>• Fire Alarm Systems</li> <li>• Burglar Alarm Systems</li> <li>• Electronic Locking Systems</li> </ul> <p><b>TERMINOLOGY</b></p>	15
<b>TOTAL THEORY HOURS</b>		<b>45</b>

**REFERENCE BOOKS:-**

Name of the book	Author	Publisher	Place of Publication
Jatashankar Tiwari	Front Office Management	Oxford University Press	New Delhi
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill	New Delhi
Kasavana, Michael & Brooks, Richard	Managing Front Office Operations	AHMA	USA
Baker & Bradley	Principles of Hotel front Office Operations	Cassell	London
Deveau, insley & deveav, Patricia	Front Office Management and Operations (2)	Prentice Hall	NEW JERSEY
Bullied, An Ritchie, Caroline	Reception	Stanley Thornes	london
Chakravarti, B.K.	Front Office Management In Hotel	BNS Publishers	New Delhi
Braham, Bruce	Hotel Front Office	Hutchinson	London
Ford, Robert & Heaton, Cherrill	Managing the guest Experience	Delmar Publishers	London
Bardi,James	Hotel Front office Management	John wiley & sons	new Jersey
Huyton Jeremy & Baker Sue	Case Studies in Rooms Operations and	Hospitality Press P Ltd.	Melbourne

	Management		
Bhatnagar S.K.	Front office Management	Frank Bros & Co.	New delhi
Andrews, Sudhir	Hotel Front Office Training Manual(latest ed)	The Tata M'cGraw Hill	New delhi
Chakravarti B.K.	Front Office Management in Hotel	CBS Publisher	New Delhi
Chakravarti B.K.	Concept of Front Office Management	APH Publishing	New Delhi
	India(Tourist Guide)	Lonely Planet	

**Scheme of Examination (Theory)****(b) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.



**HOUSEKEEPING SEMESTER – III / IV (THEORY)**

Name of the Programme	Duration	Semester	Course/Co urse Code
B.Sc. in Hospitality Studies	Six Semesters	III/IV	Housekeepi ng III(USHO 304)
Course Code	Title	Credits	
USHO304	Housekeeping-III	2	

For Course Per week 1 lecture/period is 60 minutes duration			For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical				
Actual Contact	3	--				
Credit	2	--				

**Semester III / IV – 15 weeks Semester I – 15 weeks**

THEORY				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02	

**OBJECTIVES:**

At the end of semester III / IV:-

- The student will be able to explain various operational procedures and formats pertaining to linen, uniforms, and laundry.
- The student will be able to create formats and design layouts of linen room, uniform room and laundry.
- The student will be able to create Flower Arrangements for various occasions and locations.
- The student will be able to plan and implement décor for special occasions.

**Contents of syllabus for USHO 304**

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I.	<b>1. LINEN ROOM OPERATIONS</b> 1.1 Introduction, classification and sizes of linen 1.2 Selection criteria for linen 1.3 Calculation of linen requirement – Par stock 1.4 Purchase of linen 1.5 Layout and equipment in linen room 1.6 Activities in linen room 1.7 Linen control 1.7.1 Linen exchange procedure 1.7.2 Inventory control – Procedures and records	10

	<p>1.7.3 Recycling of condemned linen</p> <p>1.8 Linen hire</p> <p>1.9 Glossary</p>	
	<p><b>2. FORMATS</b></p> <p>2.1 Linen Exchange Slip</p> <p>2.2 Purchase Index Card</p> <p>2.3 Linen Replenishment Slip</p> <p>2.4 Master Inventory Sheet – Linen/Uniforms/F&amp;B Linen</p> <p>2.5 Floor Inventory Sheet</p> <p>2.6 Stock Register</p> <p>2.7 Linen Discard Sheet</p> <p>2.8 Lost Linen Record</p> <p>2.9 Laundry List</p>	05
II	<p><b>1. UNIFORM AND SEWING ROOM</b></p> <p>1.1 Importance of uniforms</p> <p>1.2 Designing of uniform, Selection criteria (Functional &amp; Aesthetic)</p> <p>1.3 Layout of uniform room</p> <p>1.4 Issuing and exchange of uniforms</p> <p>1.5 Storage of uniforms</p> <p>1.6 Importance and activities of sewing room</p>	05
	<p><b>2. LAUNDRY OPERATIONS</b></p> <p>2.1 Introduction to laundry operations</p> <p>2.2 Types of laundries – Commercial / In house (OPL)</p> <p>2.3 Advantages and Disadvantages of OPL</p> <p>2.4 Laundry agents</p> <p>2.5 Laundry equipments</p> <p>2.6 Layout of laundry</p> <p>2.7 Laundry process – On Premises and Off Premises</p> <p>    2.7.1 Wash cycle</p> <p>    2.7.2 Coordination between laundry and linen room</p> <p>2.8 Stain removal methods</p> <p>2.9 Dry cleaning – Chemicals and Process</p> <p>2.10 Handling Guest Laundry/Valet Service</p> <p>2.11 Glossary</p>	10
III	<p><b>1. FLOWER ARRANGEMENT</b></p> <p>1.1 Introduction to Flower Arrangement</p> <p>1.2 Flower arrangement materials – Flowers, Fillers, and equipments, tools, accessories</p> <p>1.3 Selection, care and conditioning of plant material</p> <p>1.4 styles of flower arrangements – Western, Free style, Abstract, Oriental (Ikebana)</p> <p>1.5 Principles of Western flower arrangement</p> <p>1.6 Glossary</p>	10
	<p><b>2. ERGONOMICS IN HOUSEKEEPING</b></p>	05
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

- 1 Hotel Housekeeping Operations and Management – G. Raghubalan & Smritee Raghubalan – Oxford University Press.
- 2 Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George – Jaico Publications.
- 3 Housekeeping Management – Margaret Kappa, Aleta Nitschken, Patricia B. Schappert – A.H. & L.A.
- 4 Textiles – Fiber to Fabric – Bernard P. Corbman  
Library of congress category
- 5 Stain Removal – Stephanie Zia – Bounty Books
- 6 Professional Management of Housekeeping Operations – Thomas J. A. Jones – John Wiley & Sons
- 7 Flower Arranging – Joyce Rogers – Paul Hamlyn London
- 8 Textile and Laundry in Hotel Industry - Dr. D.K.Agrawal - Aman Publications
- 9 The Art of Flower Arranging - Ian Hall & Sarah Waterkeyn - Smithmark Publications
- 10 Creative Flower Arranging - Tamaris Ryan - Tiger Books International, London
- 11 The World of Flower Arranging - Barbara Pearce - Optimum Books
- 12 Flower Arrangement. Expert :- Dr. D G Hessayon - British Library , Tranworld Publishers

### HOUSEKEEPING SEMESTER - III / IV (ASSIGNMENTS)

Out of the following given options each student needs to work on both.

SR. No.	TOPIC FOR ASSIGNMENTS	MARKS
1.	Uniform designing OR Flower arrangement – Rates of flowers, different types of flowers and foliage. Significance of flowers used for various occasions such as baby shower, wedding, religious function, festivals etc (students need to work on any 4 occasions)	10
2.	Special decorations for different Theme Events (Group assignment) as per <ul style="list-style-type: none"> <li>• Planning</li> <li>• Costing</li> <li>• Purchasing</li> <li>• Implementing</li> </ul>	10

#### Scheme of Examination (Theory)

(c) Internal assessment- 40 marks

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners,	05

	skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**ROOMS DIVISION MANAGEMENT –III (PRACTICAL)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	III/IV	RDM-I Practical-USHO305
Course Code	Title	Credits	
USHO305	RDM-Practical-III	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	--	4					
Credit	--	2					

**Semester I – 15 weeks**

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
--	--	--	--	--	4	60	10	02	--

**Contents of syllabus for USHO 305****FRONT OFFICE PRACTICAL- III****Note: Formats to be taken from MIS and to be practised in Front office Practicals.**

Sr.	Topic	Hr
1	SELECTION OF THE FRONT OFFICE MANAGEMENT SYSTEM Software –Shawmans Property Management System-Amadeus. Fidelio	5
2	ROOM MANAGEMENT SOFTWARE Room Inventory, Room Status availability	5
3	REGISTRATION Reservation/ Guest data (profile) GHC, Reports /self check-in	5
4	POSTING Paid Out/ Miscellaneous Voucher, Telephone, Display Folio (bill), Reports	5
5	CALL ACCOUNTING Guest Information/ Employee Information/ Post Charges/ Messages/ Wake Calls	5
6	CHECK OUT Folio /Adjustment/ Cashier/ Back Office Guest History	5

**HOUSEKEEPING (PRACTICAL) –III/IV**

SR. NO.	PRACTICALS	HOURS
1	STAIN REMOVAL <ul style="list-style-type: none"> <li>• Ink</li> <li>• Tea/Coffee</li> <li>• Juice</li> <li>• Lipstick/nail polish</li> <li>• Curry</li> <li>• Shoe polish</li> <li>• Oil / grease</li> <li>• Chewing gum</li> <li>• Hair dye</li> <li>• Henna/Mehendi</li> <li>• Blood/Chocolate</li> <li>• Urine/Vomit</li> </ul>	6
2	FLOWER ARRANGEMENT <ul style="list-style-type: none"> <li>• Ikebana/Western/Free style</li> <li>• Demo</li> <li>• individual (any one)</li> </ul>	10
3	IRONING	4
4	VARIOUS STITCHES <ul style="list-style-type: none"> <li>• Straight/Running stitch</li> <li>• Hemming</li> <li>• Button and buttonhole</li> <li>• Hook and eye</li> </ul>	4
5	UNIFORM DESIGNING	6
	<b>TOTAL PRACTICAL HOURS</b>	<b>30</b>

**Conduct of Practical Examination****(a) Internal assessment- 20 marks**

Sr. No.	Evaluation type	Marks
1	Two best practical	10
2	Journal	05
3	Viva	05
		20

**(b) Semester end assessment - 30 marks**

- A candidate will be given a 2 activities bed making and polishing or special cleaning of any surface or area
- Assessment will be done as follows

Journal	Grooming	Work sheet	Activity One	Activity Two	Viva-Voce
10	10	10	10	10	10

- Marks obtained out of 60 shall be converted to out of 30 to the next integer for final calculation.

**HOTEL ACCOUNTANCY & COST CONTROL**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	III/IV	HOTEL ACCOUNTANCY & COST CONTROL (USHO 306)
Course Code	Title	Credits	
USHO 306	HOTEL ACCOUNTANCY & COST CONTROL	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

Semester I – 15 weeks

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**Contents of syllabus for USHO 306****SEMESTER – III/IV**

Sr.	Topic	Hr	Marks
1	<b>Unit - I</b> <b><u>Company Accounts</u></b> <ul style="list-style-type: none"> <li>Preparation of Company Final Accounts i.e.Trading Account , Profit &amp; Loss Accounts, Profit &amp; Loss Appropriation Account &amp; Balance Sheet with adjustments in accordance with Provisions of the Companies Act.</li> <li>Practical Problems in horizontal format</li> <li>Adjustment – <ol style="list-style-type: none"> <li>Closing stock</li> <li>O/S exp</li> <li>Prepaid exp</li> <li>Depreciation</li> <li>Prov. For tax</li> <li>Bad debts</li> <li>Trans to Res.</li> <li>Prop. Div.</li> </ol> </li> </ul>	12	
2.	<b><u>Allowances &amp; Visitors Paid outs:</u></b> <ul style="list-style-type: none"> <li>What are Allowances &amp; Visitors Paid outs?</li> <li>Difference between Discounts &amp; Allowances.</li> <li>Formats of Allowance &amp; Visitors paid outs.</li> </ul>	3	

1.	<b>Unit - II</b> <b><u>The Guest Weekly Bill &amp; Visitors Tabular Ledger</u></b> <ul style="list-style-type: none"> <li>• Importance, Purpose, layout &amp; format of Guest weekly Bill &amp; Visitors Tabular ledger.</li> <li>• Practical Problems on Guest weekly bill</li> </ul>	7	
2.	<b><u>Uniform System of Accounting for Lodging Industry</u></b> <ul style="list-style-type: none"> <li>• Importance, uses &amp; approach</li> <li>• Income statement as per uniform system of accounts in lodging industry – scheduler –Rooms, F &amp; B, laundry dept only.</li> <li>• Practical Problems</li> </ul>	8	
1.	<b>Unit - III</b> <b><u>Internal Audit, Statutory Audit &amp; Night Audit</u></b> <ul style="list-style-type: none"> <li>• Introduction to Internal Audit &amp; Statutory Audit</li> <li>• Distinction between Internal Audit &amp; Statutory Audit</li> <li>• Importance, Purpose &amp; advantages of Night Audit &amp; daily Revenue Report.</li> <li>• Functions &amp; Duties of Night Auditor</li> </ul>	4	
2.	<b><u>Food &amp; Beverage Cost Control:</u></b> Steps in Food & Beverage Control : Purchasing , Receiving, Storing, Issuing, Preparing & Selling. Formats of Purchase Requisition, Purchase order, Delivery Challan, Bin-card, K.O.T, K.O.T Analysis, Restaurant Bill, Food cost Report	4	
3.	<b><u>Standard Costing &amp; Variance Analysis</u></b> <ul style="list-style-type: none"> <li>• Advantages &amp; Limitations of Standard Costing</li> <li>• Variance Analysis</li> <li>• Material Variances: Material Cost Variance, Material Price variance &amp; Material Usage (quantity variance)</li> <li>• Labour Variances – Labour cost variance, Labour Rate variance &amp; Labour Efficiency variance.</li> <li>• Practical Problems</li> </ul>	7	

**Scheme of Examination (Theory)****(d) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks



Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**HOSPITALITY LAW & HUMAN RESOURCE MANAGEMENT  
SEMESTER – III/IV (THEORY)**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	III /IV	HOSPITALITY LAW & HUMAN RESOURCE MANAGEMENT (USHO 307)
Course Code	Title	Credits	
USHO 307	HOSPITALITY LAW & HUMAN RESOURCE MANAGEMENT	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

Semester III / IV – 15 weeks Semester I – 15 weeks

THEORY				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02	

**Contents of syllabus for USHO 307**

Semester III /IV – 15 weeks

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
I	<b>1. SOURCES OF LAW</b> 1.1 Definition: Law 1.2 Sources of Indian Law 1.3 Preamble to the Indian Constitution 1.4 Fundamental Rights and Fundamental Duties	01
	<b>2. LAW OF CONTRACT</b> 2.1 Definition: Contract. 2.2 Difference between Agreement and Contract 2.3 Essentials of Valid Contract. 2.4 Contract of Indemnity and Contract of Guarantee.	02

	<b>3. LAW OF AGENCY</b> 3.1 Definition: Agency, Agent and Principal. 3.2 Rights and Duties of Principal and Agent	01
	<b>4. LAW OF BAILMENT</b> 4.1 Definition and Nature of Bailment. 4.2 Rights and Duties of the Bailor and Bailee.	01
	<b>5. CONSUMER PROTECTION ACT</b> 5.1 Objectives of the Act, 5.2 Definition: Consumer, Goods/Service, Consumer Complaint, Consumer Dispute, Deficiency, Defect	01
	<b>6. PREVENTION OF FOOD ADULTERATION ACT</b> 6.1 Definition: Food, Adulterant, Adulteration, Misbranding and Label 6.2 Food Inspector - Powers and Duties 6.3 Procedure to be followed by Food Inspectors	02
	<b>7. INDUSTRIAL DISPUTES ACT</b> 7.1 Objectives and Applicability 7.2 Definition: Industry, Workmen, Industrial Dispute, Strike, Layoff, Lockout, Closure, Misconduct 7.3 Causes and Effects of Industrial Dispute 7.4 Kinds of Punishments: Minor and Major	03
	<b>8. INDUSTRIAL EMPLOYMENT (STANDING ORDERS) ACT</b> 8.1 Definition: Standing Orders 8.2 Model Standing Orders 8.3 Procedure for Disciplinary Action	
	<b>9. FACTORIES ACT</b> 9.1 Definition: Factory, Occupier 9.2 General Duties of the Occupier. 9.3 Health, Safety and Welfare Provisions	02
	<b>10. BOMBAY SHOPS AND ESTABLISHMENTS ACT</b> 10.1 Definition of Establishment, Commercial Establishment 10.2 Procedure for Registration. 10.3 Working hours	

UNIT NO.	TOPICS	TOTAL NO. OF HOURS
II	<p><b>Human Resource Development</b></p> <ul style="list-style-type: none"> <li>1.4.1 Introduction to Human Resource Development</li> <li>1.4.2 Evolution of Human Resource Management</li> <li>1.4.3 Importance of Human Resource Management</li> <li>1.4.4 HRD Culture and Climate</li> </ul> <p><b>Job Analysis and Job Design</b></p> <ul style="list-style-type: none"> <li>– Meaning and Definition of Job Analysis</li> <li>– Job Analysis</li> </ul> <p>Objectives and Process of Job Analysis  Job Description  Job Specification</p> <ul style="list-style-type: none"> <li>– Job Design</li> </ul> <p>Factors affecting Job Design  Approaches to Job Design</p> <p><b>Human Resource Planning</b></p> <ul style="list-style-type: none"> <li>– Introduction to Human Resource Planning (Definition and Concept)</li> <li>– Human Resource</li> <li>– Planning Process</li> </ul> <p>HR Demand Forecast  HR Supply Forecast  Measurement in Human Resource Planning</p> <p>Sub Topics</p> <ul style="list-style-type: none"> <li>– Human Resource Information System (HRIS)</li> <li>– Human Resource Audit</li> </ul>	15
III	<p><b>Action Area</b></p> <ul style="list-style-type: none"> <li>– Recruitment and Selection</li> <li>– Orientation and Placement</li> <li>– Training and Development</li> </ul> <p>On the job training  Off the job training</p> <ul style="list-style-type: none"> <li>– Performance Appraisal</li> </ul> <p>Meaning and Purpose  Limitations of Performance Appraisal  Methods of Job Appraisal</p> <ul style="list-style-type: none"> <li>– Transfer, Promotion and Reward Policies</li> </ul>	15

	<b>Challenges of Human Resource Management</b> <ul style="list-style-type: none"> <li>– Absenteeism and Turnover</li> <li>– Balancing work with Life</li> <li>– Managing Diversity</li> <li>– Ethical Issues in HRM</li> </ul>	
	<b>TOTAL THEORY HOURS</b>	<b>45</b>

**REFERENCE**

Name of the Book	Author	Publisher	Place of Publication	Year
Human Resource Development	David Mankin	Oxford University Press	New York	2009
Human Resource and Personnel Management (Text and Cases);	K.Aswathapa	Tata Mc Graw Hill	New Delhi	2005
Human Resource Management	Michael Vaz			
Elements of Commercial Law	Mr. N D Kapoor	Sultanchand		
Business Law	Mr. P C Tulsian			
Business Law	Venkataraman Kalaivani	Vipul Prakashan		
Bombay Rents, Hotel and Lodging House Rates Control Act 1947				
Prevention of Food Adulteration Act,1954				
Bombay Shops & Establishments Act, 1948				

**Scheme of Examination (Theory)****(e) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated	05

	through organizing co-curricular activities, etc.	
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**MANAGEMENT INFORMATION SYSTEMS**

Name of the Programme	Duration	Semester	Course/Course Code
B.Sc. in Hospitality Studies	Six Semesters	III/IV	MANAGEMENT INFORMATION SYSTEMS (USHO 308)
Course Code	Title	Credits	
USHO 308	MANAGEMENT INFORMATION SYSTEMS	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	--					
Credit	2	--					

Semester III/IV – 15 weeks

THEORY					PRACTICAL				
Hours / week	Total Hours	Notional Hours	Credits	Total Marks	Hours / week	Total Hours	Notional Hours	Credits	Total Marks
03	45	25	02		--	--	--	--	--

**Contents of syllabus for USHO 308****(SEMESTER – III/IV) – 15 Weeks**

**Objective:** To equip the student with the required knowledge to understand the theory and practical aspects of the functioning of the systems department of a hotel with focus on skills development in handling Property Management Systems software.

**(Theory – 45 Hrs)****UNIT 1****15 Hrs****Management Information Systems**

- Definition of MIS
- MIS Personnel
- Managing multi processor environments
- MIS security issues

**Selecting and Implementing Computer systems**

- Analysing current information needs
- Collecting sales information
- Establishing system requirements
- Requesting proposals from vendors
- Contract negotiation

**UNIT 2****15 Hrs****Reservation Systems**

- E-Distribution systems
- Intersell agencies
- Central Reservation Systems
- Property Level Reservation systems
- Reservations through the internet

**Rooms Management and Guest Accounting Applications**

- Room Management Module
- Guest Accounting Module

**Point of Sale Technologies**

- POS Order entry units
- POS Printers
- Accounts Settlement
- Managing Guest Accounts
- POS Software
- Automated Beverage control systems

**UNIT 3****15 Hrs****Food & Beverage Management Applications**

- Recipe Management
- Sales Analysis
- Menu Management
- Integrated Food Service software
- Automated Beverage system reports

**Sales & Catering Applications**

- Hotel Sales Office Automation
- Revenue Management
- Catering Software

**(Practical 15 Hrs)**

<b>Sr.</b>	<b>Topic</b>	<b>Hr</b>
<b>1</b>	Suggested Softwares to be used for Practical Purposes a. Opera b. Amadeus c. Fidelio d. IDS e. Shawman  <u>Standard PMS Exercises</u> a. Creating a Profile of a guest	<b>15 Hrs</b>



	b. Creating a reservation record c. Creating a registration record d. Shortcut keys e. Manual Posting of vouchers f. Billing g. Report Generation	
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**Scheme of Examination (Theory)****(f) Internal assessment- 40 marks**

Sr. No.	Evaluation type	Marks
1	Two assignments/ case study/ projects	20
2	One class test (multiple choice questions objective)	10
3	Active participation in routine class instructional deliveries (case studies/ seminars/ presentation)	05
4	Overall conduct as a responsible student, manners, skill, in articulation, leadership qualities demonstrated through organizing co-curricular activities, etc.	05
	Total	40

**(b) Semester end examination (Pattern of Question Paper):-****Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
Total		60

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

Students will be sent for Industrial Training either during the IIIrd or IVth semester as per the convenience of Industry/Institute. Classes will be conducted for the batch of students not undergoing Industrial Training.

The Industrial training semester will be a minimum of 20 weeks. This is required as students need minimum 4 weeks exposure to each of the core departments.(Kitchen, Food & Beverage Service, Front Office & Housekeeping. The Training hours are calculated on the basis of 6 days a week and minimum 8 hours per day.

### Semester IV - B.Sc. Hospitality Studies

Course Code	Subject	Class Room Instruction Face to Face									Notional			Credits			Total	
		Per Week			Per Sem			Per Sem Hrs			L	P	T	Total	L	P		T
		L	P	T	L	P	T	L	P	T								
USHO401	Industrial Exposure Training	-	48	-		960	-	-	960			40		1000	-	20	-	20
	<b>Total</b>	-	48			960	-	-	960			40		1000	-	20	-	20

**L** one lecture / period of 60 minutes (1 hr.) **P**

Notional includes time spent in library / home / other institutions for preparation and writing of assignments, quizzes, open book test, journal, case studies, project, practical, field work, excursion, etc.

**INDUSTRIAL TRAINING – USHO 401****Semester - IV**

1. Exposure to Industrial Training is an integral part of the 4<sup>th</sup> semester. The class would be divided into two groups or as the case may be. The 20 weeks industrial training would be divided into all the major departments of the hotel.
2. Industrial Training will require an input of 120 working days i.e. (20 weeks x 06 days = 120 days).
3. For award of marks, 50% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students responsibility to get this feed-back / assessment form completed from departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 50% marks(10%-Presentation Skills,10% Viva, 10% Log Book and 20% Training Report) students would be assessed on the basis of seminar / presentation before a select panel. A hard copy of the report will also have to be submitted to the panel.
4. Responsibilities of Institute, hotel and the student / trainee with aims & objectives have been prescribed for adherence.
5. Once the student has been selected / deputed for industrial Training by the institute, he / she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

NOTE: TUTION FEE FOR THE SEMESTER Rs. 65,000/-
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## Semester V - B. Sc. (Hospitality Studies)

Course Code	Course	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO501	Food Production & Patisserie	3	4	-	45	60	-	45	60	-	105	100	100	2	2	-	4
USHO502	Food & Beverage Operations Management	3	4	-	45	60	-	45	60	-	105	100	100	2	2	-	4
USHO503	Front Office (16)	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO504	Housekeeping	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO505	Rooms Division Management(Practical)(pg 24)	-	4	-	-	60	-	-	60	-	60		100	-	2	-	2
USHO506	Corporate English	3	3	-	45	45	-	45	45	-	90	100	100	2	2	-	4
USHO507	Environmental & Sustainable Tourism	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
Total		18	15	-	270	225	-	270	225	-	495	600	400	12	8	-	20
<b>L</b> one lecture / period of 60 minutes (1 hr.) <b>P</b> Practical <b>T</b> Tutorial																	



## FOOD PRODUCTION & PÂTISSERIE (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	V	Food Production & Patisserie- (USHO 501)
Course Code	Title	Credits	
USHO501	Food Production & Patisserie	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total	
		Per Week			Per Semester			Per Semester Hrs				Total	TH	PR	L	P		T
		L	P	T	L	P	T	L	P	T								
USHO 501	Food Production & Patisserie	03	04	-	45	60	-	45	60	-	105	100	100	02	02	-	04	

**OBJECTIVES:**

- To educate students on basic to advance culinary skills.
- To give an overview of culinary specialties across the globe.
- To educate students on latest food trends.
- To highlight the importance of food safety.
- To train students for better employment prospects.

**Contents of syllabus for USHO501**

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>01</b>	<b>1</b>	Basic of Food Production  1.1 Classical Kitchen Brigade 1.2 Cuts of Vegetable 1.3 Cuts of Meat, Fish, Poultry 1.4 Basic Methods of Cooking 1.5 Stocks 1.6 Sauces 1.7 Soups 1.8 Salads	<b>15</b>	<b>15</b>
	<b>2</b>	Basics of Bakery & Confectionery  2.1 Breads 2.2 Cakes 2.3 Cookies 2.4 Pastries		
	<b>3</b>	Modern Cooking Techniques & Processes  3.1 Sous Vide Cooking, Cook Chill & Cook Freeze 3.2 HACCP (Definition, Process in brief, Application in the Kitchen) 3.3 FSSAI Law		
	<b>4</b>	Larder  4.1 Definition; layout of the department 4.2 Hierarchy, Duties & responsibilities of larder chef 4.3 Tools & Equipment of larder department 4.4 Importance of larder control 4.5 Yield testing		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>5</b>	Charcuterie  5.1 Introduction to Charcuterie 5.2 Brines – Cures – Marinades - Smoking 5.2.1 Types, uses, differences 5.3 forcemeats 5.3.1 Components of forcemeat 5.3.2 Methods of making forcemeat 5.4 Sausages 5.4.1 Components of sausage 5.4.2 Types of sausages 5.4.3 International sausages with country of origin	<b>15</b>	<b>15</b>

		<p>5.5 Charcuterie Products</p> <p>5.5.1 Galantine, Ballotine, Pates, Terrines</p> <p>5.5.2 Mousse &amp; Mousseline</p> <p>5.5.3 Gelée, Aspic Jelly &amp; Chaud Froid</p> <p>5.6 Ham – Bacon – Gammon</p> <p>5.6.1 Definitions</p> <p>5.6.2 Types of Bacon</p> <p>5.6.3 International Ham/Bacon with country of origin</p> <p>5.6.4 Difference between Ham/Bacon/Gammon</p>		
	<b>6</b>	<p>Cheese</p> <p>6.1 Definition &amp; History</p> <p>6.2 Manufacturing Process</p> <p>6.3 Types &amp; Uses</p> <p>6.4 International Cheese with Country of origin</p> <p>6.5 Cheese Board (Layout &amp; Presentation)</p>		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>7</b>	<p>International cuisine.</p> <p>7.1 Geographic Location</p> <p>7.2 Historical Background</p> <p>7.3 Staple Food &amp; Specialties With Recipes</p> <p>7.4 Tourist Destination</p> <p>7.5 Sports</p> <p>7.6 Festivals</p> <p>7.7 Regional Attire</p> <p>7.8 Currency</p> <p>7.9 Equipments &amp; Raw Ingredients</p> <p>7.10 Glossary Terms</p> <p>7.11 Audio Visual Clips</p> <p>Assignment to be prepared any one from the following countries:</p> <ul style="list-style-type: none"> <li>• Europe Continent                             <ul style="list-style-type: none"> <li>○ France</li> <li>○ Italy</li> <li>○ Spain &amp; Portugal</li> <li>○ Germany</li> <li>○ Great Britain</li> <li>○ Scandinavian countries</li> <li>○ Greece</li> </ul> </li> <li>• Middle East                             <ul style="list-style-type: none"> <li>○ Morocco</li> <li>○ Lebanon</li> <li>○ Turkey</li> </ul> </li> <li>• Far East                             <ul style="list-style-type: none"> <li>○ China</li> </ul> </li> </ul>	<b>15</b>	<b>15</b>



		<ul style="list-style-type: none"> <li>○ Japan</li> <li>○ Thailand</li> <li>● North Central America             <ul style="list-style-type: none"> <li>○ USA</li> <li>○ Mexico</li> </ul> </li> </ul>		
	<b>8</b>	<p>Chocolate</p> <p>8.1 History and sources</p> <p>8.2 Manufacturing and processing of chocolate</p> <p>8.3 Types of chocolates</p> <p>8.4 Tempering of chocolate</p> <p>8.5 Application of cocoa, butter and white chocolate</p>		
	<b>9</b>	<p>Icings</p> <p>9.1 Definition &amp; Introduction</p> <p>9.2 Varieties of Icing</p> <p>9.3 Uses of Icing</p>		

● **List of Culinary Terms –**

1. Aloyou	18. Eeste	35. Noisette
2. Arêtes	19. En croute	36. Noix
3. Ballotine	20. Escargot	37. Rauget
4. Borde de lard	21. Escrocote	38. Rifroidir
5. Clou de girofle	22. Farine	39. Rognons
6. Cochon de loit	23. Fouetter	40. Roulade
7. Cornichon	24. Frappe	41. Rouler
8. Cotelette	25. Gelinette	42. Salpicon
9. Couronne	26. Gingembre	43. Saumure
10. Creamux	27. Godiveau	44. Suif
11. Crepine	28. Jombon	45. Tasse
12. Croquant	29. Laitance	46. Thon
13. Demi – devil	30. Medallion	47. Timbale
14. Denerver	31. Melange	48. Trencher
15. Depouiller	32. Merine	49. Viande
16. Eaut – gout	33. Navarin	50. Vide
17. Eberber	34. Nettoyer	

## **FOOD PRODUCTION & PATISSERIE (Practical)**

Unit	Practical	Hours
1	<b>1.</b> France <b>2.</b> Italy <b>3.</b> Middle east <b>4.</b> China <b>5.</b> Breads ( soft rolls/hard rolls/bread loaf)	20
2	<b>6.</b> USA <b>7.</b> Great Britain <b>8.</b> Spain / Portugal <b>9.</b> Mexico <b>10.</b> Pastries (Short Crust/Laminated/Choux)	20
3	<b>11.</b> Germany <b>12.</b> Thailand (South East) <b>13.</b> Greece <b>14.</b> International Classical Cakes (Black Forest/ Sacher Torte/ Dobos /Pavlova) <b>15.</b> Mystery Basket	20

- Each Menu will consist of dishes which comprises starter/soup/salad, main course with two accompaniments and a dessert.
- Examination Menu [Choice of 5 Menus – 5 Dishes which comprises of starter/soup/salad, main course with two accompaniments and a dessert. (1 Bakery Product compulsory)]

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination**

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	90
2	Journal	05
3	Viva	05
<b>Total</b>		<b>100</b>

**REFERENCE BOOKS**

1. Hamlyn, Paul, (1984), *Larousse Gastronomique*, Hamlyn, London
2. Stevenson, Daniel, (1991), *Basic Cookery The Process Approach*, Stanley Thornes (Publishers Ltd., England
3. Kinsella John, & Harvey David, (1996), *Professional Charcuterie*, John Wiley & sons, Canada
4. Leto M.J.& Bode W.K.H., (2007), *The Larder Chef Food Preparation & Presentation*, Butterworth - Hinemann, UK
5. Campbell John , Foskett David, (2012), *Practical Cookery for level 2 NVQ & Apprenticeships*, Hodder Education, UK
6. Bali Parvinder S., (2012), *International Cuisine & Food Production Management*, Oxford University, New Delhi
7. Bali Parvinder S., (2011), *Quantity Food Production Operation*, Oxford University Press, New Delhi
8. Harbutt Juliet, (2009), *The World Encyclopedia of Cheese*, Hermes House , London
9. Ramesh P & Jos Wellman, (2009), *Professional Cookery -Theory & Practice*, Better Yourself Book, Mumbai
10. Basan Ghillie & Jan Terry, (2008), *A Practical Cook's Encyclopedia of Malaysia & Singapore*, Hermes House , London
11. Sheasby Anne, (2008), *New Soup Bible*, Hermes House , London
12. Chan Wynnie, (2004), *Fresh Chinese*, Hamlyn, Great Britain
13. Amiard Herve & Mouton Laurence, (2004), *A Taste of Morocco*, Hachette, France
14. Trutter Marion, (2009), *Culinaria Spain*, Konemann Publisher, Spain
15. Schlotter Katrin & Schmid Gregor, (2010), *Culinaria China; Cuisine, Country, Culture*, Hfullmann, China
16. Beazley Mitchell , (2007), *Cook Espana, Drink Espana - A Culinary Journey Around the food & Drink of Spain*, Mitchell Beazley, Great Britain
17. Foskett David & Cesrani Victor, (2007), *The Theory of Catering (with DVD)*, Book Power with Hodder, UK
18. Garlough robert & Campbell Angus, (2008), *Modern Garde Manger*, Thomson Delmer, Australia
19. France Christine, (2008), *Sauces*, Hermes House , London
20. Tubby Linda, (2008), *The Barbecue Bible*, Hermes House , London
21. Ingram Christine, (2008), *Appetizer, Starter Horsdoeures*, Hermes House , London
22. Ramesh P & Jos Wellman, 2009, *Professional Cookery -Theory & Practice*, Better Yourself Book, Mumbai
23. Gisslen Wayne, (2001), *Professional Cooking*, John Wiley & sons, New York
24. Larousssem, David, (1996), *Professional Garde Manger*, John wiley & sons, New Delhi

## FOOD & BEVERAGE OPERATIONS MANAGEMENT (Theory)

Name of the Programme	Duration			Semester	Course/ Course Code		
B.Sc. in Hospitality Studies	Six Semester			V	Food & Beverage Operations Management (USHO 502)		
Course Code	Title			Credits			
USHO502	Food & Beverage Operations Management			2+2			
For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 502	Food & Beverage Operations Management	03	04	-	45	60	-	45	60	-	105	100	100	02	02	-	04

### OBJECTIVES:

At the end of semester V the student will be able to:-

- Identify Food & Beverage setup and planning of various outlets in the department.
- Describe casual, theme restaurants etc. and how they are operated.
- How food service managers develop and manage labour & revenue control system.
- Explain how banquets and catering events are booked and planned, and describe how managers and staff members provide service for these events.
- Explain the operations of various catering establishments such as Railway, Airline & Marine caterings.

**Contents of syllabus for USHO502**

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	1.1 F & B Outlet Planning 1.1.1 Objective of a good layout 1.1.2 Steps in planning of layout. (Specialty Restaurants, Coffee Shop, Room Service) 1.1.3 Factors to be considered while planning the actual ambience (Colour, light, décor, furniture & uniform) 1.2 Operational aspects of various F & B Outlets (Specialty Restaurants, Coffee Shop, Room Service) 1.2.1 Menu planning 1.2.2 Constraints of Menu planning 1.2.3 Planning of staff requirement 1.2.4 Shifts (Panzer, Straight, Split & Reliever) 1.2.5 Factors to be considered for selecting appropriate Crockery, Cutlery, Glassware, and Linen. 1.3 Elements of cost 1.3.1 Types of cost (Material, Labour & Overhead) 1.3.2 Cost Groups (Fixed, semi-fixed & variable) & types of profit (gross & net) 1.3.3 Breakeven / Cost volume profit analysis	15	15

Unit No.	Chapter No.	TOPIC	Hours	Marks						
02	2	Function Catering / Banquets  2.1 Definition, History & Importance 2.2 Organization of Banquet dept., duties and responsibilities. 2.3 Types of Banquets: Formal, Semiformal & Informal 2.4 Banquet Sales 2.5 Banquet reservation diary and booking procedure. 2.6 Function contract & Function prospectus 2.7 Banquet Menus 2.8 Types of service in the banquets. 2.9 Staffing & Duty allocation 2.10 Toast procedure at wedding reception & Protocol 2.11 Outdoor catering. 2.12 Glossary  <p style="text-align: center;"><b><u>Glossary</u></b></p> <p><b>Audiovisual Equipment</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Dais</td> <td style="width: 33%;">Easel</td> <td style="width: 33%;">Flip charts</td> </tr> <tr> <td>Keystoning</td> <td>Lavaliere microphone</td> <td>Lectern</td> </tr> </table>	Dais	Easel	Flip charts	Keystoning	Lavaliere microphone	Lectern	15	15
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Keystoning	Lavaliere microphone	Lectern								

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<b>Types of Meetings</b>				
Assembly	Breakout sessions	Clinic		
Colloquium	Concurrent sessions	Conference		
Congress	Convention	Dealer meetings		
Forum	Incentive meetings	Plenary session		
Retreat	Sales meeting	Seminar		
Summit	Symposium	Workshop		
<b>Misc Function Catering Terminology</b>				
Air walls	Cash bar	Corkage		
Crash bar	Guaranteed and Expected number	Head count		
Host bar	PDR	Pre-function area		
Reader Board	Reception	Skirting		
Theme party	Upstage			

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	3	3.1 Buffet. 3.1.1 Definition & Types of buffets. (Meal period, manner of consumption, food served & other types – Display, Gourmet & Running) 3.1.2 Points to be considered while planning a buffet. 3.1.3 Buffet equipment 3.1.4 Banquet layout (formal, informal & cabaret) & Space area calculation 3.1.5 Meeting room setups: (U Shape, Hollow Square, Classroom Theatre, Board of Directors, ‘T’ Shape) 3.2 Food and Beverage Management in various catering establishments 3.2.1 Railway Catering & Airline catering 3.2.2 Marine Catering (offshore & cruise liners) 3.2.3 Industrial catering	15	15



**ASSIGNMENTS**

<b>Sr. No.</b>	<b>Topic for Assignments</b>	<b>Marks</b>
1	Design & Layout of a Specialty Restaurant, Coffee Shop or Room Service	(10)
2	Designing Function Prospectus	(10)
3	Layout of the various seating plans associated with banquets	(10)
4	Layouts of various buffet setup as per function & space requirement.	(10)

**FOOD & BEVERAGE OPERATIONS MANAGEMENT (Practical)**

<b>Unit</b>	<b>Practical</b>	<b>Hours</b>
1	1 Practice: Sample layout plans 1.1 Specialty Restaurants 1.2 Coffee Shop 1.3 Room Service 2 Compiling menus a la Carte (Specialty Restaurants, Coffee Shop, and Room Service). 3 Order-taking (Room Service). 4 Planning Duty Rota for, Specialty Restaurants, Coffee Shop, and Room Service	20
2	5 Drafting Function Prospectus 6 Table setups and arrangements for banqueting and buffet including menu designing with styles of service & Calculation of space requirement (Formal banquet, Cocktail parties, conventions, exhibition, fashion show, wedding reception).	20
3	7 Frilling (Box, Diamond & Accordion Pleated) 8 Screening of educational videos related to Railway, Airline, Marine & Industrial catering	20

**Scheme of Examination (Theory)**

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination**

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	90
2	Journal	05
3	Viva	05
	<b>Total</b>	<b>100</b>

**REFERENCE BOOKS**

1. Andrews S, (2009), *Food & Beverage Service A Training Manual,(Second Edition)*, Tata McGraw-Hill Publishing Company Limited, New Delhi
2. Fuller, John, (1992), *Advanced Food Service*, Stanley Thornes Publishers Ltd., England
3. Kivela, Jaks, (1994), *Menu Planning for the Hospitality Industry*, Hospitality Press P Ltd., Melbourne
4. Lilicrap, Dennis & Cousins, John, (1994), *Food and Beverage Service*, Common Wealth Publication, New Delhi
5. Magris, Marzia, (1995), *An Introduction to Food & Beverage Studies*, Hospitality Press P Ltd, Melbourne
6. Singaravelavan .R, (2011), *Food and Beverage Service*, Oxford University Press, Delhi

### FRONT OFFICE (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Front Office (USHO 503)
Course Code	Title	Credits	
USHO503	Front Office	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO 503	Front Office	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

**OBJECTIVES:**

Students will be able to:

- To understand the formulas that are applied in the front office for forecasting and evaluating
- Decision making through statistical data in Front office operations
- Understand the rules & acceptance of foreign exchange.

**Contents of syllabus for USHO503**

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>		
<b>01</b>	<b>1</b>	Planning Operations  1.1 Management Function 1.1.1 Planning, Organising, 1.1.2 Co-ordinating, 1.1.3 Staffing, Leading, 1.1.4 Controlling, Evaluating 1.2 Establishing Room Rate 1.2.1 Different Approaches for pricing rooms 1.2.2 Market Condition Approach, 1.2.3 Rule of Thumb, 1.2.4 Hubbart’s Formula-Determining single and double rate 1.3 Special Room Rates Offered 1.3.1 Corporate / Commercial Rate, 1.3.2 Group Rate, 1.3.3 Promotional Rate, 1.3.4 Incentive Rate, 1.3.5 Family Rate, 1.3.6 Package, 1.3.7 Complimentary Rate 1.4 Forecasting Room Availability 1.4.1 Forecasting Data 1.4.1.1 Percentage of No-show, 1.4.1.2 Percentage of Cancellations, 1.4.1.3 Percentage of walk-ins, 1.4.1.4 Percentage of overstay, 1.4.1.5 Percentage of under stay, 1.4.2 Forecast formula; 1.4.3 Sample 3 and 10 days forecast; 1.4.4 Refining Forecast 1.5 Budgeting for Operations 1.5.1 Three Day Forecast; 1.5.2 Forecasting room revenue, 1.5.3 Estimating expenses, 1.5.4 Refining budget plans 1.6 Key Terms		
	<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	
<b>02</b>	<b>2</b>	Evaluating Operations  2.1 Evaluating front office operations 2.1.1 Daily Operations Report, 2.1.2 Monthly Income Statement 2.1.3 Occupancy Ratios;		

		2.1.3.1 Occupancy Percentage 2.1.3.2 Room Count 2.1.3.3 House Count 2.1.3.4 Double Occupancy percentage 2.1.3.5 Bed Occupancy Percentage 2.1.3.6 Foreign Guest Percentage 2.1.3.7 Average Daily Rate 2.1.3.8 Revenue Per Available Room (RevPAR) 2.1.3.9 Average Rate Per Guest (ARG) 2.1.4 Yield Statistic. 2.1.5 Market Share Index/ Fare Market Share 2.1.6 Evaluation of Hotels By Guests 2.2 Key Terms		
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Unit No.	Chapter No.	TOPIC	Hours	Marks
03	3	3.1 Handling Foreign Currency 3.2 Foreign Currency Exchange 3.3 Procedures to be followed while exchanging Foreign Currency 3.4 Currencies accepted by RBI 3.5 Foreign Exchange Certificate- Format 3.6 Foreign Exchange Settlements using Credit Cards. 3.7 Export Promotion Capital Goods Scheme (EPCG)		

### Contents of syllabus for USHO505

### FRONT OFFICE (Practical)

Unit	Practical	Hours
1	Group Discussion	
2	Situation Handling	
3	Manpower Planning	

**FRONT OFFICE (ASSIGNMENTS)**

Sr. No.	Topic for Assignments	Marks
1	Designing of Tariff card & Designing of Brochure	10

**Scheme of Examination (Theory)**

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15

Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### **REFERENCE BOOKS**

1. Andrews, Sudhir, (1995), *Hotel Front Office Training Manual*, The Tata M'cGraw Hill, New Delhi.
2. Andrews, Sudhir, (2007), *Front Office Management & Operations*, The Tata M'cGraw Hill, New Delhi.
3. Aggarwal Ravi, (2002), *Hotel front Office*, sublime Publications, Jaipur.
4. Bhatnagar S.K, (2002), *Front office Management*, Frank Bros & Co., New Delhi.
5. Chakravarti B.K., (1999), *Front Office Management in Hotel*, CBS Publisher, New Delhi.
6. Chakrawarti B.K., (2006), *Concept of Front Office Management*, APH Publishing, New Delhi.
7. Singh R.K., (2006), *Front Office Management*, Aman Publication New Delhi.
8. Tewari Jatashankar R., (2009), *Hotel Front Office Operations & Management*, Oxford University Press, New Delhi.



**HOUSEKEEPING (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Housekeeping (USHO 504)
Course Code	Title	Credits	
USHO504	Housekeeping	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO 504	Housekeeping	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

**OBJECTIVES:**

At the end of semester V:

- Explain and apply the guidelines for hiring various housekeeping contract services.
- Manage the man power planning in the housekeeping department in different category of hotels.
- Apply the elements and concept of interior decorations & elevations.

**Contents of syllabus for USHO504**

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>01</b>	<b>1</b>	Current Trends In Housekeeping 1.1 Green housekeeping practices 1.2 Cleaning equipment and agents 1.3 Guest supplies and amenities 1.4 Level of service (Limited Service, Mid-Range and Full Service)	<b>15</b>	<b>15</b>
	<b>2</b>	Contract Services / Outsourcing 2.1 Types of contract 2.2 Guidelines for hiring contract services 2.3 Advantages and disadvantages of contract service		
	<b>3</b>	Manpower Planning 3.1 Determining staff strength (fixed staff) 3.2 Scheduling staff (Duty Rosters)		
<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>4</b>	Lighting And Lighting Fixtures 4.1 Lighting for different areas of the hotel 4.2 Functional and aesthetic aspects of light	<b>15</b>	<b>15</b>
	<b>5</b>	Windows and Window Treatment 5.1 Types of windows and window treatment 5.2 Selection and care		
	<b>6</b>	Wall and Ceiling Finishes 6.1 Types 6.2 Selection 6.3 Care		
<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>7</b>	Carpets and Floor Coverings 7.1 Types 7.2 Selection 7.3 Care	<b>15</b>	<b>15</b>
	<b>8</b>	Interior Designing 8.1 Elements of design 8.2 Principles of design 8.3 Colour schemes		

**HOUSEKEEPING (ASSIGNMENTS)**

<b>Sr. No.</b>	<b>Topic for Assignments</b>	<b>Marks</b>
1	Calculating Staffing levels / Manpower Planning (Small to medium hotel)	(10)
2	Calculating curtain material requirements and costing for different Window Treatments	(10)
3	Samples / brochures / pictures and information for Floor Coverings	(10)
4	Samples / brochures / pictures and information for Wall Finishes.	(10)
5	Sourcing of various housekeeping contract service providers in Mumbai – High rise cleaning/ Façade Cleaning/ Carpet Shampooing, Washroom Services etc.	(10)

**Scheme of Examination (Theory)**

**(a) Internal assessment- 40 marks**

<b>Sr.</b>	<b>Evaluation type</b>	<b>Marks</b>
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

- 1 Raghubalan G., Raghubalan Smritee, (2007 – 2009), *Hotel Housekeeping Operations and Management*, 2<sup>nd</sup> Edition, Oxford University Press.
- 2 Singh Malini & George Jaya B., (2008), *Housekeeping Operations, Design and Management*, 1<sup>st</sup> Edition, Jaico Publications.
- 3 Jones Thomas J.A., (2005), *Professional Management of Housekeeping Operations*, 4<sup>th</sup> Edition, John Wiley & Sons.
- 4 Andrews Sudhir, (2007), *Text Book of Hotel Housekeeping Management & Operations*, 1<sup>st</sup> Edition, Tata McGraw Hill.

## ROOMS DIVISION MANAGEMENT (Practical)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Rooms Division Management (USHO 505)
Course Code	Title	Credits	
USHO505	Rooms Division Management	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact		4					
Credit		2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO 505	Rooms Division Management	03	04	-	45	60	-	45	60	-	105	100	100	02	02	-	04

### OBJECTIVES:

- To enhance the capabilities of student in understanding the contemporary hospitality and general issues through discussion and managing situations.
- To understand the importance of manpower planning in accommodation operation.
- To practically learn and demonstrate housekeeping operation and get an insight into the concept of colour wheel and elements & principles of design.

**Contents of syllabus for USHO505**

**FRONT OFFICE (Practical)**

Unit	Practical	Hours
1	Group Discussion	10
2	Situation Handling	10
3	Manpower Planning	10

**HOUSEKEEPING (Practical)**

Unit	Practical	Hours
1	Creating SOPs (Standard Operating Procedure) for: <ul style="list-style-type: none"> <li>• Turn-down service</li> <li>• Entering a guest room</li> <li>• Cleaning WC (Water Closet)</li> <li>• Cleaning and setting Vanity counter</li> <li>• Cleaning shower cubicle / bathtub</li> <li>• Vacuum Cleaning</li> <li>• Dusting guest room</li> <li>• Laundry collection</li> <li>• Stacking Maid's Trolley</li> <li>• Elevator cleaning</li> </ul>	10
2	Creating Area Checklist (Rooms and Public Area)	05
3	Illustration of a colour wheel	05
4	Identifying & Creating colour schemes	10

**Scheme of Examination (Practical)**

**Conduct of Practical Examination**

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	90
2	Journal	05
3	Viva	05
	<b>Total</b>	<b>100</b>

## CORPORATE ENGLISH (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Corporate English (USHO 506)
Course Code	Title	Credits	
USHO506	Corporate English	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 506	Corporate English	03	04	-	45	60	-	45	60	-	105	100	100	02	02	-	04

### OBJECTIVES:

- To enable the student to enhance their communication skills (verbal & written)
- To adapt to the challenges in the global scenario.
- To practice the dynamics of business etiquettes.

**Contents of syllabus for USHO506**

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>01</b>	<b>1</b>	General Business English 1.1 Business English basics 1.2 General vocabulary 1.3 Introduction to International English	<b>15</b>	<b>15</b>
	<b>2</b>	Grammar 2.1 Words and Phrases 2.2 Overview of tenses 2.3 Other common areas of difficulty for Indian speakers 2.4 Prepositions, time expressions & pronouns 2.5 Articles and nouns 2.6 Sentence Construction		
	<b>3</b>	Group Discussions 3.1 Group discussion competencies 3.2 Active listening 3.3 Expanding Arguments 3.4 Functional language 3.5 Paragraph development		
	<b>4</b>	Public speaking & Presentation skills 4.1 Structuring your presentation 4.2 Linguistic techniques 4.3 Introduction to effective openings - task 4.4 Hooks : seeking the audience attention 4.5 Sign posting language 4.6 The visual and vocal components 4.7 Visual aids 4.8 Other essential Sub Skills 4.9 Body language 4.10 Dealing with questions 4.11 Effective Presentation Strategies 4.12 Interviews / Group Discussion		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>5</b>	Vocabulary 5.1 Word building 5.2 Dictionary skills	<b>15</b>	<b>15</b>
	<b>6</b>	Power writing 6.1 The writing process		



		6.2 The Power writing process 6.3 Focus on content 6.4 Make your purpose clear 6.5 Make the intended action explicit 6.6 Focus on structure 6.7 Focus on language 6.8 Complete and concise messages		
	<b>7</b>	Interpersonal Skills		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>8</b>	Academic Writing  8.1 The writing process 8.2 Structuring an essay 8.3 Writing ideal introductions 8.4 General statements 8.5 Paragraph construction 8.6 Organising main ideas & controlling ideas	<b>15</b>	<b>15</b>
	<b>9</b>	Topic sentences  9.1 Supporting sentences 9.2 Transition words & phrases 9.3 Plagiarism / Referencing 9.4 Critical thinking skills 9.5 Paraphrasing & writing effective conclusion		
	<b>10</b>	Corporate Communication  10.1 Business letters, Emails, Memo, Report 10.2 Meetings, Team work, MICCEE (Meetings, Incentives, Conventions, Conference, Events & Exhibition) 10.3 Cross cultural communication		

**CORPORATE ENGLISH (Practical)**

Unit	Practical	Hours
1	1. Revision of Grammar 2. Presentation I – Current Issues 3. Group Discussion	20
2	4. Personal Interviews 5. Presentation II (Groups & Individual) 6. Structuring the presentation 7. Visual Aids to enhance effective presentation	20
3	8. Formal E-mail & Telephonic etiquettes, 9. Active listening, body language, posture, eye contact 10. Academic writing (Report writing, essay writing, assignment) 11. Role play, conducting, meeting / conference	20

**Scheme of Examination (Theory)**

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### Conduct of Practical Examination

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	90
2	Journal	05
3	Viva	05
	<b>Total</b>	<b>100</b>

### REFERENCE BOOKS

1. Thill, J.V. and Bovee C.L. (2005). *Excellence in Business Communication*, 6th ed. USA: Pearson Prentice-Hall
2. Kumar, S. and Lata, P. - (2012). *Communication Skills*, 1<sup>st</sup> ed. Oxford University press
3. Sen, L. (2008). *Communication Skills*, 2<sup>nd</sup> ed Prentice Hall of India Private Ltd.
4. Raman, M and Sharma, S. (2004) *Technical Communication*, Oxford University Press,
5. Francis, S. (2009) *Effective Business Communication*, 1<sup>st</sup> ed. Macmillan Publishers Pvt. Ltd

**ENVIRONMENTAL & SUSTAINABLE TOURISM (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Environmental & Sustainable Tourism (USHO 507)
Course Code	Title	Credits	
USHO507	Environmental & Sustainable Tourism	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO 507	Environmental & Sustainable Tourism	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

**OBJECTIVES:**

At the end of semester V:

- The student will be able to understand and explain the importance of Environmental and Sustainable Tourism.
- The student will be able to identify and explain Environmental changes due to Tourism.
- The student will comprehend Sustainability of Tourism for future generations.
- The student will be able to understand about the World's fastest growing Travel & Tourism industry.

- Contents of syllabus for USHO504

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	Environmental Studies 1.1 Definition, Scope and Importance 1.2 Need for public awareness 1.3 Renewable & Non-renewable Resources (Definition & Importance) 1.4 Consumerism & Waste Products	15	15
	2	Introduction to Tourism & Travel 2.1 Flashback – From early times till today (Purpose of travel in ancient times, invention of wheel, contribution of Thomas Cook, today's scenario). 2.2 Definition of Tourism as stated by U.N.W.T.O. 2.3 Types of Tourism-Pilgrimage, Business Tourism, Health Tourism, Adventure Tourism, Sports Tourism, Culinary & Wine Tourism. 2.4 Definition of Travel 2.5 Various modes of Transport – Land (Rail and Road), Water (Ferries and Cruises), Air.		

Unit No.	Chapter No.	TOPIC	Hours	Marks
02	3	Tourism Organisations 3.1 National/Domestic Organisations (M.T.D.C., I.T.D.C.) 3.2 International Organisations (U.N.W.T.O., W.T.T.C., U.F.T.A.A., U.N.E.S.C.O., S.T.I.)	15	15
	4	Sustainable Development 4.1 Why Sustainable Development? 4.2 Rio Summit 4.3 Impact of Tourism on the World		

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	5	Sustainable Tourism 5.1 Introduction to Sustainable Tourism 5.2 Sustainable Tourism with respect to Developed Countries (List of these countries, one major destination from each country that requires Sustainable development) 5.3 Sustainable Tourism with respect to Developing Countries	15	15

		(List of these countries, one major destination from each country that requires Sustainable development) 5.4 Sustainable Tourism in India 5.5 Sustainable Tourism in Mumbai 5.6 Sustainable Tourism as an Umbrella – Ecotourism, UNESCO Sites. 5.7 Impact of Travel on Sustainable Tourism 5.8 Impact of Accommodation on Sustainable Tourism 5.9 Responsible Tourism – Guidelines, “Making Tourism More Sustainable – A Guide for Policy Makers” – Role of United Nations Environment Programme (UNEP).		
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**ASSIGNMENTS**

Sr. No.	Topic for Assignments	Marks
1	Sustainable Tourism advice for any location / place in India	10
2	Environmental effects of Tourism	

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

1. Roday, S., (2012), *Tourism Operation and Management*, 1<sup>st</sup> Edition, Oxford University Press.
2. Narasaiah, M., (2003), *Tourism and the Environment*, 1<sup>st</sup> Edition, Discovery Publishing House.
3. Holden, A., (2008), *Environment & Tourism*, 2<sup>nd</sup> Edition, Routledge.
4. Sharpley, R., (2009), *Tourism Development & the Environment: Beyond the Sustainability*, 1<sup>st</sup> Edition, Earthscan.
5. Zeppel, H., (2006), *Indigenous Ecotourism*, 3<sup>rd</sup> Edition, Cabi publications.
6. Raj, A., (2007), *Sustainability Profitability & Successful Tourism*, 1<sup>st</sup> Edition, Kanishka Publishers.

NOTE: TUTION FEE FOR THE SEMESTER Rs. 65,000/-





**Semester VI - B. Sc. (Hospitality Studies)**

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO601	Organizational Behaviour	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO602	Strategic Management	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO603	Event Planning, Marketing & Management	-	4	-	-	60	-	-	60	-	60		100	-	2	-	2
USHO604	Core Elective (Any TWO)	6	16	-	90	240	-	90	240	-	330	200	400	4	8	-	12
USHO604A	Advanced Food Production	3	8	-	45	120	-	45	120	-	165	100	200	2	4	-	6
USHO604B	Advanced Food & Beverage Operations Management	3	8	-	45	120	-	45	120	-	165	100	200	2	4	-	6
USHO604C	Advanced Housekeeping	3	8	-	45	120	-	45	120	-	165	100	200	2	4	-	6
USHO604D	Advanced Front Office(pg 29)	3	8	-	45	120	-	45	120	-	165	100	200	2	4	-	6
USHO604E	Advanced Bakery & Confectionery	3	8	-	45	120	-	45	120	-	165	100	200	2	4	-	6
USHO605	Allied Elective (Any ONE)	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO605A	Revenue Management	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO605B	Foreign Language (French)	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO605C	Services Marketing	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO605D	Financial Management	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO605E	Strategic Human Resource Management	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
Total		15	16	-	225	240	-	225	240	-	525	500	500	10	10	-	20
<b>L</b> one lecture / period of 60 minutes (1 hr.) <b>P</b> Practical <b>T</b> Tutorial																	

## ORGANIZATIONAL BEHAVIOUR (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Organizational Behaviour (USHO 601)
Course Code	Title	Credits	
USHO601	Organizational Behaviour	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 601	Organizational Behaviour	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

### OBJECTIVES:

- The objective of Organizational Behaviour is to provide students with the opportunity to diagnose Individual and Group Behaviour.
- The study of Structure, Motivation & Change helps to develop skills in improving individual and group performance in entrepreneurial and established ventures.
- To develop the overall personality and sustain in the dynamic environment.

### Contents of syllabus for USHO601

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	<b>Introduction to Organizational Behaviour</b> 1.1 Definition of Organizational Behaviour 1.2 What Managers Do 1.2.1 Management Functions 1.2.2 Management Roles 1.2.3 Management Skills	15	15

		1.2.4 Effective v/s Successful Managerial activities 1.3 Disciplines that contribute to the Organizational Behaviour field 1.4 Individual Behaviour 1.4.1 Ability 1.4.2 Biographical characteristics 1.4.3 Learning & Process of Learning 1.4.4 Introduction & Importance to Perception, Values & Attitude 1.4.5 Personality & Its Determinants 1.5 Group Behaviour 1.5.1 Types of Groups 1.5.2 The Five stage model (Group Dynamics / Development)		
	<b>2</b>	<b>Organizational Structure</b> 2.1 What is Organizational Structure 2.1.1 Six Elements of organizational structure 2.2 Organizational Designs 2.2.1 Common Organizational Designs (Simple, Bureaucratic, Matrix) 2.2.2 New Design options (Virtual, Team, Boundaryless)		

Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>02</b>	<b>3</b>	<b>Motivational Concepts</b> 3.1 Define Motivation 3.2 Early Theories of Motivation 3.2.1 Maslow Abraham's Hierarchy of Needs theory 3.2.2 Douglas McGregor's Theory X & Theory Y 3.2.3 Fredrick Herzberg's Two Factor Theory 3.2.4 Mc Cleland's Theory of Needs 3.3 Contemporary Theories of Motivation 3.3.1 Cognitive Evaluation Theory (Definition) 3.3.2 Goal setting Theory (Definition) 3.3.3 Self Efficacy Theory (Definition) 3.3.4 Reinforcement Theory (Definition) 3.3.5 Equity Theory (Definition) 3.3.6 Expectancy Theory (Definition) 3.4 Leadership & Types of Leadership	<b>15</b>	<b>15</b>
	<b>4</b>	<b>Stress Management</b> 4.1 What is Stress? 4.2 Potential Sources of stress 4.3 Consequences of Stress 4.4 Managing stress 4.5 Introduction to Quality of Work Life		

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	5	<b>Organizational Change</b> 5.1 What is change? 5.2 Elements / Factors of Change (External & Internal) 5.3 Planned Change 5.4 Resistance to change 5.5 Overcoming Resistance to Change 5.6 Approaches to Managing Organizational change 5.6.1 Lewin's 3 step model 5.6.2 Action Research 5.6.3 Meaning of Organizational Development & Techniques / Intervention 5.7 Introduction to Diversity & Managing Diversity	15	15
	6	<b>Conflict Management</b> 6.1 Definition of Conflict 6.2 Sources & Types of Conflict 6.3 Conflict Management Styles 6.4 Power and Politics 6.4.1 Concept & Basis of Power 6.4.2 Organization Politics		

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

#### (b) Semester end examination (Pattern of Question Paper):- 60 Marks

##### Theory

Sixth Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15

Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### **REFERENCE BOOKS**

1. Stephen P. Robbins, Timothy A. Judge, Seema Sanghi; (2010); *Organizational Behavior*; Tenth Edition; Pearson Education Publication
2. Fred Luthans; (2007); *Organizational Behavior*; Eleventh Edition; McGraw Hill Publication
3. Udai Pareek; (2011); *Understanding Organizational Behaviour*; Third Edition ; Oxford Publication
4. S S Khanka; (2012); *Organizational Behaviour Text & Cases*; Fourth Edition ; S Chand & Co. Limited
5. Uma Sekaran; (2004); *Organizational Behaviour Text & Cases*; Second Edition ; McGraw Hill

**STRATEGIC MANAGEMENT (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Strategic Management (USHO 602)
Course Code	Title	Credits	
USHO602	Strategic Management	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 602	Strategic Management	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

**OBJECTIVES:**

At the end of semester VI:

- The students will identify the operating strategy of the organization.
- Develop skills in decision making
- Students will be able to strategize and participate in policy making.

**Contents of syllabus for USHO602**

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	<b>Introduction to Strategic management</b> 1.1 Definition – Strategy, Strategic Management and its relevance 1.2 Process of Strategic Management 1.3 Levels of Strategy : Corporate, Divisional Business, Operational or Functional	15	15

		1.4 7 'S' Frame Work		
	<b>2</b>	<b>Strategic Intent</b> 2.1 Vision , Mission, Business definition, Goals and Objectives 2.2 Mission Statement and its Characteristics 2.3 Corporate Social Responsibility		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>3</b>	<b>Environmental Analysis</b> 3.1 Concept of Organizational Environment : Internal and External Environment 3.2 Process of SWOT analysis 3.3 Need for Environmental analysis ( External Environment ) 3.4 External Factor Evaluation Matrix ( EFE)	<b>15</b>	<b>15</b>
	<b>4</b>	<b>Organizational Appraisal</b> 4.1 Dynamics of Internal Environment 4.2 Six Organizational Capability factors 4.3 Internal Factor Evaluation Matrix ( IFE ) 4.4 Competitive Profile Matrix ( CPM ) 4.5 Industry Analysis (Porter's Five Force Analysis)		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>5</b>	<b>Strategy Formulation</b> 5.1 Types of Strategy 5.1.1 Intensification Strategies : 5.1.1.1 Market penetration 5.1.1.2 Market Development 5.1.1.3 New Product Development 5.1.1.4 Innovation 5.1.2 Integrative Strategies: 5.1.2.1 Horizontal 5.1.2.2 Vertical 5.1.3 Diversification Strategies 5.1.3.1 Concentric ( Related ) 5.1.3.2 Conglomeratic ( Unrelated) 5.1.4 Restructuring / Retrenchment Strategies: 5.1.4.1 Turnaround 5.1.4.2 Divestment 5.1.4.3 Liquidation 5.1.4.4 Merger 5.1.4.5 Acquisition ( Take Over) 5.1.4.6 Joint Venture	<b>15</b>	<b>15</b>
	<b>6</b>	<b>Strategic Evaluation</b> 6.1 Nature and its importance		

	6.2 Process of Strategic Evaluation		
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### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic activities	05
	<b>Total</b>	<b>40</b>

#### (b) Semester end examination (Pattern of Question Paper):- 60 Marks

##### Theory

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### ASSIGNMENTS

Sr. No.	Topic for Assignments	Marks
1.	SWOT Analysis	10
2.	CSR (Case Study)	
3.	Strategy Formulation (Any ONE)	
4.	Industry Analysis	

#### REFERENCE BOOKS

1. Kazmi, A.(2011) *Strategic Management and Business Policy 3<sup>rd</sup> ed.*, The McGraw Hill Companies.



2. David,F.(2011) *Strategic Management Concept and Cases* 13<sup>th</sup> ed., Pearson Education
3. Ramswamy ,V.S., Namakumari, S.(2007) *Strategic Planning Formulation of Corporate Strategy*, Macmillen
4. Srinivasan, R., (2006), *Strategic Management The Indian Context* , 2<sup>nd</sup> Prentice Hall of India
5. Enz,C., (2010), *Hospitality Strategic Management* 2<sup>nd</sup> ed. John Wiley and Sons, Inc.

## EVENT PLANNING, MARKETING & MANAGEMENT (Practical)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Event Planning, Marketing & Management (USHO 603)
Course Code	Title	Credits	
USHO603	Event Planning, Marketing & Management	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact		4					
Credit		2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO 603	Event Planning, Marketing & Management	-	04	-	-	60	-	-	60	-	60	-	100	-	02	-	02

### OBJECTIVES:

On successful completion of this course students will be able to:

- Apply Management Theories & Principles for Event management.
- Develop an ability to plan for conventions, seminars & events.
- Prepare financial reports and establish source of funding for a new operation.
- Plan events creatively and think strategically.
- Understand the financial, marketing, operational and strategic issues in setting up an event.
- Integrate approaches of time, money (capital), people and other resources.
- Understand the concept of Event Management.

### Contents of syllabus for USHO603

Unit	Practical	Hours
1	1) Importance of Event Management 2) Financial Management (Projected, Estimated, Formats etc....)	20

	3) Concept, Theme, Design & Interiors (Housekeeping) 4) Publicity, Promotion and Guest Relation (Front Office)	
2	5) Revenue Generation (Sales & Marketing) 6) Production Planning & Menu Designing (Food Production) 7) Service, Planning & Delivery (Food & Beverage) 8) Entertainment, Licenses, Security etc.... (Management)	20
3	9) Industry Guest Speakers 10) Drafting of Reports 11) Final Report Presentation & Viva	20

**Students need to prepare a Report of the Event, guidelines for the report is given below:**

No.	Particular
1	Title of the Event
2	Name of the Student
3	Designation of the Student for the Event
4	Department of Operation
5	Event Objectives / Purpose / Theme
6	Introduction to the Event (Reason for the Theme)
7	Estimated Budget / Projection (Should include all departments for Final Estimated Cost)
8	Estimated Departmental Budget Breakup
9	Target Audience / Market / Foot falls / Projected
10	Competitive Marketing Analysis
11	Sales & Marketing Activity <ul style="list-style-type: none"> <li>• Generation of Funds for the Event</li> <li>• Projected Sponsors</li> </ul>
12	Publicity & promotion Activity (e.g. Advertisement, Collateral, Newspaper, Hoarding's Radio, TV etc.
13	Student Organizational Chart
14	Student Departmental Chart
15	Role / Contribution of the Individual Student in the Respective Department
16	Challenges faced by the Individual student and overall team
17	Troubleshooting of challenges and problems.
18	Learning Outcome
19	Annexure (e.g. Pre or Post event Photographs, Charts, Diagrams, Invites, Formats, Interviews etc.)

**Scheme of Examination**

**Conduct of Practical Examination**

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	90

2	Journal	05
3	Viva	05
	<b>Total</b>	<b>100</b>

**NOTE:** University External Examiner will be from the pool of Examiners approved by the University of Mumbai.

### **REFERENCE BOOKS**

1. Bowdin, Glenn & McDonnell, (1999), *Events Management*, Ian Elsevier, Amsterdam
2. McDonnell Ian & Allan Johnny, (1999), *Festival and Special Event Management*, John Wiley & sons, New York
3. Tarlow Peter, (2002), *Event Risk Management and Safety*, John Wiley & Sons, New York
4. Otoole, William & Mikolaitis, Phyllis, (2002), *Corporate Event Project Management*, John Wiley & Sons, New York.
5. Lemaire Clndy & Walkar Mardi, (2006), *Start & Run an Event Planning Business*, Jaico Publishing House, Mumbai
6. Conway Des, (2004), *The Event Manager's Bible*, How to Books, UK.
7. Goldblatt Joe, (1997), *Special Events*, John Wiley & Sons, New York

**ADVANCED FOOD PRODUCTION (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Advanced Food Production - (USHO 604A)
Course Code	Title	Credits	
USHO604A	Advanced Food Production	2+4	
For Course Per week 1 lecture/period is 60 minutes duration			
For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical	
Actual Contact	3	8	
Credit	2	4	

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO 604A	Advanced Food Production	03	08	-	45	120	-	45	120	-	165	100	200	02	04	-	06

**OBJECTIVES:**

- The objective is to get students to attain expertise in their culinary skills.
- To familiarize students on various aspects of kitchen management.
- To encourage and develop students to become independent entrepreneurs.

**Contents of syllabus for USHO604A**

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	Kitchen Management 1.1 Flow of work 1.2 Layout and design 1.3 Food Cost Control	15	15
	2	Kitchen Stewarding 2.1 Importance of kitchen stewarding. 2.2 Hierarchy of kitchen stewarding. 2.3 Functions of stewarding Manager. 2.4 Equipments found in stewarding department. 2.5 Garbage Disposal		

Unit No.	Chapter No.	TOPIC	Hours	Marks
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<b>02</b>	<b>3</b>	Sandwich 3.1 History of Sandwich 3.2 Components of a sandwich 3.3 Types of sandwich 3.4 Guidelines for preparation and storage of sandwich 3.5 Accompaniments and Dips			<b>15</b>	<b>15</b>																							
	<b>4</b>	Classical garnishes (25)																											
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">A La Francaise</td> <td style="width: 33%;">Alaska</td> <td style="width: 33%;">Allemande</td> </tr> <tr> <td>Bercy</td> <td>Bonne Femme</td> <td>Bouquetiere (A la)</td> </tr> <tr> <td>Bourguignonne</td> <td>Cardinal</td> <td>Chasseur</td> </tr> <tr> <td>Colbert</td> <td>Diablo, Ala</td> <td>Dieppoise</td> </tr> <tr> <td>Maltaise</td> <td>Milanaise</td> <td>Nantua</td> </tr> <tr> <td>Neapolitaine</td> <td>Nicoise</td> <td>Noisette</td> </tr> <tr> <td>Parisienne</td> <td>Portugaise</td> <td>Thermidor</td> </tr> <tr> <td>Veronique</td> <td>Waldorf</td> <td>Wellington</td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </table>			A La Francaise			Alaska	Allemande	Bercy	Bonne Femme	Bouquetiere (A la)	Bourguignonne	Cardinal	Chasseur	Colbert	Diablo, Ala	Dieppoise	Maltaise	Milanaise	Nantua	Neapolitaine	Nicoise	Noisette	Parisienne	Portugaise	Thermidor	Veronique	Waldorf	Wellington
A La Francaise	Alaska	Allemande																											
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Neapolitaine	Nicoise	Noisette																											
Parisienne	Portugaise	Thermidor																											
Veronique	Waldorf	Wellington																											
<b>5</b>	Hors d'oeuvres 5.1 Definition and history 5.2 Guidelines for the preparation of Hors d'oeuvres and Amuse Bouche. 5.3 International Hors d'oeuvres(Hot & Cold) 5.4 Russian, Italian, Spanish, English, Swedish, Indonesian, 5.5 Japanese, Greek																												

Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>03</b>	<b>6</b>	Non Edible Displays 6.1 Ice-carving 6.2 Tallow sculpture 6.3 Fruit and vegetable displays 6.4 Salt dough 6.5 Thermocol work 6.6 Sugar & Chocolate Display	<b>15</b>	<b>15</b>
	<b>7</b>	Uses of wines, herbs and spices in cooking		
	<b>8</b>	Organoleptic & sensory evaluation of food		
	<b>9</b>	Contemporary cooking trends		
	<b>10</b>	Culinary terms (100)		

• **List of Culinary Terms –**

1. Abetis	35. Cru	69. Gras double
2. Agneau	36. Cuillere	70. Grenodin
3. Aiguille – a – Piquer	37. Decouper	71. Gretter
4. Aiguille – e – Brider	38. Degorger	72. Grilled

5. Airallas	39. Demi – devil	73. Grosso piece
6. Aloyou	40. Denerver	74. Jombon
7. Arêtes	41. Denoyauter	75. Laitance
8. Ballotine	42. Doree	76. Lattue
9. Bavette	43. Douilles	77. Medallion
10. Bonne bouche	44. Eberber	78. Melange
11. Borde de lard	45. Ecaillage	79. Mignon
12. Bouchee or volauvents	46. Ecailler	80. Monter au beurre
13. Brider	47. Eeste	81. Moutarde
14. Broye	48. En croute	82. Navarin
15. Carapace	49. En papillote	83. Noisette
16. Cereasse	50. Epauale	84. Noix
17. Cerre	51. Epices	85. Os a Moelle
18. Cervelle	52. Eplucher	86. Rauget
19. Chapalure	53. Escargot	87. Rifroidir
20. Chauffroiter	54. Escrote	88. Roghon
21. Chipolata	55. Estomac	89. Rognon
22. Clou de girofle	56. Farcir	90. Roulade
23. Cochon de loit	57. Farine	91. Rouler
24. Contrefilet	58. Fender	92. Salpicon
25. Corbeille	59. Foncer	93. Saumure
26. Corjevil	60. Fouetter	94. Tasse
27. Cornichon	61. Frappe	95. Thon
28. Cotelette	62. Fricandelle	96. Timbale
29. Couronne	63. Gingembre	97. Trenche
30. Crapaudine	64. Glaciere	98. Trencher
31. Creamux	65. Godiveau	99. Viande
32. Crepine	66. Gout	100. Vide
33. Crepinette	67. Graisse	
34. Croquant	68. Gras	

### **ADVANCED FOOD PRODUCTION (Practical)**

Unit	Practical	Hours
1	1 High tea menu 2 Brunch 3 Breakfast 4 Festive 1 (Indian / International) 5 Festive 2 (Indian / International) 6 Festive 3 (Indian / International)	40

	7 Mystery Basket for a cocktail menu with 3 starters (veg) 8 Mystery Basket for a cocktail menu with 3 starters (Non-veg) 9 Sushi 10 Dimsum	
2	11 Demo by Guest Chef 12 Demo by Guest Chef 13 Larder 1 14 Larder 2 15 Mystery Basket (Vegetable) 16 Five course menu (soup/salad/starter; Main course with 2 accompaniments and dessert) 17 Mystery Basket (Non -Vegetable) 18 course menu (soup/salad/starter; Main course with 2 accompaniments and dessert) 19 Mystery Basket (Non -Vegetable) 20 Five course menu (soup/salad/starter; Main course with 2 accompaniments and dessert)	40
3	21 Scandinavia 22 Malaysian 23 Indonesian 24 Fusion menu 1 25 Fusion menu 2 26 Indian street food 27 international street food 28 finger food 29 practice menu 30 mystery basket	40

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05



	<b>Total</b>	<b>40</b>
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**(b) Semester end examination (Pattern of Question Paper):- 60 Marks****Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination**

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	180
2	Journal	10
3	Viva	10
<b>Total</b>		<b>200</b>

**REFERENCE BOOKS**

1. Hamlyn, Paul, (1984), *Larousse Gastronomique*, Hamlyn, London
2. Stevenson, Daniel, (1991), *Basic Cookery The Process Approach*, Stanley Thornes (Publishers Ltd., England
3. Kinsella John, & Harvey David, (1996), *Professional Charcuterie*, John Wiley & sons, Canada
4. Leto M.J.& Bode W.K.H., (2007), *The Larder Chef Food Preparation & Presentation*, Butterworth - Hinemann, UK
5. Campbell John , Foskett David, (2012), *Practical Cookery for level 2 NVQ & Apprenticeships*, Hodder Education, UK
6. Bali Parvinder S., (2012), *International Cuisine & Food Production Management*, Oxford University, New Delhi
7. Bali Parvinder S., (2011), *Quantity Food Production Operation*, Oxford University Press, New Delhi
8. Harbutt Juliet, (2009), *The World Encyclopedia of Cheese*, Hermes House , London

9. Ramesh P & Jos Wellman, (2009), *Professional Cookery -Theory & Practice*, Better Yourself Book, Mumbai
10. Basan Ghillie & Jan Terry, (2008), *A Practical Cook's Encyclopedia of Malaysia & Singapore*, Hermes House , London
11. Sheasby Anne, (2008), *New Soup Bible*, Hermes House , London
12. Chan Wynnie, (2004), *Fresh Chinese*, Hamlyn, Great Britain
13. Amiard Herve & Mouton Laurence, (2004), *A Taste of Morocco*, Hachette, France
14. Trutter Marion, (2009), *Culinaria Spain*, Konemann Publisher, Spain
15. Schlotter Katrin & Schmid Gregor, (2010), *Culinaria China; Cuisine, Country, Culture*, Hfullmann, China
16. Beazley Mitchell , (2007), *Cook Espana, Drink Espana - A Culinary Journey Around the food & Drink of Spain*, Mitchell Beazley, Great Britain
17. Foskett David & Cesrani Victor, (2007), *The Theory of Catering (with DVD)*, Book Power with Hodder, UK
18. Garlough robert & Campbell Angus, (2008), *Modern Garde Manger*, Thomson Delmer, Australia
19. France Christine, (2008), *Sauces*, Hermes House , London
20. Tubby Linda, (2008), *The Barbecue Bible*, Hermes House , London
21. Ingram Christine, (2008), *Appetizer, Starter Horsdoeures*, Hermes House , London
22. Ramesh P & Jos Wellman, 2009, *Professional Cookery -Theory & Practice*, Better Yourself Book, Mumbai
23. Gisslen Wayne, (2001), *Professional Cooking*, John Wiley & sons, New York
24. Larousse, David, (1996), *Professional Garde Manger*, John wiley & sons, New Delhi

## ADVANCED FOOD & BEVERAGE OPERATIONS MANAGEMENT (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Advanced Food & Beverage Operations Management - (USHO604B)
Course Code	Title	Credits	
USHO604B	Advanced Food & Beverage Operations Management	2+4	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	8					
Credit	2	4					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO604B	Advanced Food & Beverage Operations Management	03	08	-	45	120	-	45	120	-	165	100	200	02	04	-	06

### OBJECTIVES:

At the end of semester VI the student will specialize & be able to:-

- Identify factors to create impulse buying; prepare, fillet, carve, flambé & finish food items from a Gueridon trolley.
- Plan & operate a Bar operation, Manage inventory and maintain records pertaining to beverage control.
- Understand and apply cost dynamics as related to the Food & Beverage industry.
- Demonstrate a detailed understanding of the various facets of the Food & Beverage cycle of control in the operational & post operational phase.

### Contents of syllabus for USHO604B

Unit	Chapter	TOPIC	Hours	Marks
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No.	No.			
01	1	Gueridon Service 1.1 Origin, history and definition 1.2 Factors to create impulse buying. 1.3 Advantages and disadvantages of Gueridon service 1.4 Principles of Gueridon service. 1.5 Flambé trolley & other trolleys (Carving, Cheese, Liqueur, Salad & Dessert). 1.6 Gueridon equipment & ingredients, Mise en place & Presentation.	15	15
	2	Food and Beverage Management. 2.1 Objectives of Food & Beverage Management. 2.2 Food and Beverage Management/ Function 2.3 Cost and Market orientation		
	3	Food and Beverage Control 3.1 Objective of F& B Control. 3.2 Obstacles of F& B Control. 3.3 Food Control checklists. 3.4 Beverage Control checklist		

Unit No.	Chapter No.	TOPIC	Hours	Marks
02	4	Bar Operations 4.1 Definition & classification. 4.2 Layout & parts for Front of the house dispense bar. 4.3 Bar Thefts and frauds. (Nature and prevention.) 4.4 Records & Licenses maintained in a Bar (Naukarnama, Permit, TPIN, Bill book, & B.O.T.).	8	15
	5	5.1 Cocktails & Mixed drinks  a) Introduction, History & Definition b) Bar Equipment. (glassware, fixed & movable equipment) c) Methods of Mixing Cocktails. (Stirred, Shaken, Built-up/Layered, Blended & Muddled) d) Styles of Cocktails (Collins, cobblers, coolers, crustas, cups, e) daisies, egg-nogs, flips, frappes, fixes, fizzes, Highball, juleps, f) Pick-me-ups, pousse café, smashes, sours, swizzles & toddies). g) Rules to be observed while making cocktails.  5.2 Recipes of classic & exotic cocktails.  a) <b>Whisky:</b> (Godfather, Manhattan, Mint Julep, Whisky Sour	7	

		<p>&amp; Rusty Nail)</p> <p>b) <b>Rum:</b> (Daiquiri, Planters Punch, Mai-Tai, Mojito &amp; Pinacolada)</p> <p>c) <b>Brandy:</b> (Between The Sheets, Grasshopper, Sidecar, Brandy Alexander &amp; B&amp;B)</p> <p>d) <b>Gin:</b> (Martini, Gimlet, Tom Collins, Singapore Sling &amp; Pink Lady)</p> <p>e) <b>Vodka:</b> (Bloody Mary, Screw Driver, Harvey's Wallbanger, Blue Lagoon &amp; Black Russian)</p> <p>f) <b>Tequila &amp; Mezcal:</b> (Bloody Maria, Long Island Iced tea, Marguerita, Spanish fly, Tequila Sunrise).</p> <p>g) <b>Wine, Sparkling Wine &amp; Beer:</b> ( Shandy, Sangria, Buck's Fizz, Kir Royale &amp; Black Velvet)</p> <p>h) <b>Mocktails</b> (fruit punch, Shirley temple, Virgin Pinacolada, Virgin Mary, Flavoured Iced tea)</p>		
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Unit No.	Chapter No.	TOPIC	Hours	Marks
03	6	<p>Cycle of control.</p> <p><b>6.1 Operational phase</b></p> <p><b>6.1.1 Purchasing</b></p> <p>6.1.1.1 Methods of purchasing Food / Beverage. (Contract / Daily / Weekly/ Fortnight / Cash and Carry)</p> <p>6.1.1.2 Selection of a supplier</p> <p>6.1.1.3 Purchase specification</p> <p>6.1.1.4 Purchase order.</p> <p><b>6.1.2 Receiving</b></p> <p>6.1.2.1 Quality inspection</p> <p>6.1.2.2 Quantity inspection</p> <p>6.1.2.3 Receiving records Maintained</p> <p><b>6.1.3 Storing &amp; Issuing</b></p> <p>6.1.3.1 Bin card</p> <p>6.1.3.2 Store ledger</p> <p>6.1.3.3 Indent/ requisition</p> <p><b>6.2 Post Operational Control: Management after the event phase.</b></p> <p>6.2.1 Methods of Food control.</p> <p>6.2.2 Methods of Beverage control</p> <p>6.2.3 Detailed Daily Food cost report</p>	15	15

## **ADVANCED FOOD & BEVERAGE OPERATIONS MANAGEMENT** **(Practical)**

<b>Unit</b>	<b>Practical</b>	<b>Hours</b>	<b>Marks</b>
1	<p><b>Practice:</b> Demonstration &amp; Preparation of any five (Gueridon or flambé) &amp; tray set up for below listed Recipes.</p> <p>Recipes for 10 dishes.</p> <ul style="list-style-type: none"> <li>• Caesar salad.</li> <li>• Flambéed Consommé.</li> <li>• Scampi a la crème flambé</li> <li>• Steak Diane*</li> <li>• Steak* (with choice of sauces – pepper, red wine, mushroom)</li>   <li>• Crepes suzette</li> <li>• Pineapple Flambé / Banana Flambé</li> <li>• Irish Coffee / Cafe Serpentine</li> <li>• Omelette au rhum.</li> <li>• Roast Chicken/ Turkey/Duck/Lamb (Carving only)</li> </ul> <p>* BEEF may be substituted</p>	40	40
2	<ul style="list-style-type: none"> <li>• Order taking Procedure and service in the Bar</li> <li>• Drawing the layout of Dispense Bar (Front of the house &amp; back of house)</li> <li>• Compiling of Bar Menu &amp; Wine List.</li> <li>• Flair bartending &amp; Mixology (screening of videos &amp; practice)</li> </ul>	40	40
3	<p><b>Sommeliership:-</b> Advanced techniques and skills</p> <p>1 The Modern Bartender – (Art of Sommeliership and advanced bartending)</p> <p>1.1 Alcoholic Beverages – An overview.(Wines, Beer, Spirits, Liqueurs, Cocktails) – (Classification, Definition, Types and styles, Service procedure)</p> <p>1.2 Introduction to Sommelier (Definition, Attributes of a sommelier, Job responsibilities, Scope and careers of a sommelier)</p> <p>1.3 Systematic Approach to Tasting (Tasting wheel). Storage and service of different styles of wines. (Red, White, Rose, Sparkling, Fortified) Old world and new world.</p> <p>1.4 Wine Menu Planning for Restaurants, Bar and Pub. (Food and wine pairing – Basic considerations, Flavour intensity of food and the Wine, Sweetness, acidity and savoury flavors in food and key flavours in food and wine). Balancing wines - countries/price/varieties on the menu card. Talk lines and selling techniques of wines. The wine Label: Reading, understanding, explaining, selling.</p>	40	40

	<p align="center"><b>1.5 Sommeliership</b></p> <p>(Guidelines for a sommelier, Sommelier as a sales person, Product knowledge – strength of drink, Storage temperature, pouring of wine, safe opening of champagne, script for describing, access the character and quality of wine in relation to food pairing, Identify the origins, distribution, growing patterns, winemaking treatments and taste profile of the world’s most noble and popular grape varieties and their wines, Analyze the customer/client’s requirements and recommend food and wine pairings consistent with the requirements)</p>		
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### ASSIGNMENTS

Sr. No.	Topic for Assignments	Marks
1.	Restaurant Managerial skills (Managing Lunch service, Tea Service)	20
2.	Collection of Bar Records	20
3.	Menu Planning for a Gueridon Service restaurant.	20
4.	Setting up of Bar (Pub/ Nightclub/ Discotheque)	20

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

#### (b) Semester end examination (Pattern of Question Paper):- 60 Marks

##### Theory

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.

- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### Conduct of Practical Examination

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	180
2	Journal	10
3	Viva	10
	<b>Total</b>	<b>200</b>

### REFERENCE BOOKS

1. Andrews S, (2009), *Food & Beverage Service A Training Manual,(Second Edition)*, Tata McGraw-Hill Publishing Company Limited, New Delhi
2. Fuller, John, (1992), *Advanced Food Service*, Stanley Thornes Publishers Ltd., England
3. Kivela, Jaksa, (1994), *Menu Planning for the Hospitality Industry*, Hospitality Press P Ltd., Melbourne
4. Lilicrap, Dennis & Cousins, John, (1994), *Food and Beverage Service*, Common Wealth Publication, New Delhi
5. Magris, Marzia, (1995), *An Introduction to Food & Beverage Studies*, Hospitality Press P Ltd, Melbourne
6. Singaravelavan .R, (2011), *Food and Beverage Service*, Oxford University Press, Delhi



**ADVANCED HOUSEKEEPING (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Advanced Housekeeping - (USHO604C)
Course Code	Title	Credits	
USHO604C	Advanced Housekeeping	2+4	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	8					
Credit	2	4					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO604C	Advanced Housekeeping	03	08	-	45	120	-	45	120	-	165	100	200	02	04	-	06

**OBJECTIVES:**

At the end of semester VI:

- To plan and evaluate budgets.
- Create and evaluate the aspects of Interior Design in a Guest Room Layout.
- Plan and draw the layout of Guest Rooms to scale.
- Set up the housekeeping department of a new property and create a timeline for the countdown to the opening.
- Identify safety hazards and implement preventive and remedial measures.

**Contents of syllabus for USHO604C**

Unit	Chapter	TOPIC	Hours	Marks
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No.	No.			
<b>01</b>	<b>1</b>	Budget and Budgetary Control 1.1 Introduction 1.2 Types of budgets 1.3 Budget planning process 1.3.1 Preparing the budget 1.3.2 Formats 1.4 Controlling expenses 1.5 Inventory control	<b>15</b>	<b>15</b>
	<b>2</b>	Supervisory Skills 2.1 Job Description and daily Routine of 2.1.1 Guest room Supervisor 2.1.2 Public Area Supervisor 2.1.3 Linen and Uniform Room Supervisor		

Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>02</b>	<b>3</b>	Preopening Property Operations 3.1 Setting up housekeeping 3.2 Countdown to opening 3.3 Preparing snagging list	<b>15</b>	<b>15</b>
	<b>4</b>	Furniture and Accessories 4.1 Types 4.2 Selection 4.3 Care		
	<b>5</b>	Guestroom Layout 5.1 Planning room layouts (Twin / Double / Suite / Handicapped / Service Apartment) 5.2 Sizes of rooms		

Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>03</b>	<b>6</b>	Risk and Environmental Management 6.1 Fire safety and accident prevention 6.1.1 Hazards 6.1.2 Prevention 6.1.3 Crisis handling 6.2 First Aid 6.3 Dealing with emergencies 6.3.1 Fire 6.3.2 Bomb threat 6.3.3 Death 6.3.4 Natural Disasters 6.4 Minimising theft 6.4.1 Guest theft	<b>15</b>	<b>15</b>

	6.4.2 Employee theft		
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### **ADVANCED HOUSEKEEPING (Practical)**

Unit	Practical	Hours
1	1 Layouts 1.1 Guest room layouts and application of colour schemes 1.1.1 Twin Room 1.1.2 Double Room 1.1.3 Suite 1.1.4 For the physically challenged 1.2 Floor Pantry 1.3 Linen and Uniform Room 1.4 HK Department 2 Interior Designing 2.1 Guest room 2.2 Bathroom	40
2	3 Case study and Role play 4 Dealing with situations requiring First Aid 4.1 Burns 4.2 Cuts 4.3 Scalds 4.4 Falls 4.5 Electric Shocks 4.6 Bandages 5 Fire fighting	40
3	6 Advanced techniques of Flower Arrangements 7 Linen Origami 8 Housekeeping Supervisors' Daily Routine	40

### ASSIGNMENTS

Sr. No.	Topic for Assignments	Marks
1.	Suppliers in Mumbai for interiors – Furniture Soft furnishings etc.	10
2.	Samples / brochures / pictures and information for Soft Furnishings	10
3.	Preparing the HK budget for small/medium size hotels.	10

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

<b>Sr.</b>	<b>Evaluation type</b>	<b>Marks</b>
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks****Theory**

(Duration 2 hrs.)		
<b>Questions in Examination Paper</b>	<b>Units</b>	<b>Maximum Marks</b>
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination**

<b>Sr.</b>	<b>Particulars for External Practical Examination</b>	<b>Marks</b>
1	Semester End Practical Examination	180
2	Journal	10
3	Viva	10
	<b>Total</b>	<b>200</b>

**REFERENCE BOOKS**

- 1 Raghubalan G., Raghubalan Smritee, 2007 - 2009, *Hotel Housekeeping Operations and Management*, second edition, Oxford University Press.
- 2 Singh Malini & George Jaya B., 2008, *Housekeeping Operations, Design and Management*, first edition, Jaico Publications.
- 3 Schneider Madelin, Tucker Georgina, Scoviak Mary, 1999, *The Professional Housekeeper*, 4<sup>th</sup> edition, John Wiley & Sons.
- 4 Kasu Ahmed A., 1992, *An introduction to Art, craft, science, technique and profession of interior design* , third edition, Ashish Book Centre, Delhi.
- 5 Jones Thomas J.A., 2005, *Professional Management of Housekeeping Operations*, 4<sup>th</sup> edition, John Wiley & Sons.

**ADVANCED FRONT OFFICE (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Advanced Front Office - (USHO604D)
Course Code	Title	Credits	
USHO604D	Advanced Front Office	2+4	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	8					
Credit	2	4					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO604D	Advanced Front Office	03	08	-	45	120	-	45	120	-	165	100	200	02	04	-	06

**OBJECTIVES:**

Students will be able to understand:

- Yield management and its application in the Hotel Industry.
- Measurement of Yield for Management Decision Making.
- Passport & Visa regulations.

**Contents of syllabus for USHO604D**

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	Yield Management 1.1 Introduction 1.2 Concept of Yield Management 1.2.1 Applications( Hospitality Industry) 1.3 Various strategies to maximise yield 1.3.1 Capacity Management, Discount Allocation, Duration Control 1.4 Measuring Yield 1.4.1 Potential Average Single Rate 1.4.2 Potential Average Double Rate 1.4.3 Multiple Occupancy Percentage 1.4.4 Rate Spread/ Rate Differential 1.4.5 Potential Average Rate 1.4.6 Room Rate Achievement Factor 1.4.7 Revenue Per Available Room (RevPAR) 1.4.8 Equivalent Occupancy 1.5 Elements of Yield Management 1.5.1 Group Room Sale ( Group Booking Data, Group booking pace, Anticipated Group Business, Lead Time, Displacement of Transient Business) 1.5.1.1 Transient/ FIT Room Sales 1.5.1.2 Food and Beverage Activity 1.5.1.3 Local and Area-wide activities 1.5.1.4 Special Events 1.6 Using Yield Management 1.6.1 Potential High and Low Demand Tactics 1.7 Implementing Yield Strategies 1.7.1 Hurdle rate 1.7.2 Minimum length of stay 1.7.3 Close to arrival 1.7.4 Sell-through 1.8 Key Terms		

Unit No.	Chapter No.	TOPIC	Hours	Marks
02	2	Passport and Visa 2.1 Passport 2.1.1 Definition and Types of Passport 2.1.2 Guidelines for Indian Passport Holders 2.1.3 Issue of New Passport 2.1.4 Renewal Of Passport 2.1.5 Passport for Minor		

		2.1.6 Replacement of Lost/ Damaged Passport (Duplicate) 2.1.7 Extension of short validity passport 2.1.8 Change of Name/ Surname after marriage 2.1.9 Change of appearance 2.1.10 Change in Date of Birth/ Place of Birth 2.1.11 Emergency Travel Document 2.1.12 Fee Structure 2.2 Visa 2.2.1 Definition and types of visas 2.2.2 Requirement for visa, 2.2.3 Tourist visa, 2.2.4 Collective visa, 2.2.5 Transient visa & exemption from registration 2.2.6 Other types of Visas 2.2.7 Business visa, 2.2.8 Student visa, 2.2.9 Conference visa, 2.2.10 Employment visa, 2.2.11 Recreation visa, 2.2.12 Research visa, 2.2.13 Missionary visa, 2.2.14 Landing Permit Facilities, 2.2.15 PIO card( Person of Indian Origin)		
Unit No.	Chapter No.	TOPIC	Hours	Marks
03	3	Revenue Management Terms (100 Terms)		
		1. 90-Day Forecast	2. Action Plan	3. Average Daily Rate (ADR).
		4. Best Available Rate	5. Best-Rate Guarantee Program	6. Booking Pace
		7. Brand Equity	8. Branding	9. Bundling
		10. Cannibalization	11. Capacity	12. Central Reservation Office (CRO).
		13. Central Reservation System	14. Channel	15. Channel Contribution Percentage
		16. Closed Or Closed Out	17. Closed To Arrival	18. Competitive Advantage
		19. Competitive Intelligence	20. Competitive Set	21. Customer-Centric Approach
		22. Customer Relationship Management	23. Cut-Off Date	24. Data Mining



		25. Decline Stage	26. Demand	27. Demand Drainer		
		28. Demand Forecasting	29. Demand Generator	30. Denial		
		31. Discounting	32. Distressed Inventory	33. Dynamic Packaging		
		34. Elastic	35. Electronic Distribution	36. Environmental Scanning		
		37. Extended Stay Business	38. Fair Price	39. Fixed Costs		
		40. Flash Report	41. Forecasting	42. Forecasts		
		43. Full Pattern Length Of Stay Restriction	44. Global Distribution Systems	45. Group Business		
		46. Induce Trial	47. Inelastic	48. Internet Distribution System (IDS)		
		49. Introductory Stage	50. Inventory	51. Inventory Management		
		52. Law Of Demand	53. Law Of Supply	54. Long-Term Goals And Objectives		
		55. Long-Term Strategies	56. Lost Business	57. Loyalty Program		
		58. Managing Demand	59. Market Segmentation	60. Market Share		
		61. Market Skimming	62. Maximum Length Of Stay Restriction	63. Minimum Length Of Stay Restriction		
		64. Must-Stay Restriction	65. Net Rate	66. Off-Season		
		67. Pace	68. Peak Season	69. Perfectly Elastic		
		70. Perfectly Inelastic	71. Perishable	72. Pick-Up		
		73. Prestige Pricing	74. Price Elasticity Of Demand	75. Price Elasticity Of Supply		
		76. Price Leader	77. Promotional Pricing	78. Property Management System		
		79. Rack Rate	80. Rate Integrity	81. Regret.		
		82. Reservation Conversion Percentage	83. Run Of House	84. Short-Term 3 To 5-Day Forecast		
		85. Shortage	86. Shoulder Season	87. Stay Controls		
		88. Stay Pattern	89. Strategic Revenue Management Process	90. Strategy		
		91. SWOT Analysis	92. Tactics	93. Transient		
		94. Valley Season	95. Value-Based Pricing	96. Values		
		97. Wash Factor	98. Weak Season	99. Wholesale Rate		
		100. Yield Management				

## **ADVANCED FRONT OFFICE (Practical)**

<b>Unit</b>	<b>Practical</b>	<b>Hours</b>
1	Role Play Activities: (Transient FIT's, Groups & Special Category Guest) <ul style="list-style-type: none"> <li>• Pre-arrival stage</li> <li>• Arrival Stage</li> <li>• Occupancy</li> <li>• Departure</li> </ul>	
2	Handling Guest Complaints & Situations Theft, Drunken guest & Difficult guest, Bomb Threat, Fire, Death, Guest with Health Problems, Service related complaint, Black Listed Guest, Wake up call, Discrepancy in charges, Pet Policy.	
3	Case Study ( 10 Case Studies)	

**ASSIGNMENTS**

<b>Sr. No.</b>	<b>Topic for Assignments</b>	<b>Marks</b>
1.	Itinerary Planning (Indian / International)	10

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

<b>Sr.</b>	<b>Evaluation type</b>	<b>Marks</b>
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks****Theory**

First Semester (Duration 2 hrs.)		
<b>Questions in Examination Paper</b>	<b>Units</b>	<b>Maximum Marks</b>
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination**

<b>Sr.</b>	<b>Particulars for External Practical Examination</b>	<b>Marks</b>
1	Semester End Practical Examination	180
2	Journal	10
3	Viva	10
	<b>Total</b>	<b>200</b>

### **REFERENCE BOOKS**

1. Andrews, Sudhir. (1995), *Hotel Front Office Training Manual*, The Tata M'cGraw Hill, New Delhi.
2. Andrews, Sudhir. (2007), *Front Office Management & Operations*, The Tata M'cGraw Hill, New Delhi.
3. Aggarwal Ravi, (2002), *Hotel Front Office*, Sublime Publications, Jaipur.
4. Bhatnagar S.K, (2002), *Front office Management*, Frank Bros & Co., New Delhi.
5. Chakravarti B.K.(1999), *Front Office Management in Hotel*, CBS Publisher, New Delhi.
6. Chakrawarti B.K., (2006), *Concept of Front Office Management*, APH Publishing, New Delhi.
7. Huyton Jeremy & Baker Sue, (2001), *Case Studies in Rooms Operations and Management*, Hospitality Press, Melbourne, Australia.
8. Singh R.K., (2006), *Front Office Management*, Aman Publication, New Delhi.
9. Tewari Jatashankar R., (2009), *Hotel Front Office Operations & Mgmt*, Oxford University Press, New Delhi.

**ADVANCED BAKERY & CONFECTIONERY (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Advanced Bakery & Confectionery - (USHO604E)
Course Code	Title	Credits	
USHO604E	Advanced Bakery & Confectionery	2+4	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	8					
Credit	2	4					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO604E	Advanced Bakery & Confectionery	03	08	-	45	120	-	45	120	-	165	100	200	02	04	-	06

**OBJECTIVES:**

- To familiarize students on various aspects of bakery and confectionery management.
- To develop skilled professionals in bakery and confectionery for the hospitality industry.
- To develop students to become independent entrepreneurs.

**Contents of syllabus for USHO604E**

Unit No.	Chapter No.	TOPIC	Hours	Marks
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<b>01</b>	<b>1</b>	Basic Of Bakery and Patisserie Revision 1.1 Flour 1.2 Sugar 1.3 Leavening Agents 1.4 Fats & oils 1.5 Bread terms 1.6 Bread making	<b>15</b>	<b>15</b>
	<b>2</b>	Cake Making 2.1 Formula Balancing 2.2 08 golden rules of cake making 2.3 Methods of cake making 2.4 Physical & chemical changes 2.5 Cake faults & Precautionary methods		
	<b>3</b>	Frozen Desserts 3.1 Introduction and History 3.2 Types (Ices, Ice Milk and Ice Cream)- Spuma, Granita, Sorbet, Parfait, Casatta, semi-fredo, Gelato, Bombe, Frozen Yogurt. 3.3 Manufacturing & processing of ice-cream		
<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>4</b>	Meringues 4.1 Introduction 4.2 Types and methods 4.3 Precautions 4.4 Use and Storage	<b>15</b>	<b>15</b>
	<b>5</b>	Sugar Craft 5.1 Tools & Equipment 5.2 Sugar Craft Techniques 5.3 Flower making 5.4 Sugar garnishes 5.5 3D gum paste modelling 5.6 Wedding cake		
	<b>6</b>	Chocolate 6.1 History 6.2 Manufacturing process of chocolate & cocoa powder. 6.3 Types 6.4 Tempering 6.5 Use and storage		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>7</b>	Icings and Toppings 7.1 Classification with advantages & disadvantages 7.2 Shelf life	<b>15</b>	<b>15</b>

		7.3 Types		
	<b>8</b>	Colours & Flavours 8.1 Types – (Normal & Artificial ) 8.2 Rules given by FDA		
	<b>9</b>	International Desserts 9.1 Names & Country of Origin 9.2 Glossary terms (bakery & confectionery)		

**List of Glossary Terms:**

1. Angel Food Cake	34. Devil's Food Cake	67. Pate A Bombe
2. Baba	35. Dobos Torte	68. Pate brisee
3. Bagel	36. Docking	69. Pate Feuillete
4. Bagged	37. English Muffin	70. Pate Sablee
5. Baked Alaska	38. Focaccia	71. Pate Sucree
6. Baklava	39. Fougasse	72. Patisserie
7. Bloom	40. Frangipane	73. Petit Four
8. Buche De Noel	41. Frozen Mousse	74. Phyllo
9. Careme	42. Fruit Cobbler	75. Pithiviers
10. Ceme Patisserie	43. Galette	76. Pre – Ferment
11. Challah	44. Gateau St – Honore	77. Pullman Loaf
12. Charlotte	45. Gaufre	78. Quark
13. Charlotte	46. Gelato	79. Retarding
14. Charlotte Ring	47. Ice Cream	80. Sabayon
15. Chiffon Cake	48. Icebox	81. Sacher Torte
16. Chiffon Pie	49. Italian Meringue	82. Sacristian
17. Chocolate Couverture	50. Kirschtorte	83. Savarin
18. Ciabatta	51. Kungelhopf	84. Scones
19. Cobbler	52. Langue De Chat	85. Short cakes
20. Compote	53. Lattice	86. Short Dough
21. Conching	54. Lattice Crust	87. Shortbread
22. Confectionery	55. Leavening	88. Sorbet
23. Coulis	56. Linzertorte	89. Sorbetto
24. Coupe	57. Liqueurs And Fruit Alcohols	90. St – Honore
25. Couverture	58. Marshmallow	91. Stencil Paste
26. Cream of tartar	59. Mimosa	92. Strudel
27. Crème Anglaise	60. Mousseline	93. Tablage
28. Crème Bavaois	61. Naploen	94. Tarte Tatin
29. Crème Brulee	62. Nougatine	95. Tirami-su
30. Crème Chantilly	63. Opera Cake	96. Torte
31. Crème Chiboust	64. Panna Cotta	97. Trifle
32. Crème Fraiche	65. Pannetone	98. Tunneling
33. Dacquoise	66. Paris Brest	99. Vacherin
		100. Zabaglione

## **ADVANCED BAKERY & CONFECTIONERY (Practical)**

<b>Unit</b>	<b>Practical</b>	<b>Hours</b>																								
<b>1</b>	<b>International Bread and Cakes</b> 1. Foccacia, Grissini, Zuccoto 2. Panettone, Lavash, Mousse Cake 3. Pita, Epi, Cheese Cake (baked/chilled) 4. Stollen, Pretzels, Gateau Creole 5. Brioche, Ciabatta, Zebra Torte 6. Kugelhopf, Bagels, Red Velvet with cream cheese frosting 7. Cottage Loaf, Monkey Bread, Truffle cake 8. Zopf, Fougasse, Opera cake 9. Mystery Basket 10. Mystery Basket	40																								
<b>2</b>	<b>Pastries and Cookies – (One pastry and cookie per practical)</b> <b><u>Pastry</u></b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">1. Quiche Lorraine</td> <td style="width: 33%;">4. Crumble</td> <td style="width: 33%;">7. Strudel</td> </tr> <tr> <td>2. Mud pie</td> <td>5. Key lime pie</td> <td>8. Brandy snap</td> </tr> <tr> <td>3. Mississippi Mud pie</td> <td>6. Baklava</td> <td>9. Tulip</td> </tr> <tr> <td></td> <td></td> <td>10. Danish/Croissant</td> </tr> </table> <b><u>Cookies</u></b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">1. Ginger bread</td> <td style="width: 33%;">4. Ice box</td> <td style="width: 33%;">7. Sheet</td> </tr> <tr> <td>2. Stamped</td> <td>5. Rolled</td> <td>8. Foam</td> </tr> <tr> <td>3. Piped</td> <td>6. Dropped</td> <td>9. Biscotti</td> </tr> <tr> <td></td> <td></td> <td>10. Florentine</td> </tr> </table>	1. Quiche Lorraine	4. Crumble	7. Strudel	2. Mud pie	5. Key lime pie	8. Brandy snap	3. Mississippi Mud pie	6. Baklava	9. Tulip			10. Danish/Croissant	1. Ginger bread	4. Ice box	7. Sheet	2. Stamped	5. Rolled	8. Foam	3. Piped	6. Dropped	9. Biscotti			10. Florentine	40
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<b>3</b>	<b><u>Desserts with plate presentation and garnishes</u></b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">1. Parfait/Granita</td> <td style="width: 33%;">4. Pavlova/Vacherin</td> <td style="width: 33%;">8. Wedding Cake (Modeling, Moulding and flowers)</td> </tr> <tr> <td>2. Chocolate lava</td> <td>5. Croque-em-bouche</td> <td>9. Wedding Cake (royal icing)</td> </tr> <tr> <td>3. Bombe/Baked Alaska</td> <td>6. Wedding Cake (fruit cake and Marzipan)</td> <td>10. Wedding Cake (assembling)</td> </tr> <tr> <td></td> <td>7. Wedding Cake (Fondant, pastillage)</td> <td></td> </tr> </table> <b><u>Plate Presentation &amp; Artistry</u></b>	1. Parfait/Granita	4. Pavlova/Vacherin	8. Wedding Cake (Modeling, Moulding and flowers)	2. Chocolate lava	5. Croque-em-bouche	9. Wedding Cake (royal icing)	3. Bombe/Baked Alaska	6. Wedding Cake (fruit cake and Marzipan)	10. Wedding Cake (assembling)		7. Wedding Cake (Fondant, pastillage)		40												
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2. Chocolate lava	5. Croque-em-bouche	9. Wedding Cake (royal icing)																								
3. Bombe/Baked Alaska	6. Wedding Cake (fruit cake and Marzipan)	10. Wedding Cake (assembling)																								
	7. Wedding Cake (Fondant, pastillage)																									



1. Sauces 2. Coulis	3. Compotes 4. Fudge sauce	5. Caramel sauce 6. Crème anglais 7. Glaze
<b><u>Garnishes</u></b>		
1. Carved fruits & fruit basket 2. Tuille	3. Snaps 4. Caramel	5. Choux pastry 6. Chocolate
<b><u>Wedding Cakes –Thematic –( Formal /Informal)</u></b>		
1. Fruit cake 2. Marzipane 3. Fondant	4. Royal Icing 5. Pastillage (modeling & Moulding)	6. Piping /Royal Icing Techniques 7. Flowers

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

#### (b) Semester end examination (Pattern of Question Paper):- 60 Marks

#### Theory

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.

- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### Conduct of Practical Examination

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	180
2	Journal	10
3	Viva	10
	<b>Total</b>	<b>200</b>

### REFERENCE BOOKS

1. Nicollelo, L. G. Dinsdale, J., (1991), *Basic Pastry Technique*, Hodder & Stoughton, London
2. Russell, Joan, (1964), *Creative Cake Decoration*, Leonard Hill, London
3. Clements, Carole, (1994), *Beautiful Baking*, Richard Blady Pub., London
4. Gisslen, Wayne, (1997), *Professional Baking*, 2nd Ed., John Wiley & Sons, New York
5. Day, Martha, (1999), *The Practical Encyclopedia of Baking*, Lorenz Books, London
6. Berry, Mary, , *Favourite Cakes*, Weidenfeld & Nicolson , London
7. Nilsen Angela, (1994), *Complete Cake Decorating*, Lorenz Books, New York
8. Laver, Norma, (1996), *The Art of Sugar craft Piping*, Chancellor Press , London
9. Nilsen Angela & Maxwell, Sarah, (1998), *Cakes & Cake Decorating*, Hermes House , London
10. Lodge, Nicholas, (1996), *The Art of Sugar Craft Lace and Filigree*, Chancellor Press , singapore
11. Smith, Anne, (1996), *The Art of Sugar Craft Sugar Paste*, Chancellor Press , London
12. Purton, Brenda, (1996), *The Art of Sugar Craft Royal Icing*, Chancellor Press , London
13. Purton, Brenda & Lodge, Nicholas, (1996), *The Art of Sugar Craft Royal Icing Lace & Filigree*, London
14. Jenne, Gerhard, (1998), *Decorating Cakes and Cookies*, Ryland Peters & Small , London
15. Treuille Eric & Ferigno, Ursula, (1998), *Bread*, Dorling Kindersley, London
16. Carluccio, Antonio Carluccio, Prissulla, , *Desserts*, Quadrille Publishing Ltd., New York
17. Nilsen Angela & Maxwell, Sarah, (1998), *Cakes & Cake Decorating*, Hermes House , London
18. Wadey, Rosemary, (1996), *Cake Decorating*, Sebastian Kelly, Great Britain
19. Spencer Churchill, (1994), *Classic Decorating Details*, Paragon, London
20. Maxwell Sarah & Nilsen Angela, (1996), *The complete cake Decorator*, Lorenz Books, London
21. Ford Mary, (1994), *New Book of Cake Decorating*, Mary ford Publication, England
22. Stogo, Makolm, (1998), *Ice cream & Frozen Desserts*, John Wiley & Sons, New York
23. Marshall, Robert T & Arbuckle, W.S., (1996), *Ice-Cream*, (Vth ed), ITP International Chapman & Hall, New York
24. Sutherring, Jane, (1996), *Ice Creams Sorbets and Other Cool Delights*, JG press, USA
25. Day,Martha, *The Complete Book of Desserts*, Konemann,
26. Global Media, *Hot Puddings & Frozen Desserts-7*
27. Global Media, *Pastry, Pies & Pastry Desserts-8*,

28. Lonsada, Patricia, (1997), *Ultimate Chocolate*, Metro Books, London
29. Roussel Chole, (2005), *The Chocolate Connoisseur*, Piatkus, Great Britain

## REVENUE MANAGEMENT (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Revenue Management (USHO605A)
Course Code	Title	Credits	
USHO605A	Revenue Management	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO605A	Revenue Management	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

### OBJECTIVES:

- To sensitize hospitality students on the concept of Hospitality Revenue Management.
- Strategically think to increase occupancy levels, maximize yield and revenues in the Service Industry.

### Contents of syllabus for USHO605A

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	History, Definitions, Meaning, Benefits and Prospects of Revenue Management	15	15
	2	The Purpose of Business and Fallacies of the Concept of Profit and Return on Investment 2.1 The 10 principles of Revenue Management 2.2 The Revenue Manager in the Hospitality Industry – Challenges of managing Hard Constraints and Soft constraints		

		2.3 The Revenue Manager Position 2.4 The Revenue Management Team 2.5 Ethical Aspects of Revenue Management 2.6 Role of Costs in Pricing 2.7 Role of value and its link with Quality and Service		
<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>3</b>	Market Segmentation 3.1 What is Market Segmentation and its importance in Revenue Management 3.2 Yieldable and Non Yieldable segments 3.3 Meaning of Differential Pricing 3.4 Limits to Differential Pricing 3.5 Application of Differential Pricing	<b>15</b>	<b>15</b>
	<b>4</b>	Forecasting 4.1 The Importance/Benefits of Forecasting Demand 4.2 Past Data, Current data and Future Data (including Group Room sales Trends and the concept of Unconstrained Demand and Last Room value) 4.3 Demand Forecasts and Strategic Pricing 4.4 Displacement Calculation 4.5 What is (Rooms) Inventory Management? 4.6 Characterizing rooms for optimum inventory management 4.7 Discounting Rack Rates 4.8 Stay Restrictions (Duration Controls) 4.9 Selective Overbooking (capacity management) as an Inventory Control strategy 4.10 Binomial Distribution, Cumulative Binomial Distribution, The Painless Binomial 4.11 Marginal Analysis-Critical Fractile Method 4.12 The Twelve Principles of Inventory and Price Management		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>5</b>	Distribution Channel Management 5.1 Electronic channels 5.2 Non electronic channels 5.3 Principles of Distribution Channel Management 5.4 Competitive Set Analysis, Benchmarking and Rate Shopping 5.5 Market Share Analysis	<b>15</b>	<b>15</b>
	<b>6</b>	Formulae and Calculations 6.1 The classical measures revisited – Occupancy, Multiple Occupancy and ADR - 6.2 Hotel Key Performance Index (KPI) - REVPAR, TREVPAR, TREVPEC, GOPPAR, REVPAM and		

		<p>REVPASH</p> <p>6.3 Forecasting Calculation Aids: Percentage of walk-ins, Percentage of Under stays, Percentage of No-Shows, Percentage of overstays.</p> <p>6.4 Measuring Yield and Evaluating RM Efforts: Potential Average Single Rate, Potential Average Double Rate, Rate Spread, Potential Average rate, Room Rate Achiever Factor, Yield Percentage, Occupancy Index Analysis, ADR Index Analysis, REVPAR Index Analysis and Market Share Analysis (these calculations are not a separate topic but involved with the content of the above mentioned topics. They may however be used fruitfully while setting question papers)</p>		
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### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

#### (b) Semester end examination (Pattern of Question Paper):- 60 Marks

##### Theory

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### **REFERENCE BOOKS**

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

**FOREIGN LANGUAGE (FRENCH) (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Foreign Language (French) (USHO605B)
Course Code	Title	Credits	
USHO605B	Foreign Language (French)	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO605B	Foreign Language (French)	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

**OBJECTIVES:**

- The objective of this course is to enable the students to read, write, comprehend and converse in basic French.
- To develop communication skills in various departments of Hospitality Industry.
- To enhance the French Vocabulary of the students in various domains such as culinary, front office, accommodations as well as food and beverage service.
- To increase the knowledge of the culinary terms and recipes in French.

**Contents of syllabus for USHO605B**

Unit No.	Chapter No.	TOPIC	Hours	Marks
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<b>01</b>	<b>1</b>	<p>Introduction to French</p> <p>1.1 Les Alphabets - Majuscules, minuscules</p> <p>1.2 Pronunciation du français( Les signs de Ponctuation)</p> <p>1.3 Salutation- (introduction)</p> <p>1.4 Formal and informal greeting</p> <p>1.5 Basic conversations</p> <p>1.6 Les jours de la semaine</p> <p>1.7 Les mois de l'année</p> <p>1.8 Les saisons</p> <p>1.9 L'heure</p> <p>1.10 La date</p> <p>1.11 Le nom, le pluriel des noms</p> <p>1.12 Articles définis/indéfinis</p> <p>1.13 Les professions</p> <p>1.14 Les couleurs</p> <p>1.15 Les vêtements</p> <p>1.16 Le visage</p> <p>1.17 Le corps</p> <p>1.18 La famille</p> <p>1.19 Les pays avec leur nationalité</p>	<b>15</b>	<b>15</b>
<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>2</b>	<p>Les Pronoms Sujets</p> <p>2.1 Les verbes – être, avoir, I,II,III Groups: ending with 'er, ir, re' and irregular (acheter, aller, servir, savoir, pouvoir, venir, sortir, partir, vouloir, prendre, dire.(le present, le passé composé et le future)</p> <p>2.2 Les verbes pronominaux: se lever, se laver, se doucher, s'habiller, se coucher, s'appeler (seulement au present)</p> <p>2.3 Les adjectifs</p> <p>2.4 Les adjectifs démonstratifs</p> <p>2.5 Les adjectifs possessifs</p> <p>2.6 Les prepositions</p> <p>2.7 Les articles partitifs</p> <p>2.8 Le négatif</p> <p>2.9 Le vocabulaire de la cuisine et d'hôtel</p> <p>2.10 Le menu (17 course-names only)</p> <p>2.11 La cuisine française, les vins français et les fromages français.</p>	<b>15</b>	<b>15</b>
<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>3</b>	<p>Les dialogues français.</p> <p>3.1 Au restaurant</p> <p>3.2 Réserver une chambre</p>	<b>15</b>	<b>15</b>

		3.3 Demander la direction 3.4 A la banque 3.5 A l' aéroport(à la douane) 3.6 Les Recettes 3.7 La Soupe à l'oignon 3.8 Quiche Lorraine 3.9 L'omelette du jambon /du fromage 3.10 Baguette 3.11 Mousse au chocolat		
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### ASSIGNMENTS

Sr. No.	Topic for Assignments	Marks
1.	Role play	10
2.	Presentations: (Any TWO) <ul style="list-style-type: none"> <li>• Les vins français</li> <li>• Les monuments français</li> <li>• Le tourisme en France</li> <li>• Les fromages français</li> <li>• Les fetes françaises</li> <li>• Les regions en France</li> <li>• Degustation</li> <li>• Les saisons</li> <li>• Haute couture : la mode</li> <li>• Les sports</li> <li>• La gastronomie en France</li> </ul>	10

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05

4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
<b>Total</b>		<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks****Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

1. *Nouvel En Echange*, 2012, 3<sup>rd</sup> Edition, Oxford University Press
2. *Cour de Lanngue*, 6<sup>th</sup> Edition, Paperback
3. *Dodo*, 2011, The New Yorker Public
4. Claudine Giraud, *A Votre Service* ,GDB Publication

**SERVICES MARKETING (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Services Marketing (USHO605C)
Course Code	Title	Credits	
USHO605C	Services Marketing	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO605C	Services Marketing	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

**OBJECTIVES:**

- To familiarize students with marketing fundamentals
- To explain the importance of services marketing to a Hospitality Management student & to fit the subject into his or her understanding of Hospitality.

**Contents of syllabus for USHO605C**

Unit	Chapter	TOPIC	Hours	Marks
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No.	No.			
01	1	Introduction to Marketing. 1.1 Concise Evolution of Marketing 1.2 Definitions – Marketing, Sales, Hospitality Products, Services. 1.3 Introduction to Service Marketing 1.4 Distinguish between Sales & Marketing. 1.5 Distinguish between Goods & Services. 1.6 Characteristics of Services Marketing 1.7 Service gaps 1.8 Service encounter & service chain, Moment of Truth 1.9 Service encounter Analysis – The “Six S’s”	15	15
	2	Services Marketing Concept: 2.1 Segmentation (Target Market, Types of segmentation:- Demographic, geographic and psychographic). 2.2 Positioning. 2.3 Components of Marketing Plan.		

Unit No.	Chapter No.	TOPIC	Hours	Marks
02	3	P’s of Service Marketing. 3.1 Product / service mix 3.1.1 Levels of a product and new product development. 3.1.2 Product life cycle 3.1.3 Marketing strategies during the Product Life Cycle 3.1.4 Branding. 3.2 Price Mix. 3.2.1 Pricing objectives (Survival, Profit, Sales Competition, Image – differentiation) 3.2.2 Factors affecting pricing decision. 3.2.3 Skimming and penetration 3.2.4 Creative pricing of hotels and restaurants 3.3 Distribution Mix / Place. 3.3.1 Different Distribution network 3.3.2 Types of distribution channels. 3.3.3 Push and pull strategies 3.3.4 Need & role of distribution channel. 3.4 Promotion / Communication mix 3.4.1 Communication process 3.4.2 Types of media & importance. 3.4.3 Public Relations and publicity 3.4.4 Stages and technique of Personal Selling 3.4.5 In house Merchandising 3.4.6 Sales Promotion types and techniques. 3.5 People	15	15

		3.5.1 Employees 3.5.2 Customers 3.6 Physical Evidence 3.6.1 Ambience 3.6.2 Facility Design 3.6.3 Equipment 3.6.4 Employee Dress 3.6.5 Other Tangibles 3.7 Process / System 3.7.1 Service Blueprint/ Service Delivery ( Airlines & Hotels)		
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Unit No.	Chapter No.	TOPIC	Hours	Marks
03	4	Consumer behavior : 4.1 Introduction & definition of consumer behavior 4.2 Factors influencing consumer behavior (Social, Cultural, Personal) 4.3 Stages in purchase behavior (5 stage) 4.4 Guests of tomorrow & Guest lifestyles	15	15
	5	E- Marketing for Services : 5.1 Introduction E- Marketing & Objectives 5.2 Ways to conduct on-line Marketing Activities. 5.3 Benefits of E-Marketing[customers stay updated, customers can compare online, clear product information, transparent pricing, e-commerce, online virtual tours)		

### ASSIGNMENTS

Sr. No.	Topic for Assignments	Marks
1.	<u>Any ONE</u> 1 a) Organizational duties and responsibilities. (Any ONE) 1.1 Sales Executive. 1.2 Sales Manager. 1.3 Director of Sales. 1 b) Organizational structure. (Any ONE) 1.4 Large	10

	1.5 Medium 1.6 Small	
2	<p style="text-align: center;"><b><u>Any ONE</u></b></p> <p>a) Marketing Plan b) Project relating a hotel or restaurant (SWOT) c) Types of Sales call (Good will, damage control, promotion &amp; confirmation). d) Ways to conduct on-line Marketing activities.</p>	

**Scheme of Examination (Theory)**

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

- 1 Kotler, P. Bowne,J., Makens, J. *Marketing for Hospitality and Tourism* (3<sup>rd</sup> Edition), Pearson Education
- 2 Vaz, M. , Seta,M ,(2010), *Marketing Management*, Manan Prakashan
- 3 Lewis, Chambers (2008), *Marketing Leadership in Hospitality*, 2nd Edition, John Wiley & Sons

- 4 Zeithaml, V., Jobitner, M., Grembler, D., (2008), *Service Marketing*, Mc Graw Hill
- 5 Kotler,P., ( 2009), *Marketing Management*, PH of India Pvt Ltd.



## FINANCIAL MANAGEMENT (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Financial Management (USHO605D)
Course Code	Title	Credits	
USHO605D	Financial Management	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO605D	Financial Management	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

### OBJECTIVES:

- This subject will enhance the knowledge of financial management of the hospitality students.
- It will emphasize on the students to enhance the uses of finance in various segments in hospitality industry.
- This subject will help the students in establishing their own business and also will help them in their further studies.

### Contents of syllabus for USHO605D

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	Financial Management 1.1 Meaning 1.2 Scope 1.3 Objectives of Financial Management	15	15
	2	Financial Planning 2.1 Meaning of Financial Planning		

		<p>2.2 Meaning &amp; Principles Governing a Financial Plan</p> <p>2.3 Capitalization – Introduction &amp; Meaning of Cost &amp; Earnings Theory</p> <p>2.4 Leasing – Concept And Types of Leasing</p> <p>2.5 Franchising – Types, Merits and Demerits</p>		
	<b>3</b>	<p>Funds Flow &amp; Cash Flow Analysis</p> <p>3.1 Nature, Importance and Uses</p> <p>3.2 Simple , Practical Problems on Funds Flow Statements Covering Following Adjustments:</p> <p>3.2.1 Depreciation</p> <p>3.2.2 Divided</p> <p>3.2.3 Taxation</p> <p>3.2.4 Sale /Purchase of Assets</p>		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>4</b>	<p>Verticalization and Ratio Analysis</p> <p>4.1 Verticalization of Income Statement and Balance Sheet</p> <p>4.2 Meaning and Importance of Ratio Analysis, Limitation and Uses of Ratios.</p> <p>4.3 Numerical Problems Covering the following Ratios:</p> <p>4.3.1 Income Statement Ratios :-</p> <p>4.3.1.1 Gross Profit Ratio</p> <p>4.3.1.2 Net Profit Ratio</p> <p>4.3.1.3 (Pre-Tax &amp; After Tax)</p> <p>4.3.1.4 Operating Ratio</p> <p>4.3.1.5 Operating Expenses Ratio</p> <p>4.3.1.6 Stock Turnover Ratio</p> <p>4.3.2 Balance Sheet Ratios:-</p> <p>4.3.2.1 Current Ratio</p> <p>4.3.2.2 Liquid Ratio</p> <p>4.3.2.3 Proprietary Ratio</p> <p>4.3.2.4 Solvency Ratio</p> <p>4.3.3 Combined Ratios:-</p> <p>4.3.3.1 Debtors Turnover Ratio</p> <p>4.3.3.2 Creditors Turnover Ratio</p> <p>4.3.3.3 Stock Working Capital Ratio</p> <p>4.3.3.4 Return on Investment Ratio</p>	<b>15</b>	<b>15</b>
	<b>5</b>	<p>Capital Budgeting</p> <p>5.1 Importance of Capital Budgeting</p> <p>5.2 Capital Budgeting Appraising Methods.</p> <p>5.2.1 Payback Period and Post Payback Profitability</p> <p>5.2.2 Average Rate of Return</p> <p>5.2.3 Net Present Value</p> <p>5.3 Merits and Demerits of Each Method</p>		

		5.4 Practical Problems on the above Four Methods.		
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Unit No.	Chapter No.	TOPIC	Hours	Marks
03	6	Cash Budget 6.1 Definition, Characteristics of Budgets & Types of budget 6.2 Practical Problems on Preparation of a Cash Budget	15	15
	7	Working Capital Management 7.1 Concept of Working Capital 7.2 Factors Determining Working Capital 7.3 Simple Practical Problems on Statement of Estimated Working Capital (No. of days working capital / operational cycle)		

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

#### (b) Semester end examination (Pattern of Question Paper):- 60 Marks

##### Theory

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15

<b>Total</b>	<b>60</b>
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- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### **REFERENCE BOOKS**

1. Varsha Ainapure, (2009), *Management Accounting*, 1<sup>st</sup> Edition, Manan Prakashan
2. I. M. Pandey, (2005), *Financial Management*, 9<sup>th</sup> Edition, Vikas Publication
3. Anand Iyengar, (2008), *Hotel Finance*, 1<sup>st</sup> Edition, Oxford
4. M.Y. Khan & P. K. Jain, (2008), *Financial Management*, 5<sup>th</sup> Edition, Tata McGraw Hill
5. Prasanna Chandra, (2004), *Financial Management*, 6<sup>th</sup> Edition, Tata McGraw Hill

## STRATEGIC HUMAN RESOURCE MANAGEMENT (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Strategic Human Resource Management (USHO605E)
Course Code	Title	Credits	
USHO605E	Strategic Human Resource Management	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO605E	Strategic Human Resource Management	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

### OBJECTIVES:

- To make the students aware of human resource functions in coordination with the strategic objectives of the organizations so as to enhance performance & service quality.

### Contents of syllabus for USHO605E

Unit	Chapter	TOPIC	Hours	Marks
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No.	No.			
01	1	Introduction to Strategic Human Resource Management 1.1 Linking Human Resource Management (HRM) & Strategic Human Resource Management (SHRM) 1.2 Evolution of Strategic Human Resource Management (SHRM) 1.3 Strategic Fit: A conceptual framework 1.4 Theoretical prospective of Strategic Human Resource Management (SHRM) 1.5 Human Resource Management Approaches: The Indian Context 1.6 Human Resource Challenges faced by the Indian Companies & Human Resource Strategies to be followed by Indian companies to overcome the challenges they face.	15	15
	2	Functional Human Resource Strategies 2.1 Human Resource Outsourcing 2.2 Technology & Strategic Human Resource Management (SHRM) 2.3 Resourcing Strategy 2.4 The Strategic Human Resource Management approach & Integration of Business & resourcing Strategy.		
	3	Employee Recruitment & Development 3.1 New approaches to Recruitment (viz head hunting, online portals, moonlighting etc) & Selection. 3.2 Coaching & Mentoring Relationship. 3.3 Work- life Integration. 3.4 Self management & Emotional Intelligence.		

Unit No.	Chapter No.	TOPIC	Hours	Marks
02	4	Development & Implementation of Human Resource Strategy 4.1 Formulation of Strategy. 4.2 Alignment to Business Strategy. 4.3 Implementing Human Resource strategies 4.4 Barriers to Strategic Human Resource.	15	15
	5	Strategic Global Human Resource Management 5.1 Cross Cultural education & training programme 5.2 Hiring a Diverse Workforce. 5.3 Flexible working. 5.4 Strategies for Managing the Global Workforce		
	6	Performance Management 6.1 Effective Performance Management Systems 6.2 Technology & Performance Management 6.3 Strategic Linkage of Performance Management		

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	7	Employee Welfare 7.1 Employee Empowerment 7.2 Employee engagement 7.3 Motivation & The Glass Ceiling 7.4 Employee Health & Welfare	15	15
	8	Human Resource Strategies & Customer satisfaction 8.1 Service Quality Module (SERVQUAL) In Service Sector 8.2 Human Resource Management Good Practices		
	9	Career Planning, Development & management 9.1 Career Planning Methods & Practices 9.2 Career Stages 9.3 Career Development & Stages 9.4 Career Management System		

### ASSIGNMENTS

Sr. No.	Topic for Assignments (Any Two)	Marks
1	Designing a training programme. (quick service restaurant, 5 star hotel, soft skills)	10
2	Project on Online Recruitment (hospitality sector)	
3	Project on Career Mapping or Succession Planning	
4	Report on a visit to a Human Resource Firm - understanding various functions of Human Resource.	

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	ONE class test/ case study / online examination to be conducted in the given semester	20

2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
<b>Total</b>		<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

1. Armstrong, Baron, (2005), *Handbook of Strategic HRM* - - First Jaico Impression, Jaico Publishing
2. Mello, *Strategic HRM*, India Edition (Fifth Re-print, 2010), Cengage Learning
3. Agarwala, (2007), *Strategic HRM*, First Edition, Tenth Impression 2011 - Oxford University Press
4. Regis, (2008), *Strategic HRM and Development*, First edition, Excel Books

NOTE: TUTION FEE FOR THE SEMESTER Rs. 65,000/-



**RIZVI COLLEGE OF ARTS, SCIENCE AND COMMERCE -  
HOSPITALITY STUDIES  
FIRST YEAR B. SC. IN HOSPITALITY STUDIES  
(Roll Call 2021-2022)**

<b>Roll</b>	<b>Student</b>	<b>Name On Mark Sheet</b>	<b>Gend</b>
A001	1263	<b>ANJARA HETAL DINESH NEETA</b>	Femal
A002	1446	<b>MOHD TAUHEED MOHD NAFEES</b>	Male
A003	1425	<b>BARETTO JUSTIN PETER GRACY</b>	Male
A004	1329	<b>CHAMUR PRATHAM PRAMOD</b>	Male
A005	1390	<b>GANDHI SWAYAM VINAYAK</b>	Male
A006	1257	<b>JADHAV PRATHAMESH</b>	Male
A007	1283	<b>KHAN ADIL YUSUF SHABANA</b>	Male
A008	1252	<b>KHAN MOHAMMED AMAAN</b>	Male
A009	1418	<b>KHIALANI HANISHA KAMAL</b>	Femal
A010	1213	<b>KHISMATRAO PRITAM RAKESH</b>	Male
A011	1426	<b>MANDHANI JAYESH MAHESH</b>	Male
A012	1357	<b>MISHRA ADITYA ARVIND NEETA</b>	Male
A013	1258	<b>NAKAL MITHALI SURESH</b>	Femal
A014	1251	<b>PARAB JANVI MANGESH</b>	Femal
A015	1424	<b>PAWAR SHWETA SUNIL ARUNA</b>	Femal
A016	1274	<b>PIPULKAR AL SAYEM NASIR</b>	Male
A017	1398	<b>RAJ STELIN SUSRAJ KIRAN</b>	Male
A018	1366	<b>RAJPUT HEMANSHI SATISH</b>	Femal
A019	1419	<b>RATATE YASH VILAS VEDIKA</b>	Male
A020	1291	<b>REMJE VINIT VISHNU VISHAKHA</b>	Male
A021	1190	<b>SAWANT ANISH NILESH ANAGHA</b>	Male
A022	1362	<b>SHAHANE HARSHAD BAPU</b>	Male
A023	1387	<b>SHAIKH ZAISH AHMED AZAZ</b>	Male
A024	1277	<b>SHARMA HIMANSHU RAMESH</b>	Male
A025	1270	<b>SHARMA AKASH SHEOKUMAR</b>	Male
A026	1433	<b>SHENOY TANVI MADHAV SONAL</b>	Femal
A027	1242	<b>SHETTY ARYAN SOMNATH</b>	Male

A028	1392	SINGH <b>ROHIT</b> BISHNU PUSHPA	Male
A029	1421	UDESHI <b>OM</b> VIKRAM KALINDI	Male
A030	1294	VANJARE <b>AJINKYA</b> UTTAM	Male
B031	1284	CHAUHAN <b>RAHUL</b> JITENDRA	Male
B032	1427	<b>FALARI SHIVANI SANDESH</b>	Femal
B033	1253	KHAN <b>AYUB AHAMED</b> FAYAZ	Male
B034	1336	KHAN <b>FAZIL</b> MUKHTAR SALMA	Male
B035	1287	KHAN <b>UBAIDURREHMAN</b> MOHD	Male
B036	1432	KHARADE <b>SHIVRUP</b> SANJAY	Male
B037	1182	KITLEKAR <b>TANMAY</b> DILIP	Male
B038	1379	KOLI <b>HRISHIKESH</b> NARENDRA	Male
B039	1393	KULAL <b>SAHIL</b> GANESH NALINI	Male
B040	1211	<b>KULKARNI RADHA PRAKASH</b>	Femal
B041	1268	<b>MISHRA VAISNAVI SUNIL</b>	Femal
B042	1365	MORE <b>RAHUL</b> VISHNU KALPANA	Male
B043	1209	NAIR <b>RAGHAVAN</b>	Male
B044	1286	NAWALE <b>NIRAJ</b> NARESH NEHA	Male
B045	1423	PANDEY <b>SANDESH</b>	Male
B046	1428	<b>PAWAR MAYURI AJIT KANCHAN</b>	Femal
B047	1323	RODRIGUES <b>DARREN</b> WILLIAM	Male
B048	1290	SALEM <b>ASHWIN KUMAR</b>	Male
B049	1299	SHAIKH <b>NOMAN</b> RASHID SAKINA	Male
B050	1429	SHAIKH <b>AMAN</b> MOHD NAEEM	Male
B051	1249	SHEDGE <b>AMEY</b> PRAVIN PRAMILA	Male
B052	1384	SINGH <b>SIDHANT</b> SURENDRA	Male
B053	1422	SUDRIK <b>AYUSH</b> CHANDRAKANT	Male
B054	1391	SURVE <b>JANAK</b> JITENDRA	Male
B055	1262	<b>TANAWADE SRUSHTI SUNIL</b>	Femal
B056	1184	<b>TEJOMAYA</b> R K RAMKUMAR N	Male
B057	1397	THAKUR <b>DARSHAN</b> ANANT	Male
B058	1307	TIWARI <b>SIDDHANT</b> PANKAJ	Male

B059	1288	<b>WALANJ SIDDHI RAJESH SWATI</b>	Femal
B060	1237	YADAV <b>SHANKAR MAHESH</b>	Male
C061	1360	BINDRA <b>VED GIRISH SHRADDHA</b>	Male
C062	1340	BISWAS <b>RAMEN RAMPADA RITA</b>	Male
C063	1316	CHIMBAIKAR <b>SWAYAM</b>	Male
C064	1369	<b>DHANURE PREETI SANJAY</b>	Femal
C065	1261	<b>DSOUZA GILLIAN DARREL</b>	Femal
C066	1378	GUJAR <b>SHUBHAM SHRIKRISHNA</b>	Male
C067	1225	<b>JETHE SNEHA SAVALARAM</b>	Femal
C068	1212	KADAM <b>SACHIN VIVEK</b>	Male
C069	1408	KINGER <b>SAHIL MAHESH RIYA</b>	Male
C070	1207	MEDHEKAR <b>ARYAN RUPESH</b>	Male
C071	1311	MISTRY <b>MADHAV HITESHKUMAR</b>	Male
C072	1313	MORE <b>KUSHAL CHANDRAKANT</b>	Male
C073	1260	MUJAWAR <b>MAIZ SADIQUE</b>	Male
C074	1435	PATIL <b>RAJ SANJEEV MANDA</b>	Male
C075	1437	PATIL <b>VIVEK SADASHIV SHWETA</b>	Male
C076	1330	PATNE <b>SARTHAK DEEPAK</b>	Male
C077	1189	PENDSE <b>ANISH AMIT ASAWARI</b>	Male
C078	1318	PEREIRA <b>TROY NELSON</b>	Male
C079	1347	RAUT <b>KRISHNA SIMANCHAL</b>	Male
C080	1434	RAWOOL <b>OMBHUSHAN</b>	Male
C081	1430	SAHNI <b>ISHJEEV TEJINDER</b>	Male
C082	1438	SATHE <b>ANEESH VIVEK SNEHAL</b>	Male
C083	1226	SAWANT <b>DEVEN DILIP TRUPTI</b>	Male
C084	1410	SHAIKH <b>MATIN MOHAMMAD</b>	Male
C085	1431	SILELAN <b>ABHISHEK MALKAN</b>	Male
C086	1239	<b>SUVARNA RIYA BHOJRAJ UMA</b>	Femal
C087	1331	TAKLE <b>SHUBHAM SACHIN</b>	Male
C088	1364	TAWADE <b>PIYUSH PRADIP POOJA</b>	Male
C089	1314	TIWARI <b>PAWANKUMAR</b>	Male

C090	1436	VISHWAKARMA <b>PANKAJ</b>	Male
D091	1440	CHADHA <b>SHIVAM</b> MAHESH	Male
D092	1236	COELHO <b>HANSEL</b> HILLARY	Male
D093	1229	COLACO <b>JADEN</b> ROGERS	Male
D094	1444	DALVI <b>SOHAM</b> PURUSHOTTAM	Male
D095	1443	DAS <b>PRATIM</b> PROLAY SONU	Male
D096	1218	DIGE <b>SUJAL</b> SANTOSH SANJANA	Male
D097	1303	DSOUZA <b>RYAN</b> RONALD	Male
D098	1327	DUBEY <b>SHIVAM</b> ARUNKUMAR	Male
D099	1322	GAIKAR <b>ATHARV</b> PARKASH	Male
D100	1198	INGLE <b>SAHIL</b> RAJESH KALPANA	Male
D101	1199	JADHAV <b>MANDAR</b> ARUN ARTI	Male
D102	1442	JHA <b>PRADEEPKUMAR</b>	Male
D103	1281	KASURDE <b>SUJAL</b> VIKAS	Male
D104	1349	KHAN <b>MOHD SADIQ</b> KALBE ABID	Male
D105	1214	KHAN <b>SOMAMA</b> MOHD ALIM	Male
D106	1223	<b>KHATIB ALIZA AMIN GULZAR</b>	Femal
D107	1224	<b>KHATIB TANIYA AMIN GULZAR</b>	Femal
D108	1375	LANJEKAR <b>SAHIL</b> DIPAK SAKSHI	Male
D109	1255	LOKESH <b>BABU</b> SATISH NAMITA	Male
D110	1196	MAHADIK <b>AAKASH</b> MOHAN	Male
D111	1439	PATIL <b>DHIRAJ</b> RAVINDRA LALITA	Male
D112	1368	RAWAT <b>SAHIL</b> BIRENDRA SINGH	Male
D113	1183	SHAIKH <b>YUSUF</b> JAVED	Male
D114	1306	SHETTY <b>HRIYANSH</b> JAGDISH	Male
D115	1241	<b>THORAT CHAITALI SHASHIKANT</b>	Femal
D116	1301	<b>VARIA KHUSHI JITESH DAKSHA</b>	Femal
D117	1186	<b>WADEKAR YOJANA DINESH</b>	Femal
E118	1376	BANDEKAR <b>HARSHAL</b> JAGDISH	Male
E119	1361	BHANUSHALI <b>YASH</b> ARVIND	Male
E120	1309	CHOURSIYA <b>NIHAL</b> SUNIL	Male

E121	1264	CHOWKI <b>SHRINATH</b>	Male
E122	1233	DABREO <b>KEITH SIMON SUSHILA</b>	Male
E123	1342	DARJI <b>HARSH SACHINBHAI</b>	Male
E124	1324	DEOKAR <b>RAJ NILESH SONAL</b>	Male
E125	1208	GAIKWAD <b>MONISH GANESH</b>	Male
E126	1395	KASEKAR <b>ROHIT SANDEEP</b>	Male
E127	1272	KHATRI <b>MOHD ARQAM MOHD</b>	Male
E128	1308	MAHALE <b>BHAVESH PANDURANG</b>	Male
E129	1319	<b>MANGE MAHEK NARSHIBHAI</b>	Femal
E130	1250	<b>MEHTA SIDDHI ANUPKUMAR</b>	Femal
E131	1215	<b>SAROJ JYOTI RAJESH PREMA</b>	Femal
E132	1246	SAWANT <b>VINEET JYOTIBA</b>	Male
E133	1409	<b>SAYYED SHIFA BI MOHD WAHID</b>	Femal
E134	1415	SHAIKH <b>ASHFAAN JAN</b>	Male
E135	1191	SINGH <b>ABHISHEK SATYENDRA</b>	Male
E136	1315	TIKIWALA <b>JINESH RAJUBHAI</b>	Male
E137	1373	TIWARI <b>DURGESH KUMAR</b>	Male
E138	1320	VARGHESE <b>JERIN SUNNY</b>	Male
E139	1371	YADAV <b>HIMANSHU RAJKUMAR</b>	Male
F140	1389	BARRETTO <b>ASHLEY ANTHONY</b>	Male
F141	1359	<b>CHINTAPANDU ANJALI</b>	Femal
F142	1382	<b>DEVALKAR SAMIKSHA</b>	Femal
F143	1370	GAWDE <b>SHUBHAM SHARAD</b>	Male
F144	1248	GOSAVI <b>TANISHQ AVINASH</b>	Male
F145	1385	HAJARE <b>TANMAY PARSHURAM</b>	Male
F146	1367	JAKHI <b>RAHULSINGH</b>	Male
F147	1404	<b>KAMBLE AADITI KIRANKUMAR</b>	Femal
F148	1304	KATADE <b>BHUSHAN SOMNATH</b>	Male
F149	1344	KHAN <b>MOHD FAHAD SIRAJ</b>	Male
F150	1227	<b>LANGOTE ADITI PRAVIN RASHMI</b>	Femal
F151	1280	MANDADKAR <b>SUMIT</b>	Male

F152	1295	PATIL <b>SHUBHAM</b> CHETAN	Male
F153	1205	PEREIRA <b>REESE</b> RAJESH MARY	Male
F154	1185	RANGREZ <b>WASIM</b> MUKTHAR	Male
F156	1356	SAMANTA <b>SHANTOUNU</b> MADHU	Male
F157		<b>GODAWARIYA VANSHIKA</b>	Femal
F158	1416	TAWDE <b>GAURAV</b> PRADEEP	Male
F159	1354	TIWARI <b>YASH</b> VISHNUDEV	Male
F160	1394	<b>VEDAK SWARANGI NILESH</b>	Femal
F161	1219	WORLIKAR <b>MITESH</b> VIJAY	Male
G162	1358	ADIVAREKAR <b>RITESH</b> UMESH	Male
G163	1240	ALI <b>AMIR HAMJA</b> IMAMUDIN	Male
G164	1247	<b>ARTE TANVI MAYUR RACHANA</b>	Femal
G165	1292	BANSODE <b>ROHIT</b> JAGANNATH	Male
G166	1266	CORREIA <b>ASTLE</b> JOACHIM	Male
G167	1188	DSOUZA <b>REUBEN</b> ROLAND	Male
G168	1417	DESAI <b>YASH</b> VINOD SUNITA	Male
G169	1271	GAWAD <b>PRATHAMESH</b> HITESH	Male
G170	1411	GHADI <b>SAIRAJ</b> NARAYAN LAXMI	Male
G171	1282	<b>GOVILKAR NUPUR VAIBHAV</b>	Femal
G172	1187	JANALA <b>VINAY</b> RAVINDRA	Male
G173	1328	<b>KESARKAR AARTI BHAGAWAN</b>	Femal
G174	1341	PATIL <b>PRATHAM</b> RAKESH	Male
G175	1222	POOJARI <b>KARAN</b> SADASHIV	Male
G176	1396	RAI <b>NITISH</b> MITHILESH POONAM	Male
G177	1210	RUKE <b>RAJ</b> AJIT YOGITA	Male
G178	1380	SANKPAL <b>GAURAV</b> NARAYAN	Male
G179	1232	SAYED <b>AMAAN</b> IMTIYAZ FIRDOS	Male
G180	1195	SHAIKH <b>MOHAMMED SEEMAAN</b>	Male
G181	1351	<b>SHAIKH SANIYA WAHAB</b>	Femal
G182	1193	SHENOY <b>SIDDHANT</b> VIVEK	Male
G183	1297	WAGHELA <b>TANESH</b> RAJESH	Male

G184	1235	ZAGADE <b>PRASAD</b> VINAYAK	Male
H185	1256	CHAUHAN <b>SARVESH SINGH</b>	Male
H186	1234	DABRE <b>ISON</b> PRAKASH STEVINA	Male
H187	1192	<b>FRANCO NICOLE EDWARD</b>	Femal
H188	1243	GAUD <b>SAHIL</b> DHARMENDRA	Male
H189	1202	JADHAV <b>HARESH</b> VIKRANT	Male
H190	1231	KAMAT <b>ATHARV</b> PUNDLIK	Male
H191	1377	KSHIRSAGAR <b>PRATHAM</b>	Male
H192	1372	KULKARNI <b>AMEY</b> SANJAY	Male
H193	1312	METRI <b>NIKHIL</b> SHRIMANT GEETA	Male
H194	1244	NARKAR <b>AMEYA</b> TUSHAR	Male
H195	1412	PAL <b>NIKHIL</b> UDAY RAJ SANGITA	Male
H196	1348	PATEL <b>PARTH</b> BHAGWANDAS	Male
H197	1285	PATIL <b>ATHARV</b> UMESH UJJWALA	Male
H198	1216	<b>QURESHI IQRA ASHFAK SHAHIN</b>	Femal
H199	1220	RACHALWAR <b>MONISH</b> GANESH	Male
H200	1345	SANKHE <b>MEET</b> RITESH	Male
H201	1374	SHAH <b>SAHIL</b> NAVIN NISHA	Male
H202	1254	SHAIKH <b>MOHAMMED ARIF</b>	Male
H203	1355	SHAIKH <b>SALAHUDDIN</b> YASIN ALI	Male
H204	1406	SHARMA <b>LAKSHYA</b> GAJENDRA	Male
H205	1201	SINGH <b>SACHIN</b> SHIVPUJAN	Male
H206	1245	<b>WASAIKAR SANIYA ILIYAS</b>	Femal
I207	1320	DUBE <b>AAKASH</b> AKLESH SUNITA	Male
I208	1335	GOMES <b>ADRIAN ABEL</b> GEORGE	Male
I209	1381	KANOJIYA <b>HEMANT</b> SUBHASH	Male
I210	1386	KHAN <b>MD YUSUF</b> MD SHAKIL	Male
I211	1317	KHILLARI <b>ABHAY</b> PANDURANG	Male
I212	1279	MISHRA <b>RAJEEV</b> RAKESH	Male
I213	1275	<b>MOHANTY VANSHIKA</b>	Femal
I214	1230	MOOLYA <b>SUJAL</b> SUDHAKAR	Male

I215	1325	MURKAR <b>GAURESH</b> RAJENDRA	Male
I216	1265	PATIL <b>HARSH</b> KALPAK KANCHAN	Male
I217	1333	<b>PATIL TANVI SATISH MUKTA</b>	Femal
I218	1203	PAWAR <b>ANIKET</b> SUNIL ARUNA	Male
I219	1296	RANA <b>DHRUV</b> BHAVESH CHETNA	Male
I220	1221	<b>RAWAT RHEA KUNDAN</b>	Femal
I221	1407	SANGANI <b>FAGUN</b> VISHAL POOJA	Male
I222	1383	SAYYED <b>IRFAN MEHNDI</b>	Male
I223	1194	<b>SHAIKH SHIFA JAMIL AHMED</b>	Femal
I224	1310	<b>SHAIKH ABDUL KHALIQUE</b>	Male
I225	1413	SINGH <b>JAYESH</b> RAJIV KUMAR	Male
I226	1338	TUPE <b>KARTIK</b> NITIN SEEMA	Male
I227	1353	VARMA <b>SAGAR</b> AJAY NEELAM	Male
I228	1273	YADAV <b>BHUPESH</b> RAMACHAL	Male
J229	1204	ALMEIDA <b>SHAWN</b> SANJAY	Male
J230	1267	BHANDURE <b>JAYESH</b> DILIP	Male
J231	1334	BHOPATKAR <b>VARAD</b> SANJAY	Male
J232	1276	DAILA <b>ADNAN</b> ILYAS SHABANA	Male
J233	1388	DESAI <b>SHRAVANI</b> DEVENDRA	Femal
J234	1414	DUBBAKA <b>MANISH</b> SHRINIVAS	Male
J235	1293	<b>GORASIA DEVINA</b> JITENDRA	Femal
J236	1343	JAGE <b>ADISH</b> YASHWANT NALINI	Male
J237	1405	KHAN <b>MOHD AYAAN</b> ALI	Male
J238	1298	KHAN <b>MOHD SAIF</b> FATEH MOHD	Male
J239	1321	<b>MUNJ SRUSHTI</b> ASHISH	Femal
J240	1269	NAGARGOJE <b>KAUSTUBH</b> ANIL	Male
J241	1337	<b>PATIL SAYALI</b> SANDEEP	Femal
J242	1339	PATIL <b>YASH</b> ANAND GEETA	Male
J243	1363	PAWASKAR <b>MOHD KHUDDUS</b>	Male
J244	1278	PHADALE <b>TEJAS</b> ANIL SEEMA	Male
J245	1346	SAPTE <b>JAY</b> SANJAY SHEETAL	Male



J246	1259	<b>SAYYED MOHAMMAD ZAID</b>	Male
J247	1217	<b>SHAIKH FAYAZUDDIN</b>	Male
J248	1300	<b>SHAIKH SAHID AFRIDI</b>	Male
J249	1350	<b>SHAIKH SOFIYA WAHAB</b>	Femal
J250	1238	<b>TAMORE MANSI VIKAS</b>	Femal

**RIZVI COLLEGE OF ARTS, SCIENCE AND COMMERCE -  
B. SC. HOSPITALITY STUDIES**

**SECOND YEAR B. SC. - HS (ROLL CALL 2021-2022)**

<b>Roll No.</b>	<b>BATCH</b>	<b>Name On MarkSheet</b>	<b>Gender</b>
1	A	AHIRE <b>HARSHIT</b> GIRISH SANGEETA	Male
2	A	AJUGIA <b>JUGAL</b> NARENDRA SHEETAL	Male
3	A	AWARE <b>KAUSTUBH</b> NANDKUMAR JYOTI	Male
4	A	BAPAT <b>TEJAS</b> PARAG ADITI	Male
5	A	CHANDIWADE <b>SHUBHAM</b> SANJAY SNEHAL	Male
6	A	CHAURASIA <b>AKASH</b> KAMAL ANITA	Male
7	A	<b>DHURIA ANUSHREE ASHOK SUNITA</b>	Female
8	A	GOSAVI <b>PARITOSH</b> BHAGWAN SUPRIYA	Male
9	A	<b>JAISWAL RITIKA RAJESH ANJU</b>	Female
11	A	KHAN <b>JAVED</b> AAZAD ROSHAN JAHAN	Male
12	A	KHUSHALANI <b>RAJ</b> SURESH ASHA	Male
13	A	KOTIAN <b>SHUBH</b> BHASKAR DAYAWATI	Male
14	A	<b>LOBO NATASHA NORMAN NOREEN</b>	Female
15	A	<b>MALVANKAR NIMISHA BHAGWAN MADHAVI</b>	Female
16	A	MEHER <b>SHRIRAJ</b> ANANT ASHWINI	Male
17	A	MORE <b>OMKAR</b> KISHOR PRACHI	Male
18	A	PARMAR <b>PRATHAM UMESH</b> TRUPTI	Male
19	A	PATIL <b>AJAY</b> KRISHNAT SAVITA	Male
20	A	QURESHI <b>MOHAMMAD SALMAN</b> MOHAMMAD WASIM GAZALA	Male

21	A	RANE <b>OMKAR ARUN ANITA</b>	Male
22	A	RAORANE <b>DHRUVA RAJENDRA RAJESJRI</b>	Male
23	A	<b>SAWANT DHANASHREE YASHODAN PALLAVI</b>	Female
24	A	SAWANT <b>SOHAM PRASAD SHAMA</b>	Male
25	A	SHAIKH <b>ARKAAN SAJID AHMED NAZMA</b>	Male
26	A	SHAIKH <b>MOHAMMAD KAIF MOHD MUJIM MAHSHARJAHAN</b>	Male
27	A	SHAIKH <b>SAHIL KAMAL FATIMA</b>	Male
28	A	<b>TULASKAR SHREYA SANDESH SHRADDHA</b>	Female
29	A	VARANDE <b>ADITYA ANIL APARNA</b>	Male
30	B	AMETA <b>JATIN DILIP VANDANA</b>	Male
31	B	AMIN <b>DISHAN VIJAY SHYAMALA</b>	Male
32	B	BADSHA <b>AMAAN KAMRUDDIN SHAHNAZ</b>	Male
35	B	<b>GUJAR MANASWI SHAILESH SWETA</b>	Female
36	B	<b>HAMIRWASIA JEEVIKA ANIL KAJAL</b>	Female
37	B	INGALE <b>ISHAN PRASHANT REKHA</b>	Male
38	B	<b>KELASKAR SHRAVANI NITIN SAKSHI</b>	Female
39	B	<b>KHARATMOL SUKANYA SURYAKANT KALAVATI</b>	Female
40	B	KHARE <b>PRATHAMESH MILAN SAVITA</b>	Male
41	B	MULTANI <b>SAMEED SABIR ALI SAIRA</b>	Male
42	B	<b>PADTE RIDDHI HARSHAD SAYURI</b>	Female
43	B	<b>PANCHAL RISHITA CHETAN SUSHMA</b>	Female
44	B	PILLAI <b>TUSHAR SURYAKUMAR RENUKA</b>	Male
45	B	RAI <b>YUGAL MANOJ REKHA</b>	Male

46	B	RANA <b>PANKAJ</b> HARI SINGH RANA SHARMILA	Male
47	B	SANTRA <b>NABARUN</b> RANJIT ARUNA	Male
48	B	SAYYED <b>YUSUF</b> JALEEL FATIMA	Male
49	B	SHAIKH <b>ADNAN</b> SHOUKATALI FARZANA	Male
50	B	SHAIKH <b>AKIF</b> ARIF MIYA UZMA	Male
51	B	SHAIKH <b>MD ANAS</b> ASHFAQUE SHAKILA	Male
52	B	SHAIKH <b>MOHAMMED BILAL</b> ASLAM SAIRA	Male
53	B	SHEIKH <b>HUSSAIN</b> RIYAZ AHMED NAZNEEN	Male
54	B	SUTAR <b>SALIL</b> SANJAY PRATIBHA	Male
55	B	VADOR <b>JENIL</b> CHETAN VARSHA	Male
56	B	WAITHI <b>VIGHNESH</b> DATTATREYA GEETA	Male
57	C	AGAWANE <b>HARSHAL</b> KISHORE NEELAM	Male
58	C	AMBALA <b>NITIN</b> LAXMAN JYOTI	Male
59	C	ANSARI <b>AVESH</b> ABDULRAHIM KANIJFATIMA	Male
60	C	BHAGAT <b>SATYAM</b> VINOD GEETA	Male
61	C	BHOIR <b>AADITYA</b> JOGENDRA SEJAL	Male
62	C	BIDARI <b>SHIRISH</b> SANTOSH YOGITA	Male
63	C	CHAURASIA <b>SHIVANKU</b> SHYAMLAL SUNITA	Male
64	C	<b>DEOLEKAR SALONI</b> MAYUR <b>MANISHA</b>	Female
65	C	DIXIT <b>SHRISHAIL</b> BHIMASHANKAR JYOTI	Male
66	C	GARDI <b>CHIRAG</b> ARUN ASHWINI	Male
67	C	<b>IDUMISTRY MOHD SUFIYAN MOHD</b> <b>SALIM SHAMIM (RE ADMISSION)</b>	Male
68	C	KOKITKAR <b>UJWAL</b> MARUTI SUJATA	Male

69	C	KUNDNANI <b>TARUN</b> VINOD ROMA	Male
71	C	MISTRY <b>NAVZAD</b> VISPEE KAINAZ	Male
72	C	NALAWADE <b>VEDANT</b> DYNANESHWAR ROHINI	Male
73	C	PARDESHI <b>VANSH</b> YOGESH YOGEEETA	Male
74	C	PATANKAR <b>ABHISHEK</b> BABASAHEB NITA	Male
75	C	PATIL <b>MANAS</b> BHARAT BHAKTI	Male
76	C	<b>PATIL RUJUTA RAMESH ROHINI</b>	Female
77	C	RAMGADIA <b>GURUDEV</b> RAJESH KULJIT	Male
78	C	SAYED <b>TAUKEER</b> SOHEL SHAMSHAD	Male
79	C	SHAIKH <b>ADIL</b> MAJID RUKAYYA	Male
80	C	SHARMA <b>HEMANT</b> SANJAY RAMADEVI	Male
81	C	SHELAR <b>DIPEN</b> RAVINDRA RAJESHREE	Male
82	C	SHINGALA <b>YASH</b> NEHAL PRIYA	Male
83	C	SINGH <b>ADARSH</b> RAMPRAKSH PUNEETA	Male
84	C	SINGH <b>ROHIT</b> DINESH RACHANA	Male
85	C	VIJAYKUMAR <b>MANARAM PUSHPADEVI</b>	Male
86	C	WALAVALKAR <b>OMKAR</b> PRASAD POOJA	Male
87	D	AKHADE <b>YAJAT</b> HARISHCHANDRA CHANDRAKALA	Male
88	D	BARTHWAL <b>SIDDHARTH</b> SUMAN ANJULA	Male
89	D	CHAVAN <b>HRISHIKESH</b> MAHESH DHANSHREE	Male
90	D	DSOUZA <b>CALVIN</b> CLIVE NANCISKA	Male
91	D	GONSALVES <b>LANCE</b> ROBERT AMEETA	Male
92	D	KHADYE <b>PRANAY</b> ANIL ANJALI	Male

93	D	KOKATE <b>SUDANSHU</b> LAU SAMIKSHA	Male
94	D	<b>KOLAMKAR PRERANA PRADEEP PRIYA</b>	Female
95	D	KANOJIA <b>SAHIL</b> PREMCHAND GEETA	Male
96	D	<b>KUNWAR MANSI TANKA RENUKA</b>	Female
97	D	MAHESHKAR <b>ANIKET</b> SHIRENDRA JYOTI	Male
98	D	<b>MALUSARE SAYALI RAJARAM KAVITA</b>	Female
99	D	MEDHEKAR <b>MIHIR</b> CHANDRAKANT MADHURI	Male
100	D	MHATRE <b>HEMCHANDRA</b> RAVINDRA VAISHALI	Male
101	D	MIRPAGAR <b>SAHIL</b> UMESH GEETA	Male
102	D	PARAB <b>SHUBHAM</b> ARJUN SUBHADRA	Male
103	D	PENDURKAR <b>HARSH</b> VILAS VRUNDA	Male
104	D	RASHIDI <b>MOHD KAIF</b> MOHD IRFAN KAUSAR	Male
105	D	<b>SARVANKAR TANVI VILAS VINAYA</b>	Female
107	D	SHAIKH <b>SHAHID</b> MOHAMMAD GAUSIA	Male
108	D	SHELOLE <b>YUVRAJ</b> LAXMAN KIRAN	Male
109	D	SHETTY <b>ASHRITH</b> UDAY SANMA	Male
110	D	SIDDIQUI <b>SAHIL</b> SUHAIL AHMED RIZMIA	Male
111	D	SINGH <b>ANUBHAV</b> SATYENDRA NEETU	Male
112	D	SINHA <b>SIDDHARTH</b> BIJAY NATH SEEMA	Male
113	D	THAPA <b>JEEVAN</b> PREM KALA	Male
114	D	VAITY <b>JIGNESH</b> DILIP ANITA	Male
115	D	VARMA <b>YASH</b> PRABHAT SEEMA	Male
116	D	WAJE <b>SWAMIPRASAD</b> SUNIL PRIYANKA	Male

117	E	BAGWE <b>SHUBHAM</b> SUBODH ARCHANA	Male
118	E	CHOUHAN <b>AAKASH</b> VIJAY RITAM	Male
119		GHORI <b>ABDUL KHALID</b> BASHID FATIMA RE-ADMN	M
120	E	FATAK <b>VEDAN</b> KAILAS RESHMEE	Male
121	E	GAWANDE <b>ABHIRAJ</b> ARUN SUSHILA	Male
122	E	GUPTA <b>ADITYA</b> BALRAM TARA	Male
123	E	KADAM <b>RUSHIKESH</b> AJAY AARATI	Male
124	E	KALYANI <b>PRATHMESH</b> BABAN ANITA	Male
125	E	KAMERKAR <b>ATHARV</b> SURENDRA PALLAVI	Male
126	E	<b>KHAN ALISHA AJID SHAMA</b>	Female
127	E	KHAN <b>MOHMMED RASHID</b> MOHMMED QAYYUM SHEHNAZ	Male
128	E	KOLAPTE <b>SUYASH</b> PRAKASH PRACHI	Male
129	E	MANDAKE <b>SHREERAJ</b> SANJAY VEENA	Male
130	E	MUJAWAR <b>HANZALA</b> SIMAB CAROL	Male
131	E	<b>NAGARKAR TEJAL SANDEEP SHWETA</b>	Female
132	E	PATEL <b>KRISH</b> RAJESH LATIKA	Male
133	E	RAGHUGOTRE <b>ANUP SINGH</b> HARJIT SINGH RAJMIT KAUR	Male
134	E	SHAH <b>JOSHUA</b> CYRIL VANITA	Male
135	E	SHAH <b>SUBHASH</b> JITENDAR LAXMI	Male
136		<b>SINGH SAURABH SABHARAJ KANTI (RE- ADMN)</b>	<b>Male</b>
137	E	SHETTY <b>GRITHIK</b> PADMANABHA PADMAREKHA	Male
138	E	<b>TANWAR KRITIKA NARESH UMESH</b>	Female
139	E	YADAV <b>PRASHANT</b> DHANRAJ SANJU	Male

140	F	ALMEIDA <b>SABESTINE</b> MANVEL NANCY	Male
141	F	AWASTHI <b>ARYAN</b> ARVIND ANURADHA	Male
142	F	BHAT <b>VINIT</b> NITYANAND MAYA	Male
143	F	BHOSLE <b>MANAS</b> VINAYAK VAISHALI	Male
144	F	DALAL <b>ROHIT</b> MANNAN MINA	Male
145	F	DEVDAAS <b>KRUPA</b> NEMI REKHA	Female
146	F	<b>DEVKOTE REETIKA KRISHNA RADHIKA</b>	Female
147	F	GUPTA <b>KRISHNA</b> AJAY POONAM	Male
148	F	GURAV <b>TUSHAR</b> TULSHIRAM TRUPTI	Male
149	F	HATISKAR <b>HRITVIK</b> SHAILESH SAKSHI	Male
150	F	JADHAV <b>SHUBHAM</b> SANDEEP VAIBHAVI	Male
151	F	JADHAV <b>TUSHAR</b> SUNIL RANI	Male
152	F	JADHAV <b>GAURAV</b> HARISH ALKA	Male
153	F	KANOJIYA <b>AYUSH</b> KAMLESH AARTI	Male
154	F	KESARKAR <b>ADITYA</b> SANDIP SIDDHI	Male
155	F	KHAN <b>ARSALAAN</b> ASLAM NAUSHEEN	Male
157	F	MAHAJAN <b>ROHIT</b> NITIN SUNITA	Male
159	F	<b>MHATRE JANHAVI JAIKUMAR KAVITA</b>	Female
160	F	NAKHWA <b>PRATHMESH</b> RUPENDRA BHAGWAN RUCHITA	Male
161	F	NAVARAT <b>VIGHNESH</b> DILIP DARSHANA	Male
162	F	<b>RAORANE PRANAYA RAMESH YOGITA</b>	Female
163	F	SATAM <b>YASH</b> KAUSTUBH NUTAN	Male
164	F	SYED <b>NABEEL</b> MUSHTAQUE SAFINA	Male



165	F	<b>TALASILKAR MIHIKA RAJENDRA ANKITA</b>	Female
166	F	TAMBE <b>SANKET</b> MAHENDRA HARSHADA	Male
167	F	WADAR <b>OMKAR</b> VILAS MANGAL	Male
168	F	WARANGE <b>ADVAIT</b> AVADHUT APURVA	Male
169	F	<b>YADAV MADHU RAMBIR SINGH DAYADEVI</b>	Female
170	G	BANE <b>SARVESH</b> MURLIDHAR MAYURI	Male
171	G	BELWALKAR <b>ATHARV</b> DINESH SMITA	Male
172	G	CHALKE <b>DEVANG</b> UMESH SUSHILA	Male
173	G	<b>CHHEDA KRISHIKA JAYESH HEENA</b>	Female
174	G	DABHEKAR <b>RITESH</b> ANKUSH ANKITA	Male
175	G	<b>DAS SARITA KUMARI RATAN BASODEVI</b>	Female
176	G	DESHMUKH <b>ATHARVA</b> SATISH BHARTI	Male
177	G	D'SOUZA <b>RAXSON</b> WILLIAM VERONICA	Male
178	G	FERNANDES <b>MIKHAIL</b> KEVIN MARYANN	Male
179	G	HARAWADE <b>DEVENDRA</b> RAMESH RANJANA	Male
180	G	KAMAT <b>ESHAN</b> MAYURESH SHRUTI	Male
181	G	<b>KAMBLE MANSI DILIP CHHAYA</b>	Female
182	G	KHAN <b>MOHAMMAD NOORANI</b> WASI MOHAMMAD LATEEFA	Male
183	G	MOURYA <b>RAHUL</b> RAKESH GEETA	Male
184	G	NAIR <b>YASH</b> RAJ SANGEETA	Male
185	G	PANJWANI <b>ARMAAN</b> AZIZ SHAILA	Male
186	G	PARAB <b>DURGESH</b> MAHESH MANALI	Male
187	G	RAUT <b>SAMIP</b> PRADIP SUNITA	Male

188	G	SALVI <b>AYUSH</b> ANIL SEEMA	Male
189	G	SANAS <b>SUYASH</b> SUNIL DHANASHREE	Male
191	G	SHAHI <b>SHUBHAM</b> BINOD SAMITA	Male
192	G	SHAIKH <b>MOHD MUSTAKIM</b> ILAHI NASREEN	Male
193	G	SHAIKH <b>RIZWAN</b> SALLAUDIN AYESHA	Male
194	G	SHETTY <b>SAKSHATH</b> NARAYAN SHOBHA	Male
195	G	THARAYIL <b>JOJIMON</b> ANTHONY SINDHU	Male
196	G	WADILE <b>VINIT</b> BAPUSAHEB MINAKSHI	Male
197	G	WARKE <b>ANIRUDH</b> KRISHNA JYOTI	Male
198	H	<b>BORADE NANDINI DEEPAK SHEETAL</b>	Female
199	H	CHAVAN <b>YASH</b> UMESH GAURI	Male
200	H	CHUNARKAR <b>PRATIK</b> RAVINDRA JYOTI	Male
201	H	<b>GUPTA SHUBHAM SANTOSH LAXMI</b>	Male
202	H	<b>HARIJAN POOJA DEVDAS KANNGI</b>	Female
203	H	ISWALKAR <b>YUVRAJ</b> MANOHAR MANALI	Male
204	H	KADAM <b>DRUMESH</b> VILAS SWATI	Male
205	H	KHAN <b>FARDEEN</b> AZHAR KAMRUNNISSA	Male
206	H	LADE <b>CHAITANYA</b> NILESH KAVITA	Male
207	H	MALIQUE <b>ABDUL REHMAN</b> JAMAL NUSRAT	Male
208	H	MESTRY <b>HETANSH</b> DILIP DEEPA	Male
209	H	NADAR <b>MUTHURAJA</b> DHANAPAL SHASIKALA	Male
210	H	NADAR <b>MONISH</b> EDWIN JAYKUMAR PREMADEVI	Male
211	H	NAGARWALA <b>TAIZUN</b> SHABBIR BATUL	Male

212	H	NAIR <b>HRIDAYE KIRK</b> PADMAKUMAR THERESA	Male
213	H	P N <b>ANANDU</b> MADHUKUMAR BEENA	Male
214	H	PATEL <b>ARYA</b> PIYUSH TRUPTI	Male
215	H	PATEL <b>NISHIT</b> MADHUSUDAN JAYSHREE	Male
216	H	PATIL <b>DURGESH</b> RAVINDRA ANITA	Male
217	H	SAKHALKAR <b>RAJ</b> RITESH RASHMI	Male
218	H	SARDAR <b>JIT</b> RAMPRASAD TANUSHREE	Male
219	H	<b>SARKAR AHANA CHIROJEET APARAJITA</b>	Female
220	H	<b>SARVADE EKTA ANAND REKHA</b>	Female
222	H	SHAIKH <b>SHAHROOK</b> MOHD HASIM SALMA	Male
223	H	SIDDIQUI <b>MOHD ASHAR</b> ABDUL TASLEEM	Male
224	H	TANWAR <b>SOURAVH</b> RANDHIR SINGH POONAM	Male
225	I	BAUGWALA <b>SAAD</b> SAMAD SAIRA	Male
226	I	BHAGAT <b>ROHAN</b> RAVINDRA ROHINI	Male
227	I	CHACHALE <b>PRAJWAL</b> PRAFUL KALAVATI	Male
228	I	<b>DAMLE AMRUTA VINAY VARSHAA</b>	Female
229	I	<b>DHAVLE SANJANA VIJAY PRATIKSHA</b>	Female
230	I	FERNANDES <b>LLEYTON</b> ALEX REGINA	Male
231	I	GHILDIYAL <b>DHARMENDRA</b> MANMOHAN MANDA	Male
232	I	GIRI <b>YASH</b> HARI LAXME	Male
233	I	GOPALE <b>OMKAR</b> DNYANDEV RANJANA	Male
234	I	<b>KALUNGADE AKSHATA AMAR SUSHMA</b>	Female
235	I	KANOJIYA <b>SAHIL</b> JITENDRA SONALI	Male

236	I	KODE <b>ROSHAN</b> RAJENDRA ROSHNI	Male
237	I	MAGAR <b>YASH</b> KIRAN VIJAYA	Male
238	I	MAURYA <b>SUJAL</b> RAJESH KIRAN	Male
239	I	MEHAR <b>ATHARVA</b> AJIT VIJAYA	Male
240	I	SYED <b>MOHD ASAD</b> MEHDI MOHD HASHIM ABBAS NASREEN BEGAM	Male
241	I	MISHRA <b>ANURAG</b> SUNIL DEEPA	Male
242	I	NAIR <b>ASHWIN</b> NANDAKUMAR GEETHA	Male
243	I	PARMAR <b>MEET</b> RAJESH RASHMI	Male
244	I	<b>PATANKAR NIDHI RAMKRISHNA RASIKA</b>	Female
245	I	PATIL <b>MANAS</b> SUBHASH ANJALI	Male
246	I	PAWAR <b>VARAD</b> SUDHIR GEETA	Male
247	I	SHAIKH <b>ABBAS</b> BASHIR RAJIYA	Male
248	I	SHAIKH <b>SAHIL</b> HABIBUR REHMAN NIKHATJAHA	Male
249	I	SHINDE <b>OMKAR</b> SHYAM GEETA	Male
250	I	<b>SINGH VANITA KUMARI SANJEEV KUMAR POONAM</b>	Female
251	I	TARI <b>SHUBHAM</b> SUMANT MEENA	Male
252	I	VAIDYA <b>TEJAS</b> KISAN RADHA	Male
253	I	VERHOVEN <b>DALE</b> SINUHE MELESSIA	Male
254	I	<b>WAGHMARE SHRUTI JAYESH SARIKA</b>	Female
255	J	ANDREWS <b>JUSTIN</b> ANAND VANEJA	Male
256	J	BANE <b>NISHANT</b> AJIT AKSHADA	Male
257	J	CHIMBAIKAR <b>HARSHAL</b> KAILASH PRAGATI	Male
258	J	CREADO <b>ROSHAN</b> CLEMENT KANCHAN	Male

259	J	FERNANDES <b>JAMISON</b> ANTHONY JOHN FREDA	Male
260	J	KALE <b>JATIN</b> HARESH KUNDA	Male
261	J	KARGUTKAR <b>HARSH</b> RAJESH RUTUJA	Male
262	J	KHAN <b>MOHD RAFIQUE</b> MOHD AKRAM FATIMA KHATOON	Male
263	J	KHARWAR <b>SHYAM</b> JAIPRAKASH CHHAYA	Male
264	J	<b>KINNY LIYAN</b> JOHN IRENE	Female
265	J	LAD <b>YASH</b> RATNAKAR RASIKA	Male
266	J	LOBO <b>GERARD LUKE</b> NICHOLAS NOELLA	Male
267	J	MARWA <b>ANGAD SINGH</b> GURDEEP SINGH HARDISH KAUR	Male
268	J	MATERE <b>SAHIL</b> VIJAY SUREKHA	Male
269	J	MORE <b>PRASAD</b> SUNIL SNEHAL	Male
270	J	NICHITE <b>YASH</b> DNYANESHWAR YOGITA	Male
271	J	PAWAR <b>KAUSTUBH</b> NITIN SAILEE	Male
272	J	PILLAI <b>PRATIK</b> NITHYANANDHAN GAYATRI	Male
273	J	RAIKAR <b>PRANAV</b> NITIN CHAYA	Male
274	J	<b>SANKHE TRISHALA</b> SUDHIR VRUNDA	Female
275	J	<b>SAWANT SANSKRUTI</b> SANDEEP SARIKA	Female
276	J	SHAIKH <b>AMAAN</b> ALI IQBAL RAIS	Male
277	J	SHAIKH <b>APHSAR</b> ALI ANOWAR HOSSAIN RAHENA BEGAM	Male
279	J	SHAIKH <b>MOHAMMED</b> KASIM ABDUL ZOHANA	Male
280	J	VASDEOV <b>PAVNEETSINGH</b> <b>GURBACHANSINGH</b> HARJEETKAUR	Male
281	J	VERMA <b>HARSH</b> SHYAM PYARE SUMAN	Male
282	J	YADAV <b>NITISH</b> MAHENDRA GUDDIDEVI	Male

**RIZVI COLLEGE OF ARTS, SCIENCE AND COMMERCE - B. SC.  
HOSPITALITY STUDIES**

**THIRD YEAR B. SC. HOSPITALITY STUDIES (ROLL CALL 2021-2022)**

<b>Sr. No.</b>	<b>Div/Roll No</b>	<b>Student Name</b>	<b>Sex</b>
1	A001	CLINTON <b>AARON</b> GOVIND PRITHI	Male
2	A-002	APANDKAR <b>OM</b> SAMEER SUCHITA	Male
3	A003	BAGWE <b>MIHIR</b> DEVESH DEEPALI	Male
4	A004	<b>BARMARE</b> INSHA ATIQ RUKHSANA	Female
5	A005	<b>CHAUDHARI</b> VIDHI SANJAY PUSHPA	Female
6	A006	CHAWANDE <b>DHANANJAY</b> SANJIV MADHURI	Male
7	A007	DHURI <b>SHANKAR</b> PRADIP ROSHANI	Male
8	A008	GUPTA <b>ANIKET</b> BHOLANATH REENA	Male
9	A009	HALDER <b>SUKANTO</b> AMAR RUPALI	Male
10	A010	JADHAV <b>RAHUL</b> SURESH MINAL	Male
11	A011	JUMMA <b>ARSH</b> RIZWAN ZENOBIA	Male
12	A012	KADAM <b>SUSHANT</b> SUNIL SHWETA	Male
13	A013	KANADE <b>PRANIT</b> PRAKASH PRAMILA	Male
14	A014	<b>MARATHE</b> KIMAYA BABAN SULABHA	Female
15	A015	<b>MASTUD</b> GITANJALI SURYAKANT KALPANA	Female
16	A016	<b>MATHIAS</b> RACHEL ROSHAN JYOTI	Female
17	A017	NADKAR <b>MAHESH</b> DHONDU MANDA	Male
18	A018	OLIVER <b>TREVOR</b> DAVID THREASA	Male

19	A019	<b>PALRESHA SHRUTI VIJAY MAMATA</b>	<b>Female</b>
20	A020	PALYAL <b>NAMAN</b> NANDAN NILU	Male
21	A021	PATADE <b>SAHIL</b> SANJAY SANJANA	Male
22	A022	QURESHI <b>RAFAI</b> LIYAQAT ISHRAT	Male
23	A023	RANE <b>ADITYA</b> JITENDRA VAIBHAVI	Male
24	A024	RANE <b>KRISHNA</b> RAMDAS REEMA	Male
25	A025	SHAIKH <b>ZAKIR AYAAZ</b> SHAMIM ASGARI	Male
26	A026	SHETTY <b>SHUBHAM</b> RAJESH RUPALI	Male
27	A027	<b>TANAWADE DIKSHA PRAKASH PRACHI</b>	<b>Female</b>
28	A028	<b>TENDULKAR NIHARIKA RAJAN SEEMA</b>	<b>Female</b>
29	A029	THAPA <b>EK BAHADUR</b> NUM BAHADUR LAXMI	Male
30	A030	<b>SWETHA VENKETRAMAN JYOTHI</b>	<b>Female</b>
31	B031	AMALE <b>VINAY</b> SUBHASH JAYASHREE	Male
32	B032	BANGANI <b>PAWAN</b> DEVANAND HEMA	Male
33	B033	BHATIA <b>KEYUR</b> VIJAY DIVYA	Male
34	B034	CHALKE <b>YASH</b> DEVENDRA SHRADDHA	Male
35	B035	<b>CHAUHAN VRUTIKA RAJESH KALPANA</b>	<b>Female</b>
36	B036	DALVI <b>SAFWAN</b> NADIM GHAZAL	Male
37	B037	<b>DESHMUKH SAKSHI SHRIKANT DIPALI</b>	<b>Female</b>
38	B038	DHARSI <b>AZEEM</b> AHMED MEENAZ	Male

39	B039	DHURI <b>SHUBHAM</b> SANJAY RUTUJA	Male
40	B040	JADHAV <b>TANMAY</b> GAJANAN SHOBHA	Male
41	B041	JAIN <b>YASH</b> HEMPRAKASH KALPANA	Male
42	B042	KHANDEKAR <b>ABHISHEK</b> MANGESH SUJATA	Male
43	B043	<b>KOLI GRISHMA DNYANESHWAR</b> <b>HARSHALA</b>	Female
44	B044	<b>KOYANDE SIDDHI DEVENDRA</b> <b>DEEPALI</b>	Female
45	B045	KUKADIYA <b>ARPIT</b> ASHOK NEETA	Male
46	B046	MAGODIA <b>BHAVIK</b> NIKUNJ PANNA	Male
47	B047	<b>MEHER MRUNMAYI KAILAS DEVYANI</b>	Female
48	B048	MYAKAL <b>OMKAR</b> VIKAS PALLAVI	Male
49	B049	PATIL <b>JAYEN</b> CHANDRAKANT LILA	Male
50	B050	RUPANI <b>VARUN</b> HITESH MEGHNA	Male
51	B051	<b>SABNIS SIDDHESH</b> SHEILESH SWATI	Male
52	B052	SHAIKH <b>MOHAMMED MEHTAB</b> MANSOOR ALI AFSANA NAZREEN	Male
54	B054	SHIRAWDEKAR <b>ANISH</b> PRASANNA SAYLI	Male
55	B055	SIDDIQUE <b>ALI</b> AURANGZEB HASIBUNNISA	Male
56	B056	<b>SURVE TANVI KETAN PALLAVI</b>	Female
57	B057	<b>TRIBHUVAN RASIKA ARUN SHARDA</b>	Female
58	B058	VAIDYA <b>MEHUL</b> PRADEEP POOJA	Male
59	B059	VISHWAKARMA <b>RITIK</b> PRABHUNARAYAN RITA	Male



60	B060	<b>WARANG SHARVARI ABHIRAJ MANISHA</b>	<b>Female</b>
61	C061	ANSARI <b>MOHAMMED AMAAN</b> AZIZ AHMED ZANABA	Male
62	C062	ATTAR <b>MEHRAJ AHMED</b> NOOR AHMED NAZIABANU	Male
63	C063	BANSODE <b>DARSHAN</b> MILIND ANITA	Male
64	C064	<b>SINGH HETAL MURARI SANGEETA</b>	<b>Female</b>
65	C065	CHAUHAN <b>DHANUSH</b> SURESH REKHA	Male
66	C066	FERNANDES <b>BRYAN</b> SANTAN CAROL	Male
67	C067	FERNANDES <b>LIAM NORBERT</b> DOMINIC LORINA	Male
68	C068	KHAN <b>IMRAN</b> MOHAMMAD IQBAL NAJMUNNISA	Male
69	C069	<b>KULKARNI POOJA PRAVIN PRIYA</b>	<b>Female</b>
70	C070	MICHAEL <b>MERVYN</b> MANUEL MEERA	Male
71	C071	MOHITE <b>VINAYAK</b> PRADEEP PRACHI	Male
72	C072	NAIKWADI <b>ANCHIT</b> TUKARAM KAMAL	Male
73	C073	NEGI <b>VINAY</b> MANMOHAN KASTURI	Male
74	C074	NUNES <b>RIYON</b> VALERIAN DELFINA	Male
75	C075	<b>PANDIT ADITEE VILAS VINAYA</b>	<b>Female</b>
76	C076	PARAB <b>SHUBHAM</b> DATTARAM POOJA	Male
77	C077	PARMAR <b>NIRAV</b> BHARAT RITA	Male
78	C078	PAWAR <b>ABHISHEK</b> JITENDRA ANITA	Male
79	C079	PEREIRA <b>PETERSON</b> PETER LOURDES	Male

80	C080	RANGLE <b>NISHANT</b> SUNIL LEENA	Male
81	C081	RASAL <b>DEVENDRA</b> YASHWANT SUREKHA	Male
82	C082	RAWAT <b>ANSHUL</b> RANJIT POONAM	Male
83	C083	SAWANT <b>NISHANT</b> VINOD VRUSHALI	Male
84	C084	SHAIKH <b>AMAAN</b> SHAKEEL RAZIYA SULTANA	Male
85	C085	SHETTY <b>ABHAY</b> VIJAY JAYASHREE	Male
86	C086	SHITAP <b>OM</b> RAVINDRA ANAGHA	Male
87	C087	SIDDIQUI <b>MOHAMMAD SALIK</b> SHAFIQUE KISHWARI BANO	Male
88	C088	SINGH <b>KUNAL</b> NARENDRA CHANDRA	Male
89	C089	SUTAR <b>OMKAR</b> SANTOSH SANDHYA	Male
90	C090	THAKUR <b>RAHUL</b> VILAS ARTI	Male
91	C091	TITUS <b>JEREMY</b> ABRAHAM SUZETTE	Male
92	D092	AMBRE <b>SHUBHAM</b> RAVINDRA RUCHIKA	Male
94	D094	BHAGAT <b>JASH</b> CHETAN KIRAN	Male
95	D095	BHOIR <b>MITESH</b> NAGESH GEETA	Male
96	D096	DCOSTA <b>JONATHAN</b> JOY JOAQUINA	Male
97	D097	JAIN <b>AGATSYA</b> SONAL VANDANA	Male
98	D098	KADAM <b>SAHIL</b> RAJENDRA SWATI	Male
99	D099	KHARVI <b>VIRAL</b> ANIL JASUMATI	Male
100	D100	KUVEKAR <b>ROSHAN</b> MANOJ SANGEETA	Male

101	D101	LIMBACHIYA <b>MIHIR</b> ANIL SHOBHNA	Male
102	D102	MAHTO <b>ASHWIN</b> NANDU PHOOLADEVI	Male
103	<b>KHIM- 2018- TVRSC/II</b>	MAHULKAR <b>GIRISH</b> PRAKASH VARSHA	Male
104	D104	MAKWANA <b>DHAVAL</b> MAHESH KAJOL	Male
105	D105	<b>NADKAR SHWETA</b> SAMPAT BHARATI	Female
106	D106	NEGI <b>PRAVIN</b> ROSHAN SHOBANA	Male
107	D107	NISHAD <b>ANIKET</b> RAVILAL SAROJ	Male
108	D108	PARAB <b>MAYUR</b> AJIT ASHIWINI	Male
109	D109	PATEL <b>POOJAN</b> GORDHAN DAMAYANTI	Male
110	D110	<b>PATHAK VANSHIKA</b> DURGESH <b>SUJATA</b>	Female
111	D111	PINGALE <b>SHUBHAM</b> JAYENDRA JAYASHREE	Male
112	D112	POOJARY <b>CHIRAG</b> SURESH JAYASHREE	Male
113	D113	<b>POPALKAR MANASI</b> DEVENDRA <b>PUSHPA</b>	Female
114	D114	RAWAT <b>DEEPAKSINGH</b> PREETAMSINGH BIMADEVI	Male
115	D115	SAWANT <b>NACHIKET</b> SHRIRAM SNEHAL	Male
116	D116	SAWANT <b>SUSHIL</b> SURESH SUREKHA	Male
117	D117	SAYED <b>HISHAM</b> IQBAL FARHAT SAYED	Male
118	D118	SHAIKH <b>MOHD AMMAAR</b> SHAKEEL AHMED MAJIDA	Male
119	D119	<b>SHETTY NAIJA</b> ROHIT DEVIKA	Female
120	D120	SINGH <b>KOMAL</b> LAXMAN MAMATADEVI	Male

121	D121	TAILOR <b>AMAN</b> KALPESH RUPAL	Male
122	D122	<b>VISHWAKARMA LAXMI PUNMASI CHANTARA</b>	<b>Female</b>
123	E123	ALOCEOUS <b>SUMIN</b> ALOCEOUS SEENA	Male
124	E124	BAGAM <b>PRIYASH</b> PRAKASH PRIYANKA	Male
125	E125	CHAKRABORTY <b>SUVADIP</b> PRADIP SUDIPTA	Male
126	E126	CHOURSIYA <b>ANKIT</b> GIRJASHANKAR SAROJDEVI	Male
127	E127	DESLE <b>HARDIK</b> DILIP YOGITA	Male
128	E128	DHARMAI <b>JUSTIN</b> SABASTIAN JAMES LEENA	Male
129	E129	DOMMETI <b>SATYASAGAR</b> NAGASHANKAR LAXMIDEVI	Male
130	E130	DSILVA <b>SHANE JOSEPH</b> AGNELO SUSANA	Male
131	E131	DSOUZA <b>BENSON NOEL</b> BERNARD JOSEPHINE	Male
132	E132	KAJOLI <b>PRATHAM</b> GURUDAS GAYATRI	Male
133	E133	KALE <b>NISHAD</b> HEMANT CHANDA	Male
134	E134	KHOJA <b>FAIZAN</b> FIROZ NARGIS	Male
135	E135	MANDAL <b>SANDEEPKUMAR</b> CHHOTU URMILA DEVI	Male
136	E136	MISHRA <b>ABHIJEET VIKRAM</b> ALOK KUMAR MINU	Male
137	E137	<b>NAIR VISMAYA VENUGOPALAN VANDANA</b>	<b>Female</b>
138	E138	PANVALKAR <b>ROHAN</b> CHINTAMANI DIPALI	Male
139	E139	PEREIRA <b>ANDREW JOSEPH</b> HORACE SALOME	Male
140	E140	PEREIRA <b>RICHIE</b> SANJAY IMMACULATE	Male

141	E141	PILLAI <b>ABHISHEK</b> VIJAYAN AMBIKA	Male
142	E142	POKHARKAR <b>URMIL</b> ARVIND MANISHA	Male
143	E143	RAI <b>HRITHIK</b> GANESH JAYALAXMI	Male
144	E144	RANE <b>ANISH</b> KIRAN MADHAVI	Male
145	E145	SALDANHA <b>MELROY</b> MARCUS HELEN	Male
146	E146	SHAIKH <b>ABU TALHA</b> AKRAM NISHAT	Male
147	E147	SHAIKH <b>RAHIM</b> SALIM ZOHRABANU	Male
148	E148	SONAWANE <b>ARNAV</b> SACHIN SHITAL	Male
149	E149	TANDEL <b>SUVIDH</b> SATISH RESHMA	Male
150	E150	TRIPATHY <b>ARYAMAN</b> SHRIBHAGWAN SUMAN	Male
151	E151	<b>UTTANKAR WINONA WILLIAM MARYANN</b>	<b>Female</b>
152	E152	VANVARIA <b>DHIRAJ</b> ANOOP CHANDNI	Male
153	E153	<b>VARASKAR TIRTHA CHETAN SADHANA</b>	<b>Female</b>
154	F154	ALMEIDA <b>MARK</b> BENOLD MANISHA	Male
155	F155	ALMEIDA <b>PRISTON</b> PATRICK SANGEETA	Male
156	F156	ARORA <b>AMAN</b> TAPAN MEENA	Male
157	F157	BEDSE <b>DHIRAJ</b> PRABHAKAR SWATI	Male
158	F158	BHATTACHARYA <b>SOUMITRO</b> GAUTAM DEVIKA	Male
159	F159	CHAUDHARI <b>PARTH</b> JAY GAUTAMI	Male
160	F160	CHAURASIA <b>PRERAK</b> BHAGWAN JYAOTI	Male

161	F161	DESHMUKH <b>CHINMAY</b> AMOL SHUBHANGI	Male
162	F162	DHAMAL <b>ADITYA</b> AJAY SUNITA	Male
163	F163	DHANGWAL <b>BOBYENDER</b> SURENDER KRISHNA DEVI	Male
164	F164	DHANU <b>KEVAL</b> AJAY RASHMITA	Male
165	F165	DSOUZA <b>BEVIS</b> BENROY YASHMINE	Male
166	F166	FERNANDES <b>ROYSTEN</b> IGNATIUS CYNTHIA	Male
167	F167	GUPTA <b>MAHESHCHAND</b> DEEPCHAND PHULMATI	Male
168	F168	<b>JAGTAP PRIYANKA TUKARAM</b> <b>CHITRAVATI</b>	<b>Female</b>
169	F169	JAMBHALE <b>DHIRAJ</b> SUNIL USHA	Male
170	F170	KALRA <b>GITANSH</b> RAKESH JYOTI	Male
171	F171	<b>KUDALKAR GAUTAMI RAMESH</b> <b>REEMA</b>	<b>Female</b>
172	F172	MAHADIK <b>RANJITSINH</b> SURYAKANT SHAILA	Male
173	F173	MENGE <b>RUPESH</b> RAJARAM ASHWINI	Male
174	F174	PANDEY <b>DHIRAJ</b> RAJENDRA SHYAMKALA	Male
175	F175	PATIL <b>PRATHAMESH</b> VINAYAK NEELIMA	Male
176	F176	PAUL <b>CLAYTON</b> DESMOND STELLA	Male
177	F177	PUJARI <b>MIHIR</b> UMESH RAAVEE	Male
178	F178	RAJPUT <b>VRUSHABH</b> JAYANT SUSHILA	Male
179	F179	SHAIKH <b>SOHAIL</b> NOORAIN AFSANA	Male
180	F180	SHINDE <b>AYUSH</b> RAMESH JAYSHREE	Male

181	F181	SINGH <b>SATYAMKUMAR</b> RAJEEV RANI	Male
182	F182	<b>SONKAR KUNIKA ANIL NISHA</b>	<b>Female</b>
183	F183	WASKAR <b>KHUSHAL</b> HARICHANDRA ANANDI	Male
184	G184	<b>AGARWAL SHREYA SUNIL DEEPIKA</b>	<b>Female</b>
185	G185	BHAGWANE <b>AMAN</b> SHYAM MEENA	Male
186	G186	BHIMJIYANI <b>DIVESH</b> GHANSHYAM VANDANA	Male
187	G187	BOSMIYA <b>HARRY</b> MAHESH VARSHA <b>(RE-ADMN)</b>	Male
188	G188	CHAUHAN <b>SHUBHAM</b> VIJENDRA SINGH USHA	Male
189	G189	CHOUGHULE <b>KASHEEF</b> MOHAMMED ASMA	Male
190	G190	CHOUDHARY <b>MANAV</b> BABULAL SEETA	Male
191	G191	DALVI <b>KARTIK</b> PAPPU PRANALI	Male
192	G192	DSOUZA <b>CEDRIC</b> CLAUDE LUCY	Male
193	G193	JAGTAP <b>SIDDHANT</b> VIJAY SHITAL	Male
194	G194	<b>KOTIYAN VAISHNAVI SURESH ANURADHA</b>	<b>Female</b>
195	G195	MALAP <b>PRANAY</b> SANJAY SAILEE	Male
196	G196	MANE <b>MIHIR</b> MAKRAND ANUSHREE	Male
197	G197	MITHANI <b>REHAN</b> SHAUKAT TAMANNA	Male
198	G198	NIKAM <b>MANAV</b> SHAILESH MADHUBALA	Male
199	G199	<b>PANDEY AASTHA SANJAY AASHI</b>	<b>Female</b>
200	G200	PANDEY <b>SHALEEN</b> SHAIENDRA ANITA	Male

201	G201	PANDEY <b>SURAJ</b> GHANSHYAM NEELAM	Male
202	G202	PANDIT <b>SIDDHANT</b> VIKAS SIDDHI	Male
203	G203	PANDULE <b>RUSHIKESH</b> VISHWANATH ANITA	Male
204	G204	<b>PRABHU AISHWARYA SANJAY PRIYA</b>	Female
205	G205	PRABHU <b>VINAYAK</b> MANJUNATH MANISHA	Male
206	G206	<b>RANE RIDDHI PRASHANT ARCHANA</b>	Female
207	G207	SAWANT <b>PRAJWAL</b> VIJAY VIBHA	Male
208	G208	SHARMA <b>AUMANG</b> SUNIL SAVITA	Male
209	G209	SHETTY <b>ARYA</b> MAHENDRA SHEFALI	Male
210	G210	SHETTY <b>SHRISH</b> CHANDRAHAS DEVIKA	Male
211	G211	SINGH <b>AKHANDPRATAP</b> DINESH SHWETA	Male
212	G212	SONAWANE <b>DURGESH</b> KISHOR SUNITA	Male
213	G213	TRINDADE <b>RYAN JOSEPH</b> DENZIL ANDREA	Male
214	G214	YESUDASAN <b>AARON</b> SUNOJ LEENA	Male
215	H215	BHANUSHALI <b>YASH</b> DINESH PRABHA	Male
216	H216	DSOUZA <b>YORICK ROQUE</b> JOHNSON PAMELA	Male
217	H217	GHOHARE <b>OM</b> GOPINATH MEENA	Male
218	H218	GUPTA <b>PRADEEP</b> GYANCHAND SAVITA	Male
219	H219	GUPTA <b>ROHIT</b> YOGESH KAMLI	Male
220	H220	KADALI <b>VIJAY</b> JAJULU RAJESHWARI	Male



221	H221	KAMTEKAR <b>HRISHIKESH</b> SUBHASH ARCHANA	Male
222	H222	KHAN <b>ABDUL FAHAD</b> ABDUL QADIR SEHRUNNISA	Male
223	H223	KHANDUL <b>GEORGE</b> LILTER JACINTA	Male
224	H224	MALI <b>MOHIT</b> JAYPRAKASH SUNITA	Male
225	H225	SINGH <b>ROHAN</b> RAKESH REENA	Male
226	H226	SINGH <b>UJWAL</b> MUKUL SEEMA	Male
228	H228	VISHWAKARMA <b>RAHUL</b> DAYANAND GAYATRI	Male
229	I229	CHAURASIA <b>JAI</b> AKHILESH SUNITA	Male
230	I230	DESHMUKH <b>SOHAM</b> SHRIKANT DIPALI	Male
231	I231	<b>GORE DEEPA VASANT SANGEETA</b>	Female
232	I232	GUNDLAVKAR <b>MITUL</b> SANJAY SHILPA	Male
233	I233	<b>GUPTA REETIKA RAJESH SANGEETA</b>	Female
234	I234	HALPATRAO <b>VIRAJ</b> RAVINDRANATH PRITI	Male
235	I235	KHAN <b>ADNAN</b> NASIR NEHA	Male
236	I236	KHAN <b>FARHAN</b> FIROZ FATIMA	Male
237	I237	MOMIN <b>MOHD NOOH</b> ANWAR AHMAD SHABANA	Male
238	I238	<b>PATIL PRANITA DATTATRAY SUNITA</b>	Female
239	I239	PEDNEKAR <b>OMKAR</b> MAHENDRA MANSI	Male
240	I240	SHAIKH <b>MOHD UMAR</b> FAROOQUE SHAGUFTA	Male
241	I241	<b>SHELAR SAKSHI MANGESH MANISHA</b>	Female

242	I242	SHERE <b>DHRUVESH</b> MAHESH RASHMI	Male
243	I243	<b>TIRKEY RENUKA RAKESH MONICA</b>	Female
244	I244	VAGHASIYA <b>RASHMIN</b> PRAKASHBHAI BHAVANA	Male
260	I260	ANSARI <b>MOHAMMED SHAAD</b> MOHAMMAD AYAZ NASRIN	Male
245	J245	ALANDE <b>SUDARSHAN</b> SUNIL GEETANJALI	Male
246	J246	BIJLANI <b>RONIT</b> VINOD PREETI	Male
247	J247	<b>CHAVAN VAISHNAVI ARUN ALKA</b>	Female
248	J248	GAIKWAD <b>TRYAMBAK</b> SUBHASH VAISHALI	Male
249	J249	<b>GONSALVES MERYLN ROSARIO</b> <b>LENA</b>	Female
250	J250	<b>KALE VAISHNAVI BHANUDAS ANITA</b>	Female
251	J251	<b>KASHID ANUSHKA EKNATH APARNA</b>	Female
252	J252	MHATRE <b>SUNEET</b> SUBHASH BHAVANA	Male
253	J253	NERURKAR <b>AMAY</b> UMESH SAYALI	Male
254	J254	PATEL <b>DARSHAN</b> KANTI ANITA	Male
255	J255	SAYED <b>RAHIB</b> TANVEER BILQISH	Male
256	J256	SHAIKH <b>ARIF</b> NOOR KHAIRUNISA	Male
257	J257	<b>SHAIKH ALISHA FIROZ REENA</b>	Female
258	J258	SHELKE <b>MANISH</b> RAMCHANDRA VINAYA	Male
259	J259	VISHWAKARMA <b>HITESH KUMAR</b> RAJNATH SUNITA	Male