

ACADEMIC CURRICULUM AND SYLLABI

UNDERGRADUATE DEGREE PROGRAMME

**BACHELOR OF SCIENCE
HOSPITALITY AND TOURISM MANAGEMENT
(Specialization Culinary Arts / Adventure Tourism)**

Three Years (Full-Time)

CHOICE BASED CREDIT SYSTEM

(For the Students Admitted from the Academic Year 2019 – 2020)

SCHOOL OF HOSPITALITY AND TOURISM STUDIES



(Estd. Under SRMUS Act, 2013)

Shri Ramasamy Memorial University Sikkim
5th Mile, Tadong, Gangtok, East Sikkim- 737102, India

SCHOOL OF HOSPITALITY & TOURISM STUDIES

1. School Vision

V Stmt – 1	To create a high-quality learner-centric model in Hospitality and Tourism education.
V Stmt – 2	To contribute effectively to the preparation of globally competent quality professionals in hospitality and tourism industry by enhancing managerial & leadership skills.
V Stmt – 3	To nurture the young minds towards the upliftment of the community.

2. School Mission

M Stmt – 1	To provide highest standard of learning through the learner centric model with the best pedagogy practices.
M Stmt – 2	To enhance the level of supervisory and managerial skills and knowledge to be succeed in the dynamic hospitality and tourism business world.
M Stmt – 3	To create sustainable employment opportunities across northeast and other parts of the country through skill-based learning models.
M Stmt – 4	To forge people in a way which is inspiring as well as fosters professionalism and empathy towards the hospitality and tourism industry including environment.
M Stmt – 5	To inculcate a sense of commitment to professional ethics, and moral values for the well-beingness of the industry and society.

3. Program Objectives (PO's)

PO – 01	To educate the students with specialized skills relevant to the operational areas of culinary arts and adventure tourism
PO – 02	To develop the proficiency of administration and entrepreneurial orientation through the high-quality of learner-centric model in hospitality and tourism education.
PO – 03	To prepare the learners to recognize the importance on sustainability of environmental and cultural aspects to meet the needs of the industry and guest.
PO – 04	To foster the student on the social, economic, legal and ethical aspects of the hospitality and tourism business.
PO – 05	To make the learners industry ready by imparting a set of hands-on-training & Industrial Exposure in relevance to the hospitality and tourism industry

H – High Correlation, **M** – Medium Correlation, **L** – Low Correlation

H – High Correlation, **M** – Medium Correlation, **L** – Low Correlation

4. Consistency of PO's with Mission of the Department

	Mission Stmt. - 1	Mission Stmt. - 2	Mission Stmt. - 3	Mission Stmt. - 4	Mission Stmt. - 5
PO - 01	H	H	M	M	H
PO - 02	H	M	M	M	H
PO - 03	M	H	H	M	M
PO - 04	M	M	H	H	M
PO - 05	H	H	H	M	H

5. Consistency of PO's with Program Learning Outcomes (PLO)

[illegible]

6. **BSc (Hospitality and Tourism Management – *Specialization Culinary Arts & Adventure Tourism*)**
Programme Structure (Total Credit: 130)

Courses as

Core Course Theory (Co), Discipline Specific Elective Course (DSE), Skill Enhancement Course (SEC), Ability Enhancement Compulsory Course (AECC), Extension Activity (EA) total 50 Courses

S. No	Course Category	Course Code	Course Name	L	T	P	L+T+P	C
Core Course Theory								
1	Core Course (Theory) (Co)	BHT1911	Introduction to Tourism	3	1	0	4	4
2		BHT1912	Introduction to Hospitality	3	1	0	4	4
3		BHT1913	Fundamentals of Food and Beverage Production	2	1	0	3	3
4		BHT1921	Hospitality and Tourism Marketing	2	1	2	5	4
5		BHT1922	Natural Tourism Resources	2	1	2	5	4
6		BHT1926	Food and Nutrition	2	1	0	3	3
7		BHT1931	Travel and Tour Operations	3	1	0	4	4
8		BHT1932	Socio Cultural Tourism Resources	2	1	2	5	4
9		BHT1933	Food and Beverage Service – I	3	1	0	4	4
10		BHT1934	Hotel Accommodation Operations – I	3	1	0	4	4
11		BHT1941	Travel Documentation and E-Tourism	2	1	2	5	4
				Total Credits				42
Discipline Specific Elective Courses – (DSEC)								
1	Discipline Specific Elective (Theory) (DSE)	BHT1923	Hotel Front Office Management – I	3	1	0	4	4
2		BHT1924	Basics of Bakery and Confectionery	2	1	0	3	3
3		BHT1935	Human Resource Management for Hospitality & Tourism	2	1	0	3	3
4		BHT1936	Hospitality and Tourism Law	2	1	0	3	3
5		BHT1942	Hospitality and Tourism Entrepreneurship	2	1		3	3
6		BHT1943	Hospitality and Tourism Accounting	2	1	0	3	3
7		BHT19S01	Hotel Front Office Management – II	3	1	0	4	4
8		BHT19S03	Intermediate Culinary Arts	3	1	0	4	4
9		BHT19S05	Terra Adventure Tourism	3	1	0	4	4
10		BHT19S07	Global Tourism Geography	3	1	0	4	4
11		BHT19S09	Hotel Accommodation Operations – II	3	1	0	4	4
12		BHT19S11	Food and Beverage Service – II	3	1	0	4	4
13		BHT19S13	Larder, Advanced Bakery and Confectionery	3	1	0	4	4
14		BHT19S15	Kitchen Management	3	1	0	4	4
15		BHT19S16	Aqua and Aerial Adventure Tourism	3	1	0	4	4
16		BHT19S18	Advanced Adventure Tourism Operations	3	1	0	4	4
17		BHT19S20	Adventure Tour Planning and Costing	3	1	0	4	4
18		BHT19S22	Air Ticketing and Cargo Management	3	1	0	4	4
				Total Credits				67

S. No	Course Category	Course Code	Course Name	L	T	P	L+T+P	C
Skill Enhancement Course (SEC)								
1	Skill Enhancement Course Core Practical (SEC)	BHT1914	Basics Food and Beverage Production – Practical	0	0	4	4	2
2		BHT1925	Basics of Bakery and Confectionery – Practical	0	0	4	4	2
3		BHT1927	Business Communication	2	1	0	3	3
4		BHT1928	Fundamentals of Computers	1	0	2	3	2
5		BHT19S02	Hotel Front Office Management – Practical	0	0	4	4	2
6		BHT19S04	Intermediate Culinary Arts – Practical	0	0	4	4	2
7		BHT19S06	Terra Adventure Camping Activities – Practical	0	0	4	4	2
8		BHT19S08	Tourism Destination Study – Practical Report	0	0	4	4	2
9		BHT19S10	Hotel Accommodation Operations – Practical	0	0	4	4	2
10		BHT19S12	Food and Beverage Service – Practical	0	0	4	4	2
11		BHT19S14	Larder, Advanced Bakery and Confectionery – Practical	0	0	4	4	2
12		BHT19S17	Aqua and Aerial Adventure Activities – Practical	0	0	4	4	2
13		BHT19S19	Advanced Adventure Tourism Operations – Practical	0	0	4	4	2
14		BHT19S21	Adventure Tour Circuits Planning & Costing – Practical	0	0	4	4	2
				Total Credits				29
GENERAL								
1	GENERAL Courses	BHT1915	Environmental Studies	1	0	2	3	2
2		BHT1916	Human Rights and Professional Ethics	1	0	2	3	2
3		BHT1937	Value Education	1	0	2	3	2
				Total Credits				6
Internship / Projects								
1	Internship / Projects	BHT1961	Industrial Exposure Training – IET					10
2		BHT1962	IET Report and Presentation					5
3		BHT1963	Viva – Voce					5
				Total Credits				20
Extension Activity								
1	Extension Activity (EA)	BHT1917	NSS / NCC / Yoga	0	0	4	4	2
				Total Credits				2

Course Structure (B.Sc. HTM)

Semester	Professional Core Courses (C)	Discipline Specific Electives (DSE)	Skill Enhancement Courses (SEC)	Generic Elective (GE)	Internship / Projects	Extension Activity	Total Credits	Total Hours
SEM I	3		1	2		1	19	375
SEM II	3	2	3				25	450
SEM III	4	2		1			24	390
SEM IV	1	6	3		1		22	405
SEM V		8	6				22	420
SEM VI					3			-
Total Credit	42	43	17	6	22	2	132	2040

7. Implementation Plan (Semester-wise)

B. Sc. Hospitality and Tourism Management
(Specialization in Culinary Arts / Adventure Tourism)

S. No	Course Category	Course Code	Course Name	L	T	P	L+T+P	C
I YEAR SEMESTER-I								
1	Core	BHT1911	Introduction to Tourism	3	1	0	4	4
2	Core	BHT1912	Introduction to Hospitality	3	1	0	4	4
3	Core	BHT1913	Fundamentals of Food and Beverage Production	2	1	0	3	3
4	SEC	BHT1914	Basics Food and Beverage Production	0	0	4	4	2
5	General (Internal)	BHT1915	Environmental Studies	1	0	2	3	2
6	General (Internal)	BHT1916	Human Rights and Professional Ethics	1	0	2	3	2
7	Extension Activity	BHT1917	NSS / NCC / Yoga	0	0	4	4	2
			Total				25	19
I YEAR SEMESTER-II								
1	Core	BHT1921	Hospitality and Tourism Marketing	2	1	2	5	4
2	Core	BHT1922	Natural Tourism Resources	2	1	2	5	4
3	DSE	BHT1923	Hotel Front Office Management – I	3	1	0	4	4
4	DSE	BHT1924	Basics of Bakery and Confectionery	2	1	0	3	3
5	SEC	BHT1925	Basics of Bakery and Confectionery	0	0	4	4	2
6	Core	BHT1926	Food and Nutrition	2	1	0	3	3
7	SEC	BHT1927	Business Communication	2	1	0	3	3
8	SEC	BHT1928	Fundamentals of Computers	1	0	2	3	2
			Total				30	25
II YEAR SEMESTER-III								
1	Core	BHT1931	Travel and Tour Operations	3	1	0	4	4
2	Core	BHT1932	Socio Cultural Tourism Resources	2	1	2	5	4
3	Core	BHT1933	Food and Beverage Service – I	3	1	0	4	4
4	Core	BHT1934	Hotel Accommodation Operations – I	3	1	0	4	4
5	DSE	BHT1935	Human Resource Management for Hospitality and Tourism	2	1	0	3	3
6	DSE	BHT1936	Hospitality and Tourism Law	2	1	0	3	3
7	General (Internal)	BHT1937	Value Education	1	0	2	3	2
			Total				26	24

S.No	Course Category	Course Code	Course Name	L	T	P	L+T+P	C
II YEAR SEMESTER-IV								
1	Core	BHT1941	Travel Documentation and E-Tourism	2	1	2	5	4
2	DSE	BHT1942	Hospitality and Tourism Entrepreneurship	2	1	0	3	3
3	DSE	BHT1943	Hospitality and Tourism Accounting	2	1	0	3	3
4	DSE	BHT19S01	Hotel Front Office Management – II	3	1	0	4	4
5	SEC	BHT19S02	Hotel Front Office Management – Practical	0	0	4	4	2
6	DSE	BHT19S03	Intermediate Culinary Arts	3	1	0	4	4
7	SEC	BHT19S04	Intermediate Culinary Arts – Practical	0	0	4	4	2
4	DSE	BHT19S05	Terra Adventure Tourism	3	1	0	4	4
5	SEC	BHT19S06	Terra Adventure Camping Activities – Practical	0	0	4	4	2
6	DEC	BHT19S07	Global Tourism Geography	3	1	0	4	4
7	Project	BHT19S08	Tourism Destination Study – Project Study	0	0	4	4	2
			Total				27	22
III YEAR SEMESTER-V								
1	DSE	BHT19S09	Hotel Accommodation Operations – II	3	1	0	4	4
2	SEC	BHT19S10	Hotel Accommodation Operations – Practical	0	0	4	4	2
3	DSE	BHT19S11	Food and Beverage Service – II	3	1	0	4	4
4	SEC	BHT19S12	Food and Beverage Service – Practical	0	0	4	4	2
5	DSE	BHT19S13	Larder, Advanced Bakery and Confectionery	3	1	0	4	4
6	SEC	BHT19S14	Larder, Advanced Bakery and Confectionery – Practical	0	0	4	4	2
7	DSE	BHT19S15	Kitchen Management	3	1	0	4	4
1	DSE	BHT19S16	Aqua and Aerial Adventure Tourism	3	1	0	4	4
2	SEC	BHT19S17	Aqua and Aerial Adventure Activities – Practical	0	0	4	4	2
3	DSE	BHT19S18	Advanced Adventure Tourism Operations	3	1	0	4	4
4	SEC	BHT19S19	Advanced Adventure Tourism Operations – Practical	0	0	4	4	2
5	DSE	BHT19S20	Adventure Tour Planning and Costing	3	1	0	4	4
6	SEC	BHT19S21	Adventure Tour circuits Planning and Costing – Practical	0	0	4	4	2
7	DSE	BHT19S22	Air Ticketing and Cargo Management	3	1	0	4	4
			Total				28	22
III YEAR SEMESTER-VI								
1	Project	BHT1961	Industrial Exposure Training – IET					10
2	Projec	BHT1962	IET Report and Presentation					5
3	Project	BHT1963	Viva – Voce					5
			Total					20
Total Course Credits Semester wise (19 + 25 + 24 + 22 + 22 + 20 = 132)								

8. Program Articulation Matrix

Course Code	Course Name	Program Learning Outcomes
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		PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
BHT1911	Introduction to Tourism	H	H	M	M	M	M	H	H	H
BHT1912	Introduction to Hospitality	H	H	M	M	M	M	H	H	H
BHT1913	Fundamentals of Food and Beverage Production	H	H	M	M	H	M	-	H	H
BHT1914	Basics Food and Beverage Production	H	H	H	M	H	H	M	M	H
BHT1915	Environmental Studies	H	H	M	M	H	H	H	H	H
BHT1916	Human Rights and Professional Ethics	H	H	H	H	M	M	H	H	H
BHT1917	NSS / NCC / Yoga									
BHT1921	Hospitality and Tourism Marketing	H	H	H	H	M	M	M	H	H
BHT1922	Natural Tourism Resources	H	H	M	H	M	H	H	H	H
BHT1923	Hotel Front Office Management – I	H	H	H	H	H	H	M	M	H
BHT1924	Basics of Bakery and Confectionery	H	H	H	M	M	M	M	H	H
BHT1925	Basics of Bakery and Confectionery	H	H	M	H	H	H	M	M	H
BHT1926	Food and Nutrition	H	H	M	M	M	M	M	H	H
BHT1927	Business Communication	H	H	H	H	H	M	M	H	H
BHT1928	Fundamentals of Computers	H	H	H	H	H	M	M	H	H
BHT1931	Travel and Tour Operations	H	H	H	H	H	H	M	H	H
BHT1932	Socio Cultural Tourism Resources	H	M	M	M	H	H	H	H	H
BHT1933	Food and Beverage Service – I	H	H	H	H	H	H	H	H	h
BHT1934	Hotel Accommodation Operations – I	H	H	H	M	M	M	M	M	H
BHT1935	Human Resource Management for Hospitality and Tourism	H	H	H	H	H	M	M	H	H
BHT1936	Hospitality and Tourism Law	H	H	H	H	M	H	M	H	H
BHT1937	Value Education	H	M	H	M	H	M	H	H	H
BHT1941	Travel Documentation and E-Tourism	H	H	H	H	M	M	M	H	H
BHT1942	Hospitality and Tourism Entrepreneurship	H	H	H	H	H	H	H	H	H
BHT1943	Hospitality and Tourism Accounting	H	H	H	M	M	M	M	H	H

Course Code	Course Name	Program Learning Outcomes
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[illegible]

Course Code	BHT1911	Course Name	INTRODUCTION TO TOURISM	Course Category		Core Course Theory (CCT)	L	T	P	C
							3	1	0	4
Pre-requisite			Nil	Co-requisite		Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the concept, nature and basic components of tourism	2	H					M	M		H
CLO-2	Express the historical growth, development and recent trends of Tourism Industry.	2	H		M	M				M	H
CLO-3	Produce knowledge on wide array of Tourism products	3	H		M					M	H
CLO-4	Analyze the impacts of tourism industry and role of national and international tourism organization in promotion of tourism industry	4	H	H	H	M			H	H	M
CLO-5	Evaluate the present global tourism scenario, problems & prospects of tourism industry with special reference to India	5	H	H	M		M		H	H	H
Average Level of Course Correlation		5	H	H	M	M	M	M	H	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I INTRODUCTION Meaning – Definition - Scope and Nature of Tourism – Concepts and Basic Components of Tourism (A's and S's of Tourism) – Differentiation of Tourist, Traveler, Visitor, Transit Passenger – Day Visitor and Excursionist – Forms (Inbound and Outbound), Elements (human, time and space) and Types (motivation, purpose duration mass and FIT) of Tourism	12	1
2	UNIT II GROWTH AND DEVELOPMENT OF TOURISM Historical growth of tourism (international and national level) – Concepts and Motivational factors for travel during historical period – Travel through the ages – Industrial Revolution – Paid holidays – LTC. International and Domestic Tourism trends – Typologies of Tourist – Factors affecting tourism growth.	12	2

3	UNIT III TOURISM PRODUCT RESOURCES Introduction of Service and Commodity Products – Meaning and Definition of Tourism Products– Tourism Resources – Features and peculiarities of Tourism Products – Type of Tourism Products (ToP's, RoP's BTE's) – Difference between Tourism (service) Products and commodity products.	12	3
4	UNIT IV IMPACTS OF TOURISM Positive and Negative Impacts – Socio – Cultural, Economic, Environmental and Physical aspects. Role of International and Domestic tourism organisation (UNWTO, UFTAA, IATA, ICAO, PATA, ASTA, DoT, TAAI, HAI, FHRAI, Travel Clubs, etc....)	12	4
5	UNIT V PRESENT SCENARIO OF TOURISM Tourism industry in the 21st century – Change in Motivational (AIDAS – Attraction, Interest, Desire, Action and Activity, Satisfaction) Factors – Global tourism scenario (emergence of volunteer tourism, sustainable tourism and carrying capacity) – Prospects and Problems – Scope of Employment Opportunities.	12	5

Learning Resources

Text Books	1. International Tourism - A.K Bhatia Sterling Publications, New Delhi
Ref. Books	1. Successful Tourism Management – P N Seth, Sterling Publication, New Delhi 2. Tourism Development Principles & Practices – A.K. Shastri. 3. Basics of Tourism – K.K .Kamra, Mohinder Chand. 4. Dynamics of Modern tourism – Ratandeep Singh. 5. Tourism Dimensions – S.P. Tewari

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	10%	25%	25%
2	Understand	60%	20%	25%	25%
3	Apply		40%	25%	25%
4	Analyze		30%	25%	25%
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1912	Course Name	INTRODUCTION TO HOSPITALITY	Course Category	Core Course Theory (CCT)	L 3	T 1	P	C 4
Pre-requisite			Nil	Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning Level	Program Learning Outcomes (PLO)								
			PLO 01 Knowledge of	PLO 02 Professional Skill	PLO 03 Communication	PLO 04 Critical and	PLO 05 Leadership and	PLO 06 Employability &	PLO 07 Sustainability	PLO 08 Ethics & Social	PLO 09 Self-Development
CLO – 1	Define the nature, concepts and components of hospitality industry.	1	H					M	M	M	H
CLO – 2	Express the different sectors and classification of hospitality industry	2	H	M	M			M	M		H
CLO – 3	Analyze the layouts and organizational structure of the different operational departments of the hotel	4	H	H	M		M	M		M	H
CLO – 4	Develop the various resort concepts in hotel operation considering the environmental impacts	3	H	H	M	M	M	M	H	H	H
CLO – 5	Express the knowledge on the catering industry and its types.	2	H	M	M	M	M	M	M	M	H
Average Level of Course Correlation		4	H	H	M	M	M	M	H	M	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content			
S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I INTRODUCTION TO HOSPITALITY: Meaning and Definition of Hospitality – Concept & Origin of hospitality – Development over the ages (in the world and in India) – Components of different types of hospitality services – Significance of Hospitality industry – Guest relationship management – Future of the hospitality & Changing trends in the hospitality industry in 21st century.	12	1
2	UNIT – II SECTOR & CLASSIFICATION OF HOSPITALITY: Different sectors of Hospitality – Direct (Lodging, Food and Beverage, Cruise line, Hotel and accommodation) – Indirect (Travel, Transport, Tourism, Event Planning, Entertainment, other amenities) – Different basis/criterion of classification of Hospitality (Based on Customer / Guest, Location, Events, Size) – Characteristics of Hospitality industry – Categorization of Hotels in India.	12	2
3	UNIT – III FUNCTIONAL DEPARTMENTS OF HOTEL: Front Office – Organization structure and its function; Accommodation operation/Housekeeping- Organization structure and its function; Food and Beverage Production- Organization structure and its function; Food and Beverage service– Organization structure and its function.	12	3

4	UNIT – IV MOUNTAIN BASED RESORTS: Introduction - development process – visitor profile Beach resorts marinas - introduction – development process – profile of visitors – environmental impacts and management. Golf/tennis resorts – introduction - market segments – visitor profiles. Health resorts/ Ayurveda resorts.	12	4
5	UNIT – V CATERING CLASSIFICATION Air Catering – Planning of Menus – Organization of Service – Airline Tray Rail Catering – Planning of Menus – Organization of Service – Refreshment Cruise ship Catering – Catering Service in Passenger Ships Out-door catering and other establishment-hospital-hostel-college canteen	12	5

Learning Resources

Text Books	1. Front Office Training Manual – Sudhir Andrews 2. Hotel Front Office Operation and Management – Jatashankar R. Tewari
Ref. Books	1. Bharnagar. S.K. Front Office Management. Frank Bros. Publishers Limited, New Delhi, (2011). 2. Abraham Pizam, Bake, Huyton and Bradley. International Encyclopaedia of Hospitality Management, (Principles of Hotel Front Office Operation). Elsevier, (2010). 3. Michael and Lkasayana. Front Office Procedure. Richard M Books (2008). 4. James A Bardi. Hotel Front Office Management. John Wiley & sons, (2011). 5. Catering Management – An Integrated Approach – Mohini Sethi & Surjeet Malhan (Wiley Eastern Ltd.)

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	Theory
1	Remember	40%	10%	25%	25%
2	Understand	60%	20%	25%	25%
3	Apply		40%	25%	25%
4	Analyze		30%	25%	25%
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1913	Course Name	FUNDAMENTALS OF FOOD & BEVERAGE PRODUCTION	Course Category		Core Course Theory (CCT)	L	T	P	C
Pre-requisite			Nil	Co-requisite		Nil	2	1		3

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill	PLO 03 Communication	PLO 04 Critical and Creative	PLO 05 Leadership and Team	PLO 06 Employability &	PLO 07 Sustainability	PLO 08 Ethics & Social	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define cookery, modern development and layout of commercial kitchen.	1	H				M	M		H	H
CLO-2	Express the art of cookery and the role of professionals.	2	H	M		M	H	M			H
CLO-3	Apply the knowledge in different cooking principles and methods	3	H	H	M			M		M	H
CLO-4	Analyze the different levels of continental cookery with culinary terms	4	H	M	M						H
CLO-5	Identify and select various essential ingredients in the kitchen	2	H	M	M			M			H
Average Level of Correlation		4	H	H	M	M	H	M	-	H	H

(Level of correlation: 3-High, 2-Medium, 1-Low can be used)

Summary of Course Content			
S. No	Course Content	Hour	Alignment to CLO
1	UNIT 1- INTRODUCTION TO COOKERY Function of Food and Beverage Production --Definition of Cookery—Origin of Cooking—Classes of Professional Cookery -- Origin of modern cookery -- Equipment identification, description, uses & handling in the Kitchen - Kitchen etiquettes -- Hygiene Practices -- Knife handling-- Safety and security in kitchen	09	1
2	UNIT 2- ART OF COOKERY AND HIERARCHY OF THE KITCHEN Aims and objectives of cooking food --Various textures --Various consistencies -- Techniques used in pre-preparation—Foundation Ingredient ---Layout of the Kitchen-- Classical Brigade--Modern staffing in various category hotels -- Roles of executive chef -- Duties and responsibilities of various chefs -- Co-operation with other departments	09	2
3	UNIT 3 -METHODS OF COOKING FOOD Methods of Heat transferring (Conduction, Convection and Radiation) –Methods of cooking (Baking, Broiling, Roasting, Frying, Grilling, Braising, Boiling, poaching, Stewing, Simmering)	09	3

4	UNIT 4 –FOUNDATION OF CONTINENTAL COOKERY Stock (Define, Type)—Soup (Define, Classification)—Sauce (Define, Classification, Derivative)—Salad (Composition, Classification, Dressing)	09	4
5	UNIT 5- SELECTION AND IDENTIFICATION Vegetable (Classification, Selection, Cuts)—Meat (Classification, Selection, Cuts of joint)—Fish (Classification, Selection, Cuts)—Egg(Classification, Selection, Uses)—Equipment and Tools (Classification, Selection)	09	5

Learning Resources

Text Books	1.Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)
Ref. Books	1. Modern cookery-I,II&III Thangam Philip Orient Longman 2. Cookery and introduction- Kinton and cesrani ELTS Publishers 3. Practical professional cookery –crusknell & Kauffimann ELTS Publishers 4. The complete guide to the art of modern cookery –Escoffier

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	10%	25%	25%
2	Understand	60%	20%	25%	25%
3	Apply		40%	25%	25%
4	Analyze		30%	25%	25%
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1914	Course Name	BASICS FOOD & BEVERAGE PRODUCTION	Course Category		Skill Enhancement Course Practical (SEC)	L	T	P	C
Pre-requisite			Nil	Co-requisite		Nil			4	2

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill	PLO 03 Communication	PLO 04 Critical and Creative	PLO 05 Leadership and Team	PLO 06 Employability &	PLO 07 Sustainability	PLO 08 Ethics & Social	PLO 09 Self-Development and Lifelong Learning
CLO-1	Identify the kitchen equipment and its uses	1	H	M			M	M		M	H
CLO-2	Demonstrate the different types of cutting and uses in continental cookery.	3	H	H	M	M	H	M		M	H
CLO-3	Produce various stocks, soups, sauces, salad and plan their application in menus	6	H	H		M	M	H	M	M	H
CLO-4	Plan and produce the simple three courses menu	6	H	H	H	H	H	H	M	H	H
Average Level of Correlation		1 to 5	H	H	H	M	H	H	M	M	H

(Level of correlation: 3-High, 2-Medium, 1-Low can be used)

Summary of Course Content			
S. No	Course Content	Hour	Alignment to CLO
1	Experiment-1 • i) Equipment - Identification, Description, Uses & handling • ii) Hygiene - Kitchen etiquettes, Practices & knife handling • iii) Safety and security in kitchen	05	1
2	Experiment-2 Vegetables Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnette, dices, cubes, shred, mirepoix Preparation of salad dressings	10	2
3	Experiment-2 Stocks - Types of stocks (White and Brown stock) Fish stock Emergency stock Fungi stock	10	3
4	Experiment-4 Sauces - Basic mother sauces • Béchamel • Veloute • Espagnole • Hollandaise	15	3

	<ul style="list-style-type: none"> • Mayonnaise Simple Salads & Soups: <ul style="list-style-type: none"> • Cole slaw, • Beet root salad, • Fruit salad, • Broth • Chicken velouté 	<ul style="list-style-type: none"> • Tomato <ul style="list-style-type: none"> • Potato salad, • Green salad, • Consommé • Crème' d' Tomato • Cream st. Garmain 		
5	Experiment-5 Demonstration & Preparation of simple three courses menu		20	4

Learning Resources

Text Books	
Ref. Books	Providing standard recipes

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)				Final Examination (60% weightage)
		Journal or Log Book (10)	Lab Practical and Presentation (15)	Regularity and Grooming (10)	Viva-voce (5)	
		Practical	Practical	Practical	Practical	
1	Remember	30%	10%		10%	10%
2	Understand	40%	20%	30%	20%	10%
3	Apply	30%	60%	60%	30%	40%
4	Analyze				20%	10%
5	Evaluate			10%		
6	Create		10%		20%	30%
	Total	100%	100%	100%	100%	100

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1915	Course Name	ENVIRONMENTAL STUDIES	Course Category	General (Internal)	L	T	P	C
						1		2	2
Pre-requisite			Nil	Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill	PLO 03 Communication	PLO 04 Critical and Creative	PLO 05 Leadership and Team	PLO 06 Employability &	PLO 07 Sustainability	PLO 08 Ethics & Social	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the concept, objective and eco systems.	1	H		M				M	M	H
CLO-2	Express the causes and effects of pollution and its control measures.	2	H	M			M		H	H	H
CLO-3	Demonstrate the national concern for environment preservation and legislation.	3	H	M	M	M		M	H	H	H
CLO-4	Analyze the eco system diversity, natural and man-made disasters and its threats to biodiversity.	4	H	H				H	H	H	H
CLO-5	Develop the knowledge on conventional energy sources and their exploitation.	3	H	H	M		H	H	H	H	H
Average Level of Correlation		4	H	H	M	M	H	H	H	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content			
S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I ENVIRONMENTAL EDUCATION: Definition and objective, Structure and function of an ecosystem. Ecological succession –primary and secondary succession - ecological pyramids – pyramid of number, pyramid of energy and pyramid of biomass.	09	1
2	UNIT – II POLLUTION: Air, water, soil –causes and effects and control measures. Specifically: acid rain, ozone layer depletion, greenhouse gas effect and global warming. Waste management: prevention and control measures of solid waste. (General).	09	2
3	UNIT – III NATIONAL CONCERN FOR ENVIRONMENT: Important environmental protection Acts in India. Water, air (prevention and control of pollution) act, wild life conservation and forest act. Functions of central and state pollution control boards. Issues involved in enforcement of environmental legislation.	09	3
4	UNIT – IV GENETIC, SPECIES AND ECOSYSTEM DIVERSITY: Values of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option Values. Threats to biodiversity: habitat loss, poaching of wildlife. Endangered and endemic species of India, Conservation of biodiversity: in-situ and ex-situ conservations.	09	4

5	UNIT – V ENERGY RESOURCES AND THEIR EXPLOITATION Conventional energy sources: coal, oil, biomass and nature gas (overview) - over-utilization. Non-conventional energy sources: hydroelectric power, tidal, wind, geothermal energy, solar collectors, photovoltaic, nuclear-fission and fusion. Energy use pattern and future need projection in different parts of the world, energy conservation policies. Natural and Man-made disasters - types, causes, onset, impacts. (Viz. earthquake, flood, drought, cyclone, tsunami, volcanic, landslide, industrial accidents). Forecasting and managements	09	4, 5

Learning Resources

Text Books	1. Jeyalakshmi. R, —Principles of Environmental Science”, 1st Edition, Devi Publications, Chennai.
Ref. Books	1. De. A.K., —Environmental Chemistryll, New Age International, New Delhi, 1996. 2. Sharma. B.K. and Kaur, —Environmental Chemistryll, Goel Publishing House, Meerut, 1994. 3. Dara S.S., —A Text Book of Environmental Chemistry and pollution controll, S. Chand & Company Ltd., New Delhi, 2004. 4. Dr. Rahavan Nambiar, —Textbook of Environmental studies. SciTech Publication (India) Pvt. Ltd. Second edition

Bloom’s Level of Thinking		Continuous Learning Assessment <i>Pure Internal Paper</i> (100% weightage)							
		Cycle Test (20)	Assignment (15)	Case Study (30)		Presentation (20)		Viva voce (10)	Class Participation/ Discussion (05)
		Theory	Theory	Theory	Practical	Theory	Practical	Practical	Theory
1	Remember	40%	30%	10%	10%	10%	10%	10%	25%
2	Understand	60%	30%	20%	20%	20%	20%	20%	25%
3	Apply		40%		30%		30%	40%	25%
4	Analyze				10%		10%	30%	25%
5	Evaluate								
6	Create								
	Total	100%		100%		100%		100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1916	Course Name	HUMAN RIGHTS AND PROFESSIONAL ETHICS	Course Category	General (Internal)	L	T	P	C
Pre-requisite				Co-requisite		1	0	2	2

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill	PLO 03 Communication	PLO 04 Critical and Creative	PLO 05 Leadership and Team	PLO 06 Employability &	PLO 07 Sustainability	PLO 08 Ethics & Social	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the human moral values and ethics	1	H		M				H	H	H
CLO-2	Express the core values and moral issues in society	2	H	M	M		H	M	M	H	H
CLO-3	Analyze the social and ethical issues on self interest	3	H	H	M	M	M	M	H	H	H
CLO-4	Assess the human rights and professional ethic's risk and responsibility	4	H	H	H	H	M	H	M	H	H
CLO-5	Identify the social and environmental global issues	3	H	M	M	H	M	M	H	H	H
Average Level of Correlation		1 to 5	H	H	H	H	M	M	H	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content			
S. No	Course Content	Hour	Alignment to CLO
1	UNIT 1 HUMAN VALUES Types- morals- ethics- integrity- work ethics- service learning- virtues- respect for others- honesty – courage - Commitment- empathy- challenges in the workplaces- character- spirituality- corporate excellence.	09	1
2	UNIT 2 VARIETY OF MORAL ISSUES Types of inquiry – Moral dilemmas – Moral autonomy – Kohlberg's theory – Gilligan's theory – consensus and Controversy – Models of professional roles – Theories about right action.	09	2, 3
3	UNIT 3 SELF INTEREST Customs and religion – Use of ethical theories – Valuing time – Cooperation codes of ethics – Outlook on law – The challenger case study.	09	3, 4
4	UNIT 4 SAFETY AND RISK Assessment – Responsibility and rights – Risk benefit analysis – Reducing risk – The three-mile island and Chernobyl case studies.	09	4
5	UNIT 5 GLOBAL ISSUES Multinational corporations – Environmental ethics – Computer ethics – Weapons development and ethics – Moral leadership.	09	5

Learning Resources

Text Books	1. Constitution of India, Professional Ethics and Human Rights by Praveenkumar Mellalli
Ref. Books	1. Naagarajan R S A —Textbook on Professional Ethics and Human Values, New Age international, New Delhi 2006.
	2. Mike Martin. Ethics in Engineering, McGraw Hill, New York 1996.

Bloom's Level of Thinking		Continuous Learning Assessment <i>Pure Internal Paper</i> (100% weightage)							
		Cycle Test (20)	Assignment (15)	Case Study (30)		Presentation (20)		Viva voce (10)	Class Participation/ Discussion (05)
		Theory	Theory	Theory	Practical	Theory	Practical	Practical	Theory
1	Remember	40%	30%	10%	10%	10%	10%	10%	25%
2	Understand	60%	30%	10%	20%	10%	20%	20%	25%
3	Apply		40%		30%		30%	40%	25%
4	Analyze				10%		10%	30%	25%
5	Evaluate				10%		10%		
6	Create								
	Total	100%		100%		100%		100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1921	Course Name	HOSPITALITY AND TOURISM MARKETING	Course Category	Core Course Theory (CCT)	L	T	P	C
						2	1	2	4
Pre-requisite			BHT1911 – Introduction to Tourism	Co-requisite	BHT1912 – Introduction to Hospitality				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill	PLO 03 Communication	PLO 04 Critical and Creative	PLO 05 Leadership and Team	PLO 06 Employability &	PLO 07 Sustainability	PLO 08 Ethics & Social	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the concepts of marketing, tourism marketing, types and functions.	1	H		M					M	H
CLO-2	Express the tourism product life cycle, and tourism product mix.	2	H	M	M			M		M	H
CLO-3	Implement on product flow and pricing of hospitality and tourism service product.	3	H	H	M	M	M	M	M	M	H
CLO-4	Evaluate the promotion mix process in hospitality and tourism.	5	H	H	H	H	H	M	M	H	H
CLO-5	Analyse the recent trends in hospitality and tourism marketing like green marketing, social media marketing, etc...	4	H	H	H	H	M	M	M	H	H
Average Level of Correlation		5	H	H	H	H	M	M	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content			
S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I INTRODUCTION Meaning – Definition – Nature – Scope and Objectives of Market and Marketing – Concept of Marketing – Difference between Market and Marketing – Meaning and Definition of Hospitality and Tourism Service Marketing – Characteristics of Hospitality and Tourism Service Marketing – Difference between Commodity marketing and Service Marketing – Functions of Marketing.	15	1
2	UNIT – II PRODUCT MIX Meaning of Hospitality and Tourism Products – Types of Products - Branding – Packaging – Labelling – Product Life Cycle – Tourism Area Life Cycle (TALC Concept) – New Product Planning and Development – Market Segmentation – Target Market – Identification of Potential Buyer / Market.	15	2

3	UNIT – III PRODUCT FLOW AND PRICING Product Distribution Network (Channels of Distribution) – Hospitality and Tourism delivery system – Pricing Policies and Strategies – significance – factors affecting price of a product – Monitoring and Evaluation of Marketing activities	15	3
4	UNIT – IV PROMOTION MIX Promotion of Tourist Service – Advertising: (Meaning – Definition Objective – Media Selection – Budget – Copy formation - and Advertising Process, Role of Advertising in tourism) – Publicity, Public Relation: (Meaning Definition, Significance, Methods and Techniques, Role of Public Relation in tourism) – Sales Promotion Activities (Meaning and scope, Various sales promotion techniques in tourism)	15	4
5	UNIT – V RECENT DEVELOPMENT IN MARKETING Conceptual frame work of hospitality and tourism marketing – Recent Trends in Hospitality and Tourism Marketing – E-Marketing – Direct Marketing – Multilevel Marketing – Green Marketing – Relationship Marketing – Social Media Marketing – Marketing Ethics.	15	5

Learning Resources

Text Books	1. Jha, S.M., Tourism Marketing, Himalayan Publication, Delhi. 2. Philip Kotler, Keller, Koshy, Marketing Management, Prentice Hall, Inc, 2012.
Ref. Books	1. Chaudhary, Manjula (2011). Tourism Marketing, Oxford University Press, New Delhi. 2. Bennett J. A., Strydom J. Wilhelm (2001). Introduction to Travel and Tourism Marketing, Education, Lansdown. 3. Stanton W. J. (1999). Fundamentals of Marketing, McGraw Hill, New York. 4. Neelamegham. S. (1998). Marketing in India: Cases & Readings, Vikas, New Delhi. 5. Ramasamy V.S. & Namakumar. S. (1990). Marketing Management: Planning & Control, Macmil New Delhi. 6. Stone, Marilyn A., Desmond, John. (2007). Fundamentals of Marketing, Routledge, New York.

Bloom's Level of Thinking			Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)		Model Test (20)	
		Theory	Theory	Practical	Theory	
1	Remember	40%	10%		25%	25%
2	Understand	60%	10%	10%	25%	25%
3	Apply		20%	30%	25%	25%
4	Analyze			10%	25%	25%
5	Evaluate			10%		
6	Create					
	Total	100%	100%		100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1922	Course Name	NATURAL TOURISM RESOURCES	Course Category	Core Course Theory (CCT)	L 2	T 1	P 2	C 4
Pre-requisite			BHT1911 – Introduction to Tourism	Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill	PLO 03 Communication	PLO 04 Critical and Creative	PLO 05 Leadership and Team	PLO 06 Employability &	PLO 07 Sustainability	PLO 08 Ethics & Social	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the concept and significance of natural tourism resources and its geographical features.	1	H		M			M	H	H	H
CLO-2	Demonstrate the natural resources and the relationship between geography & tourism and its impacts.	3	H	M	M		M	M	H	H	H
CLO-3	Apply the knowledge in the major landforms as the tourism resources.	3	H	M			M	H	H	H	H
CLO-4	Analyse the wildlife tourism resources and its conservation and preservation importance.	4	H	H	M	M	M	M	H	H	H
CLO-5	Evaluate the role of UNESCO world heritage sites and its contribution to Indian tourism promotion.	5	H	H	H	H	H	H	H	H	H
Average Level of Course Correlation		1 to 5	H	H	M	H	M	H	H	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content			
S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I INTRODUCTION Meaning and definition of Tourism Resources - geographical features – significance – Natural Vegetation – Seasons – Climate conditions – relationship between geography and tourism – it's importance.	15	1
2	UNIT – II NATURAL RESOURCES AND ITS UTILIZATION Indian geography – States & Capitals – Physiographic Units – Land scape – General introduction of the Himalayas & other ranges of mountains, peaks, hills, Plateaus / Plain, Rivers, falls and hot springs – impact of weather and climate on tourist destinations.	15	2
3	UNIT – III MAJOR LANDFORMS Location as tourist resources – Divisions of various landscapes – General Introduction of Desert, Coastal, Island tourism: Deserts (Hot & Cold), Coastal areas of peninsular, Indian Islands – Major Destinations.	15	3

4	UNIT – IV WILDLIFE TOURISM General introduction of Wild Animals of India – Wildlife Sanctuaries – national parks, zoological parks, bird sanctuaries – Major Sanctuaries and its specification – conservation and preservation of sanctuaries.	15	4
5	UNIT – V ORGANISATIONS A study of UNESCO World Heritage sites and ASI Monuments / Role of UNESCO and ASI in cultural / traditional / historical tourism promotion in India – WWF and its functions – Wildlife Conservation Society (WCS), International Fund for Animal Welfare (IFAW), People for the Ethical Treatment of Animals (PETA), Global Landscapes Forum (GLF) – ESOI – ECOS.	15	5

Learning Resources

Text Books	1. Ahmad, Aizaz: General Geography of India, NCERT, New Delhi 2. Jagmohan Negi, Tourist Resources of India, Himalaya Publishers, New Delhi.
Ref. Books	1. Basham A.L, The Wonder that was India 2. Encyclopedia of Tourism Resources in India by Dr.M Sajani 3. India, Lonely planet publication. 4. Various travel guides on India 5. Material from Dept. of Tourism.

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)				Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)		Model Test (20)	
		Theory	Theory	Practical	Theory	
1	Remember	40%	10%		20%	20%
2	Understand	60%	10%	10%	20%	20%
3	Apply		20%	30%	20%	20%
4	Analyze			10%	20%	20%
5	Evaluate			10%	20%	20%
6	Create					
	Total	100%	100%		100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1923	Course Name	HOTEL FRONT OFFICE MANAGEMENT – I	Course Category	Discipline Specific Elective Course (DSE)	L	T	P	C
						3	1	0	4
Pre-requisite				Co-requisite	BHT1912 – Introduction to Hospitality				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill	PLO 03 Communication	PLO 04 Critical and Creative	PLO 05 Leadership and Team	PLO 06 Employability &	PLO 07 Sustainability	PLO 08 Ethics & Social	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define hotel front office and the evolution of hospitality industry	1	H	M	H	M	M	M		M	H
CLO-2	Express the types of hotels, B&B and its grading systems	2	H	H	M	M	M	M		M	H
CLO-3	Plan the layout and hierarchy of hotel front office	3	H	H	H	H	H	H	M	M	H
CLO-4	Evaluate the different hotel rooms and their tariff structure	5	H	H	M	M	M	H	M	M	H
CLO-5	Develop the skill of key handling and guest services	3	H	H	H	H	H	H	H	H	H
Average Level of Correlation		1 to 5	H	H	H	H	H	H	M	M	H

(Level of correlation: **3-High**, **2-Medium**, **1-Low** can be used)

Summary of Course Content			
S. No	Course Content	Hour	Alignment to CLO
1	UNIT 1 INTRODUCTION TO HOTEL FRONT OFFICE Meaning – Nature – Scope of Hotel Front Office – Overview of growth and development of Hotel industry – History of (Indian) Hotels – Taj, Oberoi's, ITC, Leela, Carlsons, Hilton, Marriott, Hyatt, others – Significant role of Hotel Front Office – Major functions and responsibilities of hotel front office.	12	1
2	UNIT 2 HOTELS, B & B (HOMESTAY) CLASSIFICATION & STAR GRADING SYSTEM Hotel Business, Hotel Services - Various departments- sub sections of Front office (Reservation, Reception, Information, Cash and Telephones) - Homestay –B&B- Classification of Hotels, Resorts and homestay – Size (Small, Medium, Large, Huge) – Location – Star Classification – Grading system – Star rating criteria in India – Federation of Hotel & Restaurant Associations of India (FHRAI) – The Hotel & Restaurant Approval & Classifications Committee (HRACC) – Hotel Association of India (HAI). Types of Meal Plans (European, Continental, Bermuda, Modified American (Half-Board, Demi- Pension), and American (Full-Board: En Pension) & Go plan) Front office Terminologies.	12	2
3	UNIT 3 LAYOUT OF FRONT OFFICE DEPARTMENT & TELECOMMUNICATIONS	12	3

	Sections and Layout of Front office – Identification of Furniture & Equipment used in Front office – Function areas – Front office hierarchy – Duties and responsibilities / Job Description / Job Specification of front office – Role of Telecommunication / Telephone Handling – Skills and Competencies of the Telephone Operator – Types of Exchange (PBX, PABX, EPABX) – Coordination and communication between the Front Office and the other departments.		
4	UNIT 4 TYPES OF ROOMS AND TRAFFIC STRUCTURE Single- Double- Twin- Hollywood twin- Interconnecting- Adjacent- Adjoining- Lanai- Penthouse Duplex- Efficiency- Physically Challenged- Studio- Parlour- Hospitality Room- Suite (Types). Tariff Structure- Basis of charging- competition- customer's profile- standards of service & amenities. Check-in and Check-out basis- 24 hour basis- 12 Noon- on the basis of competitor's rate- Night basis- Day rate. Packages and Special Rates- Rack rate- Group rate- Government rate- FIT- discounted rates, Seasonal rate, Crib Rate- Crew rate- Week day/Weekend rates- Membership rates.	12	4
5	UNIT 5 BELL DESK & KEY HANDLING Functions Duties & Responsibilities of Bell Captain / Bell Boy- Procedures and records Luggage Handling- Left Luggage Handling- Mail handling- Message handling- Types of key- Guest key Controls and Security system- NFC- Guest key handling procedures- Emergency situations (Accident, illness, theft, fire, bomb).	12	5

Learning Resources

Text Books	1. Office Training Manual – Sudhir Andrews 2. Hotel Front Office Operation and Management – Jatashankar R. Tewari
Ref. Books	1. Jatashankar R. Tewari. Hotel Front Office Operations and Management. Oxford 2009 2. Anutosh Bhakta. Professional Hotel Front Office Management. Tata McGraw Hill 2012 3. Ahmed Ismail. Front Office Operations and Management. Cengage Learning. 2008 4. Introduction to Hospitality Industry – A Text Book: Bagri SC & Dahiya Ashish, Aman Publications – New Delhi

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	10%	25%	25%
2	Understand	60%	20%	25%	25%
3	Apply		40%	25%	25%
4	Analyze		30%	25%	25%
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1924	Course Name	BASICS OF BAKERY & CONFECTIONERY	Course Category	Discipline Specific Elective Course (DSE)	L	T	P	C
						2	1		3
Pre-requisite			Nil	Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill	PLO 03 Communication	PLO 04 Critical and Creative	PLO 05 Leadership and Team	PLO 06 Employability &	PLO 07 Sustainability	PLO 08 Ethics & Social	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the organizational structure and layout of commercial bakery and confectionery.	1	H	H	M	M	M	M			H
CLO-2	Identify essential ingredients used in bakery and confectionery.	2	H	M	M	M				H	H
CLO-3	Express the basics aspects of bakery with a knowledge of bread and cake preparations.	2	H	H	M			M			H
CLO-4	Develop the knowledge to organize different products of bakery and pastry.	3	H	H	M	H	M	M	M		H
CLO-5	Analyze the various icing and their uses, control of oven temperature.	4	H	H	H	M	H	H		M	H
Average Level of Correlation		4	H	H	H	M	M	M	M	H	H

(Level of correlation: 3-High, 2-Medium, 1-Low can be used)

Summary of Course Content			
S. No	Course Content	Hour	Alignment to CLO
1	UNIT 1 -INTRODUCTION Traces of Baking in Ancient times --Organizational structure of Bakery (Both small and Large Scale) – Layout --Equipment used (description and their uses)	09	1
2	UNIT 2- RAWMATERIALS USED IN BAKERY Flour (Composition, Types, Gluten, WAP of flour, pH value, Flour Test) -Yeast (Elementary knowledge, activity, function & its uses, effect of over & under fermentation)- Eggs (Function & its uses in Bakery) -Sugar (Function & its uses in Bakery) -Salt (Function & its uses in Bakery) , Fats (Function & its uses in Bakery) - Cream (Function & its uses in Bakery) , Milk (Function & its uses in Bakery) ,Leavening agents (Function & its uses in Bakery) ,Flavouring and fruits (Function & its uses in Bakery)	09	2

3	UNIT 3 – BREAD AND CAKE Principle of bread making-- Methods of preparing Bread dough--Faults and remedies in Bread making -- Bread improvers-- Bread diseases and rectification --Different cake making methods -- The Quality of cake making ingredients and the types of cakes (Rich, Lean, and High Ratio & Low Ratio Cakes)-- Faults & Remedies in cake making	09	3
4	UNIT 4 -PASTRY, BISCUIT AND COOKIES Types of Pastry Preparation-- Reasons for common problems in Pastry making -- Different cookies and biscuits – process – methods – faults.	09	4
5	UNIT 5- ICINGS AND OVEN TEMPERATURE Preparations of syrups, gateau, wedding, birthday cakes --Types of Icing (Butter icing, Royal Icing, Marzipan, Fudge, Glaze Icing, Chocolate Icing ,Marshmallow) --Gum paste, casting moulds. Monogram liquor chocolates, toffee --Oven at different temperatures (hot, very hot, medium etc) -- The oven temperatures for baking rich and lean cakes.	09	5

Learning Resources

Text Books	1.Basic Baking Science & Craft by S.C. Dubey (S.C. Dubey) 2. Bakery and Confectionary –John Kingslee(New Age publication)
Ref. Books	1. Beautiful Baking – Consultant Editor – Carole Clements Richard Blady Publishing (Anness Publishers Ltd.) 2. Perfect Baking at Home – Kritika A.Mathew (Vasan Book Depot, Bangalore) 3. Practical Baking – Sultan 4.New Complete Book of Breads – Bernard Clayton (Fireside Rockefeller Centre, New York)

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	Theory
1	Remember	40%	10%	25%	25%
2	Understand	60%	20%	25%	25%
3	Apply		40%	25%	25%
4	Analyze		30%	25%	25%
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1925	Course Name	BASICS OF BAKERY & CONFECTIONERY	Course Category	Skill Enhancement Course Practical (SEC)	L	T	P	C
								4	2
Pre-requisite			BHT1924 – Basics of Bakery & Confectionery	Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Identify essential equipment and ingredients used in the bakery and confectionery	1	H	M	M	M	H	H	M	M	H
CLO-2	Demonstrate the preparation of simple and enriched bakery and confectionery product	3	H	M	M					M	H
CLO-3	Produce the basic bakery products.	6	H	H	H	H	H	H	H	H	H
CLO-4	Create the bakery and confectionery menu.	6	H	H	M	H	M	H	M	M	H
Average Level of Correlation		6	H	H	M	H	H	H	M	M	H

(Level of correlation: 3-High, 2-Medium, 1-Low can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	Experiment-1 Equipment <ul style="list-style-type: none"> • Identification • Uses and handling Ingredients - Qualitative and quantitative measures 	06	1
2	Experiment-2 BREAD MAKING <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched bread recipes • Bread Loaf (White and Brown) • Bread Rolls (Various shapes) • French Bread • Brioche 	12	2, 3
3	Experiment-3 SIMPLE CAKES Demonstration & Preparation of Simple and enriched Cakes, recipes <ul style="list-style-type: none"> • Sponge, Genoise, Swiss roll • Fruit Cake • Rich Cakes <ul style="list-style-type: none"> • Madeira SIMPLE COOKIES	12	2, 3

	Demonstration and Preparation of simple cookies like <ul style="list-style-type: none"> • Nan Khatai • Golden Goodies • Tri colour biscuits • Chocolate chip • Lemon tart • Apple tartlet 		
4	Experiment-4 HOT / COLD DESSERTS <ul style="list-style-type: none"> • Caramel Custard, • Bread and Butter Pudding • Soufflé – Lemon / Pineapple • Mousse (Chocolate, Coffee) • Steamed Pudding - Albert Pudding, 	10	3, 4
5	Experiment-5 PASTRY <ul style="list-style-type: none"> • Laminated • Short Crust • Choux 	20	3, 4

Learning Resources

Text Books	
Ref. Books	

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)				Final Examination (60% weightage)
		Journal or Log Book (10)	Lab Practical and Presentation (15)	Regularity and Grooming (10)	Viva-voce (5)	
		Practical	Practical	Practical	Practical	
1	Remember	30%	10%		10%	10%
2	Understand	40%	20%	30%	20%	10%
3	Apply	30%	60%	60%	30%	40%
4	Analyze				20%	10%
5	Evaluate			10%		
6	Create		10%		20%	30%
	Total	100%	100%	100%	100%	100

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1926	Course Name	FOOD AND NUTRITION	Course Category		Core Course Theory (CCT)	L 2	T 1	P	C 3
Pre-requisite			Nil		Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define health, nutrition and nutrients, scope of food science.	1	H					M	M	M	H
CLO-2	Express the effects of energy and affecting factors.	2	H				M			H	H
CLO-3	Apply the knowledge on dietary sources and functions.	3	H	M	M		M	M			H
CLO-4	Analyse the intake of nutrients such as carbohydrates, proteins, lipids, vitamins, minerals	4	H	H	M	M		M	M	H	H
CLO-5	Evaluate the importance of balanced diet.	5	H	H	M		M			M	H
Average Level of Course Correlation		5	H	H	M	M	M	M	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I INTRODUCTION: Definition in terms of Health, Nutrition and Nutrients; Importance of Food and nutrients. Definition and scope of food science.	09	1
2	UNIT – II CARBOHYDRATES & PROTEINS: Introduction and Classification. Effect of Energy and factors affecting Energy. Sources of Carbohydrate. Effect of Cooking on Carbohydrate. Health issues with Carbohydrate Underweight and Obesity. PROTEINS Introduction and Classification. Dietary Sources and Function. Effect of cooking on Proteins – Denaturation.	09	2, 3
3	UNIT – III LIPIDS: Introduction and Classification. Dietary sources and Functions. Effect of Cooking on Lipids Auto oxidation, Hydrogenation, Winterization and Smoking points.	09	3, 4
4	UNIT – IV VITAMINS, MINERALS & WATER: Definition and Classification of Vitamins (A, D, E, K, B and C). Dietary Sources and Function of Vitamins. Definition and Classification of Minerals (Iron, calcium, Sodium, Iodine, Fluorine). Dietary Sources and Functions of Minerals. Definition, Sources, Function.	09	3, 4

5	UNIT – V BALANCED DIET AND EVALUATION OF FOOD: Definition and Importance. Factors affecting Balance Diet - (Age, Gender, Physiological state). Menu planning & its factors. Introduction of Evaluation of food - (objective & subjective). Emulsion. Definition and Types. Flavours –Definition and Types. Browning – Definition, Types, Prevention. Food Labeling.	09	5

Learning Resources

Text Books	1. Food Science and Nutrition- Sunetra Roday. 2. Textbook of Bakery and Confectionary 2 nd Edition by Yogambal Ashokkumar.
Ref. Books	1. Food hygiene and sanitation- Sunetra Roday. 2. Food & Nutrition- Dr. M. Swami Nathan. 3. Food Science- Sumathi Mudambi. 4. SRM IHM Nutrition- SRM University, Chennai

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	10%	20%	20%
2	Understand	60%	20%	20%	20%
3	Apply		40%	20%	20%
4	Analyze		20%	20%	20%
5	Evaluate		10%	20%	20%
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1927	Course Name	BUSINESS COMMUNICATION	Course Category	Skill Enhancement Course (SEC)	L	T	P	C
						2	1	0	3
Pre-requisite			Nil	Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill	PLO 03 Communication	PLO 04 Critical and Creative	PLO 05 Leadership and Team	PLO 06 Employability & Sustainability	PLO 07 Sustainability	PLO 08 Ethics & Social	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the importance of effective communication in an organization.	1	H		H			M			H
CLO-2	Comprehend technology-based communication.	2	H	M	H			H		H	H
CLO-3	Enhance their verbal & non-verbal communication.	3	H	M	H	M	H	M			H
CLO-4	Incorporate writing skills.	3	H	H	H	H	H	M	M	H	H
CLO-5	Apply communication skills effectively in cross-cultural scenario	3	H	H	H	H	H	M	M	M	H
Average Level of Correlation		3	H	H	H	H	H	M	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content			
S. No	Course Content	Hour	Alignment to CLO
1.	UNIT – I UNDERSTANDING COMMUNICATION Introduction – Meaning and Definition of Communication – Signification of Communication – Process and Methods of Communication – Internal and External communication – Networks of communication – (Vertical, horizontal, diagonal) – Barriers of Communication – Linguistic, Psychological, Interpersonal, cultural, physical and organizational.	9	1
2.	UNIT – II TECHNOLOGY – BASED COMMUNICATION Communication Aids - Telephone and voicemails - Facsimile Machines Internet and computers Emails - Conferencing Instant Messaging Groupware NETTIQUETTE - Positive and Negative Impact of Technology enabled communication - Effectiveness in Technology based communication.	9	2
3.	UNIT – III VERBAL AND NON-VERBAL COMMUNICATION Verbal Communication: Conversation- importance- essentials- conversation management- nonverbal cues in conversation - Oral Presentation Skills--- Technical aids in Visual Communication. (Team Presentation) Non- verbal Communication: Definition and Significance - Significance of Non-verbal	9	3

	Signals in organizations - Types of Nonverbal communication- Kinesics- Paralinguistic- Proxemics and Chronemics		
4.	UNIT – IV WRITING SKILLS Introduction and Importance of Writing - Characteristics of writing – Clarity – Accuracy – Correctness – Descriptiveness – Language – Appropriateness – Acceptability – Conciseness and flow – Business Writing – Basic principles of business communication – Letter writing – Thank you and follow-up letter, complaint letter, inquiry letter, invitation letter, letter to the editor – Writing memo, notice, agenda and minutes of the meeting – Report writing – Interpretation of data (flow charts, figures and pictures) Essay and Article Writing – Poster making.	9	4
5.	UNIT – V INTERVIEWS Introduction – Objectives of Interviews – Types of interviews – Job Interviews – cover letter- Resume Writing – Preparation for interview- interviewing Process – Mock Interview – Medium of Interview – Telephonic interview- web interview.	9	5

Learning Resources

Text Books	1. Raman Meenakshi, Prakash Singh, Business Communication, 2 nd Ed., Oxford University Press, Delhi.
Ref. Books	1. Raman Meenakshi, Sangeeta Sharma, Technical Communication Principles and Practice, Ed Second. Oxford University Press, Delhi, 2013. 2. Shirley Taylor V. Chandra, Communication for Business–A practical approach, 4 th Ed., Pearson Education Ltd. 3. Nawal, Mallika, —Business Communication. CENGAGE Learning, 2012. 4. Sharma R.C. Business Correspondence and Report Writing, McGraw Hill Education (India) Private limited, Delhi.

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	20%	20%	20%
2	Understand	60%	30%	30%	30%
3	Apply		50%	50%	50%
4	Analyze				
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id
		Balaji Baburao Shelke Associate Professor, SRMUS

Course Code	BHT1928	Course Name	FUNDAMENTALS OF COMPUTERS	Course Category	Skill Enhancement Course (SEC)	L	T	P	C
Pre-requisite				Co-requisite		1	0	2	3

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define and appropriately use information technology systems.	1	H		M	-	-	-	H		H
CLO-2	Identify computer hardware components and describe their functions.	2	H	H	H	-	M	M	-		H
CLO-3	Demonstrate the characteristics of operating systems and compare different operating Systems.	3	H	H	M	M	M	L	-	M	H
CLO-4	Express the internet and various web applications.	2	H	M	-	H	-	M	-		H
CLO-5	Analyze MS Office package along with the working of Word, Spreadsheet and PowerPoint presentation.	4	H	M	H	M	H	H	H	H	H
Average Level of Correlation		4	H	H	H	H	H	M	M	H	H

(Level of correlation: 3-High, 2-Medium, 1-Low can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I INTRODUCTION TO COMPUTERS Introduction to Computer – Block Diagram - Components of a computer system - Generation of computers – Storage devices – Uses.	9	1
2	UNIT – II OPERATING SYSTEMS Introduction - Functions – types - Introduction to MS-DOS, MS-WINDOWS – Internet - Network of Networks - WWW, Search Engines, E-mail, Websites.	9	2
3	UNIT – III WORD PROCESSING Introduction to Word processing – MS Word - Features of MS WORD - Creating and Editing a Word Document – Paragraph & Document formatting	9	3
4	UNIT – IV SPREAD SHEET Introduction to Spread sheets – MS Excel - Features of MS EXCEL - Building worksheets - Formulae and Functions - Graphical Charts	9	4
5	UNIT – V PRESENTATION Introduction to Presentation files – MS PowerPoint – Features of MS POWERPOINT – Creating, Editing & Viewing Slide shows - Graphic Tools - Creating an organization chart - Preparation & printing presentation documents.	9	5

Learning Resources	
Text Books	1. V.Rajaraman, Fundamental of Computers, Prentice Hall India
Ref. Books	1. Sinha P.K. & Sinha Priti, Computer Fundamentals, BPB Publications, 2007 2. Vishnu P. Singh, —Ms Office 2007, BPB Publications, 2007. 3. Ananthi Sheshasaayee, Sheshasaayee G., —Computer Applications in Business & Management, Margham publishers, 2004

Bloom's Level of Thinking		Continuous Learning Assessment <i>Pure Internal</i> (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (30)	Assignment (20)	Model Exam Lab (50)	
		Theory	Theory	Theory	
1	Remember	40%	10%	25%	25%
2	Understand	60%	20%	25%	25%
3	Apply		40%	25%	25%
4	Analyze		30%	25%	25%
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

***CLA: 5% is based on Attendance**

Course Designers			
Experts from Industry: Name, Designation with official mail id		Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1931	Course Name	TRAVEL AND TOUR OPERATIONS	Course Category		Core Course Theory (CCT)	L	T	P	C
							3	1		4
Pre-requisite			BHT1911 – Introduction to Tourism	Co-requisite		Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Express the overview of travel agency and tour operation business.	2	H				M	M		M	H
CLO-2	Express the major segments of the travel industry and its functions.	2	H	M			H	H		H	H
CLO-3	Develop the operational skills of travel agency and tour operation business.	3	H	H	M	M	H	H	M	H	H
CLO-4	Analyse the approval process of travel agency and tour operators in India.	4	H	M	H		H	H	H	H	H
CLO-5	Evaluate the present trends in Travel and Tourism business operation.	5	H	H	H	H	H	H	M	H	H
Average Level of Correlation		5	H	H	H	H	H	H	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I INTRODUCTION Meaning – Definition - Scope and Nature of Tourism – Concepts and Basic Components of Tourism (A's and S's of Tourism) – Differentiation of Tourist, Traveler, Visitor, Transit Passenger – Day Visitor and Excursionist – Forms (Inbound and Outbound), Elements (human, time and space) and Types (motivation, purpose duration mass and FIT) of Tourism.	12	1
2	UNIT II GROWTH AND DEVELOPMENT OF TOURISM Historical growth of tourism (international and national level) – Concepts and Motivational factors for travel during historical period – Travel through the ages – Industrial Revolution – Paid holidays – LTC. International and Domestic Tourism trends – Typologies of Tourist – Factors affecting tourism growth.	12	2
3	UNIT III TOURISM PRODUCT RESOURCES Introduction of Service and Commodity Products – Meaning and Definition of Tourism Products– Tourism Resources – Features and peculiarities of Tourism Products – Type of Tourism Products (ToP's, RoP's BTE's) – Difference between Tourism (service) Products and commodity products.	12	3
4	UNIT IV IMPACTS OF TOURISM Positive and Negative Impacts – Socio – Cultural, Economical, Environmental and Physical aspects. Role of International and Domestic tourism organisations (UNWTO, UFTAA, IATA, ICAO, PATA, ASTA, DoT, TAAI, HAI, FHRAI, Travel Clubs, etc...)	12	4

5	UNIT V PRESENT SCENARIO OF TOURISM Tourism industry in the 21st century – Change in Motivational (AIDAS – Attraction, Interest, Desire, Action and Activity, Satisfaction) Factors – Global tourism scenario (emergence of volunteer tourism, sustainable tourism and carrying capacity) – Prospects and Problems – Scope of Employment Opportunities .	12	5

Learning Resources

Text Books	<ol style="list-style-type: none"> 1. Negi J, Travel Agency and Tour Operation Business, Himalaya Publishers, New Delhi 2014. 2. Chand, M. (2009), Travel Agency Management: An Introductory Text. Anmol Publications Pvt. Ltd., New Delhi.
Ref. Books	<ol style="list-style-type: none"> 1. Swain, S.K. & Mishra, J.M.(2012). Tourism: Principles & Practices. Oxford University Press, New Del 2. Holloway, J.C. (2012), The Business of Tourism, Prentice Hall, London, 3. Roday. S, Biwal. A & Joshi. V. (2009), Tourism Operations and Management, Oxford University Pr New Delhi. 4. Goeldner, R & Ritchie. B (2010), Tourism, Principles, Practices and Philosophies, John Wiley & Sc London. 5. Walker, J.R. & Walker, J.J.(2011). Tourism Concepts and Practices, Pearson, New Delhi

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	10%	20%	20%
2	Understand	60%	10%	20%	20%
3	Apply		30%	20%	20%
4	Analyze		30%	20%	20%
5	Evaluate		20%	20%	20%
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1932	Course Name	SOCI0 CULTURAL TOURISM RESOURCES	Course Category	Core Course Theory (CCT)	L	T	P	C
						2	1	2	4
Pre-requisite			BHT1922 – Natural Tourism Resources	Co-requisite	BHT1911 – Introduction to Tourism				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the various socio-cultural practices considered as tourism product resources	2	H	M	M		M	M	M	M	H
CLO-2	Summarize the Indian religious values and its holy destination significances	3	H	M	M	M	H	H	H	H	H
CLO-3	Apply the historical knowledge to develop the architectural glory of India as cultural tourism product	4	H	M	M	M	H	H	H	H	H
CLO-4	Analyse the cultural resources in sustainable tourism activities	4	H	M	M	M	H	H	H	H	H
CLO-5	Evaluate the Indian traditional resources – Dance, Music, Sculpture, Painting, and handicrafts	3	H	H	H	H	H	H	H	H	H
Average Level of Correlation		1 to 5	H	M	M	M	H	H	H	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I INTRODUCTION Historical – Cultural – Traditional – Tourism Resources – Concepts and Features – Fundamentals of Indian Culture and History - Historical growth and development of Indian Culture (Ancient to Present) – Interrelation with tourism.	15	1, 2
2	UNIT – II RELIGIOUS RESOURCES: Buddhism – Jainism – Hinduism – Islam – Sikhism – Christianity – other minor religions – Origin and Development – Significance of holy places - Important main Destinations - Role of present scenario, main destinations, each religious holy places and its significance	15	2, 3
3	UNIT – III HISTORICAL RESOURCES: Monuments – Indian Architecture (Buddhist, Hindu, Islam, Colonial / British Style of Architectures) List of important art and Architectural monuments (National and Regional).	15	2, 4
4	UNIT – IV CULTURAL RESOURCES: Fairs and Festivals (Religious, Socio-Cultural, Seasonal, National) – Familiar Cuisine (North, East, West, South regional wise) – Handicrafts – Folklores – Regional and Local Indigenous Resource – Preservation and sustainable tourism activities.	15	2, 4

5	UNIT – V TRADITIONAL RESOURCES: Performing arts – Dance (Classical, Folk) – Music (Vocal, Instrumental, Carnatic, Hindustani, Folk) – Drama (Traditional, Modern, Street / Stage), Plastic arts (Sculptures, Paintings, craftsmanship) National and Regional wise list – Highlighting the Sikkim Art and Architecture – Significance and Familiar Destinations.	15	3, 5

Learning Resources

Text Books	1. Jagmohan Negi, <i>Tourist Resources of India</i> , Himalaya Publishers, New Delhi.
Ref. Books	1. Gupta, S.Petal 2002, Cultural Toursim in India, D.K. Print world, New Delhi 2. Basham, A.L. 1985 (reprint) The Wonder That was India Rupa & Co., Delhi 3. Sivaramamurti, C.2002 (reprint) Indian Painting, National Book Trust, Delhi 4. Hay,Stephen (Ed.) 1992, Sources of Indian Tradition, 2 vols, Penguin Books, Delhi 5. Krishana Deva, 2002 (reprint) Temples of North India. National Book Trust, Delhi – 6. Pande, G.C. 1990 (2nd ed.) Foundations of Indian Culture, 2 vols. Moti Lal Banarasi Das Publishers, Delhi 7. Radhakrishnan, S. 1999 (Oxford India Paperbacks), Indian Philosophy, 2 vols. Oxford university press, New Delhi

Bloom’s Level of Thinking			Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)		Model Test (20)	
		Theory	Theory	Practical	Theory	
1	Remember	40%	10%		25%	25%
2	Understand	60%	10%	10%	25%	25%
3	Apply		20%	30%	25%	25%
4	Analyze			10%	25%	25%
5	Evaluate			10%		
6	Create					
	Total	100%	100%		100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1933	Course Name	FOOD & BEVERAGE SERVICE-I	Course Category	Core Course Theory (CCT)	L	T	P	C
						3	1		4
Pre-requisite			Nil	Co-requisite	BHT1912 – Introduction to Hospitality				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Express knowledge about F & B Outlets, Restaurant operations, and its organizational structure.	1	H	M	M	M	M	H	M	H	H
CLO-2	Demonstrate the types and uses of F & B equipment and basic etiquettes.	3	H	M	H	M	H	H	M	H	H
CLO-3	Apply the skill of dining service procedures.	3	H	H	H	H	H	H	H	H	H
CLO-4	Analyze the ancillary department's role and the meals types.	4	H	M	M	M	M	M	M	H	H
CLO-5	Compile the ideas about classical foods menu and menu planning.	3	H	H	H	H	H	H	H	H	H
Average Level of Course Correlation		4	H	H	H	H	H	H	H	H	H

(Level of correlation: **3-High**, **2-Medium**, **1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I THE FOOD & BEVERAGE SERVICE INDUSTRY: Introduction to the Food & Beverage Industry. Classification of Catering Establishments (Commercial & Non-Commercial). Food & Beverage Service areas in a Hotel-Types of F&B Outlets- Restaurant- Coffee Shop- Room Service- Bars-Banquets-Snack Bar-Executive Lounges-Business- Centres-Discotheques & Night Clubs. Attributes of service personnel - Food & Beverage Service Organization Structure -Job Descriptions & Job Specifications.	12	1
2	UNIT – II FOOD & BEVERAGE SERVICE EQUIPMENT: Types & Usage of Equipment's- Furniture- Chinaware- Silverware & Glassware- Cutlery-Crockery Special Equipment- Care & maintenance. Size of table clothes- baize- serviettes- nephrons and their uses. Attitudes & Attributes of Food & Beverage personnel, competencies-Basic Etiquettes. Cutlery-crockery and glass ware (dimensions and uses). Table ware: Cutlery and flatware, examples for cutleries, and their uses Special equipment used in the restaurant and their uses.	12	2

3	UNIT – III DINING SERVICES AND PROCEDURES: MISE-EN-PLACE & MISE-EN-SCENE -Table Service –English / Silver- American- French-RussianSelf Service – Buffet & Cafeteria- Specialized Service – Gueridon-Butler- Tray- Trolley- Lounge- RoomSingle Point Service – Take Away- Vending-Kiosks, Food Courts & Bars- Automats. Food & Beverage Service Personnel - Rules for laying a table.	12	3
4	UNIT – IV ANCILLARY DEPARTMENTS & MEALS TYPES: Still Room- still room functions- still room equipment- and still room control - Silver room/ plate room function- silver cleaning methods - Pantry - Hot plate Breakfast – Introduction, Types, and Service Methods. Brunch – Lunch - Hi-Tea – Dinner – Supper-Intra & Inter departmental co-ordination.	12	4
5	UNIT – V TYPES OF MENU & PLANNING Menu – Origin- definition & objectives Types –Ala Carte - Table D’hote-Menu - Banquet menu-Terms17 French Classical Menu. Classical Foods & its accompaniments with cover. Introduction -Points to be considered while planning a menu - Menu considerations and constraints. Method of taking food orderCheck and Bill system, Service with	12	5

Learning Resources

Text Books	<ol style="list-style-type: none"> Food & Beverage Service – Lillicrap & John Cousins Food & Beverage Service Training Manual – Sudhir Andrews (Tata Mc.Graw Hill Publications)
Ref. Books	<ol style="list-style-type: none"> Mastering restaurant service – H.L. Craschnell and G. Nobis. Food and beverage training manual – Sudhir Andrews. The waiter-fuller and curie. Food and beverage service – D.R. Lillicrap. Modern restaurant service – John Fuller. Essential table service – John Fuller. Food and beverage management – Bernard Davis.

Bloom’s Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	10%	25%	25%
2	Understand	60%	20%	25%	25%
3	Apply		40%	25%	25%
4	Analyze		30%	25%	25%
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1934	Course Name	HOTEL ACCOMMODATION OPERATIONS – I	Course Category	Core Course Theory (CCT)	L	T	P	C
Pre-requisite				Co-requisite	BHT1912 – Introduction to Hospitality	3	1	0	4

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the various cleaning materials and their uses.	1	H	M	M	M		M	H	M	H
CLO-2	Express the layout and organizational structure of the accommodation operations in the hotel	2	H	M				M		M	H
CLO-3	Plan the work schedule and job allocation in coordination with various departments in the hotel	3	H	H	H	M	H	M		M	H
CLO-4	Identify various hotel key and their control	3	H	M			M	M	M		H
CLO-5	Analyze the different hotel rooms, bed making and guest handling	4	H	H	H	M	M	M	M	H	H
Average Level of Correlation		4	H	H	H	M	M	M	M	M	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content			
S. No	Course Content	Hour	Alignment to CLO
1	UNIT 1 INTRODUCTION & CLEANING SCIENCE Introduction to housekeeping department – Meaning, Definition & Importance of Housekeeping Department – Role of Housekeeping in hospitality industry – Characteristics of good – Types of cleaning agent – cleaning products – cleaning equipment's – Classification and types of equipment with Diagram's (Mops , dusters ,pushers, mechanical squeeze, vacuum cleaner ,shampooing machine) with their care and uses.	12	1
2	UNIT 2 LAY OUT & ORGANIZATIONAL STRUCTURE Layout of Housekeeping department – Organizational Structure of Housekeeping department (Small, Medium & Large hotel) – Intra & Inter departmental relationship with Front Office – Maintenance – Security – Purchase & Stores – HR Room service and many more – Supplementary accommodation.	12	2
3	UNIT 3 STAFFING IN HOUSEKEEPING DEPARTMENT Role of key personnel in Housekeeping department – Job Description & Job Specification of Housekeeping staff (Executive Housekeeper, Deputy Housekeeper, Floor supervisor, Public area supervisor, Night supervisor, Room attendant, House	12	3

	man, Head gardener) – Daily routines – reporting staff placement – room occupancy report – guest room inspection – entering checklist – Floor register, work orders and log sheet – All types register, VIP lists – Lost and Found – procedure and records.		
4	UNIT 4 PLANNING WORK OF HOUSEKEEPING DEPARTMENT Identifying Housekeeping department- Briefing & Debriefing – Control desk (importance, role, coordination) Role of Control Desk during emergency – Duty Rota & work schedule Files with format used in Housekeeping department – Use of Computers in House Keeping department – Key Handling Procedure – types of keys(grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys) – Computerized key cards, key control register – issuing – and return, changing of lock, key belts, and unusual occurrences.	12	3, 4
5	UNIT 5HOTEL GUEST ROOM & BED MAKING Types of room – definition Standard layout (single, double, twin, suit & many more) – Difference between Smoking & Non Smoking rooms – Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Standard supplies – Ordinary rooms – VIP rooms – VVIP rooms – guest’s special requests – Clerical work-lost and found register and enquiry file – housekeeping assistant report and housekeeper’s report – handover records – Housekeeping pantry – Setting up a housekeeping Trolley – Rules on the Guest Floor – Bed Making Process (Traditional and Modern) – Types of guest room service – Morning, Evening Service & Special Services.	12	5

Learning Resources

Text Books	1. Hotel House Keeping Operation & Management- G.Raghubalan
Ref. Books	1. Hotel housekeeping Training Manual – Sudhir Andrews 2. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST) 3. Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill). 4. Hotel House Keeping Operation & Management- G.Raghubalan

Bloom’s Level of Thinking		Continuous Learning Assessment (50% weightage)			Final Examination (50 % weightage)
		Cycle Test (10)	Model Exam (20)	Assignment (10)	
		Theory	Theory	Theory	
1	Remember	40%	25%	10%	25%
2	Understand	60%	25%	20%	25%
3	Apply		25%	40%	25%
4	Analyze		25%	30%	25%
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1935	Course Name	HUMAN RESOURCES MANAGEMENT FOR HOSPITALITY AND TOURISM	Course Category	Discipline Specific Elective (DSE)	L	T	P	C
						2	1	0	3
Pre-requisite			Nil		Co-requisite	Nil			

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the concept of Human Resources Management and its functions	1	H	M			M			M	H
CLO-2	Express the Human resources planning process and its affecting factors.	2	H	H	M	H	M	M	M	H	H
CLO-3	Apply the best recruitment and selection process for hospitality and tourism industry.	3	H	H	H	M	H	M	M	H	H
CLO-4	Plan the appropriate training and development program for hospitality and tourism sector	3	H	H	H	H	H	H	M	H	H
CLO-5	Evaluate the methods of performance appraisal in Hospitality & Tourism Industry.	5	H	M	M	M	M	M	M	H	H
Average Level of Course Correlation		5	H	H	H	H	H	M	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I INTRODUCTION TO HUMAN RESOURCE MANAGEMENT Meaning and Definition – Importance of HRM – Functions of HRM in service industries – Objectives of HRM – Evolution of HRM – Personnel Management Verses HRM.	09	1
2	UNIT – II HUMAN RESOURCE PLANNING Meaning and Objectives of HRP - Benefits of HRP – Factors affecting HRP – Process of HRP – Challenges in HRP – Job Analysis – Process of Job analysis – Job Description - Job Specification - Job Design - Job Enlargement - Job Enrichment (Promotion, Transfer, Separation, Demotion and Dismissal, Lay off, Retrenchment).	09	2
3	UNIT – III RECRUITMENT AND SELECTION IN HOSPITALITY AND TOURISM Concept of Recruitment and Selection – Meaning and Definition – Recruitment and Selection Policy – Systematic approach to Recruitment and Selection process – Sources of Recruitment (Internal, external) – Techniques of Recruitment (direct, indirect) – Selection procedure – Selection test – Placement and Induction.	09	3

4	UNIT – IV TRAINING AND DEVELOPMENT Meaning and Definition of Training – Concepts – Importance of Training and Development in Hospitality and Tourism industry – Types and Methods of Training (On the Job Training) – Distinction between Training and Development – Self-development – Organizational development – Evaluation of training effectiveness.	09	4
5	UNIT – V PERFORMANCE APPRAISAL Meaning – Importance – Methods of Performance Appraisal – Barriers of effective appraisal Methods – Job Evaluation – Methods of Job Evaluation in hospitality and tourism industry Compensation: Objectives – Components of Pay Structure in India – Wage Policy in India (Minimum, Fair and Living Wages) – Incentives – Meaning and Types in Hospitality and Tourism Industry.	09	5

Learning Resources

Text Books	1. Gary Dessler, Biju Varkkey Human Resource Management Pearson Publication. 2. Pramod Verma: Personnel Management in Indian Organizations
Ref. Books	1. Aswathappa K, Human Resource Management, Tata McGraw Hill, New Delhi, 2013 2. Rao, V. S. P. —Human Resource Managementl, Pearson, New Delhi, 2005. 3. Cascio, W. F., —Managing Human Resourcesl, Tata McGraw Hill, New Delhi,2010 4. Management Principles and Practices - L M Prasad

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	Theory
1	Remember	40%	10%	20%	20%
2	Understand	60%	20%	20%	20%
3	Apply		30%	20%	20%
4	Analyze		30%	20%	20%
5	Evaluate		10%	20%	20%
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1936	Course Name	HOSPITALITY AND TOURISM LAW	Course Category		Discipline Specific Elective (DSE)	L	T	P	C
							2	1		3
Pre-requisite			Nil		Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the business and commercial law	1	H		M				M	H	H
CLO-2	Express the minimum salary and payment act pertaining to hospitality and tourism industry.	2	H	M			M			M	H
CLO-3	Analyze the various workers welfare and compensation acts.	4	H	H		M	M	M	M	H	H
CLO-4	Develop the knowledge to obtaining the licenses and permits that are required to run the hospitality or tourism business.	3	H	H	H	H	M	H	M	H	H
CLO-5	Evaluate the best practices for hygiene and sanitation for hospitality and tourism industry	5	H	M	M		M	H	M	H	H
Average Level of Course Correlation		5	H	H	H	H	M	H	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I BUSINESS AND COMMERCIAL LAW Special contracts- Franchising – Sole Proprietorship – Partnership Act 1932 - Meaning and definition of partnership – Contract Deed between Partners - General duties of partner, Determination of rights and duties of partners by contract	09	1
2	UNIT – II MINIMUM SALARY AND PAYMENT OF SALARY ACT PERTAINING TO HOSPITALITY INDUSTRY Introduction to Minimum wages Act 1948 and Payment of wages Act 1936 Pertaining to Hospitality – Central and State Taxes - GST-- applicability to Hospitality and Tourism industry. - Service tax -applicability to Hospitality and Tourism industry. - Luxury tax -- applicability to Hospitality and Tourism industry. - Any other applicable taxes.	09	2
3	UNIT – III WELFARE AND SAFETY STATUTORY LAWS ESI Act Definitions. Authorities constituted under it. Concept of ESI Fund - Workmen's Compensation Act 1923 Introduction of the Act Definitions Employer's liability to pay compensation - Maternity Benefit Act 1961 Introduction and Applicability of Act Definitions, Role of Authority constituted under the Act – Labour Act – Child Labour Act – Rules and regulations for women's working environment	09	3

4	UNIT – IV LICENSES AND PERMITS REQUIRED Bar License - Restaurant and various types of outlets and Licenses required - Swimming pool License - Spa and Health Club License - Public Amusement License – Renewal Suspension and termination of licenses. Procedure for granting Star gradation in India, various approvals, permissions required to set up a hotel Other Licenses required Only License and their Requisites to be explained with reference to Related Law. The Foreigners Act 1946 (Regulations for Foreigners) – FERA (Foreign Exchange Regulation Act) & FEMA (Foreign Exchange Management Act).	09	4
5	UNIT – V HYGIENE & SANITATION Hygiene & Sanitation Regulations International hotel Regulations Tourism policies Laws relating to the grant of License – Travel Insurance.	09	5

Learning Resources

Text Books	1. Hotel & Tourism Laws - Dr. Jagmohan Negi - Frank Bros & Co., New Delhi
Ref. Books	1) The students should refer to the respective Acts. 2) Legal Aspect for Hospitality and Tourism Industry—By Atul Bansal 3) Hotel Law – By Amitabh Devendra

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	10%	20%	20%
2	Understand	60%	20%	20%	20%
3	Apply		30%	20%	20%
4	Analyze		30%	20%	20%
5	Evaluate		10%	20%	20%
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1937	Course Name	VALUE EDUCATION	Course Category		General (Internal)	L	T	P	C
							1		2	2
Pre-requisite			Nil	Co-requisite		Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Demonstrate an acknowledgement and acceptance of the realities of diversity (ethnicity, culture, spirituality/religion)	3	H	M	M		H		M	H	H
CLO-2	Express the Ethics and values to understand its implications in life.	2	H	M	M		H	M	H	H	H
CLO-3	Compile the concepts of – 'right' and 'good' in individual and social context	3	H		H	M	H	M	H	H	H
CLO-4	Organize and practice the social values and responsibilities	4	H		H		H		H	H	H
CLO-5	Evaluate the responsibilities and rights as professional and facing global challenges.	5	H	H	H	M	H	M	H	H	H
Average Level of Correlation		5	H	M	H	M	H	M	H	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I ETHICS (AXIOLOGY) To familiarize the students with the concepts of —right and —good in individual and social context. Help him/her determine what action or life is best to do or live - Right conduct and good life	9	1, 2
2	UNIT – II VALUE SYSTEMS Explications for how a highly, or at least relatively highly. Valuable action may be regarded as ethically "good". Action of low, or at least relatively low, value may be regarded as "bad". Value systems- Positive and negative value.	9	1, 2, 3
3	UNIT – III BEHAVIOURAL PSYCHOLOGY Perceptual, Cognitive and Emotional Development (friendships, peers, mora development). Emotions revealed and Emotions assessed - EQ Tests.	9	3
4	UNIT – IV HUMANISM Cross Cultural Learning - Inclusive humanism. The inclusive sensibility of all species, planet and lives - Animalism - theory of evolution. Religious Values (Reference to World Religion).	9	3, 4
5	UNIT – V ETHNICAL AND SOCIAL ISSUES Perspective Discussions - Movies related to ethnical and social issues will be aired. Videos related to value inculcation will be aired.	9	4, 5

Learning Resources

Text Books	1. Moral Element by Dr. Shanthichitra, Published by Department of English, FSH,SRM University, Chennai
Ref. Books	1. Collective Learning for Transformational Change by Valerie A. Brown, Judith Alembert. 2. Defining the Humanities by Robert Proctor. 3. The Moral Animal by Robert Wright.

Bloom's Level of Thinking		Continuous Learning Assessment <i>Pure Internal Paper</i> (100% weightage)							
		Cycle Test (20)	Assignment (15)	Case Study (30)		Presentation (20)		Viva voce (10)	Class Participation/ Discussion (05)
		Theory	Theory	Theory	Practical	Theory	Practical	Practical	Theory
1	Remember	40%	30%	10%	10%	10%	10%	10%	25%
2	Understand	60%	30%	10%	20%	10%	20%	20%	25%
3	Apply		40%		30%		30%	40%	25%
4	Analyze				10%		10%	30%	25%
5	Evaluate				10%		10%		
6	Create								
Total		100%		100%		100%		100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1941	Course Name	TRAVEL DOCUMENTATION & E-TOURISM	Course Category	Core Course Theory (CCT)	L	T	P	C
						2	1	2	4
Pre-requisite			BHT1931 – Travel and Tour Operations	Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the Passport acts and its obtaining process in India.	1	H	M	M			M		H	H
CLO-2	Express different types of visa & its availing its procedures	2	H	H	M			M		H	H
CLO-3	Demonstrate the importance and process of opting foreign exchange, travel insurance and health regulations required for international travel.	3	H	M	H	M	M	M		M	H
CLO-4	Express the concept of e- tourism and strategical use of IT in tourism industry.	2	H	M	M				M	M	H
CLO-5	Analyze the MIS in contemporary e-tourism business.	4	H	H	M	H	M	M		H	H
Average Level of Course Correlation		4	H	H	H	H	M	M	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I PASSPORT'S ACT & ITS IMPLICATIONS Overview of Travel Documents – meaning and necessity for modern tourism – Rules and regulations about eligibility, quantum and documentation required for Travel out of India – Passport, VISA, Forex, Insurance, Medical Certificate and others – Meaning and Definition of Passport – Types – Process – Documents require to obtain the Passport in India – The Passport Act and its implications (Changes, Penalties, Procedure, Fees).	15	1
2	UNIT – II VISA TYPES & PROCESS Meaning – Definition – Types of Visas – Required Documents for obtaining visa of major tourist destinations of world (including Health check documents) – Visa Fees and Process – Visa on Arrival facilities granted to foreigners by India – Refused or Pending Visas – Status updates – Destination Departure Records – Destinations Tourist visa for New Zealand and Australia; Tourist Visa for Europe Tourist Visa of USA & Canada.	15	2
3	UNIT – III FOREX & INSURANCE: Currency Exchange: meaning – need for tourism – Foreign Exchange Management Act and Rules in India – Basic Travel Quota, Foreign Exchange for Business Visits Travel Into India – Foreign Currency,	15	3

	Indian Currency Exchange Rates and process for Encashment of Foreign Currency – Travel Insurance – necessity – Medical and Health Certificates for abroad travel (Countries – Process and Formalities).		
4	UNIT – IV AN INTRODUCTION TO E-TOURISM Meaning – Concepts of e-com and e-buz – Historical growth and development- Electronic technologies for data processing – Communication (Hardware and Software) – Strategic, tactical, and operational use of IT in tourism - Starting an e-business - Typologies of e-tourism- Business models in the wired economy, B2B, B2C, OTA. - E-marketing of tourism products.	15	4
5	UNIT – V AN INTRODUCTION TO MIS Meaning and significance of MIS – Organizational Theory and systems approach to MIS (Conceptual Design phase of MIS, Detail design of MIS, Implementation phase) – Social networking: Meaning, Importance and its impacts on tourism business – Current debates in e-tourism – Future of e-tourism.	15	5

Learning Resources

Text Books	1. Bhatia A.K, Business of Travel Agency & Tour Operations Management Sterling Publications 2. Negi. J (2009), Travel Agency Operations: Concepts and Principles, Kanishka, New Delhi.
Ref. Books	1. Websites of UK, USA, Canada and Australia 2. Websites of Indian ministries and offices related to foreign exchange 3. E-Tourism: Information Technology for Strategic Tourism Management, Dimitrios Buhalis, Prentice I 2003.

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)				Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)		Model Test (20)	
		Theory	Theory	Practical	Theory	
1	Remember	40%	10%		25%	25%
2	Understand	60%	10%	10%	25%	25%
3	Apply		20%	30%	25%	25%
4	Analyze			20%	25%	25%
5	Evaluate					
6	Create					
	Total	100%	100%		100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1942	Course Name	HOSPITALITY & TOURISM ENTREPRENEURSHIP	Course Category	Discipline Specific Elective Course (DSE)	L	T	P	C
Pre-requisite			Nil	Co-requisite	Nil	2	1		3

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Express the concept and characteristics of entrepreneurship.	1	H	M	M		M	H	M	H	H
CLO-2	Define in detail about EDP and its importance.	1	H	H	M	M	H	H	M	H	H
CLO-3	Apply start up schemes and policies in hospitality and tourism industry.	3	H	H	M	H	M	H	H	H	H
CLO-4	Incorporate the business ideas, plans and its implementation.	4	H	H	H	H	H	H	H	H	H
CLO-5	Evaluate the sources of finance for the project.	5	H	H	H	M	H	H	M	H	H
Average Level of Course Correlation		5	H	H	H	H	H	H	H	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I ENTREPRENEURSHIP: Meaning and Definition of Entrepreneur, Entrepreneurship, Enterprise – Characteristics of Entrepreneurs – Functions and types of Entrepreneurships - difference between Entrepreneur; Entrepreneurship; Enterprise - Intrapreneur and Entrepreneur - Role of tourism entrepreneurship in economic development – Factors affecting entrepreneur growth (Socio, Cultural, Economic and others)	09	1
2	UNIT – II ENTREPRENEURIAL DEVELOPMENT PROGRAMMES: Entrepreneurship Development Program – needs – objectives – Merits of EDP – Institutional support to entrepreneurs. Identification – selection – classification – formulation – project Identification and selection – project formulation – planning commission's guidelines – policies both state and central – project appraisal	09	2
3	UNIT – III START UP SCHEMES AND POLICIES: Identification and Selection Start-up Schemes – Scope – Policies (both Central and State Government) – Role of MSME – Process – Project formulation – contents of a project report – Planning commission guidelines for formulating a proposals – specimen of a project report.	09	3
4	UNIT – IV BUSINESS PLAN: Meaning of project - concepts - categories - project life cycle phases - characteristics of a project – project manager - role and responsibilities of project manager.	09	4, 5

5	UNIT – V FUNDING AND IMPLEMENTATION: Source of finance for a project - Institutional finance support (Commercial and Industrial Banks) – need for institutional support (National, Regional, Local) - Project evaluation - objectives - types - methods – Implementation process.	09	5

Learning Resources

Text Books	1. Entrepreneurial Development: S.S.Khanka
Ref. Books	1. Simon Bridge Ken O'Neill Stan Cromie, Understanding Enterprise, Entrepreneurship and Small Business, Palgrave MacMillan India 2. Entrepreneurial Development: C.B.Gupta & N.P. Srinivasan 3. Project Management : S.Choudhury 4. Project Management : Denis Lock 5. Entrepreneurship: Alpana Trehan. 6. Entrepreneurial Development: Jayshree Suresh

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	10%	20%	20%
2	Understand	60%	20%	20%	20%
3	Apply		30%	20%	20%
4	Analyze		30%	20%	20%
5	Evaluate		10%	20%	20%
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT1943	Course Name	HOSPITALITY AND TOURISM ACCOUNTING	Course Category	Discipline Specific Elective Core (DSE)	L	T	P	C
						2	1	0	3
Pre-requisite			Nil	Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the basic concepts of accounting	1	H					M		H	H
CLO-2	Express the knowledge on preparation of Journal and different ledger accounts	2	H	M	M	M	M	M		M	H
CLO-3	Apply the knowledge on keeping the subsidiary books.	3	H	H		M		M		M	H
CLO-4	Develop the skills to prepare the Trial Balance and rectify the error associated with Trial Balance	3	H	H	M	M	M	M		H	H
CLO-5	Produce the final accounts of the company	3	H	H	H	M	M	M	M	H	H
Average Level of Course Correlation		3	H	H	H	M	M	M	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I INTRODUCTION TO ACCOUNTING Basic Terms used in Accounting, Types of Accounts, Golden rules of Accounting, Accounting Concepts and Conventions.	09	1
2	UNIT – II JOURNAL AND LEDGER Journal - meaning and significance - preparation of journal for various financial transactions - compound and opening entries. Ledger-meaning and utility - difference between ledger and journal - posting and balancing the ledger accounts.	09	2
3	UNIT – III SUBSIDIARY BOOKS Meaning and importance of subsidiary books - cash book - single column and double column cash book - purchase book and sales book - introduction to journal proper.	09	3
4	UNIT – IV TRIAL BALANCE Meaning and significance of trial balance - methods and rules of preparing trial balance- errors associated with trial balance – rectification of errors.	09	4
5	UNIT – V FINAL ACCOUNTS Meaning and utility of final accounts, Trading Account, Profit and loss Account, Balance sheet, preparation of final accounts, Introduction to adjustment entries.	09	5

Learning Resources

Text Books	1. Maheshwari, S.N., and Maheshwari, S. K. Financial Accounting. Vikas Publishing, House, New Delhi.
Ref. Books	1. Lal, Jawahar, and Srivastava, Seema. Financial Accounting Text & Problems, Himalaya Publishing House, New Delhi. 2. Tulsian, P.C. Financial Accounting, Tata McGraw Hill, New Delhi 3. Jain, S.P., and Narang, K.L. Financial Accounting. Kalyani Publishers, New Delhi. 4. Compendium of Statements and Standards of Accounting. The Institute of Chartered Accountants of India, New Delhi. 5. Elliott, Barry, and Elliott, Jamie. Financial Reporting and Analysis. Prentice Hall International.

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	20%	30%	30%
2	Understand	60%	30%	30%	30%
3	Apply		50%	40%	40%
4	Analyze				
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S01	Course Name	HOTEL FRONT OFFICE MANAGEMENT – II	Course Category	Discipline Specific Elective Course (DSE)	L	T	P	C
						3	1	0	4
Pre-requisite			Hotel Front office Management-I	Co-requisite					

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define hotel software and their uses during front office operations	1	H	H	H	M	M	M	M	M	H
CLO-2	Demonstrate the procedure of room reservation & functions	3	H	H	H	M	H	M		M	H
CLO-3	Apply the guest registration process and guest management skills	3	H	H	H	H	H	H	M	M	H
CLO-4	Demonstrate the check-out process and various types of guest handling procedures	3	H	H	H	M	H	M		M	H
CLO-5	Evaluate hotel key performance indicators and revenue generation index	5	H	H	H	H	H	H	M	H	H
Average Level of Correlation		1 to 5	H	H	H	H	H	H	M	M	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content			
S. No	Course Content	Hour	Alignment to CLO
1	UNIT 1 COMPUTER APPLICATION IN FRONT OFFICE OPERATION Role of information technology in the hospitality industry – Its importance in Front Office – Guest room keys generation – Hotel software –Fidelio- Opera- PMS- Amadeus- HMS- IDS- Night auditing -Functions - Audit procedures (None automated, semi-automated and fully automated)	12	1
2	UNIT 2 ARRIVALS & RESERVATIONS Check-in of new arrivals – Importance of reservation – Modes of reservation (Written, Verbal) – Channels and Sources (FITs, Travel Agents, Airlines, GITs) – Types of reservations (Tentative, Confirmed, Guaranteed etc.) – Systems (fully automatic), Cancellation, Amendments, Overbooking, Room Assignments – Formats used in reservation, Stages of guest contact with hotel, Advance room reservations, Reservation section – Functions of reservation, Importance of reservation for guest, Importance of reservation for the hotel.	12	2
3	UNIT 3 REGISTRATION PROCESS & GUEST CYCLE Introduction to the Registration – Section Steps of registration with or without reservation – PreRegistration activities – Registration -non automatic, semi,	12	3

	automatic – Processing VIP, VVIP, Foreigners & group registration Guest Registration procedures – Pre-registration – Registration formats – Registration process (automated) – Guest cycle – Pre Arrival – Arrival – Occupancy – Departure.		
4	UNIT 4 CHECK OUT PROCEDURES Guest accounts settlement – Cash and credit – Indian currency and foreign currency – Transfer of guest accounts – Guest credit monitoring – Express check –out, Check-In procedure (Fully automated) – Checklin procedure – Functions of the night auditor – Guests with confirmed reservation, Walk – In guests, VIP guests, foreign nationals-Groups/Crew (domestic and international) scanty baggage guest.	12	4
5	UNIT 5 KEY PERFORMANCE INDICATORS (KPI) FOR HOSPITALITY/HOTEL Occupancy, Average Room Rate (ARR) – Revenue per Available Room (Rev Par) – Cost per Occupied Room – Hotel Supply & Demand – Market Occupancy – Average Rate Index (ARI) – Revenue Generation Index (RGI) – Front office salesmanship – Qualities needed for Front office staff.	12	5

Learning Resources

Text Books	1. Front Office Operation – S K Bhatnagar
Ref. Books	1. Jatashankar R. Tewari. Hotel Front Office Operations and Management. Oxford 2009 2. Anutosh Bhakta. Professional Hotel Front Office Management. Tata McGraw Hill 2012 3. Ahmed Ismail. Front Office Operations and Management. Cengage Learning. 2008 4. Introduction to Hospitality Industry – A Text Book: Bagri SC & Dahiya Ashish, Aman Publications – New Delhi

Bloom's Level of Thinking		Continuous Learning Assessment (50% weightage)			Final Examination (50 % weightage)
		Cycle Test (10)	Model Exam (20)	Assignment (10)	
		Theory	Theory	Theory	
1	Remember	40%	25%	10%	25%
2	Understand	60%	25%	20%	25%
3	Apply		25%	40%	25%
4	Analyze		25%	30%	25%
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S02	Course Name	HOTEL FRONT OFFICE MANAGEMENT -PRACTICAL	Course Category	Skill Enhancement Course Practical (SEC)	L	T	P	C
Pre-requisite			BHT19S01 - Hotel Front Office Management - II	Co-requisite	BHT1923 – Hotel Front Office – I	0	0	4	2

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Apply the skills on telephone handling, guest reservation and welcoming process	3	H	H	H	M	H	H		M	H
CLO-2	Produce the various types of front office documents.	3	H	H	H	M	M	H	M	M	H
CLO-3	Apply different types of transactions and foreign currency exchange during the check-in and check-out	3	H	H	H	H	M	M		H	H
CLO-4	Compile and maintain the guest information system and records	4	H	H	H	M	M	H		M	H
CLO-5	Evaluate guest cycle process and check out procedure with left luggage documentations	5	H	H	H	H	H	H	M	H	H
Average Level of Correlation		5	H	H	H	H	H	H	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT 1 Phone handling- Taking down a room reservation-welcoming guest in Hotel–arrival activities-check in - escorting a guest-Responding to questions about service and events-Valet Service - (Procedure and Record maintaining)	12	1, 2, 4
2	UNIT 2 Bell Desk - Errand cards - Handing Guests Baggage - Valet Parking (Procedure and Record maintaining) - Processing a reservation-Receiving Guests & Guest registration Procedures (F.I.T, Groups. V.I.P, V.V.I.P)-guest key handling.	12	1, 2, 3
3	UNIT 3 Encashing - foreign currency- Travelers Cheque, Handling debit and Credit Cards-Safety locker (Procedure and record maintained)-Handling Guest Requests-room discrepancy process.	12	2, 3, 5,6
4	UNIT 4 Maintain and Use of the Guest Information Directory. Using the guest History System, Taking Message. Room shifting process.	12	2, 4, 5,6
5	UNIT 5 Check out procedure-Front office cashiering procedure-Handling Guest Requests-Knowledge of the City and surrounds-Handling left luggage. -ROLE PLAY-Taking Bookings and Role play-Receiving and registering the Guest-Baggage handling procedures, forms & format uses.	12	1, 3, 4, 5,6

Learning Resources

Text Books	<ol style="list-style-type: none"> 1. <i>A Professional Guide to Room Division Operations-</i> Manoj Kumar Yadav- International Publishing House Pvt. Ltd 2. <i>Hotel Room Division Management</i> by Hasan Hussain
Ref. Books	<ol style="list-style-type: none"> 1. Jatashankar R. Tewari. Hotel Front Office Operations and Management. Oxford 2009 2. Anutosh Bhakta. Professional Hotel Front Office Management. Tata McGraw Hill 2012 3. Ahmed Ismail. Front Office Operations and Management. Cengage Learning. 2008 4. Introduction to Hospitality Industry – A Text Book: Bagri SC & Dahiya Ashish, Aman Publications – New Delhi

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)				Final Examination (60% weightage)
		Journal or Log Book (10)	Lab Practical and Presentation (15)	Regularity and Grooming (10)	Viva-voce (5)	
		Practical	Practical	Practical	Practical	
1	Remember	30%	10%		10%	10%
2	Understand	40%	20%	30%	20%	10%
3	Apply	30%	60%	60%	30%	40%
4	Analyze				20%	10%
5	Evaluate			10%		
6	Create		10%		20%	30%
	Total	100%	100%	100%	100%	100

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S03	Course Name	INTERMEDIATE CULINARY ARTS	Course Category	Discipline Specific Elective Course (DSE)	L	T	P	C
						3	1		4
Pre-requisite			BHT1913 – Fundamentals of Food and Beverage Production	Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define réchauffé cooking and leftover	1	H	M	M	H	H	M		M	H
CLO-2	Express the global gastronomy and contemporary cooking	2	H	H	H	M	M	H	M	M	H
CLO-3	Develop the knowledge on Indian regional cuisine and cookery.	3	H	H	H	M	M	H	M	M	H
CLO-4	Design the menu planning and food plating	3	H	H	M	H	H	H		M	H
CLO-5	Evaluate the categories of food and breakfast	4	H	H	M	M	M	H			H
Average Level of Correlation		4	H	H	H	H	H	H	M	M	H

(Level of correlation: 3-High, 2-Medium, 1-Low can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT 1- RECHAUFFE' COOKING AND LEFTOVERS Principle—Importance in food industry—Implementation in practical field—Classification—Handling, cooling, storing, defrosting and heating of leftovers	12	1
2	UNIT 2- GLOBAL GASTRONOMY Season to taste—Global flavour— International Cuisine (Italy, Spain, Mexico, Chinese, Thai, Caribbean Island, Middle-east) -- International Contemporary Cooking	12	2
3	UNIT 3 –INDIAN COOKERY History of Indian Cuisine—Regional Indian Cuisine (Goa • Hyderabad • Kashmir • Punjab • Rajasthan • Bengal • Gujarat • South India •Sikkim)—Indian Spices and Masala—Indian Gravy—Traditional Indian cooking methods.	12	3
4	UNIT 4 – MENU PLANNING AND PRESENTATION Principles of Menu Planning—Factors affect menu planning-- Examples of menu and menu compilation for Industrial, Institutional. Mobile catering units—Garnishing of the food—Importance of garnish—Modern techniques.	12	4
5	UNIT 5- FAST FOOD, JUNK FOOD, CONVENIENCE FOOD AND BREAKFAST Fast food (Role, example) —Junk food (Role, popularity, examples) – Convenience food (Role, Type, Advantages)—Classification of Breakfast—Importance of breakfast.	12	5

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Learning Resources

Text Books	1. Modern cookery-I,II&III Thangam Philip Orient Longman
Ref. Books	1. Authentic Regional Cuisine of India: Food of the Grand Trunk Road--Anirudh Arora, Hardeep Singh Kohli 2. International Cooking—P.A.Heyman 3. The Indian Cuisine—Krishna Gopal Dubey 3. Art of Indian Cuisine—Rocky Mohan 4. Prasad: Cooking with Indian Masters--J. Inder Singh Kalra, Pradeep Das Gupta

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Model Exam (20)	Assignment (10)	
		Theory	Theory	Theory	
1	Remember	40%	25%	10%	25%
2	Understand	60%	25%	20%	25%
3	Apply		25%	40%	25%
4	Analyze		25%	30%	25%
5	Evaluate				
6	Create				
	Total				
		100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S04	Course Name	INTERMEDIATE CULINARY ARTS (Practical)	Course Category	Skill Enhancement Course Practical (SEC)	L	T	P	C
Pre-requisite	BHT19S03 - Intermediate Culinary Arts			Co-requisite	Nil			4	2

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Express the basic skill in preparing various egg-based dishes.	2	H	H	M	H	M	H	M	M	H
CLO-2	Demonstrate the preparation process of different snacks and breakfast dishes.	3	H	H	M	M	M	H		M	H
CLO-3	Produce the international sandwich.	3	H	H		M		H		M	H
CLO-4	Develop professional skills in the preparation of international and Indian foods.	4	H	H	H	H	H	H	H	H	H
CLO-5	Create the menu and prepare the different courses of meal	6	H	H	H	H	H	H		H	H
Average Level of Correlation		6	H	H	H	H	H	H	H	H	H

(Level of correlation: 3-High, 2-Medium, 1-Low can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	Experiment-1 Sandwich- •Club sandwich•Burger•English sandwich•submarine•Doner sandwich	06	1, 2,3
2	Experiment-2 Egg cookery Boiled (Soft & Hard) • Fried (Sunny side up, Single fried, Bull's Eye, Double fried) • Poaches • Scrambled • Omelette (Plain, Stuffed, Spanish) • En cocotte (eggs Benedict)	12	1, 2,3

3	Experiment-3 Breakfast and snacks- <ul style="list-style-type: none"> Berry and Yogurt Smoothie Chocolate Quinoa Breakfast Bowl Quiche Idli Dosa Samosa Pao Bhaji Khandvi 	12	2,3,6
4	Experiment-4 Indian Regional Cuisine (Three /Four courses menu) Goa • Hyderabad • Kashmir • Punjab • Rajasthan • Bengal • Gujarat • South India •North Eastern State	10	3, 4, 5, 6
5	Experiment-5 International Cuisine (Three /Four courses menu) <ul style="list-style-type: none"> Italian • Spanish • Mexican • Chinese • Thai • Caribbean 	20	3, 4, 5, 6

Learning Resources

Text Books	
Ref. Books	

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)				Final Examination (60% weightage)
		Journal or Log Book (10)	Lab Practical and Presentation (15)	Regularity and Grooming (10)	Viva-voce (5)	
		Practical	Practical	Practical	Practical	
1	Remember	30%	10%		10%	10%
2	Understand	40%	20%	30%	20%	10%
3	Apply	30%	60%	60%	30%	40%
4	Analyze				20%	10%
5	Evaluate			10%		
6	Create		10%		20%	30%
	Total	100%	100%	100%	100%	100

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S05	Course Name	TERRA ADVENTURE TOURISM	Course Category	Discipline Specific Elective Course (DSE)	L	T	P	C
						3	1		4
Pre-requisite			Nil	Co-requisite	BHT1931 – Travel and Tour Operations				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define adventure tourism and the various forms of terra adventure activities	1	H	M				M	M		H
CLO-2	Express the growth and historical development of adventure tourism	2	H		M					M	H
CLO-3	Demonstrate the Basic Minimum Standard in guide/instructor and adventure gears of terra adventure tourism.	3	H	M	M	M	M	H	M	H	H
CLO-4	Develop the leadership & team management with professional ethics in standard operating procedure for terra adventure tourism.	4	H	H	H	M	H	H	M	H	H
CLO-5	Evaluate the various impacts of adventure tourism and the safety measures with rescue management,	5	H	H	H	H	H	H	M	H	H
Average Level of Course Correlation		5	H	H	H	M	H	H	M	H	H

(Level of correlation: 3-High, 2-Medium, 1-Low can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I INTRODUCTION: Meaning – Definition – Significance – Scope and Nature of Adventure and Sports – Scope and Importance of Adventure Tourism – Historical Growth and development of Adventure sports tourism – Basic Concepts of Adventure / Sport Tourism Industry – Categories of Sport Tourism – Adventure Tourism Product Infrastructure.	12	1, 2
2	UNIT – II TYPES OF TERRA ADVENTURE TOURISM: Types of Adventure Tourism – Terra, Aqua and Arial – Terra / Land based Adventure Tourism - Land based: Hiking / Nature Walks – Trekking (Soft and Hard) – Mountaineering (Basic and Advanced High Attitude) – Rock climbing (Natural and Artificial Wall Climbing & Abseiling) – Wildlife Safaris (Camel / Desert Safaris, Elephant Safaris, Tiger Safaris, Horse Safaris, Jeep Safaris) – Ropes Courses – Bungee Jumping – Zip Wires – All Terrain Vehicle (ATV) Tours (Cycling, Motorcycling, Mountain-Biking, Personal Light Electric Vehicle) – Skiing / Snowboarding / Surfing.	12	2

3	UNIT – III BASIC MINIMUM STANDARDS FOR TERRA ADVENTURE TOURISM: Introduction of each activity – different levels (Basic and Advance) – Role of Guides / Instructor – Basic Training (Organizers – Participants) – importance and need – Required Equipment (Personal Gears, Activity equipment) – Inspection and Maintenance Procedures of equipment – Risk Mitigation.	12	3
4	UNIT – IV STANDARD OPERATING PROCEDURES FOR TERRA ADVENTURE TOURISM: Significance of SOP's – Operating Instruction – Special arrangement for Adventurer / Participants (Children, Women, Physically Challenged Visitors) – Documentation – Safety Measures – Medical Concerns – Emergency and Rescues (Human, Equipment).	12	4
5	UNIT – V IMPACTS OF ADVENTURE TOURISM Socio-cultural, Economical and business aspect of Adventure sports tourism – Positive and Negative Impacts of Social, Cultural, economic and environmental – Issues from the perspective different stakeholders (government, local people, tourists and tourism businesses).	12	5

Learning Resources

Text Books	1. Negi J. <i>Adventure Tourism and Sports</i> , Kanishka Publications New Delhi
Ref. Books	1. Satyender Singh Malik, <i>Potential Adventure Tourism in India</i> Agam Kala Publications 2. Walsh T, <i>Adventure Tourism</i> , Discovery Publishing House Pvt. Ltd. (1993) 3. Ralf Buckley, <i>Adventure Tourism</i> , CABI; First edition (October 24, 2006) 4. John Swarbrooke, Colin Beard, <i>Adventure Tourism: the new frontier</i> , Butterworth-Heinemann; 1 ed. (May 2003) 5. Ralf Buckley, <i>Adventure Tourism Management</i> , A Butterworth-Heinemann Title; 1 edition (30 Oct 2009)

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	10%	25%	25%
2	Understand	60%	20%	25%	25%
3	Apply		40%	25%	25%
4	Analyze		30%	25%	25%
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S06	Course Name	TERRA ADVENTURE CAMPING ACTIVITIES	Course Category	Skill Enhancement Course Practical (SEC)	L	T	P	C
Pre-requisite	BHT19S05 – Terra Adventure Tourism			Co-requisite				4	2

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the adventure equipment.	1	H	M		M				M	H
CLO-2	Demonstrate the handling procedure of personal and activity terra adventure gears and its uses.	2	H	H	M	M	M	H	M	H	H
CLO-3	Implement the BMS & SOP's through the outdoor terra camping activities	3	H	M	M	M	H	H	M	H	H
CLO-4	Evaluate the best safety and security procedures in risk and rescue management.	5	H	H	H	H	H	H	H	H	H
Average Level of Correlation		5	H	H	M	M	H	H	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	Knowledge of Technical Equipment (knowing the name and uses)	05	1
2	Handling the adventure gears (equipment – carabiner, ascender, descender, rock piton, harness, etc)	10	1, 2
3	Field Exposure with Technical Procedures – Tent Pitching, Knot making, First aid and Rescue procedures	15	2, 3
4	Practicing the different types of Terra Adventure Activities (Minimum 5 types of Activities / one or two days of each activity like Hiking, Soft / Hard Trekking, Rock Climbing, Cycling, Safaris, Zip wires)	30	3, 4

Learning Resources

Text Books	
Ref. Books	

Bloom's Level of Thinking	Continuous Learning Assessment (40% weightage)	Final Examination (60 % weightage)
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		Journal or Log book Entry (10)	Regularity & Grooming (10)	Lab Practical & Presentation (15)	Viva – Voce (05)	
		Practical	Practical	Practical	Practical	Practical
1	Remember	20%		20%		15%
2	Understand	40%		30%	30%	15%
3	Apply	30%	60%	30%	40%	25%
4	Analyze		40%	10%	30%	25%
5	Evaluate	10%				10%
6	Create			10%		10%
	Total	100%	100%	100%		100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19SO7	Course Name	GLOBAL TOURISM GEOGRAPHY	Course Category		Discipline Specific Elective Course (DSE)	L	T	P	C
Pre-requisite	Nil			Co-requisite	Nil			3	1	4

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the global geography and its importance in context to tourism.	1	H				M		M	M	H
CLO-2	Express the fundamental knowledge of global tourism geography.	2	H	M			M	M		M	H
CLO-3	Develop the skill of identifying the global tourist destination.	3	H	H	H	M	H	H	M	H	H
CLO-4	Analyse the travel formalities of global destinations. (America, Europe, Africa, Asia, etc)	4	H	H	H	H	H	H	H	H	H
Average Level of Correlation		4	H	H	H	H	H	H	H	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I INTRODUCTION Meaning – Definition – Scope and future prospects of Tourism Geography – Importance of Geography of Tourism – Key Concepts of Tourism Geography – Various Approaches of Studying Tourism Geography – World Geography: Physiography, Drainage, Climate & Vegetation.	12	1
2	UNIT – II FUNDAMENTALS OF GEOGRAPHY Meaning of Latitude, Longitude – International Date Line, Standard Time – Indian Standard Time (IST) – Time Zones and Calculation of Time - Time differences and GMT variations and summer time (day light saving time) - Concept of Elapsed Time & Flying Time, GIS & Remote Sensing, Tourism Transport Systems – Physiography of Continents – Tourism Linkages – Types and Importance – Natural and Climatic Regions of the world.	12	2
3	UNIT – III GLOBAL DESTINATION – AMERICA AND EUROPE Major Tourist Destinations – Key Features – Countries and Capitals – Travel Formalities for North America Destinations: Canada, the United States, Mexico, Central America: Bermuda-the Caribbean, South America: Brazil - Uruguay Venezuela- Argentina, Chile- Peru. Europe: Main countries & capitals – Key Features – Special Interests (Climate, Season, and Landscape) – Activities – Travel Formalities (Schengen Countries and visa), United Kingdom – France – Italy – Spain – Switzerland – Netherlands – Germany – Monaco.	12	3, 4

4	UNIT – IV GLOBAL DESTINATION – AFRICA AND AUSTRALIA Major Tourist Destinations – Main countries and its Capitals – Special Interests – Activities – Travel Formalities for the Regions: Western Africa – Eastern Africa – South Central Africa – South Africa, Egypt, Mauritius, Seychelles, Morocco, Kenya, Botswana, Rwanda. Australia- Location and situation, Physiography of Australia – Important Tourist Destinations of Australia and New Zealand.	12	3, 4
5	UNIT – V GLOBAL DESTINATION - ASIA Location and situation, Physiography of Asia, Main countries & capitals, Main tourist attracting destinations of Malaysia, Singapore, Cambodia, Indonesia, Vietnam, Nepal, Sri Lanka UAE (Mecca and Medina) and India.	12	3, 4

Learning Resources

Text Books	<ol style="list-style-type: none"> 1. Negi J, Travel Agency and Tour Operation Business, Himalaya Publishers, New Delhi 2014. 2. Chand, M. (2009), Travel Agency Management: An Introductory Text. Anmol Publications Pvt. Ltd., New Delhi.
Ref. Books	<ol style="list-style-type: none"> 1. Swain, S.K. & Mishra, J.M.(2012). Tourism: Principles & Practices. Oxford University Press, New Delhi. 2. Holloway, J.C. (2012), The Business of Tourism, Prentice Hall, London, 3. Roday. S, Biwal. A & Joshi. V. (2009), Tourism Operations and Management, Oxford University Press, New Delhi. 4. Goeldner, R & Ritchie. B (2010), Tourism, Principles, Practices and Philosophies, John Wiley & Sons, London. 5. Walker, J.R. & Walker, J.J.(2011). Tourism Concepts and Practices, Pearson, New Delhi

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	10%	25%	25%
2	Understand	60%	20%	25%	25%
3	Apply		40%	25%	25%
4	Analyze		30%	25%	25%
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S08	Course Name	TOURISM DESTINATION STUDY	Course Category	Project	L	T	P	C
Pre-requisite		Nil		Co-requisite	Nil				2

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the Tourist Destinations and its features	1	H		M		M	M		M	H
CLO-2	Demonstrate the Knowledge about the map reading including the signs and symbols	3	H	M	H			M	M		H
CLO-3	Explore the tourism attraction and resources available at a tourist destination of repute.	3	H	H	H	M	H	H	M	H	H
CLO-4	Apply the experienced learning skills to distinguish various destinations	4	H	H	H	H	H	H	M	H	H
CLO-5	Practice empathy and respect for diversity and multicultural perspective.	4	H	H	H	H	H	H	H	H	H
Average Level of Correlation		1 to 5	H	H	H	H	H	H	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	Basic Map reading technique to be taught – the symbols and signs, latitude and longitude, importance and significance for tourism i.e. air travel as well as adventure tourism.	60	2
2	Location, Place identification through Map and other equipment		1, 2
3	Study Tour shall be offered to the students as a compulsory component. The objective of the study tour is to give exposure to the students about attraction and resources available at a tourist destination of repute.		3, 4
4	Students shall have to submit the report within 20 days of completion of the tour / Field Visit and the viva-voce for the same shall be conducted during the second semester examinations.		4, 5

Learning Resources

Text Books	
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Ref. Books	
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Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)				Final Examination (60% weightage)
		Journal or Log Book (10)	Lab Practical and Presentation (15)	Regularity and Grooming (10)	Viva- voce (5)	
		Practical	Practical	Practical	Practical	
1	Remember	<i>30%</i>	<i>10%</i>		<i>10%</i>	<i>10%</i>
2	Understand	<i>40%</i>	<i>20%</i>	<i>30%</i>	<i>20%</i>	<i>10%</i>
3	Apply	<i>30%</i>	<i>60%</i>	<i>60%</i>	<i>30%</i>	<i>40%</i>
4	Analyze				<i>20%</i>	<i>10%</i>
5	Evaluate			<i>10%</i>		
6	Create		<i>10%</i>		<i>20%</i>	<i>30%</i>
	Total	<i>100%</i>	<i>100%</i>	<i>100%</i>	<i>100%</i>	<i>100</i>

Course Designers		
Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S09	Course Name	HOTEL ACCOMMODATION OPERATIONS – II	Course Category	Discipline Specific Elective Course (DSE)	L	T	P	C
Pre-requisite			BHT1934 - Hotel Accommodation Operations-I	Co-requisite		3	1	0	4

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the different fabric & laundry equipment and operation	1	H	H	M	M		M	M	M	H
CLO-2	Demonstrate the linen room management procedures	2	H	M				H	M	M	H
CLO-3	Apply interior design skill with environmental practices	3	H	H	M	M	H	M	H	H	H
CLO-4	Develop the skill of maintenance on different types of floors and flooring	4	H	H	M	M	M	H	M	M	H
CLO-5	Evaluate the different form of flower arrangement and its uses	5	H	H	M	M	M	H	M	H	H
Average Level of Course Correlation		5	H	H	M	M	M	H	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT 1 LAUNDRY, FIBERS AND FABRICS Flow process of Industrial Laundering – OPL, Stages in the Wash Cycle, Laundry Equipment and Machines – Layout of the Laundry – Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal-Hotel linen – Classification of linen: bed linen, bath linen, table linen – their sizes – Definition of Fiber – Classification of Fiber: Fibers, Filaments, Yarns & Ply – Construction of fabrics – woven, knitted, bonded – Fabrics: Selection points, Types of fabrics, Finish given to fabrics – Types of weaves – plain, twill, satin, sateen, velvet, velveteen, figured- damask.	12	1
2	UNIT 2 LINEN ROOM MANAGEMENT Location and layout – equipment – Activities of the linen room – Purchase of linen – linen hire – quality and quantity – storage and inspection – Issuing of linen to floors and departments-procedure and records – dispatch to and delivery from laundry room-procedure and records – Stock taking – procedure and records – condemned linen – procedure and records marking and monogramming – Duties and responsibilities on linen room staff – linen keeper linen room attendant – routine duties and records maintained.	12	2
3	UNIT 3 INTERIOR DESIGN & ENVIRONMENTAL PRACTICES IN HOUSEKEEPING	12	3

	Importance of Interior design – Factors affecting interior design – Basic elements of art – Principles of design – Color and color schemes – shades – tints – Eco friendly cleaning supplies – Waste reductions Programme – Recycling of materials.		
4	UNIT 4 FLOORING AND FLOOR FINISHES Types of floor and flooring (All Types) – Choosing floorings, Sub floors General care, cleaning of flooring – Classification of floor finishes – Carpets: Selection points, Classification of carpets – Size of carpet, Choice of carpet laying – Protection of carpets cleaning of carpets – Advantages and disadvantages of carpet.	12	4
5	UNIT 5 FLOWER ARRANGEMENT Flower arrangement in Hotels, Equipment and material required for flower arrangement, Conditioning of plant material – Principles of design as applied to flower arrangement, Indoor plants – Selection and care – Purpose of flower arrangement – placement and level of placement – Styles of flower arrangement – western, Japanese, Freestyle and abstract – Occasions for special decorations – materials used and cost incurred – theme decorations – Suspended, floor, wall, and centerpieces.	12	5

Learning Resources

Text Books	1. Hotel House Keeping Operation & Management- G.Raghubalan
Ref. Books	1. Hotel, Hostel, Hospital Housekeeping – Joan Brown – ELTS Publishers (Book Power) 2. Hotel Housekeeping Training Manual- Sudhir Andrews – TATA Mc GRAW HILL Ltd, New Delhi 3. The professional Housekeeper Medelin Schneider and Georgenta 4. A student hand book of housekeeping – A. M Kaye 5. Catering housekeeping and front office – Jones 6. Accommodation Operation Management – s.kaushal – S .N.gowtham- Frank & co, New Delhi

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Model Exam (20)	Assignment (10)	
		Theory	Theory	Theory	Theory
1	Remember	40%	20%	10%	20%
2	Understand	60%	20%	20%	20%
3	Apply		20%	40%	20%
4	Analyze		20%	30%	20%
5	Evaluate		20%		20%
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S10	Course Name	Hotel Accommodation Operations- Practical	Course Category	Skill Enhancement Course Practical (SEC)	L	T	P	C
						0	0	4	2
Pre-requisite			BHT19S09 - Hotel Accommodation Operations- II	Co-requisite	BHT1934 – Hotel Accommodation Operations – I				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the equipment and cleaning agents	1	H	M	M			M	M	M	H
CLO-2	Demonstrate the Bed making process and guest service	2	H	H	H	M	M	H	M	H	H
CLO-3	Produce and maintain the different documents for room Inspection and Inventory	3	H	M	H	M	H	H	M	M	H
CLO-4	Develop the special guest services and staff uniform process	4	H	H	H	M	H	H	M	H	H
CLO-5	Produce new designs of flower making and towel folding art	6	H	H	H	H	H	H	H	H	H
Average Level of Course Correlation		6	H	H	H	M	H	H	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT 1 Identification, use and care of cleaning equipment's-Identification of cleaning agents-Identification of hotel linen.	12	1, 2, 4
2	UNIT 2 Bed Making (Traditional /Modern)-Guest room inspection-Cleaning of guest rooms- Departure, Occupied and Vacant-Equipping housekeeping Carte / Trolley. Bed Making – Day / Evening-Daily Cleaning of Guest rooms – Departure, occupied and vacant-Weekly / Spring Cleaning.	12	1, 2, 3
3	UNIT 3 Inspection records – Checklist-Mending, Sewing Machine-Linen Inventory – Stock Taking (Rooms)- Desk control handling.	12	2, 3, 5,6
4	UNIT 4 Special Services - baby-sitting, second service, freshen up service, valet service-identification of different linens. Uniform and linen exchange procedure-Flow process of a laundry. Color and fabric –Identification.	12	2, 4, 5,6
5	UNIT 5 Cleaning frequencies – Daily, Weekly and Periodic cleaning-Metal – Brass, Stainless steel, chrome, ceramic, earthen ware, porcelain, glass, plastic, laminates, wooden furniture, upholstered surface, floor surfaces-Towel folding (Arts)- Flower arrangement. ROLEPLAY Guest room cleaning to bed making and guest request - baggage handling procedures, forms & format uses.	12	1, 3, 4, 5,6

Learning Resources	
Text Books	<ol style="list-style-type: none"> 1. Hotel House Keeping Operation & Management- G.Raghubalan 2. Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill)
Ref. Books	<ol style="list-style-type: none"> 1. Jatashankar R. Tewari. Hotel Front Office Operations and Management. Oxford 2009 2. Anutosh Bhakta. Professional Hotel Front Office Management. Tata McGraw Hill 2012 3. Ahmed Ismail. Front Office Operations and Management. Cengage Learning. 2008 4. Introduction to Hospitality Industry – A Text Book: Bagri SC & Dahiya Ashish, Aman Publications – New Delhi

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)				Final Examination (60% weightage)
		Journal or Log Book (10)	Lab Practical and Presentation (15)	Regularity and Grooming (10)	Viva-voce (5)	
		Practical	Practical	Practical	Practical	
1	Remember	30%	10%		10%	10%
2	Understand	40%	20%	30%	20%	10%
3	Apply	30%	60%	60%	30%	40%
4	Analyze				20%	10%
5	Evaluate			10%		
6	Create		10%		20%	30%
	Total	100%	100%	100%	100%	100

Course Designers		
Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S11	Course Name	FOOD & BEVERAGE SERVICE- II	Course Category	Discipline Specific Elective Course (DSE)	L	T	P	C
						3	1		4
Pre-requisite			BHT1933 – Food & Beverage Service – I	Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Demonstrate in room dining service.	1	H	H	H	M	H	H	M	H	H
CLO-2	Plan the banquets for different types of events and its uniqueness of services.	2	H	H	H	H	H	H	M	H	H
CLO-3	Express the types and composition of grapes, classification of wines & Beers and it's service procedures.	3	H	H	M	H	M	H	H	H	H
CLO-4	Apply the knowledge of preparing of cocktail and mocktails.	4	H	H	H	H	H	H	H	H	H
CLO-5	Evaluate the best practices of F&B Control.	5	H	H	H	H	H	H	H	H	H
Average Level of Course Correlation		5	H	H	H	H	H	H	H	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I ROOM SERVICE/ IN ROOM DINING SERVICE: Introduction, general principles – Cycle of Service, scheduling and staffing – Forms and Formats – Order Taking, Suggestive Selling, breakfast cards – Time management- lead time from order taking to clearance – tea – coffee – type and service (set-up-service-re fill)	12	1
2	UNIT – II BANQUET FUNCTION CATERING: Introduction – Banquets – Types of function – Function Staff – Staff requirement calculations – Function Menus and wine list – Service methods – Function equipment – Table plans and set-up – Function Booking and Organization – Organizing the function – Service procedure for formal and informal function.	12	2
3	UNIT – III WINES: Definition of a Wine-Composition of a Grape-History of Wine Making – Types of Grapes – Classification of Wines with examples – Table/Still/Natural, Sparking, Fortified, Aromatized – Other wine producing countries – WINES OF FRANCE – Classification of French wines – Wine producing regions of France Bordeaux, Burgundy, Alsace, Champagne, Rhone valley, Loire Valley – WINES OF GERMANY – Classification of German wines – Wine regions of Germany – WINES OF ITALY – Italian wine	12	3

	classification – Wine producing regions of Italy – WINES OF INDIA – producing regions – wine service procedure.		
4	UNIT – IV BEERS & COCKTAIL, MOCKTAILS: Introduction – Ingredients used Production – Types and Brands, Indian and international Service of bottled, canned and draught beers. Cocktail – Meaning – Methods of mixing cocktails – points to be observed while making cocktails – Other Fermented and Brewed Beverages (Sake-Cider-Perry- Alcohol free wines).	12	4
5	UNIT – V F & B CONTROL F&B CONTROL Purchasing of F&B – Specifications – Selection of a Supplier, Rating – EOQ Analysis – Receiving of F&B – Quantity, Quality & Inspection – Storing and Issuing of F&B – Transfer Notes – Breakages and Damaged Goods – Stocktaking of F&B – Stock Turnover – Stock Levels – ABC Analysis – F&B Production Methods – F&B Service Methods – Classification of F&B Service – F&B Control.	12	5

Learning Resources

Text Books	1. Food & Beverage Service – Denis Lillicrap. 2. Food & Beverage Service – Vijay Dhawan.
Ref. Books	1. Food & Beverage Service- Lillicrap & Cousins. 2. Modern Restaurant Service- John Fuller. 3. Beverage Book- Andrew, Dunkin & Cousins. 4. Bar & Beverage Book- Mary Porter & Kostagris. 5. Alcoholic Beverages- Lipinski & Lipinski. 6. Food & Beverage Service- Rao J Suha. 7. Food & Beverage Service Training Manual – Sudhir Andrews (Tata Mc.Graw Hill Publications).

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	10%	20%	20%
2	Understand	60%	20%	20%	20%
3	Apply		30%	20%	20%
4	Analyze		30%	20%	20%
5	Evaluate		10%	20%	20%
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S12	Course Name	FOOD & BEVERAGE SERVICE- II (Practical)	Course Category	Skill Enhancement Course Practical (SEC)	L	T	P	C
Pre-requisite	BHT19S11 - Food & Beverage Service- II			Co-requisite	BHT1933 – Food & Beverage Service – I			4	2

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Identify the equipment used in different F&B Service outlets.	1	H	H	H	M	H	H	M	H	H
CLO-2	Express the rules for laying table and different table services.	2	H	H	H	H	H	H	H	H	H
CLO-3	Apply the skill of table layout and service	3	H	H	H	H	H	H	H	H	H
CLO-4	Develop the skill of F & B Service personnel i.e captain, steward, bar tender.	3	H	H	H	H	H	H	H	H	H
CLO-5	Plan to prepare and serve the alcoholic and non-alcoholic beverages.	6	H	H	H	H	H	H	H	H	H
Average Level of Correlation		6	H	H	H	H	H	H	H	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	Unit 1- Identification of Equipment-Laying & Relaying of Table cloth-Rules for laying a table-Carrying a Salver / Tray. Restaurant Etiquettes-Restaurant Hygiene practices-Mise-En-Place & Mise-En-Scene.	12	1
2	Unit 2- Service of Water-Handling the Service Gear-Carrying Plates, Glasses & other equipment's. Clearing an Ashtray-Situations like spillage-Setting of Table d'hote & A La Carte covers.	12	2
3	Unit 3- Breakfast Table Lay – out & Service (Indian, American, English,-Continental)-Crumbing, Clearing, Presenting the bill.	12	3
4	Unit 4- Taking an Order –Food & Making a KOT-BOT-Napkin Folds. Points to be remembered while setting a cover and during service Silver Service (Hors D'oeuvre– (Classical Hors D'oeuvres varies to Coffee).	11	4
5	Unit 5- Service of Hot & Cold Non-Alcoholic Beverages-Indian Cuisine-Accompaniments & Service-Service of Beer and wine (Bottled, Canned and Draft). Exercises for planning different menus-Room Service- Tray and trolley lay-up, breakfast hanger & service procedure-Mini bar- format and operational procedures.	13	5

Learning Resources

Text Books	1. Food & Beverage Service – Denis Lillicrap 2. Food & Beverage Service – Vijay Dhawan
Ref. Books	

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)				Final Examination (60% weightage)
		Journal or Log Book (10)	Lab Practical and Presentation (15)	Regularity and Grooming (10)	Viva-voce (5)	
		Practical	Practical	Practical	Practical	Practical
1	Remember	30%	10%		10%	10%
2	Understand	40%	20%	30%	20%	10%
3	Apply	30%	60%	60%	30%	40%
4	Analyze				20%	10%
5	Evaluate			10%		
6	Create		10%		20%	30%
	Total	100%	100%	100%	100%	100

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S13	Course Name	LARDER, ADVANCED BAKERY AND CONFECTIONARY	Course Category		Discipline Specific Elective Course (DSE)	L	T	P	C
							3	1		4
Pre-requisite			BHT1924 – Basic Bakery and Confectionary	Co-requisite	Nil					

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the layout, hierarchy of a cold kitchen.	1	H	H	M		M	M		M	H
CLO-2	Express the knowledge on various cold cuts.	2	H	H	M	M		M	M	M	H
CLO-3	Implement the uses of green-meat / cure-meat in classic preparation	3	H	H		H	H	H	M	H	H
CLO-4	Analyze the international and quick bread in the culinary world.	4	H	H		H	H	H	M	H	H
CLO-5	Develop the knowledge on classic frozen desert.	4	H	H	M	M		H		H	H
Average Level of Correlation		4	H	H	M	H	H	H	M	H	H

(Level of correlation: 3-High, 2-Medium, 1-Low can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT 1- LARDER Role in food production—Layout—Hierarchy--Equipment	12	1
2	UNIT 2- COLD CUTS Forcemeat—Sausage (Define, Composition, Classification, Examples)—Brine—Marinade—Galentine—Pate'—Mousse'—Terrine—Quenlles—Roulade	12	2
3	UNIT 3 –CHAUD-FROID, ASPIC AND GREEN MEAT Chaud-froid (Define, Uses) – Aspic—Ham—Bacon –Gammon (Type and uses)	12	3
4	UNIT 4 –INTERNATIONAL BREAD AND QUICK BREAD International and Quick Bread (Etymology—History—Origin—Effect in food habit)	12	4
5	UNIT 5- FROZEN DESSERT Frozen Dessert (Definition –History—Type)	12	5

Learning Resources

Text Books	1. The Working Garde Manger—Al Meyer
	2. Advanced Bread and Pastry--Michel Suas

	3. Frozen Desserts: The Definitive Guide to Making Ice Creams, Ices, Sorbets, Gelati, and Other Frozen Delights--Caroline Liddell, Robin Weir
Ref. Books	1. The Larder Chef—(Fourth edition) M J Leto, W K H Bode 2. Professional Garde Manger: A Comprehensive Guide to Cold Food-- Lou Sackett, Jaclyn Pestka, Wayne Gisslen 3. Garde Manger: The Art and Craft of the Cold Kitchen-- The Culinary Institute of America (CIA) 4. Garde Manger: Cold Kitchen Fundamentals--The American Culinary Federation, Edward F. Leonard, Brenda R. Carlos 5. Theory Of Bakery And Confectionary--Yogambal Ashokkumar 6. Frozen Desserts--The Culinary Institute of America (CIA), Francisco J. Migoya 7. Larousse Gastronomique: The World's Greatest Culinary Encyclopedia

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	10%	25%	25%
2	Understand	60%	20%	25%	25%
3	Apply		40%	25%	25%
4	Analyze		30%	25%	25%
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers		
Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S14	Course Name	LARDER, ADVANCED BAKERY AND CONFECTIONARY	Course Category	<i>Skill Enhancement Course Practical (SEC)</i>	L	T	P	C
								4	2
Pre-requisite			BHT19S13 – Larder, Advanced Bakery and Confectionary	Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Demonstrate the various types of cold cuts.	3	H	H	M	H		H		H	H
CLO-2	Develop the skill of preparing international breads	3	H	H			M	H		H	H
CLO-3	Produce the advance level dishes of frozen dessert.	6	H	H	H	H	H	H	M	H	H
CLO-4	Create the new designs and techniques on carving.	6	H	H	H	H	H	H	M	H	H
Average Level of Correlation		6	H	H	H	H	H	H	M	H	H

(Level of correlation: 3-High, 2-Medium, 1-Low can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	Experiment-1 Cold Cuts—Galentine, Pate', Mousse', Terrine, Aspic	15	1
2	Experiment-2 International Gateau, Bread-Pita, Lavas, Bagel, Brioche, Focaccia, Soda Bread	15	2
3	Experiment-3 Fruit Custard, Albert Pudding, Ice-Cream, Mousse, Soufflé', Granita	15	3
4	Experiment-4 Vegetable and Fruit Carving	15	4

Learning Resources

Text Books	
Ref. Books	

Bloom's	Continuous Learning Assessment (40% weightage)	
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Level of Thinking		Journal or Log Book (10)	Lab Practical and Presentation (15)	Regularity and Grooming (10)	Viva-voce (5)	Final Examination (60% weightage)
		Practical	Practical	Practical	Practical	Practical
1	Remember	30%	10%		10%	10%
2	Understand	40%	20%	30%	20%	10%
3	Apply	30%	60%	60%	30%	40%
4	Analyze				20%	10%
5	Evaluate			10%		
6	Create		10%		20%	30%
	Total	100%	100%	100%	100%	100

Course Designers		
Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S15	Course Name	KITCHEN MANAGEMENT	Course Category		Discipline Specific Elective Course (DSE)	L	T	P	C
Pre-requisite	Nil			Co-requisite	Nil			3	1	4

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the functions and control of kitchen stewarding.	1	H	M	M					M	H
CLO-2	Express the function of food and beverage support.	2	H	H	M	M	M	H	M	M	H
CLO-3	Plan the budget, Inventory for the commercial kitchen.	3	H	H	M	H	H	H	M	H	H
CLO-4	Organize commercial kitchen infrastructure and food control.	3	H	H	H	H	H	H		H	H
CLO-5	Evaluate the various safety precaution Measures in commercial kitchen.	5	H	H	H	H	H	H	H	H	H
Average Level of Correlation		5	H	H	H	H	H	H	M	H	H

(Level of correlation: 3-High, 2-Medium, 1-Low can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT 1- KITCHEN STEWARDING Functions of kitchen stewarding -- Functions of kitchen stewarding controller-- Cleaning & maintenance	12	1
2	UNIT 2- FUNCTION OF FOOD AND BEVERAGE SUPPORT Food & Beverage Support--Areas of Responsibility--F&B Outlets—Kitchens--Purchase/ Receiving/ Store--Waste Disposal	12	2
3	UNIT 3 –INVENTORY MANAGEMENT Budget—Purpose of Budget—Inventory--Inventory Procedures	12	3
4	UNIT 4 –KITCHEN INFRASTRUCTURE AND CONTROL Kitchen Planning—Infrastructure of kitchen— Food control—Quality Control—Portion control	12	4
5	UNIT 5- SAFETY, PEST AND WASTE MANAGEMENT Safety precautions of Kitchen --HACCP--Pest management-- Wet waste (Bio degradable) -- Dry Waste (Non-Biodegradable recyclable and Non-biodegradable non-recyclable) -- Waste Management Initiatives	12	5

Learning Resources

Text Books	1. Kitchen Management – Barry Kaplan
Ref. Books	<ol style="list-style-type: none"> 1. Chef's manual of kitchen management—John Fuller 2. The Professional Chef's Guide to Kitchen Management-- Charles A. Salter and John Fuller 3. HACCP—S. Motimore and C. Wallace 4. Basic Kitchen and Food Service management—The BC Cook articulation committee

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	<i>40%</i>	<i>10%</i>	<i>25%</i>	<i>25%</i>
2	Understand	<i>60%</i>	<i>20%</i>	<i>25%</i>	<i>25%</i>
3	Apply		<i>40%</i>	<i>25%</i>	<i>25%</i>
4	Analyze		<i>30%</i>	<i>25%</i>	<i>25%</i>
5	Evaluate				
6	Create				
	Total	<i>100%</i>	<i>100%</i>	<i>100%</i>	<i>100%</i>

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S16	Course Name	AQUA AND AERIAL ADVENTURE TOURISM	Course Category	Discipline Specific Elective Course (DSE)	L	T	P	C
						3	1		4
Pre-requisite			BHT19S05 – Terra Adventure Tourism	Co-requisite		Nil			

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the concept, characteristics of aqua and aerial adventure tourism and adventure tourist expectation services	1	H	M					M	M	H
CLO-2	Express the various forms of Water & Aero based adventure activities	2	H	M	M		M	M		M	H
CLO-3	Implement the basic minimum standard in guide / instructor / equipment and outdoor activities for aqua and aerial adventure tourism.	3	H	H	H	M	H	H	M	M	H
CLO-4	Analyse the standard operating procedures and the key risk factors in aqua and aerial adventure tourism activities	4	H	H	H	H	H	H		H	H
CLO-5	Evaluate the national and international adventure tourism organisation's contribution in tourism promotion	5	H	H	H	H	H	H	M	H	H
Average Level of Course Correlation		5	H	H	H	H	H	H	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I CONCEPTS AND NATURE: Meaning – Scope – Nature – Concepts – Characteristics of Aqua and Aerial Based Adventure activities – Government policies – Sustained growth and development – Adventure Tourist Expectation and services – Adventure Sports events (types, tours, resorts, theme parks, cruises activities)	12	1, 2
2	UNIT – II TYPES OF AQUA – AERIAL ADVENTURE ACTIVITIES: Different types of Aqua based Adventure Activities – Various international Classes (Based on the types of water and place) – Kayaking / Canoeing – Rafting – River Cruising – Water Surfing (Wind, Board, Sailing) – Scuba Diving – Snorkelling Different types of Aerial based Adventure Activities Hot Air Ballooning – Gliding (Paragliding, Hang Gliding Para Motoring) – Parasailing – Skydiving – Sky Walking – Air Safaris.	12	2, 3

3	UNIT – III BASIC MINIMUM STANDARD FOR AQUA - AERIAL ADVENTURE TOURISM: Introduction of each activity – different levels (Basic and Advance) – Role of Guides / Instructor –Basic Training (Organizers – Participants) – importance and need – Required Equipment (Personal Gears, Activity equipment) – Inspection and Maintenance Procedures of equipment – Risk Mitigation.	12	3, 4
4	UNIT–IV SOP FOR AQUA – AERIAL ADVENTURE TOURISM: Significance of Standard Operating Procedures – Operating Instruction – Special arrangement for Adventurer / Participants (Children, Women, Physically Challenged Visitors) – Documentation – Safety Measures – Medical Concerns – Emergency and Rescues, (Human, Equipment).	12	3, 4
5	UNIT – V ROLE OF ADVENTURE ORGANISATIONS: Need and necessity role of National and international Adventure Organisation – Indian Mountaineering Foundation (IMF), Adventure Tour Operators` Association of India (ATOAI), NAC, NIM, HIM, IISM, ABVIMAS, YAI, YHAI – Identification of key Stakeholders – Potentiality and available resources for Adventure Activities – Goa and Andaman Tourism (Aqua Activities – Study) – Local community participation and development – Preservation and Conservation of Values.	12	5

Learning Resources

Text Books	1. Negi J. <i>Adventure Tourism and Sports</i> , Kanishka Publications New Delhi
Ref. Books	1. Satyender Singh Malik, <i>Potential Adventure Tourism in India</i> Agam Kala Publications 2. Walsh T, <i>Adventure Tourism</i> , Discovery Publishing House Pvt. Ltd. (1993) 3. Ralf Buckley, <i>Adventure Tourism</i> , CABI; First edition (October 24, 2006) 4. John Swarbrooke, Colin Beard, <i>Adventure Tourism: the new frontier</i> , Butterworth-Heinemann; 1 ed. (May 2003) 5. Ralf Buckley, <i>Adventure Tourism Management</i> , A Butterworth-Heinemann Title; 1 edition (30 Oct 2009)

Bloom's Level of Thinking		Continuous Learning Assessment (50% weightage)			Final Examination (50 % weightage)
		Cycle Test (10)	Model Exam (20)	Assignment (10)	
		Theory	Theory	Theory	
1	Remember	40%	20%	10%	20%
2	Understand	60%	20%	20%	20%
3	Apply		20%	40%	20%
4	Analyze		20%	10%	20%
5	Evaluate		20%	10%	20%
6	Create			10%	
	Total	100%	100%	100%	100

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S17	Course Name	AQUA AND AERIAL ADVENTURE TOURISM (Practical)	Course Category	Skill Enhancement Course Practical (SEC)	L	T	P	C
Pre-requisite			BHT19S16 – Aqua & Aerial Adventure Tourism	Co-requisite				4	2

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Demonstrate the handling procedure of personal and activity gears for aqua and aerial adventure tourism and its necessities.	3	H	H	M	M	M	M	M	H	H
CLO-2	Apply the BMS and SOP's in the outdoor adventure activities	3	H	M	M		M	M		H	H
CLO-3	Analyse the risk factors, legislations and ethical factors influencing in adventure tourism	4	H	H	H	H	H	H	H	H	H
CLO-4	Evaluate and execute the best safety and security procedures in risk and rescue management.	5	H	H	H	H	H	H	H	H	H
Average Level of Course Correlation		5	H	H	H	H	H	H	H	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	Knowledge of Technical Equipment (knowing the name and uses)	05	1
2	Handling the equipment (Experiencing the Field Exposure with Technical Procedures)	10	1, 2
3	Practicing the different types of Aqua / Aerial Based Adventure Activities (Minimum 5 types of Activities / one or two days of each activity like River Rafting, Paragliding)	20	2, 3
4	Crash Courses 5 to 10 days – River Rafting / Paragliding / Surfing... (Goa Tourism, Atal Bihari Institute)	25	3, 4

Learning Resources

Text Books	
Ref. Books	

Bloom's	Continuous Learning Assessment (40% weightage)	
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Level of Thinking		Journal or Log Book (10)	Lab Practical and Presentation (15)	Regularity and Grooming (10)	Viva-voce (5)	Final Examination (60% weightage)
		Practical	Practical	Practical	Practical	Practical
1	Remember	30%	10%		10%	10%
2	Understand	40%	20%	30%	20%	10%
3	Apply	30%	60%	60%	30%	40%
4	Analyze				20%	10%
5	Evaluate			10%		
6	Create		10%		20%	30%
	Total	100%	100%	100%	100%	100

Course Designers		
Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S18	Course Name	ADVANCED ADVENTURE TOURISM OPERATIONS	Course Category		Discipline Specific Elective Course (DSE)	L	T	P	C
							3	1		4
Pre-requisite			Nil		Co-requisite		Nil			

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Express the adventure tourism operation skills and job opportunities	2	H	M			M	H		M	H
CLO-2	Apply the leadership and team management skills in adventure tour operation business.	3	H	H	M		H	H		H	H
CLO-3	Implement the knowledge of obtaining approval and recognition from various authorities and managing the adventure and sports events	3	H	H	H	M	H	H	M	H	H
CLO-4	Analyze the role and code of conducts of national and international organization in the promotion of adventure tourism	4	H	H	H	H	H	H	M	H	H
CLO-5	Evaluate the legal liabilities and risk management procedures in adventure tour operations.	5	H	M	M	M	H	H	M	H	H
Average Level of Correlation		5	H	H	H	H	H	H	M	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I ADVENTURE TOURISM OPERATION: Nature – Scope – Necessity – Review of the adventure tour planning process (Basic Principle applications of organising Adventure tourism activities) – Adventure Tourism Products and infrastructure – Problems and issues relevant to the adventure travel and tourism industry – Career and Job opportunities – Role of Career Adventurers – Current issues – Role of Adventure Organizations of India.	12	1, 2
2	UNIT – II GROUP MANAGEMENT: Preparing navigation routes, attitude of the State authorities, local community, tourists and other stakeholders – Natural history of destination – ecology, climate, fauna and flora, land form features – Potentiality and available resources for Adventure Activities – Emphasis on Adventure Tour packaging process (including pre research, design, negotiation, costing and pricing of tours, marketing techniques to sell the tour and booking procedures.)	12	2, 3

3	UNIT – III MANAGING ADVENTURE TOURS: Major terms used in adventure activities (land, water and air) – Management of adventure and sport events (opening ceremony, closing ceremony) –formation of various committees and their responsibilities – marketing and sponsorship – Upcoming adventure sports destination in India – setting-up and operation of adventure tourism business – participant’s behavior and bearing of it on major impacts and its types.	12	3, 4
4	UNIT – IV ROLE OF ADVENTURE TOURISM ORGANISATIONS: National and International Organizations (ATTA, UIAA, IMF, ATOAI, PADI, WPGA etc) – Its code of conducts – IMF Rules for Mountain Expeditions – Peak Booking, Permit and Cancellation Formalities (Both Domestic and Foreigners) – Identification of key Stakeholders – Management of Protected areas permission and operation process – Local community participation and development – Recreation of Tourist, local, hosting community Values – Preservation and Conservation of Values.	12	3, 4
5	UNIT – V LEGAL LIABILITY AND RISK MANAGEMENT: Legal liability concepts; owner and director liability; guide and leader liability – Illness, Injuries and First Aid (Hypothermia, Frost Bite, Altitude Illness, Snow Blindness etc) – Health and safety issues – Risk assessment, strategies and mitigation – major safety equipments and gears; clothing; first aid & CPR – risk financing and insurance.	12	5

Learning Resources

Text Books	1. Swain, S.K. & Mishra, J.M.(2012). <i>Tourism Principles & Practices</i> , Oxford University Press, New Delhi. 2. Negi. J (2005), <i>Travel Agency Operations: Concepts and Principles</i> , Kanishka, New Delhi.
Ref. Books	1. Chand, M. (2002), <i>Travel Agency Management: An Introductory Text</i> , Anmol Publications Pvt. Ltd., Delhi. 2. Holloway, J.C. (2002), <i>The Business of Tourism</i> , Prentice Hall, London, pp.220-279. 3. Roday. S, Biwal. A & Joshi. V. (2009), <i>Tourism Operations and Management</i> , Oxford University Press, Delhi. 4. Goeldner, R & Ritchie. B (2010), <i>Tourism, Principles, Practices and Philosophies</i> , John Wiley & Sons, London.

Bloom’s Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	Theory
1	Remember	40%	10%	20%	20%
2	Understand	60%	10%	20%	20%
3	Apply		30%	20%	20%
4	Analyze		30%	20%	20%
5	Evaluate		20%	20%	20%
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions:	Internal Experts: Name, Designation with official id
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	Name, Designation with official mail id	

Course Code	BHT19S19	Course Name	ADVANCED ADVENTURE TOURISM OPERATIONS (Practical)	Course Category	Skill Enhancement Course Practical (SEC)	L	T	P	C
								4	2
Pre-requisite			BHT19S18 – Advanced Adventure Tourism Operations	Co-requisite					

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill	PLO 03 Communication	PLO 04 Critical and Creative	PLO 05 Leadership and Team	PLO 06 Employability &	PLO 07 Sustainability	PLO 08 Ethics & Social	PLO 09 Self-Development and Lifelong Learning
CLO-1	Express the outdoor skill practice to possess the knowledge of safety, team building, and leadership skills	2	H	H	M		H	M		H	H
CLO-2	Demonstrate the residential camping and designing of adventure tourism program	3	H	M	M	M	H	H	M	H	H
CLO-3	Describe risk management and administrative practices an adventure tour operation	3	H	M	M	M	H	M		H	H
CLO-4	Develop the industry required skill to establish or work in adventure organizations	4	H	H	H	H	H	H	H	H	H
CLO-5	Cultivate the work habits and attitudes necessary for job success	5	H	H	H	H	H	H	M	H	H
Average Level of Correlation		5	H	H	H	H	H	H	M	H	H

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	Planning and Organising an Adventure Activity 3 to 5 days Program – Group activity - Using participatory models and experiential exercises student discover effective communication strategies for leading organisations goal to achieve their goals.	20	1, 2, 3
2	Various kind of adventure field activity for 10 to 15 days (Technical aspects navigation, radiotelephone operations, equipment inspection and maintenance, touring planning, organisation, local community / cultural preservation and participation process, etc..) Wilderness Travel – theory – first aid – (clothing, equipment, trip planning)	40	3, 4, 5

Learning Resources

Text Books	
Ref. Books	

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)				Final Examination (60% weightage)
		Journal or Log Book (10)	Lab Practical and Presentation (15)	Regularity and Grooming (10)	Viva- voce (5)	
		Practical	Practical	Practical	Practical	
1	Remember	30%	10%		10%	10%
2	Understand	40%	20%	30%	20%	10%
3	Apply	30%	60%	60%	30%	40%
4	Analyze				20%	10%
5	Evaluate			10%		
6	Create		10%		20%	30%
	Total	100%	100%	100%	100%	100

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19 S20	Course Name	ADVENTURE TOUR PLANNING AND COSTING	Course Category	Discipline Specific Elective Course (DSE)	L	T	P	C
						3	1		4
Pre-requisite			BHT1931 – Travel and Tour Operations	Co-requisite	Nil				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Define the Tour (Itinerary) Planning and Costing process	1	H				M	M		M	H
CLO-2	Create new itineraries / circuits and design the brochures for tour promotion	6	H	H	M	M	H	H	M	H	H
CLO-3	implement the knowledge of costing and pricing for adventure tour.	3	H	H		H	H	H		H	H
CLO-4	Analyze the factors affecting the tour planning and costing.	4	H	H	H	H	H	H		H	H
CLO-5	Demonstrate the role of Guide, Escort and Instructor in (package) adventure tours.	3	H	M	H	M	H	H	H	H	H
Average Level of Correlation		6	H	H	H	H	H	H	H	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I INTRODUCTION Meaning – Definition of Package / Circuit Tours – Concept – Nature – Significance – Designs of Tour Circuits – Basic Components of a Tour Package – Features and Methods – Types and Forms of Package Tours – Advantages and Limitations Tour Package – Study of various inbound and outbound itineraries published by SITA, SOTC, C&K, LPTI with their costing.	12	1
2	UNIT – II ITINERARY PLANNING: Domestic and international – Tips and Steps for itinerary planning – Do's and Don'ts of Itinerary preparation – Limitations and Constraints – (Tour formulation and designing process, group tour planning and components) – Concept of Tour Itinerary and Preparation of sample itinerary with the timings and mode of air/train or by surface for inbound, outbound and domestic tours and details of sightseeing, types of accommodations and other services.	12	2, 3

Course Designers

Experts from Industry:		Experts from Higher Education Institutions:	Internal Experts:	
Name, Designation with official mail id		Name, Designation with official mail id	Name, Designation with official id	
3	UNIT – III DESIGNING ITINERARIES: Preparation of scheduled and non-scheduled itineraries – Designing the layout of Tour Brochures / Pamphlets / Leaflet – Importance of tour brochures – Printing and distribution of tour package brochure – Planning (Inclusive) Package Tours and Circuits – Tour Guide – Escort Tourism – Destination Survey, properly survey, seasonal consideration, confidential tariff arrangements, payment procedures, Ground handling – Handling of Enquiries, Booking, Confirmations and Reconfirmations Techniques and Procedures – Interpretation – Traveller’s Advice – Maintenance of different registers.		12	3, 4
4	UNIT – IV TOUR COSTING: Methodology of Quotation Preparation and preparation of sample quotation for tour operations with various plans and services – Itinerary preparation (Tailor made and Readymade) of specific common interest – tour itinerary & costing- Resources for planning itineraries (Tariff , Confidential Tariffs , Commissions , Markup Service charges & other remuneration for tour operation).		12	3, 4
5	UNIT – V TOUR GUIDING & ESCORTS: Leading a tour group, Meaning and Definition for Tour Guide / Escort, grooming and personal hygiene, Tour guiding requirements – Guiding techniques, Functions – Tour Escort Code of Conducts, Qualities required to be a tour guide, Govt. approved guide – Role and Responsibilities of a guide – Tour departure list, checklist for different purposes: vehicle, point of arrival & departure etc. – Presentation Skills.		12	5

Learning Resources

Text Books	1) Travel agency and tour operation concepts and principals- Jagmohan Negi
Ref. Books	1) Encyclopedia of tourism management- PC Sinha 2) Tourism and travel concepts & principals- Jagmohan Negi 3) International Tourism-A.K Bhatia 4) A.K Bhatia, The Business of Travel Agency and Tour Operations Management, Sterling Publishers (P) Ltd. 5) Roday. S, Biwal. A & Joshi. V. (2009), Tourism Operations and Management, Oxford University Press, Delhi.

Bloom’s Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
1	Remember	40%	10%	25%	25%
2	Understand	60%	20%	25%	25%
3	Apply		40%	25%	25%
4	Analyze		30%	25%	25%
5	Evaluate				
6	Create				
Total		100%	100%	100%	100%

Course Code	BHT19S21	Course Name	ADVENTURE TOUR PLANNING AND COSTING (Practical)	Course Category	Skill Enhancement Course Practical (SEC)	L	T	P	C
Pre-requisite			BHT19S20 – Adventure Tour Planning and Costing	Co-requisite				4	2

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill	PLO 03 Communication	PLO 04 Critical and Creative	PLO 05 Leadership and Team	PLO 06 Employability & Sustainability	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Demonstrate the knowledge of planning and costing techniques	2	H	M	M			M		M	H
CLO-2	Develop the skill needed to create, execute / implement and manage the planning and costing process	3	H	H	H	H	H	H	M	H	H
CLO-3	Design and execute the demand based / an appropriate tour plan	6	H	H	H	H	H	H	H	H	H
CLO-4	Explore the best practice opted by different guest for similar destinations	6	H	H	M	M	H	H	M	H	H
CLO-5	Evaluate the important components and affecting factors while prepare an itinerary	5	H	H	H	M	M	H	M	H	H
Average Level of Correlation		6	H	H	H	H	H	H	H	H	H

(Level of correlation: **3-High, 2-Medium, 1-Low** can be used)

Summary of Course Content			
S. No	Course Content	Hour	Alignment to CLO
1	Planning for Day Trip (ex. Animal watching / cycling...)	12	1, 2
2	Planning for Circuit Tours (All kind of Circuits – Religious / Cultural / Historical / Adventure / Special Interest tours)	12	2, 3
3	Preparing the itinerary for group (5 to 100)– continuous tour (Example... for 7 days 7 group in Himalayan range)	12	3, 4
4	Planning for Soft Trekking – Camping – in accommodation centres / tents Planning for expedition – hard Trekking – costing.	12	3, 4
5	Preparing and Designing the itinerary for Domestic / International tourist (In-bound & Out-bound) Various destinations – states / Region.	12	4, 5

Learning Resources	
Text Books	
Ref. Books	

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)				Final Examination (60% weightage)
		Journal or Log Book (10)	Lab Practical and Presentation (15)	Regularity and Grooming (10)	Viva-voce (5)	
		Practical	Practical	Practical	Practical	Practical
1	Remember	30%	10%		10%	10%
2	Understand	40%	20%	30%	20%	10%
3	Apply	30%	60%	60%	30%	40%
4	Analyze				20%	10%
5	Evaluate			10%		
6	Create		10%		20%	30%
	Total	100%	100%	100%	100%	100

Course Designers		
Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

Course Code	BHT19S22	Course Name	AIR TICKETING & CARGO MANAGEMENT	Course Category	Discipline Specific Elective Course (DSE)	L	T	P	C
						3	1	0	4
Pre-requisite		BHT1941 – Travel Documentation and E-Tourism		Co-requisite	BHT1931 – Travel and Tour Operations				

Course Learning Outcomes (CLO)	At the end of this course, learners will be able to:	Bloom's Learning (BL) Level	Program Learning Outcomes (PLO)								
			PLO 01 Fundamental Knowledge	PLO 02 Professional Skill Development	PLO 03 Communication	PLO 04 Critical and Creative Thinking	PLO 05 Leadership and Team Management	PLO 06 Employability & Entrepreneurship	PLO 07 Sustainability	PLO 08 Ethics & Social Responsibility	PLO 09 Self-Development and Lifelong Learning
CLO-1	Express the knowledge of air transportation, airlines terminology and important policies.	1	H	M	M			M			H
CLO-2	Develop the skills on aviation geography & air ticketing	3	H	H		M		M		M	H
CLO-3	Apply the air fare construction & calculation skills and the nuances of airline routing	3	H	H		H	H	H		M	H
CLO-4	Analyze the passenger amenities and international organization's role in airline tourism promotion.	4	H	H	H		H		M	H	H
CLO-5	Demonstrate the cargo management procedures.	3	H	M	H	H	H	H		H	H
Average Level of Course Correlation		4	H	H	H	H	H	H	M	H	H

(Level of correlation: 3-High, 2-Medium, 1-Low can be used)

Summary of Course Content

S. No	Course Content	Hour	Alignment to CLO
1	UNIT – I AIR TRANSPORTATION Introduction of Air transportation – Origin and Growth – Significance in Tourism – Airline Terminology – Abbreviations used in Airlines – Major milestones in Aviation Industry – Open sky policy – Freedoms of Air; International Conventions – Bermuda Convention, Chicago Convention, Warsaw Convention, Air Corporation Act – Scheduled and non-scheduled Airlines services – Calculation of Flying Time – Low cost carriers – UDAN.	12	1
2	UNIT – II AVIATION GEOGRAPHY Introduction of Aviation Geography – Time Difference, Flight Time, Elapse Time, Division of World by IATA – OAG (ABC) Book Habituation, Important Airlines, Airports of World – Three letter city and airport code – Airline designated code – Ticketing: Definition of ticketing, Types of tickets – Different type coupons – Ticketing instruction and conjunction tickets – Open tickets, E-tickets and its advantages – Reading a flight schedule	13	2
3	UNIT – III AIR FARES Familiarization of Air Tariff, Introduction to Fare Construction, Mileage Principles, Fare Construction with Extra Mileage Allowance (EMA) & Extra Mileage	11	3

	Principle, Highest Intermediates Point (HIP), Circle Trip, Minimum (CTM), Back-haul Check, Add-ons – Types of journeys (OW, CT, RT, OJ, RTW) – Types of Fare – Normal fare (Adult, Child & Infant) – Special fares, discounted fares –		
4	UNIT – IV PASSENGER AMENITIES Passengers requiring special handling – passengers with medical problems – Expectant women – Unaccompanied minors – infants – VIPs/ CIPs, introduction to special fares – Miscellaneous charges order (MCO) and Prepaid Ticket Advice (PTA) - the rounding off of currencies, referring to airline time table, TIM, OAG, PAT – International and National Organization's Role and Functions (ICAO, IATA, DGCA and AAI) – Role of airlines in tourism promotion - Problems in Airline Business – Baggage handling – Procedures and Practices.	12	4
5	UNIT – V CARGO MANAGEMENT Overview of the air cargo market – Types of Cargo - E-cargo – Quality control – Labelling – Volume/ Weight Ratio – Shipment Planning - TACT – Air Cargo Rates and Charges – Cargo operations (Selfhandling or outsourcing) – Customs clearance – Air Freight Forwarding (Exports and Imports) – Special Cargoes – Consolidation – Documentation – Air Way Bill (AWB) – Communication – Handling COD shipments – POD – Conditions of contract - Dangerous (DGR) or Hazardous goods.	12	5

Learning Resources

Text Books	1.Gupta, S.K. (2007). International Airfare and Ticketing- Methods and Techniques. New Delhi: UDH Publishers
Ref. Books	1. Jagmohan Negi: Air Travel and Fare Construction, Kanishka Pub, New Delhi 2004 2. Dennis. L. Foster: The Business of Travel Agency Operations and Administration Mc. Graw Hill 3. Study Kit for IATA/UFTAA / Air Traffic Manuals. Foster, Dennis L. (2010). Reservations and Ticketing with Sabre. London: Create Space.

Bloom's Level of Thinking		Continuous Learning Assessment (40% weightage)			Final Examination (60 % weightage)
		Cycle Test (10)	Assignment (10)	Model Test (20)	
		Theory	Theory	Theory	
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2	Understand	60%	20%	25%	25%
3	Apply		40%	25%	25%
4	Analyze		30%	25%	25%
5	Evaluate				
6	Create				
	Total	100%	100%	100%	100%

Course Designers

Experts from Industry: Name, Designation with official mail id	Experts from Higher Education Institutions: Name, Designation with official mail id	Internal Experts: Name, Designation with official id

III YEAR

SEMESTER VI

Course Code	BHT1961	Course Name	INDUSTRIAL EXPOSURE TRAINING	Course Category		<i>PROJECT</i>	L	T	P	C
										10
Pre-requisite				Co-requisite						

LEARNING OUTCOMES:

1. To bridge the gap between industry and institution & gain 'on the field' experience and identify contemporary problems faced by the industry.
2. To equip students for placements & gain practical exposure to become future professionals.

I) INDUSTRIAL EXPSURE TRANINIG (IET)

IET is mandatory & is prescribed as a part of the syllabus; this provides exposure & opportunity for the students to put his/her theoretical knowledge into practice. Training is essential to the student's professional education & supports his/her career development in a highly competitive workplace. The students in the 6th semester shall go on industrial training in Hospitality and Tourism Industry for a minimum period of 18-20 weeks which shall cover operational and non-operational department. All students must ensure that the IET log books are signed by the Hotel/Hospitality/Tourism Industry departmental/ sectional heads & HR Manager or Training Manager or Learning & Development Manager of the Industry as soon as training in a particular department or section is completed. The project / training coordinator and Head of the Department has monitor the candidates through periodical reviews and providing suggestions to get effective training and coordination between the candidate and industry.

IET-Industrial Exposure Training would be commence from the Month of December End of 5th Semester only.

Course Code	BHT1962	Course Name	IET REPORT AND PRESENTATION	Course Category	PROJECT	L	T	P	C
									5
Pre-requisite				Co-requisite					

GUIDELINES FOR IET REPORT

The Report will be submitted in the form specified as under:

1. The typing should be done on both sides of the paper (instead of single side printing)
2. The font size should be 12 with Times New Roman font. iii. The Training Report may be typed in 1.5 line spacing.
3. The paper should be A-4 size.
4. Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.
5. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a select panel (Faculty Guide, one external member, and HoD) from the University. It should be made for duration of 20 minutes. Marks will be awarded on this.
6. Power Point presentation on a CD, based on the report.
7. The presentation should express the student's experiences in the department and what has he learned / observed during IET.
8. After the evaluation of the IET report one hard copy would be returned to the candidates
- 9.

Course Code	BHT1963	Course Name	VIVA – VOCE	Course Category	PROJECT	L	T	P	C
									5
Pre-requisite				Co-requisite					

INDUSTRIAL EXPOSURE TRAINING (IET) VIVA- VOCE

After completing the IET, students shall be evaluated on the basis of their training reports, Training log book, presentations and viva-voce. The student shall maintain a logbook on daily basis during IET. The student should produce the training certificate to the department /School of Hospitality & Tourism Studies with training log book after completion of the training. The report will be assessed by the internal examiner only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce. The training report will be assessed by a panel of examiners comprising of one external examiner (the external would include preferably one from the Hotel /Hospitality/Tourism Industry of the level of Head of the Department, AM and above) and one internal examiner.