Mahatma Education Society's

Pillai HOC College of Arts, Science & Commerce (Autonomous)
Rasayani

Affiliated to University of Mumbai

NAAC Accredited with "A+" Grade in cycle II
ISO 9001:2015 Certified

SYLLABUS

Bachelor of Science in Hospitality Studies

S. Y. B. Sc. Hospitality Studies

As per National Education Policy 2020

Academic Year 2026-27

Mahatma Education Society's
College Code: 870
PILLAI HOC COLLEGE OF ARTS, SCIENCE & COMMERCE
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(NAAC Accredited 'A+' Grade , CGPA – 3.26 in Cycle 2 & ISO 9001:2015 Certified)
Affiliated to the University of Mumbai, Approved by Government of Maharashtra
(AUTONOMOUS COLLEGE)

Sr.No.	Name	Designation	Signature
1	Ms. Chetak Ghegadmal	Head of the Department	
2	Dr. Rinkoo Shantnu	Principal	
3	Mr. Binit Kumar	Vice -Principal	
4	Ms. Darshana Sail	Member	
5	Ms. Swapnali Pawar	Member	
6	Mr. Sachin Patil	Member	
7	Dr. Wilson Lukose	Vice Chancellor Nominee	
8	Dr. Jayant Kathe	Subject Expert	
9	Dr. Ketan Chande	Subject Expert	
10	Chef. Juliano Rodrigues	Industry Representative	
11	Ms. Srushti Patil	Alumni Representative	

Introduction

Hospitality Studies is a dynamic and multidisciplinary field that focuses on the art of delivering exceptional service and creating memorable experiences for guests. It encompasses a wide range of sectors including hotels, restaurants, resorts, travel and tourism, events, cruise lines, and various other service-oriented industries. The program is designed to equip students with both theoretical knowledge and practical skills required to excel in a global hospitality environment.

The course emphasizes operational expertise in areas such as food production, food and beverage service, front office operations, housekeeping management, and customer relationship handling. Along with technical proficiency, Hospitality Studies also nurtures essential soft skills like communication, teamwork, problem-solving, leadership, creativity, and cultural awareness. These competencies are vital in an industry that revolves around people, service quality, and guest satisfaction.

Moreover, the field prepares students to adapt to emerging trends such as sustainable tourism, digital transformation, global service standards, and innovative hospitality concepts. Through internships, industrial visits, live training, and hands-on practical's, students gain real-world exposure that strengthens their professional foundation.

Overall, Hospitality Studies opens the door to diverse career opportunities across national and international platforms, shaping individuals into confident, skilled, and service-oriented professionals capable of thriving in one of the world's fastest-growing industries

Programme Outcomes (POs)

PO. No.	PO Title	POs in brief
PO1	**Fundamental Knowledge Acquisition**	Graduates will demonstrate a comprehensive and foundational knowledge of their chosen discipline along with an awareness of interdisciplinary connections.
PO2	**Critical Thinking and Analytical Reasoning**	Graduates will be able to analyse complex problems, synthesize data from multiple sources (qualitative and quantitative), and employ logical reasoning to formulate well-supported conclusions and arguments.
PO3	**Effective Communication**	Graduates will exhibit proficiency in both written and oral communication, articulating ideas clearly, persuasively, and ethically to diverse audiences
PO4	**Problem Solving**	Graduates will possess the ability to identify, formulate, and design solutions for real-world problems in their professional or social contexts, applying relevant theoretical knowledge and practical skills.
PO5	**Information and Digital Literacy**	Graduates will demonstrate the capability to locate, evaluate, and effectively use information from various sources, and utilize modern tools and Information and Communication Technology (ICT) for professional and academic tasks.
PO6	**Research Skills and Scientific Temperament**	Graduates will develop a sense of inquiry and research methodology, including the ability to design experiments (where applicable), collect and analyse data, and interpret results while maintaining scientific rigor and intellectual honesty.
PO7	**Ethical Reasoning and Professional Integrity**	Graduates will recognize ethical dilemmas, commit to professional and academic ethics, and demonstrate an understanding of moral and social responsibilities in their personal and professional conduct.
PO8	**Employability and Professional Skills**	Graduates will acquire the necessary job-ready skills, managerial competencies, and professional values to secure gainful employment or pursue advanced education in their respective fields.
PO9	**Environmental and Sustainability Consciousness**	Graduates will understand the importance of environmental conservation and sustainable development, displaying responsibility toward ecological challenges and advocating for healthy environmental practices.
PO10	**Life-Long Learning**	Graduates will develop the capacity for independent and self-directed learning to continuously upgrade their knowledge and skills, enabling them to adapt to rapid technological and societal changes.
PO11	**Civic and Social Responsibility**	Graduates will act as responsible citizens with an informed awareness of constitutional values, engaging proactively in community development and addressing social needs.
PO12	**Empathy and Social Intelligence**	Graduates will be able to cultivate and demonstrate affective, interpersonal, social and emotional intelligence.

Programme Specific Outcomes (PSOs)

PSOs. No.	PSO Title	PSOs in brief
PSO1	**Hospitality Operational Competence**	Hospitality Operational Competence - Graduates will demonstrate strong technical and practical skills in core hospitality operations including food production, food and beverage service, front office operations, and housekeeping management while applying culinary creativity, food safety, and hygiene standards as per industry requirements.
PSO2	**Customer Service and Professionalism**	Customer Service and Professionalism - Students will exhibit excellent guest service skills, professional communication, problem-solving abilities, teamwork, and ethical conduct, enabling them to deliver quality guest experiences and adapt effectively to real hospitality work environments.
PSO3	**Hospitality Management and Digital Competency**	Hospitality Management and Digital Competency - Graduates will apply managerial and technological skills such as planning, organizing, staffing, leadership, cost and inventory control, decision-making, and use of hospitality technologies like PMS, POS systems, and reservation software to support efficient hospitality operations.
PSO4	**Entrepreneurship and Sustainable Hospitality Practices**	Entrepreneurship and Sustainable Hospitality Practices - Students will develop entrepreneurial thinking, leadership capabilities, and sustainable hospitality practices, including responsible resource management, waste reduction, eco-friendly operations, and ethical tourism.

Evaluation Pattern

Marking Code	Marking Scheme
A	50 Marks Semester End Exam, 50 Marks Continuous Assessment (distributed within 15 Marks Class Test, 15 Marks Presentation & Assignment, 10 Marks Online Quiz, 10 Marks Attendance & Class Participation)
B	50 Marks Semester End Exam
C	100 marks Continuous Assessment (distributed within 30 Marks Class Test, 30 Marks Presentation & Assignment, 30 Marks Online Quiz, 10 Attendance & Class Participation)
D	50 Marks of Continuous Assessment (distributed within 15 Marks Class Test, 15 Marks Presentation & Assignment, 10 Marks Online Quiz, 10 Marks Attendance & Class Participation)
E	50 Marks Practical Examination (distributed within 30 Marks Practical Module 1 & 2, 10 Marks Journal, 10 Marks Viva)

Semester I							
Course Code	**Course Type**	**Course Title**	**Theory/ Practical**	**Marks**	**Credits**	**Lectures / Week**	**Evaluation Pattern**
HUSHS101	**Major**	**Fundamental of food Production - I**	**Theory**	**100**	**1**	**1**	**A**
HUSHS10	**Major - Practical**	**Practical (Hushs101)**	**Practical**	**50**	**2**	**4**	**E**
HUSHS102	**Major**	**Introduction To Food & Beverage Service**	**Theory**	**100**	**1**	**1**	**A**
HUSHS10	**Major - Practical**	**Practical (Hushs102)**	**Practical**	**50**	**2**	**4**	**E**
HUSHS103	**Minor**	**Basics of Room Division**	**Theory**	**100**	**1**	**1**	**A**
HUSHS10	**Minor - Practical**	**Practical (Hushs103)**	**Practical**	**50**	**2**	**4**	**E**
HUSHS104	**SEC - Practical**	**Basics of Bakery & Confectionary**	**Practical**	**100**	**3**	**4**	**E**
HUSHS105	**IKS**	**Cultural & Culinary Food Heritage of India**	**Theory**	**100**	**2**	**2**	**D**
HUOE102	**Multidisciplinary/ OE**	**Fundamental of Information & Communication Technology**	**Theory**	**100**	**3**	**3**	**C**
HUAEC101	**AEC**	**Communication Skills in English**	**Theory**	**50**	**2**	**2**	**D**
HUVEC101	**VAC/VEC**	**Fundamentals of Social and Emotional Skills**	**Theory**	**100**	**3**	**3**	**C**
Total				**900**	**22**		******

<u>Abbreviations:</u>

SEC: Skill Enhancement Course
AEC: Ability Enhancement Course
VAC: Value Added Course
VEC: Value Education Course
OE: Open Elective
CC: Co-Curricular

SEMESTER I

BOS	**Hospitality Studies**				
Course	**Fundamental of food Production -I**				
Course Code	**HUSHS101**	**Level**	**4.5**		
		Type	**Theory**	**Practical**	**Total**
Semester	**I**	**Credits**	1	2	3
Type	**Major**	**No of Teaching Hours**	15	60	75
Evaluation Pattern	**Total Marks**	**Semester End**	**Continuous**	**Practical**	
	150	50	50	50	

Learning Objectives	
1	Acquire adequate knowledge commensurate with the requirements of the Hospitality Industry
2	Develop requisite skills in their area of specialization to adapt to the ever changing and evolving needs of the Hospitality sector
3	Acquire ability to adapt to the latest trends of the hospitality industry using modern tools and technology, imbibe customer relation management and complaint resolution techniques and develop research competence required for gainful employment

Course Outcomes	
After successful completion of this course, students would be able to: -	
CO1	To inculcate a right attitude and impart the required basic knowledge and technical skills in the art of culinary
CO2	To understand and apply basic culinary terminology, techniques and fundamental principles of the kitchen. .
CO3	To understand the organization chart, ingredients and equipment
CO4	Demonstrate fundamental culinary skills including knife handling skills, Mise en place and basic cooking techniques

<u>Modules at Glance</u>

Module No.	Content	No. of Hours	CO Mapping
I	Introduction of culinary arts	15	CO1, CO2, CO3,CO4
II	Practical aspects of culinary skills	60	CO1, CO2, CO3,CO4
		75	

Syllabus

Module No.	Content	No. of Lectures
1	1. Introduction to the Food Production Department 1.1 Levels of Skills and Experience 1.2 Attitude and Behavior in the Kitchen 1.3 Kitchen Uniforms 1.4 Personal Hygiene 1.5 Safety Procedures for Handling Equipment 2. Culinary History and Culinary Terms (Explanation with Examples) 3. Different Types of Fuels used in Kitchen 3.1 Hand tools and utensils used in Kitchen 3.2 Various Fuels used in the Kitchen 3.3 Advantages & Disadvantages of Various Fuels	**4**
2	4. Hierarchy and Kitchen Staffing 4.1 Classical Kitchen Brigade 4.2 Modern Staffing in Various Category Hotels 4.3 Duties and Responsibilities of Various Chefs 4.4 Role and Duties of the Executive Chef 4.5 Inter-Departmental Co-operation and Co-ordination 5. Egg 5.1 Selection of Eggs 5.2 Structure of Eggs 5.3 Uses of Eggs 5.4 Nutritive Value of Eggs 5.5 Role of eggs in cooking 6. Vegetables & Fruits 6.1 Classification of Vegetables 6.2 Color Pigments in Vegetables and Effects of Heat, Acid and Alkali on each of them 6.3 Cuts of Vegetables 6.4 Classification of Fruits 6.5 Uses of Fruits	**3**
3	7. Introduction to Cooking 7.1 Aims and Objectives of Cooking 7.2 Classification of Various Raw Materials according to Functions 7.3 Various Textures and Consistencies 7.4 Methods and Techniques of Preparation 8. Methods of Cooking 8.1 Various Methods of Cooking Foods (Roasting, Grilling, Frying, Baking, Boiling, Poaching, Microwave) 8.2 Principles of each Method and Precaution t**o be taken**	**7**
Case Study Scenario		
M1	High Food Wastage in a Bakery Scenario: A bakery producing 500 cakes per week noticed that 15% of ingredients and finished cakes were being wasted. Reasons included overproduction, incorrect measurements, and untrained staff handling dough and batter. The bakery wants to reduce wastage to save costs and improve efficiency	

M2	Rush Hour Chaos in a Hotel Kitchen Scenario: The "Royal Palace Hotel" runs a buffet for 300 guests every evening. During peak hours, the kitchen struggles to serve orders on time. Some dishes come out cold, while others are overcooked. Staff complaints reveal that some sections of the kitchen are understaffed, and the communication between the hot kitchen and pastry section is poor.

References Book

1. Thangam Philip – Modern Cookery I & II – Orient Longman – 2001 Auguste Escoffier – Ma Cuisine – Hamlyn – 2000
2. Digvijay Singh – Cooking Delight of the Maharajas – Vakils, Feffer & Son's Ltd. – 1982
3. Philip Dowell & Adrian Barley – The Book of Ingredients – Mermaid Books – 1987
4. M. J. Leto & Bode – The Larder Chef – Heinemann Publishing House – 1989
5. Parvinder S. Bali - Food Production Operations

Semester End Evaluation (50 Marks) **Time: 2 Hr**

Paper Pattern

Question No.	Questions	Total Marks : 50
Q1	Subjective Questions (3x5) with internal choice	15
Q2	Descriptive Questions (3x5) with internal choice	15
Q3	Short answer question (3x5) with internal choice	15
Q4	Case Study	05
	Total Marks	**50**

Practical Syllabus

Sr. No	List of Practical	No. of. Lectures	CO Mapping
1	**PRACTICAL MENUS**		
	Cuts of vegetables Slicing Chopping Mincing Shredding (Chiffonade)Jardinière (Batons) Allumettes Julienne Dices Brunoise Lozenge Paysanne **Egg cookery** Boiled Eggs (Soft and hard) Fried Eggs [sunny Side up, Double Fried (Over Easy, Flipped)] Scrambled Eggs Omelette – Cheese, Spanish and Masala	8	CO1
	Sauces **Salads** Veg Kachumber Mixed Veg Raita Cole Slaw with Vinaigrette Dressing Cole Slaw with Mayonnaise Russian salad	8	CO1
	Soups Crème of tomate/epinard/champignon Consommé julliene/royale/brunoise Puree dubarry Chowder prawns/corn Bisque Minestrone	4	CO1
	Poisson(fish) Fillet de Pomfret Colbert au beurre maître d'hotel Fillet de Pomfret Bonne Femme Fillet de Pomfret Belle Meuniere Fillet de Pomfret Orly Masala Fried Fish	4	CO2
	Poulet (chicken) Poulet sauté a la king Poulet Sauté chasseur Poulet Sauté Champignon Methi Murg Murg Masala	4	CO2
	Entrees Irish Stew Shepherd's Pie Boeuf Stroganoff Palak ghosht Mutton masala Pork vindaloo	4	CO2
	Legumes Glazed Carrots / Beans	8	CO3

	Petite Pois a la Flamande Choux fleur au Gratin Ratatouille Legumes aux fine herbs Épinard a la Crème Palak Paneer Cabbage Foogath Batata Bhujia Vegetable Ragout		
	Pommes Pommes Persilles Mashed Potato Pommes de terre Lyonnaise Duchees Potatoes Pommes de Terre Anna Hash Brown Potato Roast Potatoes	4	CO3
	Cereals & Pulses Boiled Rice Jeera Rice Mixed Veg Pulao Tadka Dal Masala Dal Moong Dal with Palak	4	CO3
	Rotis Phulka Chapatti Poori Paranthas	4	CO4
	Hot desserts Doodhi Halwa Seviyan Kheer Caramel custard Bread and Butter Pudding Crème Brulee Albert Pudding	4	CO4
	Cold desserts Fruit Salad with Crème Anglaise Lemon Souffle Soufflé au Caramel Bavarois a la Crème	4	CO4
		60	60

Semester End Practical Evaluation **Time: 2 Hours**

Question No.	Questions	Total Marks
1	Course I Soup/salad	5
2	Course II Main Course	5
3	Course III Desserts	5
4	Accompaniments	5
5	Viva-voce, Personal Grooming	10
6	Journal	5
7	Indent Sheet & plan of work	10
8	Cleaning & securing	5
	Total Marks	**50**

BOS	**Hospitality Studies**				
Course	**Introduction To Food & Beverage Service**				
Course Code	**HUSHS102**	**Level**	**4.5**		
		Type	**Theory**	**Practical**	**Total**
Semester	**I**	**Credits**	1	2	3
Type	**Major**	**No of Teaching Hours**	15	60	75
Evaluation Pattern	**Total Marks**	**Semester End**	**Continuous**	**Practical**	
	150	50	50	50	

Learning Objectives	
1	Acquire adequate knowledge commensurate with the requirements of the Hospitality Industry
2	Develop requisite skills in their area of specialization to adapt to the ever changing and evolving needs of the Hospitality sector
3	Acquire ability to adapt to the latest trends of the hospitality industry using modern tools and technology, imbibe customer relation management and complaint resolution techniques and develop research competence required for gainful employment

Course Outcomes	
After successful completion of this course, students would be able to: -	
CO1	Understand the fundamentals of food and beverage service operations. Describe the organizational structure, types of food service establishments, and key roles in F&B operations.
CO2	Identify and apply various types of service methods and techniques. Demonstrate knowledge of service styles such as silver service, plate service, buffet, and self-service.
CO3	Explain the use and maintenance of service equipment. Handle cutlery, crockery, glassware, and other equipment appropriately to ensure hygiene and safety.
CO4	Understand menu planning, types, and interpretation. Analyze menu design, sequence, terminology, and its importance in guest satisfaction

<u>Modules at Glance</u>

Module No.	Content	No. of Hours	CO Mapping
I	Introduction of Hospitality & Food & Beverage Service	15	CO1, CO2, CO3,CO4
II	Practical aspects of Basic Food & Beverage Service	60	CO1, CO2, CO3,CO4
		75	

Syllabus

Module No.	Content	No. of Lectures
1	**1. Introduction to the Hospitality & Food & Beverage Industry Definition & Importance** 1.1 Basic Service Etiquettes / Hygiene & Grooming Standards 1.2 Types of Food & beverage Establishment – Commercial & Non-Commercial 1.3 Menu Knowledge: A la Carte' / Table d' Hote / Courses of Classical Menu 1.4 Areas in Food & beverage Service – Front of the House - Dining Areas, Bar, Buffet Counters, Reception / Host desk Back of House – Pantry, Kitchen, Dishwashing & Storage Ancillary Areas – Still Room, Linen Room, Silver Room, Wash up Areas **2. Meals and Menus** 2.1Types of meals – Breakfast / Brunch / Lunch / High Tea / Dinner (Supper and Dinner) 2.2 A la carte, Table d'hôte and Cyclic menus 2.3 Mise – en – scene and Mise – en – place Music / lighting / Ventilation / Temperature Lounge / Dining room / Still room / Pantry / Hotplate / Washrooms	04 02
2	**3. DEPARTMENTAL ORGANISATION AND STAFFI** 3.1 Organisation of F & B Department of a Hotel (English & French) 3.2 Etiquette & Attributes of an F & B Personnel. 3.3 Duties and responsibilities of F & B Staff. F & B Manager. Banquet manager. Outlet Manager (All day dining/ Bar/ In Room Dining/ Specialty Restaurant, etc) Senior captain/ Captain/ Supervisor. Steward. Sommelier. Hostess. Cashier. 3.4 Departmental Relationship of F& B with other Departments. 3.5 Qualities of Good Service Staff: Polite, well-groomed, attentive, punctual, good memory, sales-oriented. 3.6 Simple Understanding of Wine Labels	04
3	**4. Methods of Service** 4.1 Table Service – English / American / Family 4.2 Table Service – Russian / French / Butler Bar Counter 4.3 Assisted Service – Carvery / Buffets 4.4 Self Service – Cafeteria / Counter / Free flow / Echelon / Supermarket 4.5 Single Point Service – Take away / Drive through / Fast food / Vending / Kiosk / Food court. 4.6 Specialized (In Situ) – Tray / Trolley / Home Delivery / Lounge / IRD /	02

	Drive In 4.7 Special Service – Formal / Wave / Carlton Club **5.** OPERATIONAL & AUXILIARY AREAS OF FOOD AND BEVERAGE DEPARTMENT: IMPORTANCE & LAYOUTS 5.1 Coffee shop 5.2 Snack bar/ counter service 5.3 Kiosks 5.4 Specialty restaurant/ theme restaurant 5.5 Banquet operations/ outdoor catering 5.6 In-Room Dining 5.7 Dispense Bar / Discotheque/ night club/ pub 5.8 Pantry/Still room 5.9 Kitchen stewarding 5.10 Silver room 5.11 Linen room 5.12 Vending machine	03
Case Study Scenario		
M1	Case Study - I: Selecting the Right Food & Beverage Establishments for Harbour View Hospitality Group Background Harbour View Hospitality Group (HVHG) is planning to develop a mixed-use hospitality complex in a coastal tourist destination. The project includes: A 200-room business–leisure hotel A convention center A retail promenade Management must decide which types of food and beverage (F&B) establishments to include meeting guest expectations, maximize revenue, and suit the destination's market profile.	
M2	Case Study - II: Hygiene & Grooming Challenges at Grand Orchid Hotel Background The Grand Orchid Hotel is a 4-star business hotel with: A multi-cuisine restaurant Banquet and catering services Room service operations The hotel has recently received negative guest feedback related to staff appearance and hygiene, especially in the food and beverage service areas.	

Reference Books:

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

Semester End Evaluation (25 Marks) **Time : 1 Hours**

Paper Pattern

Question No.	Questions	Total Marks : 50
Q1	Subjective Questions (3x5) with internal choice	15
Q2	Descriptive Questions (3x5) with internal choice	15
Q3	Short answer question (3x5) with internal choice	15
Q4	Case Study	05
	Total Marks	**50**

Practical Syllabus

Sr. No	List of Practical	No. of. Lectures	CO Mapping
1	**Introduction to F&B Service Environment** Familiarization with: F & B Outlets: Restaurant, Pantry, Bar, Banquet etc. Uniforms And Grooming Standards Workstation Hygiene And Safety Protocols	4	CO1, CO2
	F & B Service Equipment Handling Identification & Handling Of: Crockery – Plates, Bowls, Cups Cutlery – Forks, Spoons, Knives Glassware – Tumblers, Goblets, Stemware Hollowware – Sauce Boats, Sugar Bowls, Jugs Tray, Underliner, Napkins, Table Mats Care And Storage of Equipment Mise-en-Place & Mise-en-Scene	8	
	Mise-en-Place: Side station setup Cleaning & polishing of equipment Refilling cruets and butter dishes **Mise-en-Scene:** Opening and closing duties Checking table linen, furniture, lighting	8	
2	**Napkin Folding** Folding at least 6 standard styles, such as: Fan Bishop's Hat Lotus Candle Diamond Rose	8	CO2, CO3
	Table Laying Laying covers for: Breakfast Lunch Dinner TDH and à la carte menus Setting up table d'hôte and à la carte layouts Cover setup for different meal courses	12	

3	**Basic Service Techniques** **Water and bread service** Taking orders using KOT/BOT Serving food using plate, silver, and pre-plated methods Clearing soiled plates and resetting table **Guest Handling** Greeting and seating guests Presenting menu and water service Interaction during service Farewell and thanking guests **Restaurant Simulation & Role Play** Full-service cycles from guest arrival to billing Role plays: Host, Steward, Guest Observation-based peer feedback Service under supervision in mock setups	8 4 8	CO3, CO4
		60	

Semester End Practical Evaluation **Time: 2 Hours**

Question No.	Questions	Total Marks
1	Journal	10
2	Viva / Oral Questions	10
3	Equipment Handling	10
4	Table Setup Accuracy	10
5	Service Technique	10
	Total Marks	**50**

BOS	**Hospitality Studies**				
Course	**Intermediate Room Division (Theory)**				
Course Code	**HUSHS103**	**Level**	**4.5**		
		Type	**Theory**	**Practical**	**Total**
Semester	**I**	**Credits**	1	2	3
Type	**Minor**	**No of Teaching Hours**	15	60	75
Evaluation Pattern	**Total Marks**	**Semester End**	**Continuous**	**Practical**	
	100	25	25	50	

Learning Objectives	
1	To focus on teaching students to manage guest and non-guest financial records, including various folio types and related vouchers such as corporate, government, and travel agency transactions.
2	Understand the appropriate organization structures and duties in the Front Office and related department
3	Develop, prepare guest relations and evaluate practical aspects with guests.
4	Understand the role of public relations with the hotel industry.
5	Develop skills required as an efficient and effective receptionist in any hotel (large or Small) and to handle situations and types of guests in the job.
6	Understanding the functioning of the Telecommunication department.

Course Outcomes	
After successful completion of this course, students would be able to: -	
CO1	Understand the basic structure of the Rooms Division department, including Front Office and Housekeeping operations in the hospitality industry.
CO2	Explain the roles, responsibilities, and organizational hierarchy of staff in Front Office and Housekeeping departments.
CO3	Demonstrate basic operational skills such as reservation handling, guest check-in/check-out, bed making, and room cleaning procedures.
CO4	Apply standard operating procedures (SOPs) and basic service etiquettes required for efficient room division operations.

<u>Modules at Glance</u>

Module No.	Content	No. of Hours	CO Mapping
I	Introduction to the Hotel and Tourism Industry	15	CO1, CO2, CO3,CO4,
II	Practical Aspect of Basic Room Division	60	CO1, CO2, CO3,CO4,
		75	

Syllabus

Module No.	Content	No. of Lectures
1	**Introduction to the Hotel and Tourism Industry** o Development and Growth of the Hotel and Tourism industry in India. o Classification of Hotels by o Location o Number of Rooms o Pricing Plan o Star rating criteria in India (HRACC) o Duration of Guest stay **Tariff Structure** o **Types of Rooms:** Single, Double, Twin, Hollywood twin, Interconnecting, Adjacent, Adjoining, Lanai, Penthouse, Duplex, Efficiency, Physically Challenged, Studio, Parlor, Hospitality Room, Suite (Types) o **Tariff Fixation:** Check-in and Check-out basis, 24 hour basis, on the basis of competitor's rate, Night basis, Day rate. o **Types of Meal Plans:** European, Continental, Bermuda Plan, Modified American Plan (Half-Board, Demi- Pension), and American Plan (Full-Board: En Pension). **Organization of the Front Office Department** o Organization charts of o Large Hotel o Sections of the Front Office Department o Job Specifications and Job Description o Front Office Manager o Duty Manager o Guest Relations Executive **Telecommunications** o Introduction o Types of Exchange- PBX, PABX, EPABX Job descriptions of the Telecommunication Operator	7
2	Different types of hotel Organization of the housekeeping Department Cleaning Agents Equipments used in housekeeping department (Manual and mechanical) Housekeeping pantry Housekeeping trolley Types of room TERMINOLOGY	8
Case Study Scenario		

M1	Front Office & Housekeeping Communication **Case Situation (Problem):** At *the Grand Paradise Hotel*, on a busy evening there were numerous check-ins/outs. The front office repeatedly allocated rooms that housekeeping still hadn't cleared as "clean & vacant." Guests were sent to rooms still dirty or occupied, leading to complaints and delays. **Questions:** 1.What went wrong between departments? 2.How should the room division handle communication? 3.What systems can prevent this in future?
M2	Guest Complaint on Room Condition Case Situation (Problem): A guest checked in, but the room had stains and was not properly cleaned. The guest called the front desk and demanded a refund or room change. The front desk agent was unsure how to handle the situation. *(Common in front office/housekeeping practical scenarios.)* **Questions:** 1.What steps should the front office take when a guest complains about cleanliness? 2.How can the hotel recover the guest experience?

Reference Books:

1. Jatashankar Tiwari- Front Office Management- Oxford University Press
2. Sudhir Andrews- Hotel Front Office Training Manual- The Tata M'cGraw Hill
3. Hotel Housekeeping Operations, Design and Management- G. Raghubalan and Smritee Raghubalan- Oxford University Press
4. Housekeeping Operations, Design and Management- Malini Singh & B. George- Jaico Publications
5. Hotel Hostel And Housekeeping- Joan Branson & Margaret Lenox

Semester End Evaluation (25 Marks) **Time: 2 Hours**

Paper Pattern

Question No.	Questions	Total Marks : 25
Q1	Subjective Questions (3x5) with internal choice	10
Q2	Descriptive Questions (3x5) with internal choice	10
Q3	Case Study	5
	Total Marks	**25**

Practical Syllabus

Sr. No	List of Practical	No. of. Lectures	CO Mapping
1	Grooming Standards- For Boys and Girls Social Etiquettes- Soft Skills Telephone Handling o Transferring calls o Call on hold Procedure o Voice modulation	20	CO1,CO2
2	Introduction to Housekeeping practical, grooming and journal	20	CO2, CO3
3	Dusting (high & low) Floor cleaning- Sweeping & mopping – Dry and Wet Mopping Floor cleaning – Scrubbing – Manual and with Machines	20	CO3, CO4
		60	

Semester End Practical Evaluation **Time: 2 Hours**

Question No.	Questions	Total Marks
1	Journal	10
2	Viva / Oral Questions	10
3	Worksheet	10
4	Activity One (FO)	10
5	Activity Two (H/K)	10
	Total Marks	**50**

BOS	Hospitality Studies				
Course	CC-NSS				
Course Code	HUCAC101	Level	4.5		
		Type	Theory	Practical	Total
Semester	I	Credits	1	1	2
Type	Major	No of Teaching Hours	15	30	45
Evaluation Pattern	Total Marks	Semester End	Continuous	Practical	
	50	-	25	25	

Learning Objectives	
1	To enable students to understand the historical evolution of social work in India, the role of major social reformers, and the nature and characteristics of social reform movements during pre- and post-independence periods.
2	To develop essential soft skills and life skills among NSS volunteers—including communication, public speaking, empathy, emotional intelligence, and interpersonal competence—to enhance their effectiveness in community engagement and social service..

Course Outcomes	
After successful completion of this course, students would be able to: -	
CO1	Students will be able to analyze the contributions of key Indian social reformers such as Mahatma Gandhi, Swami Vivekananda, Mahatma Phule, Rajshri Shahu Maharaj, Baba Amte, and others, and explain their impact on the development of social work in India.
CO2	Students will demonstrate improved soft skills and life skills, including communication, problem-solving, empathy, self-awareness, and interpersonal skills, enabling them to participate more effectively as NSS volunteers in community-based activities.

Modules at Glance

Module No.	Content	No. of Hours	CO Mapping
1	Youth and Disaster Management-	15	CO1
2	Project	15	CO2
		30	

Syllabus

Module No.	Content	No. of Lectures
1	**Youth and Disaster Management-** Meaning and Types of Disasters – Natural and ManMade disasters, preparedness, Disaster Risk reduction: Preparedness, Mitigation, Response, Relief, Rehabilitation, Reconstruction.	10
2	**Project:** ● Project work is mandatory for all the students in IV semester. ● They can carry out project work under the supervision of the teacher in-charge of NSS and at the end of the semester a project report shall be presented and viva voce shall be conducted. ● The Project work can be carried out independently or in a group. ● The project work shall be community based and selected preferably from the **adopted villages/ slums/ neighborhoods**. ● **Project Submission and Presentation VIVA-VOCE**	20

References Books

1. Fadake G. D., (Sampadak) – Mahatma FuleSamagraWangmaya.
2. Salunkhe P.B.,(Sampadak) – Mahatma FuleGouravGranth.
3. NarkeHari,(Sampadak)-Mahatma Fule :ShodhachyaNavyaWata.
4. Bhosale S. S.,(Sampadak) –KrantiSukte: RajarshiChhatrapatiShahu
5. PawarJaysingrao, (Sampadak)–RajarshiShahuSmarakGranth

BOS	**Hospitality Studies**				
Course	**Cultural And Culinary Heritage of India**				
Course Code	**HUSHS105**	**Level**	**4.5**		
		Type	**Theory**	**Practical**	**Total**
Semester	**I**	**Credits**	**02**		**02**
Type	**IKS**	**No of Teaching Hours**	**30**	**-**	**30**
Evaluation Pattern	**Total Marks**	**Semester End**	**Continuous**	**Practical**	
	50	**-**	**50**	**-**	

Learning Objectives	
1	Introduce the students to the Indian Knowledge System in the hospitality Industry. The Indian Knowledge System (IKS) has deeply influenced the hospitality industry, both historically and in modern contexts
2	Understand the principles of India's cultural and spiritual values. Understanding the integrating IKS into the hospitality industry aligns with the growing global demand for sustainable, authentic, and culturally immersive experiences.
3	Develop skills required to enhance customer satisfaction and wellness. Understand the reflection of a growing global appreciation for indigenous and eco-friendly knowledge systems.

Course Outcomes	
After successful completion of this course, students would be able to: -	
CO1	The incorporation of the Indian Knowledge System into the hospitality industry not only preserves and celebrates India's rich heritage.
CO2	It creates a unique identity in a competitive global market. It offers guests meaningful and memorable experiences while promoting sustainability, wellness, and cultural understanding.

Modules at Glance

Module No.	Content	No. of Hours	CO Mapping
I	The introduction of Indian cultural diversity.	10	CO1
II	Understand Indian Culture and Heritage To learn and understand Indian culinary heritage. Learn how to balance and implement Indian cultural and culinary heritage in to modern world	10	CO2
III	Integrating Cultural and Culinary Heritage (IKS) into the hospitality industry aligns with the growing global demand for sustainable, authentic, and culturally immersive experiences.	10	CO1, CO2

Syllabus

Module No.	Content	No. of Lectures
1	**Introduction of Culture** 1 Concept of culture 2 Culture and Heritage 3 Indian Culture 4 Characteristics of Indian culture Aspects of Indian culture	05 05
2	**Culinary Heritage** 1 Introduction Indian Culinary heritage 2 Historical Influences 3 Regional Diversity Cultural significance	05 05
3	**Indian Culture during modern and contemporary era** ● Modern adaption ● Sustainable Practices 1 Ancient Indian systems promoted eco-friendly, minimal-waste lifestyles. 2 Use of natural materials (like clay, wood, cotton), and local sourcing in hospitality. Increasingly reflected in modern eco-resorts and green hospital.	05 05

Reference Books:

1. Cultural Heritage of India- by Haridas Bhattacharyya
2. The Cuisines of India – Art and Tradition of Regional Indian Cooking" by Smita Chandra:
3. Heritage on a Plate: Flavors of India" by Vikas Khanna:
4. Indian Knowledge System- Chandra Hariharan Iyer

BOS	**Hospitality Studies**				
Course	**Fundamental Information & Communication Technology**				
Course Code	**HFSE 101**	**Level**	**4.5**		
		Type	**Theory**	**Practical**	**Total**
Semester	**I**	**Credits**	02	01	03
Type	**Major**	**No of Teaching Hours**	30	15	45
Evaluation Pattern	**Total Marks**	**Semester End**	**Continuous**	**Practical**	
	100	-	50	50	

Learning Objectives	
1	Understand the fundamentals of ICT and its real-world applications.
2	Demonstrate knowledge of computer hardware, software, and operating system
3	Analyze and visualize data using spreadsheet software
4	Utilize digital tools for communication, collaboration, and online productivity

Course Outcomes	
After successful completion of this course, students would be able to: -	
CO1	Understand the fundamental concepts of ICT and its role in various sectors like education, health, governance, and business.
CO2	Identify and describe the core components of a computer system including hardware, software, and operating systems
CO3	Demonstrate proficiency in using word processing, spreadsheets, and presentation tools for academic and professional tasks.
CO4	Apply internet tools, email, and social media responsibly for information gathering and communication.
CO5	Utilize cloud-based storage and collaboration platforms for file sharing, real-time teamwork, and virtual communication.

Modules at Glance

Module No.	**Content**	**No. of Hours**	**CO Mapping**
1	Foundations of ICT and Computer Fundamentals	15	CO1, CO2
2	Practical ICT Tools for Productivity and Collaboration	15	CO3, CO4, CO5
		30	

Syllabus

Module No.	Content	No. of Lectures
1	**Introduction to ICT:** Definition, importance, evolution, and impact of ICT in society. **Components of ICT**: Hardware, Software, People, Data, and Processes **ICT in Everyday Life:** Applications in education, health, governance, business Computer Fundamentals: Input/output devices, memory, storage, types of computers **Operating Systems**: Basics of Windows and Linux, file management	15
2	**Word Processing Tools:** Creating, formatting, and editing documents (MS Word/Google Docs) **Spreadsheet Tools:** Data entry, formulas, charts (MS Excel/Google **Sheets) Presentation Tools:** Creating presentations, design, transitions (MS PowerPoint/Google Slides) **Internet and Web Technologies:** Web browsers, search engines, email, social media Cloud Computing and Collaboration Tools: Google Drive, Dropbox, MS OneDrive, Teams, Zoom	15

References Books

1. Leon, A., & Leon, M. (2009). Fundamentals of Information Technology. New Delhi: Vikas Publishing House.
2. ITL Education Solutions Limited. (2006). Introduction to Information Technology. New Delhi: Pearson Education.
3. Sinha, P. K., & Sinha, P. (2007). Computer Fundamentals (6th ed.). New Delhi: BPB Publications.
4. Nordell, R. (2021). Microsoft Of ice 365: In Practice (2021 Edition). New York: McGraw-Hill Education.

Practical Syllabus

Sr. No	List of Practical	No. of. Lectures	CO Mapping
1	**Creating and Formatting a Document (Word/Google Docs)** ● Type a formal letter/application. ● Format using font styles, bullet points, headings, page numbers. ● Add header, footer, and watermark. ● Resume / CV Creation Using Word Processor	3	CO3
2	**Table and Image Handling in Word Processors** ● Insert a table with student data. ● Merge/split cells, use shading. ● Add and wrap an image. ● Add a caption to the image.	3	CO3
3	**Basic Data Entry and Formatting in Spreadsheets (Excel/Google Sheets)** ● Create a student marksheet with 5 subjects. ● Format cells, use borders and colors. ● Apply text wrap, alignment, and number formats.	3	CO3
4	**Use of Formulas and Functions in Spreadsheets** ● Use formulas: COUNT, SUM, AVERAGE, MAX, MIN. ● Apply conditional formatting for marks < 35. ● Use IF function for pass/fail result. ● Data Validation and Drop-Down Menus in Excel	3	CO3
5	**Creating Charts and Graphs in Spreadsheets** ● From the previous marksheet, create: ● A bar chart for subject-wise performance. ● A pie chart for overall result distribution. ● Customize titles, legends, and colors.	3	CO3
6	**Mail Merge for Bulk Letter Generation (MS Word + Excel)**	3	CO4
7	**Designing a Presentation with Transitions and Animations (PowerPoint/Slides)** ● Create a 5-slide presentation on a topic (e.g., Cyber Security). ● Apply slide layouts, themes, and animations. ● Use transitions between slides.	3	CO3,CO4
8	**Hyperlinks, Multimedia, and Slide Master Use in Presentations** ● Add audio/video to a slide. ● Insert hyperlinks (internal and external).	3	CO4

9	**Internet Browsing and Online Research** ● Use search engines for a topic (e.g., Artificial Intelligence). ● Bookmark 3 relevant resources. ● Save information in a Word document with source links	3	CO5
10	**Using Google Forms to Collect Data** ● Design a survey (e.g., student tech usage habits). ● Share the form and collect responses.	3	CO5

Semester End Practical Evaluation **Time: 2 Hours**

Question No.	Questions	Total Marks
Q.1	Practical	**20**
Q.2	Viva	**05**
Q.3	Journal	**20**
Q4	Attendance	**05**