



॥ सा विद्या या विमुक्तये ॥

स्वामी रामानंद तीर्थ मराठवाडा विद्यापीठ, नांदेड

'ज्ञानतीर्थ', विष्णुपुरी, नांदेड - ४३१ ६०६ (महाराष्ट्र राज्य) भारत

SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY, NANDED

'Dnyanteerth', Vishnupuri, Nanded - 431 606 (Maharashtra State) INDIA

Established on 17th September, 1994, Recognized By the UGC U/s 2(f) and 12(B), NAAC Re-accredited with 'B++' grade

Fax : (02462) 215572

Phone: (02462)215542

Academic-1 (BOS) Section

website: srtmun.ac

E-mail: bos@srtmun.ac

आंतर विद्याशाखीय अभ्यास विद्याशाखे
अंतर्गत राष्ट्रीय शैक्षणिक धोरण २०२०
नुसार पदवी प्रथम वर्षाचे अभ्यासक्रम
(Syllabus) शैक्षणिक वर्ष २०२४-२५
पासून लागू करण्याबाबत.

प रि प त्र क

या परिपत्रकान्वये सर्व संबंधितांना कळविण्यात येते की, या विद्यापीठा अंतर्गत येणा-या सर्व संलग्नित महाविद्यालयामध्ये शैक्षणिक वर्ष २०२४-२५ पासून पदवीस्तरावर राष्ट्रीय शैक्षणिक धोरण -२०२० लागू करण्याच्या दृष्टीकोनातून आंतर विद्याशाखीय अभ्यास विद्याशाखे अंतर्गत येणा-या अभ्यासमंडळांनी तयार केलेल्या पदवी प्रथम वर्षाचे अभ्यासक्रमांना मा. विद्यापरिषदेने दिनांक १५ मे २०२४ रोजी संपन्न झालेल्या बैठकीतील विषय क्रमांक १८/५९-२०२४ च्या ठरावान्वये मान्यता प्रदान केली आहे. त्यानुसार आंतर विद्याशाखीय अभ्यास विद्याशाखेतील खालील बी. ए. प्रथम वर्षाचे अभ्यासक्रम (Syllabus) लागू करण्यात येत आहेत.

Sr. No.	Name of the Course Subject
01	B. A. I year Drana
02	B. A. I year Music
03	B. A./B. Sc. I year Hospitality Studies
04	B. A. I year Animation

सदरील परिपत्रक व अभ्यासक्रम प्रस्तुत विद्यापीठाच्या www.srtmun.ac.in या संकेतस्थळावर उपलब्ध आहेत. तरी सदरील बाब ही सर्व संबंधितांच्या निदर्शनास आणून द्यावी, ही विनंती.

'ज्ञानतीर्थ' परिसर,

विष्णुपुरी, नांदेड - ४३१ ६०६.

जा.क्र.:शै-१/एनइपी/आविशाखापदवी/२०२४-२५/१५७

दिनांक २२/०७/२०२४

डॉ. सरिता लोसरवार

सहा.कुलसचिव

शैक्षणिक (१-अभ्यासमंडळ) विभाग

प्रत : १) मा. आधिष्ठाता, आंतर विद्याशाखीय अभ्यास विद्याशाखा, प्रस्तुत विद्यापीठ.

२) मा. संचालक, परीक्षा व मुल्यमापन मंडळ, प्रस्तुत विद्यापीठ.

३) मा. प्राचार्य, सर्व संबंधित संलग्नित महाविद्यालये, प्रस्तुत विद्यापीठ.

४) सिस्टीम एक्सपर्ट, शैक्षणिक विभाग, प्रस्तुत विद्यापीठ. यांना देवून कळविण्यात येते की, सदर परिपत्रक संकेतस्थळावर प्रसिध्द करण्यात यावे.

**SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED - 431606, MS, INDIA**



**SWAMIRAMANANDTEERTHMARATHWADAUNIVERSITY,
NANDED - 431606, MS, INDIA**

Faculty of Inter disciplinary

B. Sc. Hospitality Studies

(I SEMESTER & II Semester)

**R-23 Proposed Structure for Four Year Multidisciplinary
Under Graduate (UG) Programme in B. Sc. Hospitality Studies**

With Multiple Entry & Exit option SYLLABUS

w.e.f. 2024 - 2025

Forward by the Dean, Faculty of Interdisciplinary Studies

National Education Policy 2020 has been announced on 29.07.2020 by the Government of India. NEP 2020 proposes a new and forward-looking vision for India's Higher Education System through quality universities and colleges. Its key is in the curriculum and its practical implementation. NEP 2020 foresees more vibrant, socially engaged, cooperative communities and a happier, cohesive, cultured, productive, innovative, progressive, and prosperous nation. The introduction of Research Methodology and ethics will widen the vision and broaden the perspectives of the learners.

The curriculum must be exciting, relevant, and regularly updated to align with the latest knowledge requirements and meet specified learning outcomes. High-quality pedagogy is necessary to impart the curricular material to students successfully; pedagogical practices determine the learning experiences provided to students, thus directly influencing learning outcomes. The assessment methods must be scientific, designed to improve learning and continuously test the knowledge application.

When syllabi are developed and framed appropriately at University, it will result in the upbringing and nourishment of multidisciplinary and holistic citizens. Emphasis is on outcome-based learning. Every course has well-defined objectives and outcomes. The assessment guidelines also provide clarity and precision to the vision behind prescribing the particular course content.

The syllabus of four year undergraduate bachelor course is a reformative and constructive step in the effective implementation of National Policy on Education 2020 by the Swami Ramanand Teerth Marathwada University. It is a product of rigorous exercise undertaken by the respective Board of Studies of the University which was prepared the guidelines provided by the steering committee set up by the Government of Maharashtra. This syllabus reflects the philosophical foundation through documents on National Education Policy 2020 which was provided by the Ministry of Education of Government of India and University Grants Commission, New Delhi.

This syllabus consists of content and activities that will empower the students for inculcating 21st century skills. The highlights of syllabus offers; holistic, inter- multi-trans disciplinary approach, research component, flexibility, technology embedded teaching-learning, value based and skill enhancement, which defines educational experience and opens up a whole new world of opportunities.

This syllabus structured on various predefined verticals that includes major subject and minor subject, generic or open electives, vocational and skill enhancement courses, ability enhancement courses, value education courses, Indian knowledge system, co-curricular courses which will be leading towards graduation and pursuing their career thereafter. There are total eight semesters for four year undergraduate course where, each semester is of 22 credits and students will have to choose semester wise specific vertical carefully.

**SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED - 431606, MS, INDIA**

Introducing Case Studies and Field Projects has created a unique opportunity for the higher education institute to bridge the gap between the academia, industry and the community, NEP believes effective learning requires a comprehensive approach that involves an appropriate curriculum, engaging pedagogy, continuous formative assessment, and adequate student support.

We are sure that the Graduate centers of this university and its affiliated colleges will implement the course effectively and successfully, resulting in a healthy and more creative academic ambience.

The design and development of syllabus is a continuous process, therefore all these syllabi are constantly under review. It is a request to teachers and students to suggest addition and changes in the present syllabus for supporting bright future of the learners.

**Professor Dr. Chandrakant Ragho Baviskar
Dean (IC), Faculty of Interdisciplinary Studies
Swami Ramanand Teerth Marathwada University
Nanded- 431 606 (Maharashtra state)**

Empowering Education through NEP 2020: Insights from Hospitality Studies and Computer Application

Chairman, Board of Studies, Hospitality Studies & Computer Application

The Indian government unveiled the National Education Policy (NEP) 2020 on July 29, 2020. It presents a visionary plan for the nation's higher education system that highlights the importance of top-notch universities and colleges. Its main goal is to create more vibrant, socially engaged, and cooperative communities through curriculum creation and practical application. The goals of NEP 2020 are to build a more contented, unified, cultured, productive, inventive, forward-thinking, and wealthy country. The policy seeks to increase students' critical thinking skills and extend their perspectives by embracing research methodology and ethics.

Growing well-rounded and holistic citizens is the outcome of university-level curricula that are designed and structured appropriately. These folks have a broad range of knowledge and abilities, with a focus on outcome-based learning. Each course has precise goals and expectations, as well as assessment procedures that give the course material context and clarity. This clarity guarantees that the course's objectives and purpose are understood by both teachers and students, resulting in a more concentrated and successful learning environment.

The syllabus is organized according to several predetermined verticals, such as major and minor topics, open or generic electives, courses for skill development and vocational training, courses for ability enhancement, courses on value education, courses on the Indian knowledge system, and co-curricular activities. These verticals ensure that students receive a well-rounded education that strikes a balance between academic knowledge and practical abilities as they progress toward graduation and their jobs. Eight semesters, totaling 22 credits each, make up the four-year undergraduate program. Students are required to select particular verticals for each semester with great attention. With this approach, students can customize their education to fit their interests and professional aspirations, offering both breadth and depth in their coursework.

The introduction of Case Studies and Field Projects has given universities a special chance to close the gap between research, business, and the community. By allowing students to apply theoretical information to real-world challenges, these practical components improve their learning and increase their employability. According to NEP, a thorough strategy including a suitable curriculum, captivating pedagogy, ongoing formative evaluation, and sufficient student assistance is needed for effective learning. Better results and a more satisfying educational experience are guaranteed by this all-encompassing strategy, which makes sure that students are supported throughout their educational journey.

The syllabus for Hospitality Studies will include topics including culinary arts, tourism, hotel administration, and event planning, with a major emphasis on real-world applications and industry norms. This guarantees that graduates can flourish in a variety of hospitality-related professions and are prepared to fulfill the industry's demands. Software development, data analytics, cyber security, and emerging technologies will all be covered in the Computer Application curriculum to make sure students are ready for the tech-driven future. Graduates of this extensive program are guaranteed to be adaptable and able to keep up with the quickly evolving technological scene.

The process of creating and refining the syllabus never ends. As a result, every syllabus is examined frequently to make sure it's still current and useful. To promote the kids' bright future, we kindly ask educators and learners to suggest additions and modifications to the current syllabus. By working together, we can make sure that the curriculum changes to suit the demands of the job market and society as a whole, giving students the greatest education possible.

I am indeed thankful to all the Board Members and those who have directly and indirectly involved in making this curriculum possible.

Dr. Ramakant V. Ghadage
The Chairman
BOS
Hospitality Studies & Computer Application

**SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED - 431606, MS, INDIA**

Members of the Board of Studies the Subject of Hospitality Studies & Computer Application

<i>Sr. No</i>	<i>Name of the Member</i>	<i>Designation</i>	<i>Address with Mailed</i>	<i>Contact No.</i>
1	Dr. Ramakant V. Ghadage	Chairman	Shivaji Mahavidyalay Renapur Dist. Latur ghadgeramakant@gmail.com	9421448148
2	Dr. Chavan Ashok Daulatrao	Member	Late RW ACS College Sonpeth, Parbhani ashokchavan31@gmail.com	9403630499
3	Dr. Ramdas F. Ambad	Member	Late RW ACS College Sonpeth, Parbhani ramdhanambad@yahoo.com	9975574013
4	Dr. Vijay R. Uttarwar	Member	School of Comm. & Management SRTMU Nanded drvijayuttarwar@gmail.com	7020347117
5	Dr. Archana H. Sable	Member	School of Computational Science SRTMU Nanded helloarchu27@gmail.com	9765356793
6	Mr. Balaprasad B. Shinde	Invitee Member	SSBES' ITM Nanded balaprasadshinde19@gmail.com	9527351244
7	Mr. Prashant U. Shegaonkar	Invitee Member	SSBES' ITM Nanded spash123123@gmail.com	9049980446
8	Mr. Shashank S. Thorat	Invitee Member	Gramin Polytechnic College Nanded	8975957773
9	Mrs. Vaishali N. Sawant	Invitee Member	Gramin Polytechnic College Nanded vaishu.dhole13@gmail.com	9960350593
10	Mr. Hemant V. Godbole	Invitee Member	Gramin Polytechnic College Nanded hemantgodbole888@gmail.com	7276674819

B.Sc. Hospitality Studies (4 years) program / degree are a specialized program in Hospitality Industry. It builds the student on studies in applied in Industry and to become competent in the current race and development of new Hospitality Studies. The duration of the study is of six semesters, which is normally completed in three years (Honors Degree 8 semester Four years).

Eligibility and Fees

The eligibility of a candidate to take admission to **B. Sc. Hospitality Studies** Program is as per the eligibility criteria fixed by the University. More details on admission procedure and fee structure can be seen from the prospectus of the college / institution as well as on website of the University.

Credit Pattern

Every course has corresponding grades marked in the syllabus structure. A total of 176 credits are essential to complete this program successfully. The Grading pattern to evaluate the performance of a student is as per the University rules.

Every semester has a combination of Theory courses and Practical courses. Some theory course has 02 credits and some are 04 credits which are split as 02 external credits (80% external 20% internal). The university shall conduct the end semester examination for 02 external credits.

For theory internal credit, student has to appear for class test and assignment (10 Marks).

Every Practical course has 01 credit. For Practical credit, the student has to submit Laboratory Book (05 marks), 15 marks for the practical activities carried out by the student throughout the semester and 05 marks are for the oral / viva examinations.

Under the CBCS NEW pattern, students would graduate **B. Sc. Hospitality Studies** with a minimum number of required credits which includes compulsory credits. All students have to undergo practical activities leading to specific credits and project development activity as a part of professional UG program.

I) Objectives and Framework of the curriculum of B. Sc. HS Program

- 1) The basic objective of the B.Sc. HS Program is to provide to the country a steady stream of competent young men and women with the necessary knowledge, skills, values and attitude to occupy positions of management and administration in the Hospitality Industry.
- 2) The course structure of the given B.Sc. HS Program is designed keeping in view the basic Objective stated above. Consequently certain essential features of such model program Structure would be.
 - a) To impart to the students latest and relevant knowledge from the field of hospitality.
 - b) Providing opportunities to the participants, within and outside the institutions, for developing necessary operating skills.
 - c) Imparting/developing the right kind of attitude to function effectively in operational, managerial /administrative positions.
- 3) Certain other essential considerations:
 - a) The knowledge imparted and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
 - b) The design is simple and logical.
- 4) Imparting/ developing suitable attitudes understandably is a very difficult and delicate task, and is to be done by the faculty as inconspicuously as possible.
- 5) The relative importance of skills development and attitudinal orientation in hospitality education suggests that the Institution offering the program should have some freedom on course development in choosing methods of instruction and internal assessment within a broad framework of objectives and curriculum structure.

II) The Curriculum

- 1) The curriculum is presented in the accompanying chart along with the appendices containing a list of subjects and outlines of required courses.
- 2) Care and attention has been given to the basic objective of the curriculum and its academic rigor, with the much needed experimentation and innovation in the field of hospitality studies.

B. Sc. (Hospitality Studies) First Year Syllabus

- a) A Bridge Course in science for students of non-science background will be conducted at the Beginning of the program.
- b) The curriculum includes a total 57 courses.
- c) The 57 courses are distributed as under

First Year B. Sc. HS

(Semester-I) IHSCCT 1101 – IHSCCT 1151 Theory

IHSCCP101 – IHSCCP 104 = Practical

(Semester-II) IHSCCT 1151 - IHS208= Theory

IHSCCP 1151 - IHSCCP 1153 = Practical

Second Year B. Sc. HS

As per NEP Instruction

Third Year B. Sc. HS

As per NEP Instruction

(Semester-VI)

Industrial Training

Project Report

Logbook & Performance Appraisal

Forth Year B. Sc. HS

As per NEP Instruction

d) There is a provision for industrial training, project report & logbook & Performance Appraisal in the six semesters, which together carry a mark value of 550 Internal & External evaluations.

3. Ordinarily in each class, not more than **80 students** will be admitted.

III) Eligibility for admission

The minimum eligibility for the course would be HSC (Std.12th) pass with any stream.

IV) Number of lectures

There shall be at least 40 hours per week which includes lectures/practical/tutorials/seminars /assignments for the internal assessment work. The duration of the lectures /practical period shall be of 60 minutes each.

V) Industrial Training

In the Third Year (Six Semesters) the students shall be sent for Industrial Training for a period of 20 weeks, Government Classified Hotels of the level of three star categories and above.

- a) The student shall maintain a logbook for the training period on daily basis.
- b) At the end of the industrial training the student shall submit a training report along with the log book maintained on daily basis during the period of training and the performance appraisal from each department.
- c) The training report is to be prepared by the students in two typed copies and to be submitted to the principal within the stipulated time of assessment.
- d) The report will be assessed by the internal and external examiner and 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 of the Six Semester.
- e) The training report will be assessed by an examiner comprising of external examiner (the external would include preferably one from the Hotel industry of the level of head of the Department and above) and one internal examiner.

VI) Project Work

Each student shall write a project report on the topic based on the elective course under the guidance of an internal Teacher and submit the same to the principal. The Project Report is to be prepared by the student in two typed copies and to be submitted to the principal within the stipulated time for assessment. Only on the basis of a certificate of the internal examiner concerned that the project report has been satisfactorily completed, would the student be allowed to appear for the viva-voce of the Six Semester. The marks will be communicated by the Principal to the University. The project Report will be assessed by examiners comprising external examiners (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

VII) Attendance

The students are required to have at least 75% attendance in each course. The students who fail to comply with the above requirements shall not be allowed to appear for the examinations. Such students shall have to seek readmission in the same class of the succeeding year.

Hospitality Studies Program Outcomes Graduates will:

- Engage in critical analysis and creative thinking.
- Apply the basic principles of analytical thinking and problem solving when examining hospitality management issues.
- Analyze trends and organizational data and develop business strategies for the hospitality industry.
- Collect and evaluate information to make sound decisions.
- Demonstrate the ability to integrate concepts and theories across functional business domains (e.g. Account, Marketing, Human Resources, Operations, etc.)
- Demonstrate the knowledge, skills, and attitudes to function effectively in a diverse and global organizational environment.
- Demonstrate proficiency in the application of selected technology.
- Synthesize core concepts in the areas of hospitality accounting, finance, human resources, marketing, operations, and quantitative methods.
- Demonstrate personal and professional standards for ethical decision-making and social behaviour.
- Evaluate personal and professional goals and development based on perceived strengths and potential for life-long learning.
- Demonstrate the ability to read, listen, and clearly express them using written, oral, visual, and quantitative methods to communicate effectively with superiors, co-workers, customers, and members of the community.
- Demonstrate leadership, teamwork, and interpersonal skills needed for managing diverse and global hospitality operations.

**SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED - 431606, MS, INDIA**

Faculty of Interdisciplinary

**R-23 Proposed Structure for Four Year Multidisciplinary Under Graduate (UG) Programming B. Sc. Hospitality Studies I YEAR
(I SEMESTER) With Multiple Entry & Exit option
w.e.f. 2024 –2025**

	Course Code	Course Name	Credits Assigned			Teaching Scheme (Hrs/week)	
			Theory	Practical	Total	Theory	Practical
Major Core 1	IHSCCT-1101	Basic Food Production	02	--	04	02	--
	IHSCCP-1101	Lab course in Basic Food Production	-	02			04
Major Core 2	IHSCCT-1102	Food & Beverage Service	02	--	04	02	--
	IHSCCP-1102	Lab course in Food & Beverage Service	-	02			04
Major Core 3	IHSCCT-1103	Basic Room Division	02	--	04	02	--
	IHSCCP-1103	Lab course in Basic Room Division	-	02			04
Generic Electives <i>(from other Faculty)</i>	IHSCGE-1101	Health & Safety for Hotel Staff <u>(Basket 3)</u>	02	--	02	02	--
Skill Based Course <i>(related to Major)</i>	IHSCSC-1101	Computer Fundamental	--	02	02	--	03
Ability Enhancement Course (ENG)	AECENG-1101	L1 – Compulsory English	02	--	02	02	--
Ability Enhancement Course (MIL)	AECXXX-1101	L-2-Second Language: Marathi(MAR), Hindi (HIN), Urdu (URD), Kannada (KAN), Pali (PAL), (Basket- 4)	02	-	02	02	-
Indian Knowledge System (IKS)	IKSXXX-1101	Indian Knowledge System Basket 5	02	--	02	02	--
Total Credits			14	08	22	14	15

**B. Sc. H.S. First Year Semester I Syllabus
(w.e.f. 2024 - 25)
Paper No. IHSCCT - 1101
Subject : Basic Food Production**

Number of Lecturer	30
End of Semester Exam (University)	40
Continuous Assessments (Internal)	10
End of Semester Practical Exam (University)	50
Total	100
Total Credit	04

Objectives–

- Technical skills in the art of culinary and food production department
- To learn the methods and techniques of cooking food
- Importance of food ingredients

Learning outcomes--

1. Basically the subject is focused on the learning skills of food production.
2. During the course student gain theory as well as practical knowledge.
3. Professional skills based on cooking techniques.
4. Knowledge of food commodities and it skills.
5. Food techniques develop their culinary skills.
6. Develop food standard and professional attributes.

Course Contents:

Marks

Unit 1: Introduction to Professional Cookery

10

- 1.1 Origin, Aim & objective of cooking food of modern cookery practices
- 1.2 Factors influencing eating habits sectors of hospitality
- 1.3 Essential of continental and Indian food preparation food preparation, Hygiene and safe practices in handling food
- 1.4 Attitude towards your job, Personal hygiene & hygiene in catering industry,

Unit 2: Professional Attributes

10

- 2.1 Importance of rest, recreation & exercise.
- 2.2 Uniform, Care for your own health and safety, Safety practices and procedures.
- 2.3 Accident, types, nature, classification.
- 2.4 Preventive measures for each type of accidents, reporting accidents.
- 2.5 First Aid Meaning, importance and basic rules, Fire Prevention.

Unit 3: Commodities used in the Catering Industry

10

- 3.1 Relationship of the classification with food group studied
- 3.2 Introduction to Commodities in term of source, Bi-products, and effect of heat and other Factors on Cooking (for the following)
- 3.3 Cereals and Pulses, Wheat, Rice and other millets in the region, Bengal gram, Green gram, Red gram, Soybeans, kidney beans, double beans, Local available Cereals and pulses
- 3.4 Sweeteners-Sugar, Honey, Jiggery and artificial sweeteners
- 3.5 Fats&Oils:Butter,Oil,Lard,Suet,Tallow,Hydrogenatedfat,Breadspreads
- 3.6 Dairy Products:-Milk, Cream, Cheese, Curd,
- 3.7 Vegetables: Types of vegetables-Root, stem, Leafy, Flowery, Fruity. Fruits: Types Of Fruits-Fresh, Dried, Canned
- 3.8 Egg, Spices, Herbs, Condiments and Seasonings:(Used in Western and Indian Cooking)

Unit 4: Pigments in Food and Preparation & Mixing Methods

10

- 4.1 Types of pigments in vegetable, fruits and animal products
- 4.2 Effect of heat, acid, alkali, oxidation and metal on pigment,
- 4.3 Washing,peeling,paring(fruits),cutting(cutsofvegetables),grating(Vegetables),Mashing (Vegetables and pulses), sieving (flours), steeping (Cereals, pulses tamarind, lemon,) evaporation (milk and gravies), Marinating(meat, fish, chicken), sprouting (pulses and legumes), blanching, Filleting offish, deboning and jointing of poultry.
- 4.4 Methods of mixing:-Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, and Stirring.

Practical's:

- 1) Introduction to Indian cookery
- 2) Various Indian cooking preparation styles.
- 3) Preparation of basic gravies and curries
- 4) Various rooting preparations
- 5) Indian veg. and non-veg preparation.
- 6) Indian menus with sweet dishes
 - Minimum 12 practical's to be accomplished
 - Practical examination to be conducted on Indian cookery consist veg and non-veg preparation

Reference books:

- 1) Modern cookery vol.no.1-Thangamphilp
- 2) Professional chef(4thEdition)—Le Rol A. Polson
- 3) Book of ingredients--Janegrigson
- 4) Theory of catering—victor cesrani & Rolanald conson, ELBS.

**SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED - 431606, MS, INDIA**

**B. Sc. H.S. First Year Semester I Syllabus
(w.e.f. 2024 - 25)
Paper No. IHSCCT - 1102
Subject : Food & Beverage Service**

Number of Lecturer	30
End of Semester Exam (University)	40
Continuous Assessments (Internal)	10
End of Semester Practical Exam (University)	50
Total	100
Total Credit	04

Subject Objectives:-

- The objectives of department of Food and Beverage are to improve students ability of creation and invention towards food and beverage.
- To develop students to possess professional integrity and international version,
- To develop the knowledge of modern concepts of sanitation, safety, and health,
- And to provide students with cooperative education which will help students to gain-world experience to become professionals in the industry.

Learning Outcomes:

Up on successful completion of this course, the student will have reliably demonstrated the ability to :-

1. Describe various types of service techniques of different menu
2. Suggest appropriate recommendations to enhance the costumer experience.
3. Recognize the importance of service of different menu.
4. Employee strategies for dealing with menu planning.
5. Apply basic beverage knowledge
6. Perform opening, on-going and closing operational responsibilities in a full service food and beverage operation.

Course Contents:

Marks

Unit: 1 Introduction to F& B Service

10

- 1.1 Evolution of Food & Beverage industry.
- 1.2 Classification of catering establishments – Commercial & Non-commercial, Captive & non-captive.
- 1.3 Types of F & B outlets – Restaurants (Fine Dining, Casual, Theme), Fast Food
- 1.4 Drive Through, Coffee House, Snack Bar, Cafeteria, Kiosks, Vending Machines
Classical French Menu.

Unit : 2 Equipment- Types and Usage

10

- 2.1 Furniture – tables & chairs
- 2.2 Chinaware – types and size, Glassware – capacity & usage
- 2.3 Stainless steel and Silverware – cutlery, service equipment's, Disposables – types, advantage & disadvantage
- 2.4 Special equipment used in food and beverage industry care & maintenance of equipment's

Unit : 3 F & B Service Personnel

10

- 3.1 F & B service organization structure for large hotel
- 3.2 Organization structure of individual restaurant brigade
- 3.3 Attitudes, Basic etiquettes & attributes of F & B personnel,
- 3.4 Interdepartmental relationship with – Food Production, HK, Front Office, Stores, HR, Finance, Marketing.

Unit : 4 Types of Food & Beverage Service & Types of Meal

10

- 4.1 Table Service – English/Silver, American, French, Russian & Self Service – Buffet & Cafeteria
- 4.2 Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.
- 4.3 Single Point Service –Take Away, Vending Kiosks, Food Courts
& Mis-en-place& Mis-en-scene.
- 4.4 Types of Meals –
 - 4.4.1 Breakfast– Introduction, Types, Service Methods
 - 4.4.2 Brunch
 - 4.4.3 Lunch/Dinner
 - 4.4.4 Hi–Tea
 - 4.4.5 Supper

Practical's:

- 1. Restaurants Etiquettes
- 2. Restaurants Hygiene Practices
- 3. Mis-en-place & Mis-en-Scene
- 4. Identification of equipment's
- 5. Laying & Relaying of Tablecloth
- 6. Napkin Folds
- 7. Rules for laying table
- 8. Carrying a salver/Tray
- 9. Service of water
- 10. Handling the service gear
- 11. Carrying plates, glasses and other equipment's
- 12. Clearing an ashtray.
- 13. Situations like spillage
- 14. Breakfast Table Lay – Up and Service (Indian, American, English, Continental)
- 15. Silver Service (Classical and Horsd'oeuvres) varies to Coffee)
- 16. Crumbing, Clearing, Presenting the bill

Reference Books:

1. Food & Beverage Service - Lillicrap & Cousines, ELBS
2. Modern Restaurants Service –John Fuller, Hutchinson
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.

**B. Sc. H.S. First Year Semester I Syllabus
(w.e.f. 2024 - 25)
Paper No. IHSCCT - 1103
Subject : Basic Room Division**

Number of Lecturer	30
End of Semester Exam (University)	40
Continuous Assessments (Internal)	10
End of Semester Practical Exam (University)	50
Total	100
Total Credit	04

Objective:

This subject focuses on the key principles on the Room Division within the international hospitality sectors. It provides learners with an insight into this dynamic hospitality sector practical to them the important of the department as a major revenue generator with the lodging sector. It also gives the learner's to the opportunity develop their operational and management knowledge of this key functional department.

After reading & studying this concept you should be able to:

1. Draw organization chart of Room Division department (housekeeping & front office) of a Hotel & identify the functions of the Room Division department.
2. Draw a layout of Housekeeping & Front office department and describe the main functions Of the Room Division department.

Learning Outcomes:

1. Identify the key functions of the Room Division Department.
2. Explain the Room Division Manager Role as a leader decision maker.
3. Discuss the important the Room Division Department
4. Associate the role of the Room Division Manager with the management functions of a hospitality provider in effective manners.
5. Outlines the duties & responsibilities of key executives & department heads.
6. To understand the classification of hotel.

Course Contents:

Marks

Unit 1:-Introduction to Housekeeping

10

- 1.1 Introduction, Meaning, Definition & Importance of Housekeeping
- 1.2 Functions of Housekeeping
- 1.3 Housekeeping Co-ordinations with other Department
- 1.4 Housekeeping public areas –Front of the house & Back of the house.

Unit 2:- Organization of the House Keeping Department 10

- 2.1 Hierarchy of Housekeeping Dept. (Large, Medium, Small Hotel)
- 2.2 Job description and job specifications, Duties & Responsibilities of Housekeeping Staff
- 2.3 Attributes of Housekeeping Staff & Attributers of Front Office Personnel
- 2.4 Layout of Housekeeping Dept. & Function of Section
- 2.5 Types of Rooms

Unit 3:- Cleaning Equipment & Cleaning Agent 10

- 3.1 Classification of Cleaning Equipment's
- 3.2 Use, Care, Storage, Selection & Purchase Criteria
- 3.3 Classification of Cleaning Agent
- 3.4 Use, Care, Storage of Cleaning Agent.

Unit 4:- Introduction to Hospitality Industry 10

- 4.1 Define Hotel Their Evaluation & Growth in India, Famous Hotel World Wide
- 4.2 Classification of Hotel – Based On Star Ranking, Based On Location, Based on size, Based on clientele, based on length of Stay, based on Facilities & ownership.
- 4.3 Organization Chart of Hotel (Large, Medium & Small)
- 4.4 Organization Chart of Front Office Dept.(Large, Medium & Small) and Duties & Responsibilities of Front Office staff, Co-Ordination of the Front Office with other Departments.

Practical: - Housekeeping

- 1. Introduction to the House Keeping Departments
- 2. Introduction to the Cleaning Equipment's
- 3. Introduction to the Cleaning Agent
- 4. Introduction to Guest Room & Suppliers & Placement
- 5. Sweeping & Mopping – Dry, Wet
- 6. Polishing of Laminated surface
- 7. Polishing of brass article
- 8. Polishing of EPNS article
- 9. Polishing of Copper Article
- 10. Cleaning of Glass Surface
- 11. Cleaning of Oil Painted surface
- 12. Cleaning of Plastic Painted surface
- 13. Mansion Polishing
- 14. Vacuum Cleaning
- 15. Bed Making.

Practical: -Front office

- 1. Telephone etiquettes & telephone handling
- 2. Handling room keys(issuing, receiving, missing keys, computerized key Card)
- 3. Handling guest mail(of guest who have checked out, in-house& expected)
- 4. Handling message & paging for guest
- 5. Luggage handling (along with left Luggage procedure)
- 6. Handling guest enquiries
- 7. Bell Desk Activities

REFERENCE BOOKS: Housekeeping

1. Hotel Housekeeping Operation & Management –G. Raghubalan
2. Housekeeping Training Manual – Sudhir Andrews, Tata McGraw Hill
3. Hotel, Hostel & Hospital House Keeping –

REFERENCE BOOKS : Front Office

1. Check in Check out – (Jerome Vallen)
2. Hotel Front Office Training Manual –Sudhir Andrews, Tata McGraw Hill
3. Principles of hotel front office operation (Sue Baker P. Bradley, J. Huyton)
4. Hotel Front Office (Bruce Braham)
5. Managing front office operation(Michael Kasavana, Charles Steadmon)
6. Front office procedure & management(Peter Abbott)
7. Front Office Operation/Accommodation Operation (Colin Dix)
8. Front Office Operations & Administration(Denis Foster)

SUGGESTED ASSIGNMENTS

1. Countries, Capitals & currencies
2. Different Airlines with their codes Worldwide
3. Beaches in India.

**B. Sc. H. S. First Year Semester I Syllabus
(w.e.f. 2024 - 25)
Paper No. IHSCGE - 1101
Health & Safety and for Hotel Staff**

Number of Lecturer	30
End of Semester Exam (University)	40
Continuous Assessments (Internal)	10
End of Semester Practical Exam (University)	--
Total	50
Total Credit	02

The objectives of health and safety for hotel management staff

1. Ensure a Safe Work Environment, Minimize risks to employees and guests by maintaining a hazard-free environment.
2. Adhere to health and safety regulations and industry Legal standards.
3. Prevent Accidents , Implement safety measures to reduce the risk of workplace accidents and guest injuries
4. Safe Food Handling and Hygiene, Ensure food safety practices are followed to prevent contamination and food borne illnesses.
5. Continuous Training and Awareness- Regularly update staff on health and safety protocols to ensure ongoing compliance and readiness

The learning outcomes:

1. Understanding Health and Safety Regulations by Knowledge of legal requirements and industry standards for workplace safety in the hospitality sector.
2. Ability to identify potential hazards in the hotel environment and take preventive measures.
3. Preparedness to handle emergencies like fires, medical incidents, or evacuations effectively.
4. Safe Work Practices: Competency in implementing and promoting safe working practices among staff to prevent accidents and injuries.
5. Food Safety and Hygiene Awareness: Understanding of proper food handling, storage, and hygiene practices to prevent contamination and food borne illnesses First Aid and Accident Management
6. Enhance their experience and protect the hotel's reputation and know of how health and safety practices contribute to long-term staff well-being and sustainable hotel operations.

Unit 1:- Hazards in the Kitchen Areas

- 1.1 Structure and Environment
- 1.2 Machinery and Equipments
- 1.3 Handling and lifting
- 1.4 Inspection checklist

Unit 2:- Hazards in Bar, restaurant and Stewarding Department

- 2.1 Structure and Environment
- 2.2 Machinery and Equipments, Chemicals and their usage
- 2.3 Cleaning schedules
- 2.4 Handling and lifting , Inspection checklist

Unit 3:- Hazards in Guest Areas & Concierge/Security

- 3.1 Structure and Environment
- 3.2 Lone working staff
- 3.3 Handling and lifting
- 3.4 Inspection checklist

Unit 4:- Sanitation Regulations and Standards

- 4.1 Introduction
- 4.2 Regulatory Agencies
- 4.3 Control of food quality
- 4.4 Local Health Authority

**SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED - 431606, MS, INDIA**

**B. Sc. H. S. First Year Semester I Syllabus
(w.e.f. 2024 - 25)
Paper No. IHSCSC - 1101
Computer Fundamental**

Number of Lecturer	30
End of Semester Exam (University)	--
Continuous Assessments (Internal)	20
End of Semester Practical Exam (University)	30
Total	50
Total Credit	02

Objectives:

1. Through this Subject Student should learn Fundamental concepts of computer.
2. The subject is designed to introduce the fundamentals of computing device.
3. Sand reinforce computer vocabulary, particularly with respect to personal use of computer hardware and software, Operating system.
4. MS-Office, the Internet, networking.

Learning Outcome:

1. To learn Basic Function of Devices like I/O, hardware and software.
2. Understand the concepts of the Operating system.
3. MS-Office, Internet, networking and E-Commerce.
4. To use the computer and its technologies very efficiently in the Hotel Industry.

Practical's:

1. Study of Desktop.
2. Creating a Files/Folders in Windows
3. Study of Browser.
4. Searching information over internet using search engine
5. Working with Email.
6. OPENING SCREEN OF MS - WORD
7. HOME MENU-FONT, FONT COLOUR, FONT SIZE.
8. INSERT MENU-TABLE TOOL, MAIL-MERGE, PRINTING IN MS-WORD.
9. OPENING WINDOW OF MS-EXCEL
10. OPENING WINDOW OF MS POWER POINT 2010
11. CREATING A NEW PRESENTATION.

Reference Books:

1. Fundamental of Computer, 5th/ 6th Edition by P.K. Sinha, BPB Publication
2. Computer Application(MS-OFFICE) by Dr.S.b. Kishor , Das Ganu Prakashan, Nagpur(India)
3. Fundamental of Computer, by - V. Rajaraman, PHI Publication.
4. Mastering In MS-Office - Lonnie E. Moseley & Davis M Boodey, BPB Publication.
5. Information & Communication Technology by Dr.S.B. kishor , Das Ganu Prakashan, Nagpur(India).

**SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED - 431606, MS, INDIA**

Faculty of Interdisciplinary

**R-23 Proposed Structure for Four Year Multidisciplinary Under Graduate (UG) Programming B. Sc. Hospitality Studies I YEAR
(II SEMESTER)With Multiple Entry &Exit option
w.e.f. 2024 –2025**

	Course Code	Course Name	Credits Assigned			Teaching Scheme (Hrs/week)	
			Theory	Practical	Total	Theory	Practical
Major Core 1	IHSCCT-1151	Food Production Principles	02	--	04	02	--
	IHSCCP-1151	Lab course in Food Production Principles	-	02			04
Major Core 2	IHSCCT-1152	Food & Beverage Operation	02	--	04	02	--
	IHSCCP-1152	Lab course in Food & Beverage Operation	-	02			04
Major Core 3	IHSCCT-1153	Room Division Service	02	--	04	02	--
	IHSCCP-1153	Lab course in Room Division Service	-	02			03
GenericElectives <i>(from other Faculty)</i>	IHSCGE-1151	Airline Catering (Basket 3)	02	--	02	02	--
Skill Based Course <i>(related to Major)</i>	IHSCSC-1151	Basic Bakery Techniques	--	02	02	--	03
Ability Enhancement Course (ENG)	AECENG-1151	L1 – CompulsoryEnglish	02	--	02	02	--
Ability Enhancement Course (MIL)	AECXXX-1151	L-2-Second Language: Marathi(MAR), Hindi (HIN), Urdu (URD), Kannada (KAN), Pali (PAL), (Basket-4)	02	-	02	02	-
Constitution of India (CI)	CIXXX-1151	Constitution of India (Basket5)	02	--	02	02	--
Total Credits			14	08	22	14	14

**B. Sc. H. S. First Year Semester II
(w.e.f. 2024 - 25)
Paper No. HS - 201
Food Production Principles**

Number of Lecturer	30
End of Semester Exam (University)	40
Continuous Assessments (Internal)	10
End of Semester Practical Exam (University)	50
Total	100
Total Credit	04

Objectives---

- To learn the food production principle
- Contribute to the effective operational management skills
- Organizational structure in food production department
- Art to prepare and serve the food
- Cooking equipments and uses

Learning outcomes ---

1. Ability to recognize the factors necessary for the food professional
2. Describe the method and techniques of cooking
3. Ability to recognize various texture and accompaniments
4. Prepare & understand international soups and sauces
5. To know the organisation structure
6. To know the actual operation in the kitchen
7. Various kitchen tools & categories the equipments.

Unit 1:- Organization Structure in Kitchen

10 Marks

- 1.1 Types of establishments
- 1.2 Classical kitchen Brigade (English) for a five star & three star, Duties and responsibilities of Executive chef & various chefs
- 1.3 Co-ordination with other allied department e.g. stores, purchases, Accounts, Services, housekeeping etc.
- 1.4 Types of Kitchens

Unit 2:- Cooking equipment's and Fuels used in the kitchen

10 Marks

- 2.1 Classification – Knives kitchen tools, electric food, pre-preparation,
- 2.2 Equipment's, refrigeration equipment, food holding equipment's, Hot Plates & heated cupboards Properties and Tools.
- 2.3 Advantages & disadvantages of different materials used in
- 2.4 Types of Fuels
- 2.5 Heat transfer principles - Classification, types, advantages & Disadvantages

Unit 3:-Introduction to Methods of Cooking

10 Marks

- 3.1 Classification & various silent features of cooking methods.
- 3.2 Moist methods of cooking – Streaming with pressure & without pressure, Braising, Poaching, Boiling,
- 3.3 Dry methods of cooking- Baking, Roasting, Grilling, and Tandoor
- 3.4 Frying, Types of frying medium - Sautéing, Shallow frying, Deep-Frying, Combining the methods, Pressure frying, Microwave cooking, Temperature Precautions

Unit 4:-Stocks, Sauce and Soups

10 Marks

- 4.1 Stocks - Definition, Classification, Rules of stock making,
 - 4.1.1 Recipes of 1 liter of various stocks
 - 4.1.2 Glazes & Aspic and Storage care of stocks.
- 4.2 Sauces - Definition, Classification, Composition and uses Thickening agents,
 - 4.2.1 Recipes of mother sauces finishing of sauces (reducing, straining, de glazing, enriching
 - 4.2.1 Seasoning, Precautions & rectification, handling & storage, Derivatives, Pan Gravis and Flavored butter
- 4.3 Soups - Aim of Soup Making, Classification of Soup –Cream, Puree, Veloute, Chowder, Consommé, National Soups
- 4.4 Texture Accompaniment & Garnishes
 - 4.4.1 Importance and Characteristics, Desirable & Non desirable Textures
 - 4.4.2 Factors affecting textures in food
 - 4.4.3 Difference between Accompaniments & Garnish

10 Marks

Practical's:

- 1) Introduction to Indian cookery
- 2) Various Indian cooking preparation styles.
- 3) Preparation of basic gravies and curries
- 4) Various roti preparations
- 5) Indian veg. and non-veg. preparation.
- 6) Indian menus with sweet dishes
- Minimum 18 practical's to be accomplished
- Practical examination to be conducted on Indian cookery consist veg and non-veg preparation

Reference books

- 1) Modern cookery vol.no.1-Thangam philp
- 2) Professional chef (4th Edition)—Le Rol A. Polson
- 3) Book of ingredients --Jane grigson
- 4) Theory of catering -- victor cesrani & Rolanald conson, ELBS

**SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED - 431606, MS, INDIA**

**B. Sc. H.S. First Year Semester II
(w.e.f. 2024 - 25)
Paper code - HS - 202
Food & Beverage Operation**

Number of Lecturer	30
End of Semester Exam (University)	40
Continuous Assessments (Internal)	10
End of Semester Practical Exam (University)	50
Total	100
Total Credit	04

Subject Objectives:-

- The objectives of department of Food and Beverage are to improve students ability of creation And invention towards food and beverage.
- To develop students to possess professional integrity and international version,
- To develop the knowledge of modern concepts of sanitation, safety, and health,
- And to provide students with cooperative education which will help students to gain-world experience to become professionals in the industry.

Learning Outcomes:

Upon successful completion of this course, the student will have reliably demonstrated the ability to :-

- 1 Describe various types of service techniques of different menu
- 2 Suggest appropriate recommendations to enhance the costumer experience.
- 3 Recognize the importance of service of different menu.
- 4 Employee strategies for dealing with menu planning.
5. Apply basic beverage knowledge
- 6 Perform opening, on-going and closing operational responsibilities in a full service food And beverage operation.

Course Contains :

Marks

Unit 1 : Menu knowledge

10

- 1.1 Introduction to menu & Origin of Menu
- 1.2 Definition of Menus -- Children, Diet, Lunch, Banquet, Take Away, Cyclic, Combination, Fast Foods, Types Menu -- a) Ala Carte b)Table d'hôte
- 1.3 Menu Planning considerations and constraints, Objectives of menu planning
- 1.4 Classical French Menu, Classical Foods & its accompaniments with cover.

Unit 2 : Tobacco and Beer

10

- 2.1 Introduction, types
- 2.2 Cigar Parts, manufacturing, sizes, strengths, brands, storage, service procedure.
- 2.3 Cigarette-Manufacturing brands, storage, service procedure
- 2.4 Beer
 - 2.4.1 Introduction and Definition of beer
 - 2.4.2 Ingredients used in beer making process
 - 2.4.3 Manufacturing process
 - 2.4.4 Types of beer
 - 2.4.5 Other Fermented and Brewed beverages (Sake, Cider and Perry)
 - 2.4.6 Brands Domestic & International with origin of country.

Unit 3 : Control Methods

10

- 3.1 Necessity and functions of a control system.
- 3.2 Billing Methods-Duplicate & Triplicate System, of KOTs & BOTs, Computerized KOT (Kitchen Order Ticket)
- 3.3 Flow chart of KOT
- 3.4 Presentation of bill

Unit 4: Non-Alcoholic and Alcoholic Beverages

10

- 4.1 Introduction and Classification Chart of Alcoholic & Non alcoholic beverages.
- 4.2 Hot Beverages Types and service
- 4.3 Cold Beverages Types and service
- 4.4 Fermented beverages-Definition and Examples

Practical's

- 1. Briefing and De-briefing at Restaurant
- 2. Setting of table D'hote & A la Carte covers
- 3 Menu planning 3, 4, 5,6,7,8, course lunch/dinner French menu
- 4. Hot & non-alcoholic beverage list, order taking and service procedure
- 5. Service of beer.
- 6. Service of Cigar
- 7. Service of Cigarette
- 8. Service of Hot Beverage
- 9. Service of Cold Beverage
- 10. Procedure of bill Presentation

Assignments:

Minimum of 2 assignments based on the following topics to be given to individual students
And the marks to be consider in internal marks.

- 1. Prepare A-la- carte menu for a fine dine Italian cuisine restaurant.
- 2. Prepare a menu each of fixed ,cyclic ,combination, poolside, snacks, children diet, Banquet and take away.
- 3. Prepare a chart of food and accompaniments for French and Indian menu.
- 4. Compare and comment on breakfast/Brunch/High tea/Snacks menu of at least Two fast food outlets / quick service restaurant.

Reference Books:

1. Food and Beverage Service Dennis Lillicrap and John Cousins
2. Food and Beverage Service MN Ahmed
3. Food and Beverage Service Bobby George
4. Food and Beverage Service- Anil Sagar
5. Text book of Food & Beverage Management- Sudhir Andrews

**SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED - 431606, MS, INDIA**

**B. Sc. H. S. First Year Semester II
(w.e.f. 2024 - 25)
Paper code - HS - 203
Room Division Service**

Number of Lecturer	30
End of Semester Exam (University)	40
Continuous Assessments (Internal)	10
End of Semester Practical Exam (University)	50
Total	100
Total Credit	04

Objective:

This subjects Objective to establish the importance of Housekeeping and Front Office within the hospitality industry. It also prepare to the student to acquire the basic skills and knowledge necessary for different tasks and aspects of Housekeeping and Front office.

Learning Outcomes:

1. Explain the Cleaning frequencies and procedures.
2. Functions of control desk.
3. Discuss on lost & found procedure
4. Description of Guest Cycle.
5. Process of Guest Reservation & Registration.
6. Describe the methods of payment.

Course Contents:

Marks

Unit 1:-Cleaning Routine of Housekeeping Department

10

- 1.1 General principles of cleaning
- 1.2 Work routine for floor Supervisors and Chambers Maids, Rules of the floor
- 1.3 Cleaning routines of Guest rooms, Daily cleaning of Occupied, Departure, Vacant, under repair & VIP rooms
- 1.4 Evening service & second service procedures
- 1.5 Weekly / periodic cleaning-special cleaning tasks to be carried out, Spring Cleaning procedures.
- 1.6 Daily, weekly and spring-cleaning, Procedures for various public areas.

Unit 2:- Key Control & Control Desk

10

- 2.1 Types of Keys, Key control procedures
- 2.2 Control desk - Definition and Importance of control desk
- 2.3 Records maintained by control desk, Functions performed by control desk
- 2.4 Lost & Found Procedure.

Unit 3:- Basic Front Office Information & Guest Cycle

10

- 3.1 Mail & Message Handling Procedure, Luggage Handling Procedure
- 3.2 Food Plan / Meal Plan

- 3.3 Types of Room Rate (Rack, FIT, Crew, Group, Corporate, Weekend, etc.)
- 3.4 Bell Desk & Concierge.
- 3.5 Guest Cycle
 - 3.5.1 Pre-Arrival
 - 3.5.2 Arrival
 - 3.5.3 During Guest Stay
 - 3.5.4 Departure
 - 3.5.5 Post –Departure

Unit 4:-Reservation and Registration Procedure

10

- 4.1 Reservation - Modes of Reservation
 - 4.1.1 Sources of Reservation
 - 4.1.2 Types of Reservation
 - 4.1.3 Procedure for Taking Reservation
- 4.2 Cancellation, Overbooking, Amendments
 - 4.2.1 Pre- Arrival Procedure for VIP
 - 4.2.2 Pre- Arrival Procedure for Groups
- 4.3 Registration - Types of Registration
 - 4.3.1 Arrival Procedure for Various Categories (Foreigners with C Form, Walk- In, FIT, Confirmed Reservation)
 - 4.3.2 Guest Stay
- 4.4 Room Change Procedure
 - 4.4.1 Safe Deposit Procedure
 - 4.4.2 Scanty Baggage

PRACTICALS Housekeeping:

- 1. Equipping Maids Carte /Trolley
- 2. Bed Making – Day /Evening
- 3. Daily Cleaning of Guest rooms – Departure, occupied and vacant
- 4. Weekly / Spring Cleaning
- 5. Daily cleaning of Public Areas(Corridors)
- 6. Weekly Cleaning of Public Areas
- 7. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
- 8. Inspection records –Checklist
- 9. Monogramming

REFERENCE BOOKS Housekeeping

- 1. Hotel Housekeeping Operation & Management – G.Raghubalan
- 2. Housekeeping Training Manual- Sudhir Andrews, Tata McGrawHill
- 3. Hotel, Hostel & Hospital House Keeping–

PRACTICALS Front office:

- 1. Mail & Message Handling Procedure

2. Luggage Handling Procedure
3. Reservation Procedure
4. Registration Procedure
5. Scanty Baggage

REFERENCE BOOKS Front Office

1. Check in Check out – (Jerome Vallen)
2. Hotel Front Office Training Manual- Sudhir Andrews, Tata Mc Graw Hill
3. Principles of hotel front office operation (Sue Baker P. Bradley, J. Huyton)
4. Hotel Front Office (Bruce Braham)
5. Managing front office operation (Michael Kasavana, Charles Steadmon)
6. Front office procedure & management (Peter Abbott)
7. Front Office Operation/ Accommodation Operation (Colin Dix)
8. Front Office Operations & Administration (Denis Foster)

**SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED - 431606, MS, INDIA**

B. Sc. H. S. First Year Semester II Syllabus

(w.e.f. 2024 - 25)

Paper No. IHSCGE-1151

Subject:- Airline Catering

Number of Lecturer	40
End of Semester Exam (University)	40
Continuous Assessments (Internal)	10
Total	50
Total Credit	02

Unit 1:- Introduction

- 1.1 History of Airlines Catering ,
- 1.2 effect of Globalization, Air Travel Segment ,Customer expectation
- 1.3 Purchasing for flight catering
- 1.4 Large scale food manufacturer, Preparing Dishes and meal, Tray & Trolley preparation, Loading aircraft

Unit 2:- Back of House activities

- 2.1 Menu Planning , Purchasing for flight catering , • Large scale food manufacturer
- 2.2 Preparing Dishes and meal
- 2.3 Tray & Trolley preparation, ☐
- 2.4 Loading aircraft

Unit 3:- Production Planning

- 3.1 Design of food production system& workflow
- 3.2 Production planning , planning process ,
- 3.3 overall production control
- 3.4 **Food production-** The manufacturing process ,Manufacturing strategy

Unit 4:- Airlines Regulations and Laws

- 4.1 Essential Licenses
- 4.2 Bond License and Bond Room procedures
- 4.3 Govt. of India guidelines for approval.
- 4.4 **On-board service** - Cabin design and service , Staffing level and training
- 4.5 In-flight service policy , In-flight service procedure
First class meal service ,Business class meal service
- 4.6 Economy class meal service ,No frill services

Text Book and Reference Books:

- 1. Flight catering – Peter Dues; Catering guidelines for flight attendants – Morsel N Amineddine M Foods Ltd
- 2. Customer Service in Airline Industry – I.M Amitabha Ghose, IFCAI University Press.

**SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED - 431606, MS, INDIA**

B. Sc. H. S. First Year Semester II Syllabus

(w.e.f. 2024 - 25)

Paper No. IHSCSC-1151

Subject:- Basic Bakery Techniques

Number of Lecturer	30
End of Semester Exam (University)	--
Continuous Assessments (Internal)	20
End of Semester Practical Exam (University)	30
Total	50
Total Credit	02

Objectives : At the end of the semester the Students will be able to:

1. The basic of bakery section.
2. The layout and workflow of a bakery section.
3. Explain the different ingredients used in bakery
4. Explain the different working temperatures for bakery products
5. Define the bread faults and remedies of bakery products
6. Write recipes of different breads, pastries and gateaux.

Practical's

- 1 To Prepare Different types of Dough of bread Making
- 2 Different Types of Bread Making
- 3 Preparation of Bread Rolls
- 4 Preparation of Bread Sticks
- 5 Preparation of Garlic Bread
- 6 Preparation of Pizza Bread
- 7 Preparation of Different Types of Cookies
- 8 Preparations of Dough nuts
- 9 Preparations of Sponge Cake
- 10 Preparations of Chocolate Cake

REFERENCE BOOKS

1. Bread – A Bakers book of Techniques and recipes – Jeffrey Hamelman –Willey
2. Advanced Bread & Pastry – A Professional Approach – Michel Suas – Demar Cengage

**SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED - 431606, MS, INDIA**