



॥ सा विद्या या विमुक्तये ॥
स्वामी रामानंद तीर्थ मराठवाडा विद्यापीठ, नांदेड
 “ज्ञानतीर्थ” परिसर, विष्णुपुरी, नांदेड - ४३१६०६ (महाराष्ट्र)
SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY NANDED
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वाणिज्य व व्यवस्थापन विद्याशाखेतील बी.
 एस्सी.—प्रथम वर्ष—आदरातिथ्य अभ्यास
 (Hospitality Studies) या विषयाचा सी.बी.
 सी.एस. पॅटर्नचा अभ्यासक्रम शैक्षणिक वर्ष
 २०२०—२१ पासून लागू करण्याबाबत.

प रि प त्र क

या परिपत्रकान्वये सर्व संबंधितांना कळविण्यात येते की, दिनांक २० जून २०२० रोजी संपन्न झालेल्या ४७ व्या मा. विद्या परिषद बैठकीतील ऐनवेळचा विषय क्र.१२/४७—२०२० च्या ठरावानुसार प्रस्तुत विद्यापीठाच्या संलग्नित महाविद्यालयांतील वाणिज्य व व्यवस्थापन विद्याशाखेतील पदवी स्तरावरील खालील विषयाचा **C.B.C.S. (Choice Based Credit System) Pattern** चा अभ्यासक्रम शैक्षणिक वर्ष २०२०—२१ पासून लागू करण्यात येत आहे.

१. बी.एस्सी.—प्रथम वर्ष—आदरातिथ्य अभ्यास (Hospitality Studies)

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

‘ज्ञानतीर्थ’ परिसर,
 विष्णुपुरी, नांदेड — ४३१ ६०६.
जा.क्र.: शैक्षणिक—०१ / परिपत्रक / पदवी—सीबीसीएस अभ्यासक्रम /
 २०२०—२१ / १४७५
दिनांक : १२.११.२०२०.



स्वाक्षरित / —
सहा-कुलसचिव
 शैक्षणिक (१—अभ्यासमंडळ विभाग)

प्रत माहिती व पुढील कार्यवाहीस्तव :

- १) मा. अधिष्ठाता, वाणिज्य व व्यवस्थापन विद्याशाखा, प्रस्तुत विद्यापीठ.
- २) मा. संचालक, परीक्षा व मूल्यमापन मंडळ, प्रस्तुत विद्यापीठ.
- ३) प्राचार्य, सर्व संबंधित संलग्नित महाविद्यालये, प्रस्तुत विद्यापीठ.
- ४) उपकुलसचिव, पदव्युत्तर विभाग, प्रस्तुत विद्यापीठ.
- ५) साहाय्यक कुलसचिव, पात्रता विभाग, प्रस्तुत विद्यापीठ.
- ६) सिस्टम एक्सपर्ट, शैक्षणिक विभाग, प्रस्तुत विद्यापीठ.



**SWAMI RAMANAND TEERTH MARATHWADA
UNIVERSITY,
NANDED-431606, MS, INDIA
(NAAC Re-accredited with 'A' Grade)**



**Faculty of Commerce and Management
Syllabus of
B.Sc. Hospitality Studies (3 Year)
CBCS (Choice Based Credit System) REVISED
Introduced from Academic Year 2020-2021**



B.Sc. Hospitality Studies (3years) program / degree is 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.

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 140 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. Each theory course has 03 credits which are split as 02 external credits and 01 internal credit. The university shall conduct the end semester examination for 03 external credits.

For theory internal credit, student has to appear for 01 class test (15 marks) and 01 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 imputes 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 frame work 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) HS101 - HS106 = Theory

HSP101 - HSP104 = Practical

(Semester II) HS 201 - HS 206 = Theory

HSP 201 - HSP 204 = Practical

Second Year B.Sc. HS

(Semester-III) HS 301 - HS 307 = Theory

HSP 301 - HSP 304 & SEC-I = Practical

(Semester IV) HS 401 - HS 406 = Theory

HSP 401 - HSP 403 & SEC-II = Practical

Third Year B.Sc. HS

(Semester V) HS 501 - HS 506 = Theory

HSP 501 - HSP 504 & SEC-III = Practical

Including Environmental studies compulsory with Internal Assessment with Grading system.

(Semester- VI)

HS 601 = Industrial Training

HS 602 = Project Report

HS 603 logbook & Performance Appraisal

& SEC-IV

- d) There is a provision for industrial training, project report & logbook & Performance Appraisal with SEC-IV 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 50 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 behavior.

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 themselves using written, oral, visual, and quantitative methods to communicate effectively with superiors, coworkers, 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 Commerce and Management
B.Sc. Hospitality Studies I YEAR (I SEMESTER)
CBCS (Choice Based Credit System) Revised
SYLLABUS
W.e.f. 2020-2021**

Paper No.	Name of the Theory Paper	Lecturer / Week	Total Periods	Continuous Assessments (CA)	End of Semester Exam (ESE)	Total Marks	Total Credit
HS- 101	Basic Food Production	04	50	25	50	75	03
HS- 102	Food & Beverage Service	04	50	25	50	75	03
HS- 103	Basic Room Division	04	50	25	50	75	03
HS- 104	Computer Fundamental	04	50	25	50	75	03
HS- 105	Travel & Tourism	04	50	25	50	75	03
HS -106	English & Communication Skill- I	04	50	25	50	75	03
Practical							
HSP – 101	Basic Food Production	4	20	--	25	25	01
HSP –102	Food & Beverage Service	3	20	--	25	25	01
HSP -103	Basic Room Division	3	20	--	25	25	01
HSP –104	Computer Fundamental	3	20	--	25	25	01
Total						550	22

**B.Sc. H.S. First Year Syllabus (w.e.f. 2020-21)****Semester I (CBCS Patterns) Revised****Paper No. HS-101****Basic Food production**

Number of Lecturer	50
End of Semester Exam (University)	50
Continuous Assessments (Internal)	25
End of Semester Practical Exam (University)	25
Total	100
Total Credit	04

Objectives--

Basically the subject is focused on the learning skills of food production,
 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 --

During the course student gain theory as well as practical knowledge
 Professional skills based on cooking techniques
 Knowledge of food commodities and its uses
 Food techniques develop their culinary skills
 Develop food standard and professional attributes.

Course Contents:

Mark

Unit 1: Introduction to Professional Cookery**10**

- 1.1 Origin of modern cookery practices
- 1.2 Aim and objective of cooking food
- 1.3 Factors influencing eating habits sectors of hospitality
- 1.4 Catering industry Essential of continental food preparation,
- 1.5 Essential of Indian food preparation, Hygiene and safe practices in handling food

Unit 2: Professional Attributes**10**

- 2.1 Attitude towards your job, Personal hygiene & hygiene in catering industry
- 2.2 Importance of rest, recreation & exercise
- 2.3 Uniform, Care for your own health and safety, Safety practices and procedures
- 2.4 Accident, types, nature, classification,
- 2.5 Preventive measures for each type of accidents, reporting accidents
- 2.6 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



3.3 Factors on Cooking (for the following)

- 3.3.1 Cereals and Pulses - Wheat, Rice and other millets in the region, Bengal gram, Green gram, Red gram, Soya beans, kidney beans, Double beans, Local available Cereals and pulses
- 3.3.2 Sweeteners - Sugar, Honey, Jiggery and artificial sweeteners,
- 3.3.3 Fats & Oils: Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads.
- 3.3.4 Dairy Products: - Milk, Cream, Cheese, Curd,
- 3.3.5 Vegetables: Types of vegetables-Root, stem, Leafy, Flowery, Fruity.
- 3.3.6 Fruits: Types Of Fruits- Fresh, Dried, Canned,
- 3.3.7 Egg, Spices, Herbs, Condiments and Seasonings :(Used in Western and Indian cooking)

Unit 4: Pigments in food

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 Precaution for enhancing and retention of colour

Unit 5: Preparation methods

10

- 5.1 Washing, peeling, paring (fruits), cutting (cuts of vegetables), grating (Vegetables), mashing (vegetables and pulses), sieving (flours), steeping (Cereals, pulses tamarind, lemon rind), evaporation (milk and gravies), Marinating (meat, fish, chicken), sprouting (pulses and legumes), blanching, Filleting of fish, deboning and jointing poultry.
- 5.2 Methods of mixing:-Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, and Stirring.

Practical:

1. Introduction to various tools and their uses.
2. Introduction to various commodities (physical characteristics, weight and volume Conversion, yield testing etc.)
3. Food pre- preparation methods.
4. Use of different cooking methods.
5. Basic Indian masalas and gravies (dry and wet).
6. Basic stocks, Soup and Sauces.
7. Minimum 18 individual practical's consisting of 70% Indian & 30% continental menus be accomplished, over and above the demonstrations.
8. Practical examination is conducted on Indian menus consisting of meat, Vegetables, rice & sweet preparations.

Reference Books:

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade vol I – Ms. Thangam Philip, Orient Longman
5. The Professional Chef (4th Edition)- Le Rol A, Polson
6. The Book of Ingredients- Jane Grigson
7. Food Commodities- Bernard Davis



B.Sc. H.S. First Year Syllabus (w.e.f. 2020-21)
Semester I (CBCS Patterns) Revised
Paper No. HS-102
Food & Beverage Service

Number of Lecturer	50
End of Semester Exam (University)	50
Continuous Assessments (Internal)	25
End of Semester Practical Exam (University)	25
Total	100
Total Credit	04

Objectives of the Course:

- Help to prepare students to meet the challenges associated with the Food and Beverage Industry.

Students will gain a basic understanding of the Food and Beverage industry by analyzing the Industries growth and development, reviewing its organizational structure, investigating its relationship with the hotel's other departments, And by focusing on industry opportunities and future trends.

Learning Outcomes:

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

1. Execute professional practices based on the occupational standards steps of service.
2. Utilize food service technology in the guest service cycle.
3. Describe various types of service techniques.
4. Suggest appropriate recommendations to enhance the customer experience.
5. Recognize the importance of service recovery techniques.
6. Employ strategies for dealing with various types of customers.
7. Perform opening, on-going and closing operational responsibilities in a full service food and beverage service.

Course Contents:

	Marks
Chapter 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 Drive Through, Coffee House, Snack Bar, Cafeteria, Kiosks, Vending Machines	
Chapter 2 Equipment- types and usage	10
2.1 Furniture – tables & chairs	
2.2 Chinaware – types and size	



- 2.3 Stainless steel and Silverware – cutlery, service equipment's
- 2.4 Glassware- capacity & usage
- 2.5 Disposables – types, advantage & disadvantage
- 2.6 Special equipment used in food and beverage industry care & maintenance of equipment's

Chapter 3 F & B service Personnel 10

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

Chapter 4. Types of Food & Beverage Service 10

- 4.1 Table Service – English / Silver, American, French, Russian
- 4.2 Self Service – Buffet & Cafeteria
- 4.3 Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.
- 4.4 Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Automats
- 4.5 Mis-en-place & Mis-en-scene

Chapter – 5 Types of Meals 10

- 5.1 Breakfast – Introduction, Types, Service Methods
- 5.2 Brunch
- 5.3 Lunch /Dinner
- 5.4 Hi – Tea
- 5.5 Supper

Practical's:

1. Restaurants Etiquettes
2. Restaurants Hygiene Practices
3. Mis-en-palce & Mis-en-Scene
4. Identification of equipment's
5. Laying & Relaying of Table cloth
6. Napkin Folds
7. Rules for laying a 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 Hors d'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 Mc Graw Hill



B.Sc. H.S. First Year Syllabus (w.e.f. 2020-21)
Semester I (CBCS Patterns) Revised
Paper No. HS-103
Basic Room Division

Number of Lecturer	50
End of Semester Exam (University)	50
Continuous Assessments (Internal)	25
End of Semester Practical Exam (University)	25
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. Outlines the duties & responsibilities of key executives & department heads.
2. Draw organization chart of Room Division department (housekeeping & front office) of a Hotel & identify the functions of the Room Division department.
3. Draw a layout of Housekeeping & Front office department and describe the main functions Of the Room Division department.
4. To understand the classification of hotel.

Learning Outcomes:

1. Identify the key functions of the Room Division Department.
2. Explain the Room Division Manager (Executive Housekeeper & Front office 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.

Course Content**Unit 1:- Introduction to House Keeping**

Mark
10

- 1.1 Introduction, Meaning & Definition of Housekeeping
- 1.2 Importance of Housekeeping
- 1.3 Functions of Housekeeping
- 1.4 Housekeeping Co-ordinations with other Department
- 1.5 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) Job description and job specifications Attributes of Housekeeping Staff
- 2.2 Layout of Housekeeping Dept. & Function of Section
- 2.3 Duties & Responsibilities of Housekeeping Staff
- 2.4 Types of Rooms
- 2.5 Guest Supplies & Facilities for Standard Room & VIP Guest Room

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
- 4.2 Famous Hotel World Wide
- 4.3 Classification of Hotel - Based On Star Rankin, Based On Location, Based on size, based on Clientele, based on length of Stay, based on Facilities & ownership.
- 4.4 Organization Chart of Hotel (Large, Medium & Small)

Unit 5:- Front Office Department 10

- 5.1 Functions Areas – Section & Layout of Front Office Dept.
- 5.2 Organization Chart of Front Office Dept. (Large, Medium & Small)
- 5.3 Duties & Responsibilities of Front Office staff Attributers of Front Office Personnel
- 5.4 Front Office Equipment used (manual & automated)
- 5.5 Co- Ordination of the Front Office with other Departments.
- 5.6 Role of Front Office Rules of the House (for guest & staff)

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
- Sweeping & Mopping – Dry, Wet
- 6. Polishing of Laminated surface Polishing of brass article
- 8. Polishing of EPNS article Polishing of Copper Article
- 10. Cleaning of Glass Surface Cleaning of Oil Painted surface
- 12. Cleaning of Plastic Painted surface Mansion Polishing
- 14. Vacuum Cleaning
- 15. Bed Making.



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 – Joan C. Branson, Margaret Lennox

4. 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. Metro cities information (location, shopping facilities, restaurant, place of Interest, historical Monuments etc.)
4. Beaches in India

B.Sc. H.S. First Year Syllabus (w.e.f. 2020-21)

Semester I (CBCS Patterns) Revised

Paper No. HS-104

Computer Fundamentals

Number of Lecturer	50
End of Semester Exam (University)	50
Continuous Assessments (Internal)	25
End of Semester Practical Exam (University)	25
Total	100
Total Credit	04

Objectives

- To learn Fundamental concepts of computer.
- To introduce the fundamentals of computing devices and use of computer software, hardware and memory, operating system concepts.
- To learn the MS-Office for effective documentation and presentation in hotel industry.
- To learn the concepts of computer network, Internet and email.

Learning Outcome

- Student will learn Basic Function of Devices like I/O, software, hardware and memory, as well as understand the concepts of the Operating system, MS-Office, networking and Internet.
- Student will learn use the computer and its technologies very efficiently and implements it in Hotel Industry.

Marks
10

Unit 1: Computer Fundamentals

- 1.1 Introduction to Computer, Definition
- 1.2 Characteristics of Computer
- 1.3 Basic Computer Organization
- 1.4 Types of Computer:- Microcomputer, Minicomputer, Mainframe Computer, Client and Server
- 1.5 Software and Hardware

Unit 2: I/O Devices and Memory

10

- 2.1 Input Devices :- Keyboard, Mouse, Scanner, Electronic Card reader
- 2.2 Output Devices :- Monitor, Printer, Plotter, Projector
- 2.3 Computer Memory :- Primary Memory and Secondary Memory
- 2.4 RAM, ROM, Cache Memory
- 2.5 CD, DVD, Hard Disk Drive, Flash Drive, Memory Card

Unit 3: Windows Operating System

10

- 3.1 Features of Windows OS
- 3.2 Terminologies : Desktop, My Computer, Recycle Bin
- 3.3 File Handling: Creating File & Folder, Cut, Copy, Paste, Delete
- 3.4 Calculator, Notepad

Unit 4: MS-OFFICE 2010

10

- 4.1 Opening screen of MS-word, Font, Font Style, Font colour, Font size.
- 4.2 Page Setup, Editing options in MS-Word: cut, copy, paste, find and replace.
Insert menu- table tool, Printing in MS-Word.
- 4.3 Opening Screen of MS-Excel
- 4.4 Page Setup, Creating charts, Formulas and Functions in MS Excel
- 4.5 Opening Screen of MS PowerPoint
- 4.6 Creating Power Point Presentation, Adding Images, audio and video on slides.

Unit 5: Computer Network and Internet

10

- 5.1 Definition of Computer Network, Types of Computer Network
- 5.2 Network Topologies
- 5.3 Internet, History of Internet
- 5.4 E-Mail
- 5.5 Browsers, Search Engine

Practical:

- 1. Study of Desktop, My Computer, Recycle Bin
- 2. Creating a Files / Folders in Windows
- 3. Study of Calculator
- 4. Study of Notepad
- 5. Creating a Document in MS-Word
- 6. Creating a Spreadsheet in MS-Excel
- 7. Creating a Presentation in MS-PowerPoint.
- 8. Study of Internet Browsers
- 9. Searching information over internet using search engine
- 10. Study of Email: Create, Send, Delete, Inbox, and Spam.

Reference Books:

- 1. Fundamental of Computer , 5th / 6th Edition by P.K. Sinha, BPB Publication
- 2. Fundamental of Computer, by V. Rajaraman, PHI Publication.
- 3. Mastering In MS- Office- Lonnie E. Moseley & Davis M Boodey, BPB Publication.

B.Sc. H.S. First Year Syllabus (w.e.f. 2020-21)

Semester I (CBCS Patterns) Revised

Paper No. HS-105

Travel & Tourism

Number of Lecturer	50
End of Semester Exam (University)	50
Continuous Assessments (Internal)	25
Total	75
Total Credit	03

Objectives of the Course:

1. To understand the tourism phenomena and the distribution of the components of tourism.
2. To help students acquire practical skills in all the major arenas of the industry.
3. To familiarize the culture set up in India and its contribution to Tourism.
4. To develop hospitality culture and behavior and to enhance student competencies.
5. To understand various elements of tourism management.

Learning Outcomes:

1. Familiarize to the discipline of Tourism and its concepts.
2. Will develop an entrepreneur skill in the travel and tourism industry.
3. Analyze the Tourism demand and supply.
4. Will be able to apprehend and appreciate tourism marketing, tourism Development planning, Management and measurement.
5. Explain the role of International Tourism Organizations in promoting Tourism.
6. Differentiate between inbound and outbound Tourism.

Course Contents:

Marks

Unit 1:- The Tourism Phenomenon

10

- 1.1 Definitions- Tourism, Tour, Tourist, Visitors, Excursionist, Domestic, International, Inbound, Outbound, Destination,
- 1.2 Growth of Tourism / History of Tourism & Present Status of Tourism in India,
- 1.3 Thomas Cook – Grand Circular Tour

Unit 2:- Constituents of Tourism Industry & Infrastructure

10

- 2.1 Primary Constituents, Secondary Constituents,
- 2.2 The 4 A's of Tourism – Attraction, Accessibility, Accommodation, Amenities, Career Opportunities for Tourism Professionals.
- 2.3 Role of transport in tourisms,
- 2.4 Modes of Transport: - Road, Rail, Air, Sea.
- 2.5 Types of Accommodations



Unit 3:- Types of Tourism & Tourism Organization 10

- 3.1 Types of Tourism – Various Motivators Holiday, Social & Cultural MICE Religious, VFR (Visiting Friends & Relative), Sports, Political, Health, Senior Citizen, Sustainable Tourism, Alternative Tourism:- ECO Tourism, Agro Rural Tourism.
- 3.2 Objective, Role, & Function of Governmental Organization:- DOT, ITDC, MTDC, ASI, TFCI,
- 3.3 Domestic Organization: - TAAI, FHRAI, IATO,
- 3.4 International Organization: - WTO, IATA, PATA. NGO: - Role of NGO in Making responsible tourists.

Unit 4:- Itinerary Preparation & Guide and Escorts 10

- 4.1 Provision of Travel Information, Ticketing & Itinerary Preparation
- 4.2 Role of Travel Agent in Promotion of Tourism.
- 4.3 Guides & Escorts:- Their role & function Qualities required to be Guide or Escorts

Unit 5:- Travel Formalities & Regulations 10

- 5.1 Passport: - Definition, issuing, Authority, Type of passport, Requirements of Passport,
- 5.2 Visa: - Definition, issuing, Authority, Type of Visa, Requirements of Visa,
- 5.3 Health Regulation Vaccination, Health Insurance, Economic Regulation- Foreign exchange.

Tutorial:-

1. Preparation of Itinerary- 2 Days, 7 days for well-known tourist destination
2. Preparation of Passport, Visa, Requirements.
3. Field visit to a Travel Agency, Airport etc.

Reference Book:-

1. Introduction to Travel & Tourism- Michael M. Cottman Van Nostrand Reinhold New York 1989
2. Travel Agency & Tour Operation Concept & Principles- jagmohan Negi – Kanishka Publishes Distributors, New Delhi 1997
3. International Tourism- Fundamentals & Practices- A.K. Bhatia –Sterling Publishers Private Limited 1996
4. A Text Book Of Indian Tourism – B.K. Goswami & G. Raveendra – Har – Anand Publications Pvt Ltd 2003
5. Dynamic Of Modern Tourism – Ratanadeep Singh - Kanishka Publishes Distributors, New Delhi 1998
6. Tourism Development, Principles & Practices – Fletcher & Cooper- ELBS



B.Sc. H.S. First Year Syllabus (w.e.f. 2020-21)
Semester I (CBCS Patterns) Revised
Paper No. - HS 106
ENGLISH & COMMUNICATION SKILL - I

Number of Lecturer	50
End of Semester Exam (University)	50
Continuous Assessments (Internal)	25
End of Semester Practical Exam (University)	--
Total	75
Total Credit	03

Learning Objectives:

- 1) To enable the learner's to communicate with correct pronunciation in English through close reading and studying of Phonetic Symbols.
- 2) To develop the skills of speaking, listening, reading, writing, by conducting classroom activities prescribed in the curriculum.
- 3) To make evident the use of English language for shaping and making meaning according to purpose, audience and context.
- 4) To help the learners for acquiring ways of expressing themselves and their relationships with others and their world.
- 5) To induce the learners for reflecting on their learning through their study of English language and communication skills.

Intended outcomes:

- 1) Through the course on linguistic skills, the learners will begin to use the English language in the best possible manner.
- 2) Through the close study of grammar texts, students will develop knowledge, understanding and skills in order to communicate effectively in English.
- 3) Learners will value and appreciate the importance of the English language as a key to learning.
- 4) Learners will gain the personal enrichment from study of language theories in English.
- 5) Learners will acquire ability to communicate orally and in writing.

Course Contents:**Marks****Unit 1: Phonetics: Study of Speech Sounds****10**

- 1 Sounds: Consonants (24),
- 2 Sounds: Vowels (20),
- 3 Three Term Label
- 4 Word Transcription

Unit 2: Language Skills**10**

- 1 Language: Definition & its Characteristics
- 2 Listening Skills: Process and types
- 3 Speaking Skills: Process, style

Unit 3: Communication Skill**10**

- 6 Communication Skills: Definition & Concept
- 7 Communication Skills: Importance
- 8 Objectives of Communication



Unit 4: Soft Skills **10**

- 1 Definition and Concept of Soft Skills,
- 2 Soft Skill: Leadership Skills,
- 3 Soft Skill: Time management

Unit 5: Career Skills **10**

- 1 Group Discussion,
- 2 Personal Employment Interview,
- 3 Telephonic Etiquettes & Interview

Reference Books:

1. Better English Pronunciation by – J.D.O.Connor
2. Spoken English- Level one by – G Radhakrishana Pillai, K Rajeevan
3. Soft Skills by - K Alex.
4. Business Communication by S.M. Rai Urmila Rai
5. Written & Spoken English by - V. H. Savant & S. R. Madan
6. Effective Telephone Skills by - Thomas J. Farrell
7. Developing communication Skills by - Krishna Mohan, Meera Banerji
8. Art of public speaking by - Dr. B. R. Kishore



B.Sc. HOSPITALITY STUDIES FIRST YEAR CBCS REVISED

SYLLABUS I & II SEMESTER w.e.f. 2020-2021

**SWAMI RAMANAND TEERTH MARATHWADA UNIVERSITY,
NANDED-431606, MS, INDIA
B.Sc. Hospitality Studies I YEAR (II SEMESTER) CBCS
(Choice Based Credit System) Revised SYLLABUS**

w.e.f. 2020-2021

Paper No.	Name of the Theory Paper	Lecturer / Week	Total Periods	Continuous Assessments (CA)	End of Semester Exam (ESE)	Total Marks	Total Credit
HS- 201	Food Production Principles	04	50	25	50	75	03
HS- 202	Food & Beverage Operation	04	50	25	50	75	03
HS- 203	Room Division Service	04	50	25	50	75	03
HS- 204	Tourism Operation	04	50	25	50	75	03
HS- 205	Food & Catering Science	04	50	25	50	75	03
HS-206	English & Communication Skill- II	04	50	25	50	75	03
Practical							
HSP - 201	Food Production Principles	04	20	--	25	25	01
HSP – 202	Food & Beverage Operation	03	20	--	25	25	01
HSP – 203	Room Division Service	03	20	--	25	25	01
HSP – 204	Tourism Operation	03	20	--	25	25	01
Total						550	22



B.Sc. H.S. First Year Syllabus (w.e.f. 2020-21)
Semester II (CBCS Patterns) Revised
Paper No. HS-201
Food Production Principles

Number of Lecturer	50
End of Semester Exam (University)	50
Continuous Assessments (Internal)	25
End of Semester Practical Exam (University)	25
Total	100
Total Credit	04

Objectives ---

1. To learn the food production principle
2. Contribute to the effective operational management skills
3. Organizational structure in food production department
4. Art to prepare and serve the food
5. 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

Course Contents:**Marks****Unit 1:- Organization Structure in Kitchen****10**

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

Unit 2:- Cooking equipment's and Fuels used in the kitchen**10**

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



Unit 3:- Introduction to methods of cooking 10

- 3.1 Cooking as applied to all commodities studied in SEM 1
- 3.2 Classification & various silent features of cooking methods, Temperature Precautions, Equipment's used & their maintenance
- 3.3 Moist methods of cooking - Steaming with pressure & without pressure, Braising, Poaching, Boiling,
- 3.4 Dry methods of cooking - Baking, Roasting, Grilling, and Tandoor
- 3.5 Frying, Types of frying medium- Sautéing, Shallow frying, Deep- Frying, Combining the Methods, Pressure frying,
- 3.6 Microwave cooking

Unit 4:- Stocks, Sauce and Soups 10

- 4.1 **Stocks**- Definition, Classification, Rules of stock making
Recipes of 1 liter of various stocks (white, brown, fish, and vegetables)
Glazes & Aspic and Storage care of stocks.
- 4.2 **Sauces**- Definition, Classification, Composition and uses Thickening agents,
Recipes of mother sauces finishing of sauces (reducing, straining, de glazing, enriching
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

Unit 5:- Texture Accompaniment & Garnishes 10

- 5.1 Importance and Characteristics,
- 5.2 Factors affecting textures in food
- 5.3 Desirable & Non Desirable texture with Examples,
- 5.4 Difference between Accompaniments & Garnish

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



B.Sc. H.S. First Year Syllabus (w.e.f. 2020-21)

Semester II (CBCS Patterns) Revised

Paper No. HS-202

Food & Beverage Operation

Number of Lecturer	50
End of Semester Exam (University)	50
Continuous Assessments (Internal)	25
End of Semester Practical Exam (University)	25
Total	100
Total Credit	04

Objectives

The objectives of Department of Food and Beverage are to improve students' ability of creation and invention toward 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 gain real-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 customer experience;
3. Recognize the importance of service of different menu
4. Employ 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 Content :

Unit 1 Menu knowledge

10

- 1.1 Introduction
- 1.2 Definition of Menus - Children, Diet, Working Lunch, Banquet, Take Away, Cyclic, Combination, Fast Foods.
- 1.3 Types – A la Carte & Table d'hôte
- 1.4 Menu Planning, considerations and constraints
- 1.5 Classical French Menu
- 1.7 Classical Foods & its accompaniments with cover

Unit 2 Tobacco

10

- 2.1 Introduction, types
- 2.2 Cigar – Parts, manufacturing, sizes, strengths, brands, storage, service procedure
- 2.3 Cigarette – Manufacturing, brands, storage, service procedure



Unit 3 Control Methods **10**

- 3.1 Necessity and functions of a control system,
- 3.2 Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage 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
- 4.2 Hot Beverages – Types and service
- 4.3 Cold Beverages – Types and service
- 4.4 Fermented beverages – Definition and Examples

Unit 5 Beer **10**

- 5.1 Introduction and Definition
- 5.2 Ingredients used in beer making process
- 5.3 Manufacturing process
- 5.4 Types of beer
- 5.5 Other Fermented and Brewed beverages (Sake, Cider and Perry)
- 5.6 Brands Domestic & International

Practical

- 1. Briefing and De-briefing
- 2. Setting of table D'hôte & A la Carte covers
- 3. Menu planning– 3,4,5,6,7,8, course lunch / dinner French menu
- 4. Cold non-alcoholic beverage list, order taking and service procedure
- 5. Hot non-alcoholic beverage list, order taking and service procedure

Reference Books:

- 1. Food and Beverage Service – Dennis Lillicrap and John Cousins
- 2. Food and Beverage Service – M N Ahmed
- 3. Food and Beverage Service- Bobby George
- 4. Food and Beverage Service- Anil Sagar



B.Sc. H.S. First Year Syllabus (w.e.f. 2020-21)

Semester II (CBCS Patterns) Revised

Paper No. HS-203

Room Division Service

Number of Lecturer	50
End of Semester Exam (University)	50
Continuous Assessments (Internal)	25
End of Semester Practical Exam (University)	25
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
- 1.3 Rules of the floor
- 1.4 Cleaning routines of Guest rooms, Daily cleaning of Occupied, Departure, Vacant, under repair & VIP rooms
- 1.5 Evening service & second service procedures
- 1.6 Weekly/periodic cleaning-special cleaning tasks to be carried out, Spring Cleaning procedures.
- 1.7 Daily, weekly and spring-cleaning, Procedures for various public areas.

Unit 2:- Key Control & Control Desk

10

- 2.1 Types of Keys
- 2.2 Key control procedures
- 2.3 Control desk- Definition and Importance of control desk
- 2.4 Records maintained by control desk
- 2.5 Functions performed by control desk



2.6 Lost & Found Procedure.

Unit 3 :- Basic Front Office Information & Guest Cycle

10

- 3.1 Mail & Message Handling Procedure
- 3.2 Luggage Handling Procedure
- 3.3 Food Plan / Meal Plan
- 3.4 Types of Room Rate (Rack, FIT, Crew, Group, Corporate, Weekend, etc.)
- 3.5 Bell Desk & Concierge.
- 3.6 Guest Cycle
 - 3.6.1 Pre- Arrival
 - 3.6.2 Arrival
 - 3.6.3 During Guest Stay
 - 3.6.4 Departure
 - 3.6.5 Post – Departure

Unit 4 :- Reservation & Per- Arrival Procedure

10

- 4.1 Modes Of Reservation
- 4.2 Sources Of Reservation
- 4.3 Types Of Reservation
- 4.4 Cancellation, Overbooking, Amendments
- 4.5 Pre- Arrival Procedure for VIP
- 4.6 Pre- Arrival Procedure for Groups
- 4.7 Procedure For Taking Reservation

Unit 5:- Registration and Guest Arrival & Stay

10

- 5.1 Types Of Registration
- 5.2 Arrival Procedure for Various Category (Foreigners with C Form, Walk-in, FIT, Confirmed Reservation)
- 5.3 Guest Stay
- 5.4 Room Change Procedure
- 5.5 Safe Deposit Procedure
- 5.6 Guest History Card
- 5.7 Task Performed at Bell desk, Cashier / Reception
- 5.8 Scanty Baggage

Housekeeping PRACTICALS:

- 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

**Housekeeping REFERENCE BOOKS**

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

Front Office PRACTICALS:

1. Mail & Message Handling Procedure
2. Luggage Handling Procedure
3. Reservation Procedure
4. Registration Procedure
5. Scanty Baggage

Front office REFERENCE BOOKS

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)

**B.Sc. H.S. First Year Syllabus (w.e.f. 2020-21)****Semester II (CBCS Patterns) Revised****Paper No. HS-204****Tourism Operation**

Number of Lecturer	50
End of Semester Exam (University)	50
Continuous Assessments (Internal)	25
End of Semester Practical Exam (University)	25
Total	100
Total Credit	04

Objectives of the Course:

1. To get a thorough understanding of the components of tourism industry and To acquire knowledge and Information pertaining to tourism industry.
2. To learn the concept and importance of tourism in different sectors.
3. To orient and equip students with Travel Management skills of the age.
4. To realize the potential of tourism industry in India.
5. To evaluate the role of various organization of tourism.

Learning Outcomes:

1. Gain an understanding of travel and tourism industry and its operations.
2. Realize the potential of Tourism Industry in India.
3. Will be able to pursue further (advanced) course in travel and tourism management.
4. Analyze the social, cultural, environmental, and economic impacts of Tourism.
5. Develop a sustainable personality to match the required professional demand of the tourism sector.

Course Contents:

	Marks
Unit 1:- Tourism Scenario in India	10
1.1 Geography of India, Ecological & Environmental Aspects	
1.2 Seasonality & Destination – Season & climate, Festival seasons.	
Unit 2:- Map & Chart Work	10
2.1 Types of Maps & Charts, Maps Language & Terminology,	
2.2 Travel Map of World, India, Maharashtra (Nanded),	
2.3 Important Tourist Zone- National & International.	
Unit 3:- Impact of Tourism	10
3.1 Economic Impact:- Employment Generation, Foreign Exchange Earning, Multiplier effect, Leakage, Infrastructure development,	



Social, Cultural

3.2 Political Impact – Standard of living, passport to peace,
International Understanding, Social Integration, Regional Growth,
National Integration

3.3 Environmental Impact- Tourism Pollution & Control, Wild Life
& Bird Sanctuaries & their protection for tourist industry

Unit 4:- Hotel & tourism **10**

4.1 Role & importance of hotels in tourism

4.2 Heritage hotels & ecotel

4.3 Guest services in relation to tourist expectation Familiarization tour

Unit 5:- Itinerary Planning **10**

5.1 Introductions Definition of Itinerary

5.2 Steps to plan a tour, Route Map, Transport booking,
Accommodation Reservation, Food Facilities, Local guide /
escort, Climate /Seasonality, Shopping & Cultural show, costing.

Practical:

1. Prepare a tour Itinerary with its costing.
2. Visit and study well known tourist destination.
3. Prepare a report on tourist destination been visited.

Reference Book:-

1. Introduction to Travel & Tourism- Michael M. Cottman Van
Nostrand Reinhold New York 1989
2. Travel Agency & Tour Operation Concept & Principles-jagmohanNegi –
Kanishka Publishes Distributors, New Delhi 1997
3. International Tourism- Fundamentals & Practices- A.K. Bhatia –
Sterling Publishers Private Limited 1996
4. A Text Book Of Indian Tourism – B.K. Goswami& G. Raveendra – Har –
Anand Publications Pvt Ltd 2003
5. Dynamic Of Modern Tourism – Ratanadeep Singh - Kanishka
Publishes Distributors, New Delhi 1998
6. Tourism Development, Principles & Practices – Fletcher & Cooper- ELB

**B.Sc.H.S. First Year Syllabus (w.e.f. 2020-21)****Semester II (CBCS Patterns) Revised****Paper No. HS-205****Food and Catering Science**

Number of Lecturer	50
End of Semester Exam (University)	50
Continuous Assessments (Internal)	25
End of Semester Practical Exam (University)	--
Total	75
Total Credit	03

Objectives –

To gain the basic knowledge of food and nutrition To understand nutritional values and human health

Control the microbial growth in food commodities Importance of hygiene and sanitation in food industry

Recommended daily allowances for individuals

Learning outcomes--

Student should able to plan food diet

Use of nutritious food ingredients in cooking

Able to execute the professional skills based on food and nutrition

Application of food laws

Course Contents:**Marks****Unit 1:- Introduction to Terminologies and Nutrients****10**

- 1.1 Terminologies- Food, Nutrition, Nutrient, Empty Calories, Health, Malnutrition, Edible Portion of food, balanced diet and Recommended Daily Allowance (RDA),
- 1.2 Nutrients-Definition, food source, functions, Recommended Daily Allowance in India (RDA) of Following Nutrients. Carbohydrate, Protein, Fats & Oils, Vitamins and Minerals.

Unit 2:- Basic Five Food Groups**10**

- Food included in each group, serving size of foods under each Group
- How to Preserve Nutrients While Cooking Food

Unit 3:- Food Microbiology**10**

- 3.1 Classification & Morphology of Micro Organism,
- 3.2 Factor affecting growth of micro – organism, Control of Micro – Organism In relation to food preservation,



Harmful & Useful Micro – organism in the food industry, Role of

Micro – organism in the production of fermented foods

3.3 Dairy products, bakery products, alcoholic beverages & vinegar.

Unit 4:- Food & Water Born Illnesses

10

4.1 Food Poisoning & food infection, common intestinal

Parities (Definition, sources of contamination of food,

4.2 Mode of transmission. Of food borne illness, control
of food Borne illness),

4.3 Non- Bacterial metal poisoning, Natural Toxins presents in food,

4.4 Water balance, dietary sources & dehydration.

Unit 5:- HACCP and Food Additives

10

5.1 Importance, definition and Usages of HACCP,

5.2 HACCP usages in food preparation areas

5.3 Definition, types of food additives,

5.4 Importance of PFA Act.

5.5 Limitations as per PFA act

Reference Book:-

1. Food Hygiene & Sanitation – S. Roday
2. Food Microbiology – Frazier
3. Complete Catering Science – OFG Kilgour
4. Safe food handling – Michel Jacob
5. Prevention of food adulteration act 1954
6. The science of food - 3rd Edition – PM Garman & KB Sherrington
7. Handbook of Food & Nutrition- Dr. M S Swaminathan
8. Nutrition & Dietetics- Shubhangi Joshi
9. Fundamentals of Food & Nutrition- Sumathi R Mudanbi & M B Rajgopal
10. Therapeutic Nutrition- Prond Fit & Robinson Normal
11. Nutritive Value of Indian Food- Dr. C Gopalan



B.Sc. H.S. First Year Syllabus (w.e.f. 2020-21)

Semester II (CBCS Patterns) Revised

English & Communication Skills – II

Paper No. HS-206

Number of Lecturer	50
End of Semester Exam (University)	50
Continuous Assessments (Internal)	25
End of Semester Practical Exam (University)	--
Total	75
Total Credit	03

Learning Objectives:

- 1) To enable the learner's to communicate with correct pronunciation in English through close reading and studying of Phonetic Symbols.
- 2) To develop the skills of speaking, listening, reading, writing, by conducting classroom activities prescribed in the curriculum.
- 3) To make evident the use of English language for shaping and making meaning according to purpose, audience and context.
- 4) To help the learners for acquiring ways of expressing themselves and their relationships with others and their world.
- 5) To induce the learners for reflecting on their learning through their study of English language and communication skills.

Intended outcomes:

- 1) Through the course on linguistic skills, the learners will begin to use the English language in the best possible manner.
- 2) Through the close study of grammar texts, students will develop knowledge, understanding and skills in order to communicate effectively in English.
- 3) Learners will value and appreciate the importance of the English language as a key to learning.
- 4) Learners will gain the personal enrichment from study of language theories in English.
- 5) Learners will acquire ability to communicate orally and in writing.

Course Contents:

Marks

Unit 1: Phonetics: Study of Speech Sounds

10

- 1.1 The Syllable
- 1.2 Stress
- 1.3 Intonation
- 1.4 Sentence Transcription

Unit 2: Language Skills

10

- 2.1 Language: Theories
- 2.2 Reading Skills: Process and types
- 2.3 Writing Skills: Process, style

Unit 3: Communication Skill

10

- 3.1 Process /cycle of Communication
- 3.2 Types/Methods of Communication
- 3.3 Barriers of Communications



Unit 4: Soft Skills **10**

- 4.1 Types of Soft Skills,
- 4.2 Soft Skills: Stress management,
- 4.3 Soft Skill: Conflict Management

Unit 5: Career Skills **10**

- 5.1 Report Writing: Formal & Informal Report Writing,
 - 5.2 Meetings.
 - 5.3 Formal Letters Writing: Job Application, Curriculum Vitae, Supply Orders, Complaint letters.
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Reference Books:

- Better English Pronunciation by – J.D.O.Connor
- Spoken English- Level one by - G Radhakrishana Pillai, K Rajeevan
- Soft Skills by - K Alex.
- Business Communication by S.M. Rai Urmila Rai
- Written & Spoken English by - V. H. Savant & S. R. Madan
- Effective Telephone Skills by - Thomas J. Farrell
- Developing communication Skills by - Krishna Mohan, Meera Banerji
- Personality Development & Communicative English by - Dr. T. Bharti & Dr. M.Hariprasa