

AC – 20/05/2025

Item No. – 5.3 (N) Sem III (1)

As Per NEP 2020

University of Mumbai



Syllabus for Minor Vertical 2		
Faculty of Humanities		
Board of Studies in Culinary Arts		
Second Year Programme in Minor (Hospitality Operations)		
Semester	III	
Title of Paper	Sem.	Total Credits
1) HOSPITALITY INFORMATION SYSTEM	III	2
2) HOSPITALITY HOUSE KEEPING OPERATIONS	III	2
From the Academic Year		2025-26

Semester - III

Syllabus

B.A. (Culinary Arts) (Sem.- III)

Title of Paper: - HOSPITALITY INFORMATION SYSTEM

HOSPITALITY INFORMATION SYSTEM (Practical)		
Course Code :-		
Sr. No.	Heading	Particular
1	Description the course : Including but Not limited to :	This course provide students with essential skills and knowledge related to the use of information systems in the hospitality industry. Students will learn to utilize software tools such as Microsoft Word and Excel for documentation and data management, along with internet research techniques used in Hospitality Industry. The course will cover database creation, presentations and experience in handling official correspondence and emails, fostering professional communication skills. The course will introduce students to various software solutions tailored for the hospitality sector, preparing them to adapt to industry standards and practices.
2	Vertical	Minor
3	Types	Practical
4	Credit	2 Credits
5	Hours Allotted	60 Hours
6	Marks Allotted	50 Marks (Internal Exam - 20 Marks/ External Exam - 30 Marks)
7	COURSE OBJECTIVE: of this course is :- 1) To develop basic computer skills required by the hospitality professions. 2) To equip students with foundational skills in essential software applications, including Microsoft Word and Excel, 3) To enhance their digital literacy for effective information retrieval and communication. 4) To create professional presentations, develop an employee database, manage official correspondence, and understand the software commonly used in the hospitality industry,	
8	COURSE OUTCOME: After completion of this module a student shall be able 1) Demonstrate the ability to use Microsoft Word and Excel effectively, applying these tools to create professional documents, manage data, and support hospitality operations.	

	2) Improve their digital literacy, enabling them to efficiently retrieve information and communicate effectively using various digital platforms. 3) Design professional presentations, manage employee databases, and handle official correspondence, utilizing industry-standard software relevant to the hospitality sector.		
9	Sub unit	Topic	Total hrs 60
Activities		INTRODUCTION TO HOSPITALITY INFORMATION SYSTEM	
	1.1 1.2 1.3 1.4 1.5 1.6 1.7 1.8 1.9 1.10 1.12 1.13	• Introduction to Hospitality Information System • Generations of Computer • Types of Computers • Data and Information • What is Hardware & Software? • Types of software, • Storage Devices, • Type of Networking used in Hospitality Industry, • Word, • Excel, • Power Point Presentation, • Internet, • Importance of Access & Outlook in Hotel Industry.	
Activities	2	ORIENTATION TO MATERIAL MANAGEMENT SYSTEM	
	2.1 2.2 2.3 2.4 2.5 2.6 2.7 2.8 2.9	• Type of software used in Hospitality Industry • Developing master list of ingredients • Developing system of receiving of perishables and non-perishables • Generating purchase indents and purchase orders • Updating records and its issues. • POS- Restaurant and Bar Management • Generation of K.O.T and bills / cheques. • Practical problems in operating MMS. • MIS- Reports generated in MMS.	
10	1. Reference Books :- 2. Information system of Hotel – Norma miller 3. Management Information System, Joshi, Oxford Pub. 4. 3 Management Information System, Jaiswal, Mahadeo, Oxford 5. Hospitality information systems and E-commerce, Tesone, D V, John Wiley 6. Marketing of Hospitality and Tourism Service, Kumar, Prasanna, TMH 7. Computer fundamentals: concepts, systems and applications, Sinha, Pradeep; Sinha, Priti, BPB Publication 8. Computer fundamentals: concepts, systems and applications, Sinha, Pradeep; Sinha, Priti, BPB Publication		

	9. Hospitality information systems and E-commerce, Tesone, D V, John Wiley 10. Marketing of Hospitality and Tourism Service, Kumar, Prasanna, TMH	
11	Internal Continuous Assessment: 40%	External-Semester End Examination- 60 %
	Individual Passing in Internal and External Examination : 40%	
12	Continuous Evaluation through: Quizzes, Class Tests, presentation, project, role play, creative writing, assignment etc	Select at least 3

Title of Paper:- HOSPITALITY HOUSE KEEPING OPERATIONS

HOSPITALITY HOUSE KEEPING OPERATIONS (Theory)		
Course Code :-		
Sr. No.	Heading	Particulars
1	Description the course : Including but Not limited to :	This course provides a comprehensive overview of the principles and practices essential to effective housekeeping in the hospitality industry. Students will explore the critical role of housekeeping in enhancing guest satisfaction, maintaining hygiene standards, and supporting overall hotel operations. Through a combination of lectures and practical examples, this course equips students with the theoretical knowledge necessary for a successful career in housekeeping management within the hospitality sector.
2	Vertical :	Minor
3	Type :	Theory
4	Credit:	2 credits (1 credit = 15 Hours for Theory)
5	Hours Allotted :	30 Hours
6	Marks Allotted:	50 Marks (Internal Exam - 20 Marks/ External Exam - 30 Marks)
7	COURSE OBJECTIVES: is to 1. Understand the Role of Housekeeping. 2. Create and implement effective cleaning procedures and protocols. 3. Learn effective staff management techniques. 4. Understand inventory control for housekeeping 5. Identify safety standards and regulations applicable to housekeeping 6. Enhance skills in guest interaction and guest relations.	
8	COURSE OUTCOMES:- By the end of the course students will be able : 1. To articulate the critical functions and responsibilities of housekeeping Department 2. To develop and apply effective cleaning procedures for different environments, ensuring cleanliness and hygiene standards. 3. To demonstrate effective staff management techniques, including training, motivation, and performance evaluation. 4. To understand and implement inventory control systems for housekeeping supplies. 5. To identify the safety standards and regulations in housekeeping, ensuring a safe environment for both staff and guests to enhancing overall guest relations.	

9		Topic	Total hrs 30
Module 1	1	INTRODUCTION TO HOUSEKEEPING DEPARTMENT	
	1.1 1.2 1.3 1.4 1.5 1.6 1.7 1.8 1.9 1.10 1.11	▪ Introduction to Housekeeping ▪ Importance of Housekeeping ▪ Types of Hotels ▪ Organizational structure of H.K Department. ▪ Classification and types of cleaning equipment's. ▪ Cleaning agents. ▪ Guest Supplies ▪ Care and cleaning of different surfaces ▪ Types of rooms ▪ Guest floor rules ▪ Room Status	
Module-2	2	HOUSEKEEPING SERVICE	
	2.1 2.2 2.3 2.4 2.5 2.6 2.7 2.8 2.9 2.10	▪ Types of housekeeping services ▪ Bed making ▪ Public areas ▪ Cleaning of public areas ▪ H.K control desk ▪ Lost and Found ▪ Co-ordination with other departments ▪ Safety and security - housekeeping ▪ Pest Control ▪ Laundry Services	
10	Reference Books :- 1. Hotel Housekeeping operation and management, G Raghubalan & Smritee Raghubalan, Oxford University Press, New Delhi. 2. Hotel Management and Operations, Denney G Rutherford & Michael J O' Fallon, John Wiley & Sons, Inc, New Jersey. 3. Hotel Housekeeping Training Manual, Sudhir Andrews, Tata Mc Graw Hill Publications. 4. Hotel Housekeeping by Smritee Raghubalan - Oxford University Press- New Delhi 5. Hotel Housekeeping Management by K.M Hasan Hussain - Notion Press – Chennai 6. Hotel Facility Planning, Tarun Bansal, Oxford University Press, New Delhi		

11	Internal Continuous Assessment: 40%	External-Semester End Examination- 60 %
	Individual Passing in Internal and External Examination : 40 %	
12	Continuous Evaluation through: Quizzes, Class Tests, presentation, project, role play, creative writing, assignment etc	Select at least 3

Examination

QUESTION PAPER PATTERN (External and Internal)

Theory Courses Evaluation Scheme for Second Year (UG) under NEP

Nature of Examination	Marks Particular				Time	Total Marks
I. Internal Evaluation for Theory Courses						
Continuous Internal Assessment (CIA) Assignment	Sr. No	Examination	Module	Marks	Time	Total Marks
	1	Class Test	Module I or on Completed syllabus	10 Marks	30 Min	20 Marks
	2	Assignments / Case Study / Presentations / Project / Group Discussion / Ind. Visit. / Tutorial	I & II	10 Marks	Minimum 30 Min per activity.	
II. External Examination for Theory Courses						
Semester End Examination	Question No	Paper Pattern (Theory question paper pattern: Attempt any two out of four questions)	Module	Marks	Time	Total Marks
	Q. 1	Define / Terminologies / Match the Column / Fill in the Blanks / Multiple Choice Questions (1 Marks each)	I & II	15 Marks	1 Hr.	30 Marks
	Q. 2	Short Notes / Problem. Attempt any Three Questions out of four. (a, b, c & d). (5 Marks each)	I & II	15 Marks		

	Q. 3	Essay Type Questions (Attempt any one out of two)	I	15 Marks		
	Q. 4	Essay Type Questions (Attempt any one out of two)	II	15 Marks		
Note:	1. To appear examination minimum prescribed attendance is compulsory. 2. All questions are compulsory 3. Individual Passing in Internal and External Examination is compulsory. 4. Certified Journal is compulsory for appearing at the time of Practical Exam.					

PRACTICAL EXAMINATION PATTERN

Format for Practical Examination Pattern: for the final examination

HOSPITALITY INFORMATION SYSTEM (PRACTICAL)

Sem – III, Vertical-2, Minor, Conduct of Practical (50 marks)

- Journal has to be submitted at the end of each semester for assessment..
- Assessment will be done as follows –

Internal Evaluation			External Evaluation			Total Marks
Journal	Personal Grooming	Work Sheets	Activity 1	Activity 2	Viva - Voce	
05	05	10	10	10	10	50

Sd/-

**Sign of the BOS
Chairman
Chef Siraj Shaikh
Board of Studies in
Culinary Arts**

Sd/-

**Sign of the
Offg. Associate
Dean
Dr. Suchitra Naik
Faculty of
Humanities**

Sd/-

**Sign of the
Offg. Associate Dean
Prof. Manisha
Karne
Faculty of Humanities**

Sd/-

**Sign of the
Offg. Dean
Prof. Anil Singh
Faculty of
Humanities**