

University of Mumbai

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विद्याविषयक प्राधिकरणे
सभा आणि सेवा विभाग(ए.ए.एम.एस)
रूम नं. १२८ एम.जी.रोड, फोर्ट,
मुंबई - ४०० ०३२
टेलिफोन नं - ०२२ - ६८३२००३३

(नॅक पुनर्मूल्यांकनाद्वारे ३.६५ (सी.जी.पी.ए.) सह अ++ श्रेणी
विद्यापीठ अनुदान आयोगाद्वारे श्रेणी १ विद्यापीठ दर्जा)

क्र.वि.प्रा.स.से./आयसीडी/२०२५-२६/३७

दिनांक : २७ मे, २०२५

परिपत्रक:-

सर्व प्राचार्य/संचालक, संलग्नित महाविद्यालये/संस्था, विद्यापीठ शैक्षणिक विभागांचे संचालक/ विभाग प्रमुख यांना कळविण्यात येते की, राष्ट्रीय शैक्षणिक धोरण २०२० च्या अमलबजावणीच्या अनुषंगाने शैक्षणिक वर्ष २०२५-२६ पासून पदवी व पदव्युत्तर अभ्यासक्रम विद्यापरिषदेच्या दिनांक २८ मार्च २०२५ व २० मे, २०२५ च्या बैठकीमध्ये मंजूर झालेले सर्व अभ्यासक्रम मुंबई विद्यापीठाच्या www.mu.ac.in या संकेत स्थळावर NEP २०२० या टॅब वर उपलब्ध करण्यात आलेले आहेत.

मुंबई - ४०० ०३२
२७ मे, २०२५


(डॉ. प्रसाद कारंडे)
कुलसचिव

Copy forwarded for information and necessary action to :-	
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2	The Deputy Registrar, Result unit, Vidyanagari drresults@exam.mu.ac.in
3	The Deputy Registrar, Marks and Certificate Unit,. Vidyanagari dr.verification@mu.ac.in
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6	The Deputy Registrar, College Affiliations & Development Department (CAD), deputyregistrar.uni@gmail.com
7	The Deputy Registrar, PRO, Fort, (Publication Section), Pro@mu.ac.in
8	The Deputy Registrar, Executive Authorities Section (EA) eau120@fort.mu.ac.in He is requested to treat this as action taken report on the concerned resolution adopted by the Academic Council referred to the above circular.
9	The Deputy Registrar, Research Administration & Promotion Cell (RAPC), rapc@mu.ac.in
10	The Deputy Registrar, Academic Appointments & Quality Assurance (AAQA) dy.registrar.tau.fort.mu.ac.in ar.tau@fort.mu.ac.in
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1	The Chairman, Board of Deans pvc@fort.mu.ac.in
2	Faculty of Humanities, Offg. Dean 1. Prof.Anil Singh Dranilsingh129@gmail.com Offg. Associate Dean 2. Prof.Manisha Karne mkarne@economics.mu.ac.in 3. Dr.Suchitra Naik Naiksuchitra27@gmail.com
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As Per NEP 2020

University of Mumbai



Syllabus for Major Vertical – 1 & 4

Name of the Programme – B.Sc. (Hospitality Studies)

Faulty of Inter-Disciplinary Studies

Ad-hoc Board of Studies in Hospitality Studies

U.G. Second Year Programme

**Exit
Degree**

**U.G. Diploma in Hospitality
Studies**

Semester

III & IV

From the Academic Year

2025-26

University of Mumbai



(As per NEP 2020)

Sr. No.	Heading	Particulars
1	Title of program	B.Sc. (Hospitality Studies)
2	Exit Degree	U.G. Diploma in Hospitality Studies
3	Scheme of Examination	NEP 40% Internal 60% External, Semester End Examination Individual Passing in Internal and External Examination
4	Standards of Passing	40%
5	Credit Structure R. IMU-510C R. IMU-510D	Attached herewith
6	Semesters	Sem. III & IV
7	Program Academic Level	5.00
8	Pattern	Semester
9	Status	New
10	To be implemented from Academic Year	2025-26

Sd/-

Sign of the BOS
Chairman
Prof. Dopati
Banerjee
Ad-hoc Board of
Studies in
Hospitality Studies

Sd/-

Sign of the
Offg. Associate
Dean
Dr. C.A.Chakradeo
Faculty of
Interdisciplinary
Studies

Sd/-

Sign of the
Offg. Associate Dean
Dr. Kunal Ingle
Faculty of
Interdisciplinary
Studies

Sd/-

Sign of the
Offg. Dean
Prof. A. K. Singh
Faculty of
Interdisciplinary
Studies

Sem. – III&IV

University of Mumbai

SCHEMATICS FOR SEMESTER III/ IV FOR B.SC. HOSPITALITY STUDIES

Second Year B.Sc. (Hospitality Studies) Semester III/IV (Academic Semester)

Vertical No	Vertical	Name of the Course	Credits		Total Credits	Theory Hrs/Sem	Practical Hrs/Sem	Th hrs/ week	Pr. hrs /Week
			TH	PR					
1	Major	Intermediate Accommodation Operations I (Th.)	2	-	8	30	-	2	-
		Intermediate Accommodation Operations I (Pr.)	-	2		-	60	4	-
		Intermediate Accommodation Operations II(Th.)	2	-		30	-	2	-
		Intermediate Accommodation Operations II (Pr.)	-	2		-	60	-	4
		OR							
		Intermediate Culinary & Restaurant Operations I (Th.)	2	-	8	30	-	2	-
		Intermediate Culinary & Restaurant Operations I (Pr.)	-	2		-	60	4	
		Intermediate Culinary & Restaurant Operations II (Th.)	2	-		30	-	2	-
		Intermediate Culinary & Restaurant Operations II (Pr.)	-	2		-	60	4	4
		2	Minor	Intermediate Rooms Division (Th.)	2	-	4	30	-
Intermediate Rooms Division (Pr.)	-			2	-	60		-	4
OR									
Intermediate Food & Beverage	2			-	4	30	-	2	-

[illegible]

Second Year B.Sc. (Hospitality Studies) Semester III/IV (Internship Semester)

Vertical No	Vertical	Name of the Course	Credits		Total Credits	Theory Hrs/Sem	Practical Hrs/Sem	Theory hrs/week	Pr. hrs /Week
			TH	PR					
1	Major	Internship	-	16	16	-	16 Weeks	-	-
2	Minor		-	04	04	-	04 Weeks	-	-
5	Ability Enhancement Course (AEC)	English	2	-	2	30 hrs	-	2	-
		Total	2	20	22			2	

Please note:

1. The objective of internship is to provide students with practical experience in the hospitality industry and to ensure that every Second-Year Bachelor of Science (SYBSc) Hospitality Studies student completes one semester of academic coursework, one semester of comprehensive internship in all the 4 core operational areas, providing them with a comprehensive understanding of the hospitality industry.
2. The internship will comprise 5 months, completed in either of the two semesters (Semester 3 or Semester 4). Students will be divided into two batches, Batch A and Batch B. Batch A will attend academic classes in Semester 3, while Batch B will undergo internship in reputed star category hospitality organizations. In Semester 4, the batches will be swapped, with Batch A undergoing internship and Batch B attending academic classes.
3. For the internship semester. The AEC to be chosen will be English Language. Colleges will use recorded video lectures conducted by the faculty.

*** 20 credits of internship should be divided into 16 credits for Major subjects and 4 credits for Minor subjects**

		R: _____ A								
Level	Semester	Major		Minor	OE	VSC, SEC(VSEC)	AEC, VEC,IKS	OJT, FP, CEP, CC,RP	Cum. Cr. /Sem.	Degree/ Cum. Cr.
		Mandatory	Electives							
4.5	I	Total 8 Credits		Total 4 Credits	Total 4 Credits	Total 2 Credits	AEC (2 Credits)			
		Intermediate Accommodation Operations I (Theory) (2 Credits)				VSC Human Resource Management (Theory) (2 Credits)		NSS/ CC (2 Credits)		--
		Intermediate Accommodation Operations I (Practical) (2 Credits)								
		Intermediate Accommodation Operations II ((Theory) (2 Credits)								
		Intermediate Accommodation Operations II (Practical) (2 Credits)								
		OR								
		Intermediate Culinary & Restaurant Operations I (Theory) (2 Credits)								
		Intermediate Culinary & Restaurant Operations I (Practical) (2 Credits)								
		Intermediate Culinary & Restaurant Operations II (Theory) (2 Credits)								

		Intermediate Culinary & Restaurant Operations II (Practical) (2 Credits)							
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Vertical – 1 Major

SECOND YEAR B.Sc. (Hospitality Studies)
INTERMEDIATE ACCOMMODATION OPERATIONS I (Theory)

NEP CATEGORY:	MAJOR
APPLICABLE SEMESTER:	III/ IV
TEACHING HOURS:	30
CREDITS:	2
NUMBER OF HOURS PER/WEEK:	02

Course Objectives:

1. To train the students to handle check-ins for various guests & guest requests and complaints
2. To learn different security protocols - Operate fire alarms, burglar systems, and electronic locks for safety & use proper front office terminology professionally.

Course Outcomes:

- CO 1.** Manage reservations, room assignments, and check-ins for all guest types.
CO 2. Handle room changes, upgrades, and upselling based on guest needs.
CO 3. Identify, categorize, and resolve various types of guest complaints & Communicate professionally to enhance guest satisfaction and service quality.
CO 4. Operate safety systems including fire alarms, burglar alarms, and electronic locks.
CO 5. Apply security protocols and use appropriate front office terminology effectively.

Module	CH NO.	TOPIC	NO OF HOURS
1	1	Advanced Guest Cycle (Reservation, Assigning Rooms, Check-in) 1.1. Group (tourist/ conference/ convention) 1.2. Crew (airline- layovers/ cruise lines/ cargo) Regular guests 1.3. Special attention guests (handle with care, single ladies, unaccompanied children, sr. Citizens, disabled guest) 1.4. Room changes procedures 1.5. By hotel (upgrade/ up sell) 1.6. By guest (discrepancy/ personal preference) 1.7. Guidelines to handle complaints	15
2	2	FRONT OFFICE ACCOUNTING SYSTEM AND SETTLEMENT & 2.1 Guest and Non-Guest Folio 2.2 Types of Folio 2.3 Types of Vouchers 2.4 City Ledger 2.5 Billing Procedure instruction (Methods of settlement (Cash/ CC- Direct currency converter/ BTC/ TAV/ PSO/ COMP Voucher) Night Auditing System	15

		SECURITY SYSTEMS IN HOTELS 2.6 Fire Alarm Systems 2.7 Burglar Alarm Systems 2.8 Electronic Locking Systems	
		TOTAL	30

Reference Books:

Name of the book	Author	Publisher	Place of Publication
Bullied, An Ritchie, Caroline	Reception	Stanley Thornes	London
Chakravarti, B.K.	Front Office Management in Hotel	BNS Publishers	New Delhi
Braham, Bruce	Hotel Front Office	Hutchinson	London
Ford, Robert & Heaton, Cherrill	Managing the guest Experience	Delmar Publishers	London
Bardi,James	Hotel Front office Management	John Wiley & sons	New Jersey

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

SECOND YEAR B.Sc. (Hospitality Studies)
INTERMEDIATE ACCOMMODATION OPERATIONS I
(PRACTICAL)

NEP CATEGORY:	MAJOR
APPLICABLE SEMESTER:	III/ IV
TEACHING HOURS:	60
CREDITS:	2
NUMBER OF HOURS PER/WEEK:	04

Course objectives:

- To be able to handle the check – in & check out procedures and to handle various guest complains professionally

Course Outcomes

CO 1. Identify and respond appropriately to various types of guest complaints and handle different check-out procedures including BTC, express, group, and VIP.

CO 2. Apply correct procedures for handling late charges, late check-outs, and billing discrepancies and Create and manage guest records, reservations, billing, and reports using PMS.

CO 3. Operate industry-standard PMS software like Opera, Amadeus, Fidelio, IDS, and Shawman effectively.

Module 1&2

SR. NO	PRACTICAL TOPICS	NO OF HOURS
1	Types of guest complaints • Mechanical • Attitudinal • Service – related • Unusual	60
2	Check out procedures • BTC • Express • Group • Foreign currency • FIT • VIP Late charges & Late check out procedures Billing discrepancies	
3	Standard PMS Exercises a. Creating a Profile of a guest b. Creating a reservation record c. Creating a registration record d. Shortcut keys e. Manual Posting of vouchers f. Billing g. Report Generation Suggested Software's to be used for Practical Purposes a. Opera b. Amadeus c. Fidelio d. IDS e. Shawman PMS • Reservation • Check in • Check out • Room Management • Night audit	

Assessment will be done as follows:

INTERNAL				EXTERNAL			
Journal	Role play writing work	Viva	Total	Grooming	Group discussion	Viva	Total
5	10	5	20	10	10	10	30

Assessment and Evaluation of Marks (Theory Courses)

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

For theory courses with 2 credit points total marks Allotted would be 50

Internal Assessment: 20 marks

External Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks

Item	Description	Marks Allotted
Assignment	Best of 2 out of 3 assignments	10 marks
Test	- One test. 10% of total marks to be MCQ/Match the columns 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

External (Semester end exam) = 60%

Questions	Paper Pattern	Unit Modules	Mars Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

**SECOND YEAR B.Sc. (Hospitality Studies)
INTERMEDIATE ACCOMMODATION OPERATIONS II**

NEP CATEGORY:	MAJOR
APPLICABLE SEMESTER:	III/ IV
TEACHING HOURS:	30
CREDITS:	2
NUMBER OF HOURS PER/WEEK:	02

Course Objectives

1. To learn to Manage Linen room operations and designing of the uniform and Laundry operations within housekeeping
2. Analyze the layout and workflow of laundry processes and develop knowledge of flower arrangement & ergonomics in housekeeping.

Course Outcomes:

CO 1. Manage Linen room operations including storage, exchange, and inventory with awareness of housekeeping trends.

CO 2. Understand uniform designing and distinguish between commercial and in-house laundry systems.

CO 3. Analyse pros and cons of on-premises Laundry and identify key laundry agents and equipment.

CO 4. Understand the Laundry layouts, wash cycles, stain removal, and dry-cleaning procedures.

CO 5. Demonstrate basic flower arrangement skills, plant care, and apply ergonomic principles in housekeeping.

Module	CH NO.	TOPIC	NO OF HOURS
1	1	1.1 Introduction, classification and sizes of linen 1.2 Selection criteria for linen 1.3 Calculation of linen requirement – Par stock 1.4 Layout and equipment in linen - Room - Activities in linen room 1.5 Linen exchange procedure Linen/Uniform 1.5.1 Inventory control – Procedures and records 1.5.2 Recycling of condemned linen 1.6 Linen hire 1.7 Importance of uniforms 1.8 Designing of uniform, Selection criteria & budgeting (Functional & Aesthetic) 1.9 Layout of uniform room 1.10 Storage of uniforms Glossary	15
2	2	2.1 Introduction to laundry operations 2.2 Types of laundries – Commercial / In house (OPL) 2.3 Advantages and Disadvantages of OPL 2.4 Laundry agents 2.5 Laundry equipment 2.6 Layout of laundry 2.7 Laundry process – On Premises and Off Premises	

		2.7.1 Wash cycle 2.8 Stain removal methods 2.9 Dry cleaning – Chemicals and Process 2.10 Handling Guest Laundry/Valet Service 2.11 Introduction to Flower Arrangement 2.12 Flower arrangement materials – Flowers, Fillers, and equipment, tools, accessories 2.13 Selection, care and conditioning of plant material 2.14 styles of flower arrangements – Western, Free style, Abstract, Oriental (Ikebana), Glossary 2.15 Role & importance of Ergonomics in housekeeping	15
		TOTAL	30

Text Books:

1. Hotel Housekeeping Operations and Management – G. Raghubalan & Smritee Raghubalan – Oxford University Press.
2. Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George – Jaico Publications.
3. Housekeeping Management – Margaret Kappa, Aleta Nitschken, Patricia B. Schappert – A.H. & L.A.

Reference Books:

1. Textiles – Fiber to Fabric – Bernard P. Corbman Library of congress category
2. Stain Removal – Stephanie Zia – Bounty Books
3. Professional Management of Housekeeping Operations – Thomas J. A. Jones – John Wiley & Sons
4. Flower Arranging – Joyce Rogers – Paul Hamlyn London
5. Textile and Laundry in Hotel Industry - Dr. D.K.Agrawal - Aman Publications
6. The Art of Flower Arranging - Ian Hall & Sarah Waterkeyn - Smithmark Publications
7. Creative Flower Arranging - Tamaris Ryan - Tiger Books International, London
8. The World of Flower Arranging - Barbara Pearce - Optimum Books
9. Flower Arrangement. Expert:- Dr. D G Hessayon - British Library , Tranworld Publishers

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

**INTERMEDIATE ACCOMMODATION OPERATIONS II
(PRACTICAL)**

NEP CATEGORY:	MAJOR
APPLICABLE SEMESTER:	III/ IV
TEACHING HOURS:	60
CREDITS:	2
NUMBER OF HOURS PER/WEEK:	04

Course Objectives:

- To understand various procedures followed at linen room and at laundry and to develop the skills of students for flower arrangement

Course Outcomes:

CO 1. Understand and apply various stain removal procedures used in housekeeping and Learn the techniques of linen ironing and identify different types of stitches used in hotels.

CO 2. Create and display various styles of flower arrangements suitable for hotel settings.

CO 3. Gain knowledge in uniform designing and calculate associated costs effectively.

Module 1&2

SR. NO.	PRACTICAL TOPICS	NO OF HOURS
1	STAIN REMOVAL - Ball point ink - Tea& Coffee - Lipstick / Grease - Curry & Turmeric oil - Chewing gum - Blood - Chocolate	60
2	FLOWER ARRANGEMENT Ikebana/Western/Free style arrangement (Demonstration & Practice)	
3	IRONING	
4	VARIOUS STITCHES - Straight/Running stitch - Hemming - Button and buttonhole - Hook and eye	
5	UNIFORM DESIGNING & COSTING OF UNIFORMS	

Assessment will be done as follows:

INTERNAL				EXTERNAL			
Journal	Monogramming (stitches)	Ironing work	Total	Grooming	Flower arrangements	Viva	Total
5	10	5	20	10	10	10	30

Assessment and Evaluation of Marks (Theory Courses)

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

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Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

SECOND YEAR B.Sc. (Hospitality Studies)
INTERMEDIATE CULINARY AND RESTAURANT OPERATIONS I
(THEORY)

NEP CATEGORY:	MAJOR
APPLICABLE SEMESTER:	III/ IV
TEACHING HOURS:	30
CREDITS:	2
NUMBER OF HOURS PER/WEEK:	02

COURSE OBJECTIVES:

To develop requisite culinary skills in various aspects of Quantity Food Production (QFP) with emphasis on Regional Indian Cuisines.

COURSE OUTCOME

CO 1: Understand and apply the principles of menu planning and production for volume feeding across various institutional catering sectors.

CO 2: Identify appropriate kitchen equipment and explain their usage, selection criteria, and maintenance in quantity food establishments.

CO 3: Apply techniques of indenting, purchasing, and storage for bulk food production with effective inventory control.

CO 4: Analyse regional Indian cuisines, evaluate traditional spice blends, gravies, masalas, and factors influencing local food habits.

CO 5: Recognize and use Indian culinary terms relevant to professional bulk kitchen operations.

MODULE	CH NO		TOPIC	HRS
1	1		VOLUME FEEDING: Explore the principles of cooking for large groups, covering:	5
		1.1	Menu Planning – special emphasis on Quantity Food Production, including menu planning for various service sectors.	
		1.2	Types of Institutional & Industrial Catering (Hospitals, Airlines, Railways, Corporate, Welfare, Defence, Outdoor Catering, Theme Dinner, and Food Festival.)	
		1.3	Parameters of Quantity Menu Planning.	
	2		EQUIPMENT:	5
		2.1	Types of equipment – Food pre-preparation Equipment, Cooking Equipment, Hot & cold food holding and service equipment, Washing, Cleaning and care of Equipment.	
		2.2	Factor to be considered while selecting Bulk Kitchen Equipment	
		2.3	Installation, Preventive / routine and reactive maintenance	
	3		INDENTING, PURCHASE AND STORE PROCEDURES:	5
		3.1	Indenting Principles of Indenting, Quantities / Portions for Bulk Production, Conversion of Recipes for Indenting, Practical difficulties involved in Indenting.	
		3.2	Introduction to Purchasing, Purchasing Techniques	
		3.3	Duties of Purchase Officer & Store Keeper – Inventory Management & Stock Rotation.	

2	1		INDIAN COOKERY:	
		1.1	Spices Blends and Gravies.	
		1.2	• Introduction to Regional Cooking. • Factors affecting eating habits. • Heritage of Indian Cuisine. • Regional Commodities, Spices & Masalas (Wet & Dry). • Geographical location, Historical background, Availability of raw material (seasonal), Equipment and fuel (special), Staple diet, Speciality Cuisine, Food prepared for festivals and occasions of the following states: - Andhra Pradesh/ Hyderabad, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala/ Malabari, Madhya Pradesh, Maharashtra/ Malwani, North Eastern States, Punjab, Rajasthan, Tamilnadu/ Chettinad, Uttar Pradesh/ Dum & Avadh/ Lucknawi, Also Communities/ Styles such as : Parsee, Bohra.	12
	2		Indian Culinary Terms	3
			Total	30

INDIAN CULINARY TERMS:

1. Imarti	16. Dhunaar	32. Marinade	47. Rabri
2. Baffad	17. Dum	33. Moilee	48. Raita
3. Balushahi	18. Dum Pukht	34. Murgh Musallam	49. Rasam
4. Bharta	19. Gaujas	35. Mutanjan	50. Roomali Roti
5. Baghar	20. Gustaba	36. Mulligutwanny Curry	51. Rogan Josh
6. Bhunao	21. Aappam	37. Naan	52. Rista
7. Bonda	22. Jalebi	38. Neera	53. Rasgullas
8. Biryani	23. Kabab	39. Nargisi Kofta Curry	54. Shami Kebab
9. Bhaturas	24. Kalia	40. Pachadi	55. Shrikhand
10. Sheera	25. Kesari	41. Paneer	56. Seekh Kebab
11. Charoli	26. Khoa	42. Payasam	57. Sandesh
12. Cocum	27. Kofta	43. Phirnee	58. Toddy
13. Dagad	28. Korma	44. Pulao	59. Vindaloo
Phool	29. Panch Phoran	45. Chingri Malai Curry	60. Wark
14. Dhansak	30. Loochi / Luchi	46. Palak Mutton /	61. Zarda
15. Dahibhalla	31. Macher Jhol	Chicken	62. Ratan Jog

REFERENCES

1. Thangam Philips - Modern Cookery Vol. 1- Orient Longman - 1997
2. Victor Cererem, Ronald Kinton, David Foskett - Practical Cookery - Aodder & Stonghton – 1999
3. David R. Stevenson - Basic Cookery - Stanley Thornes (Publishes) Ltd. –1991
4. Mohini Sethi, Surjeet Malhan - Catering Management (An Integrated Approach) - Wiley Easter Limited - 1993.
5. Robert Bradnock - India Handbook - Footprint Handbook - 2000.
6. Ranjit Rai - Tandoor (The Great Indian Barbeque) - Viking - 1995.
7. Satarupa Banerjee - Book of Indian Sweets - Rupa & Co - 1994.
8. Purobi Babbar - Rotis & Naans of India - Vakil Fetter & Simon Ltd. - 1994.
9. Inder Singh Kalra - Prashad, Cooking with the Indian Masters - Allied Publishers Ltd. - 1993.
10. Devaki Babbar - Gujrat Nu Jaman - India Book House - 1996.
11. Chandra Padmanabhan - Dakshin - Harper Oollins – 1995.
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13. Gilda Mendonsa - The Best of Goan Cooking - UBS Publishers Distributors Ltd. – 1995.
14. Neerja - Kashmiri Cooking - Penguin Books - 1995.
15. Madhur Jaffery - A Taste of India - Pavillion Books Ltd., - 1985.
16. Minakshie Das Gupta - The Bengal Cook Book - UBS Publishers Distributors Ltd. – 1998.
17. Kaumudi Marathe - Maharshtrian Cuisine - Business Publications Inc. – 1999.
18. Food Production Operation – Parvinder S. Bali.

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

SECOND YEAR B.Sc. (Hospitality Studies)
INTERMEDIATE CULINARY AND RESTAURANT OPERATIONS I
(PRACTICAL)

NEP CATEGORY:	MAJOR
APPLICABLE SEMESTER:	III/ IV
TEACHING HOURS:	60
CREDITS:	2
NUMBER OF HOURS PER/WEEK:	04

COURSE OBJECTIVE:

To develop requisite culinary skills in various aspects of Quantity Food Production (QFP) with emphasis on Regional Indian Cuisines.

COURSE OUTCOME

- CO 1:** Demonstrate the preparation of Indian, regional cuisine as per their standard recipes.
CO 2: Prepare the plan of work indent, costing sheet and calorie calculation for bulk cooking.
CO 3: Demonstrate traditional & bulk presentation and service of food

Each institute will prepare their own menus. Six dishes per Menu that includes

1. Starter Veg or Non veg
2. Main Course - Veg
3. Main Course - Non-Veg
4. Breads or Rice or both
5. Dal
6. Dessert

Authentic and Well-known dishes from particular region should be included while compiling the menu.

Module 1&2

PRACTICAL MENUS – SEMESTER III or IV
States States/ Cuisines
1. Andhra Pradesh/ Hyderabad 2. Bengal & North Eastern States 3. Goa 4. Gujarat 5. Parsi 6. Bohra 7. Karnataka 8. Kashmir 9. Kerala/ Malabari 10. Maharashtra/ Malvani 11. Punjab 12. Rajasthan 13. Tamil Nadu/ Chettinad 14. Uttar Pradesh/ Dum & Avadh/ Lucknavi

Practical: - 4 hours / Week

Total Menus in Semester 3 or 4: - Menus (14) + Exam Menu (1) = 15 Menus.

Total Hours in Sem.3 or 4: - 15 Menus * 4 hours = 60 Hours.

Conduct of Practical Examination (Semester end assessment) - 50 marks

- Candidate will be given a menu comprising of 6 dishes.
- Indent sheet and plan of work sheet to be filled by the candidate
- Candidates are supposed to collect indents, prepare and present the dishes in the menu within stipulated time.
- Cleaning and scullery equipment and working area is also to be done within stipulated time.

Assessment will be done as follows –

Internal			External				
Personal Grooming	Journal	Indenting & plan of work	Texture & Consistency/ Colour/ Taste	Viva-voce	Cleaning & Scullery	Present ation	Total
5	5	10	15	5	5	5	50

Assessment and Evaluation of Marks (Theory Courses)

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

For theory courses with 2 credit points total marks Allotted would be 50

Internal Assessment: 20 marks

External Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks

Item	Description	Marks Allotted
Assignment	Best of 2 out of 3 assignments	10 marks
Test	- One test. 10% of total marks to be MCQ/Match the columns 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

External (Semester end exam) = 60%

Questions	Paper Pattern	Unit Modules	Mars Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

SECOND YEAR B.Sc. (Hospitality Studies)
INTERMEDIATE CULINARY AND RESTAURANT OPERATIONS II
(THEORY)

NEP CATEGORY:	MAJOR
APPLICABLE SEMESTER:	III/ IV
TEACHING HOURS:	30
CREDITS:	2
NUMBER OF HOURS PER/WEEK:	02

COURSE OBJECTIVES:

To develop requisite knowledge & skills in various aspects of Bar Operations and Service of Beverages.

COURSE OUTCOME

CO 1: Classify the various types of alcoholic beverages & differentiate between distilled spirits and explain the alcohol fermentation process

CO 2: Explain the production of the Still, Sparkling, Fortified and Aromatised wines and show how Viticulture & Vinification effects its overall quality.

CO 3: Illustrate the production process for brewed, fermented and distilled beverages.

CO 4: Distinguish between Old World & New World Wines producing Countries, Principle regions & Wine Laws.

CO 5: Explain the origin and production of Spirits (Pot Still & Patent Still Process), & classification of Liqueurs.

MODULE	CH NO		TOPIC	HRS
1	1		Alcoholic Beverages.	2
		1.1	Definition, Classification of Alcoholic Beverages Chart, Fermented (Wine & Beer).	
		1.2	Distilled (Spirits), Others (Cider, Perry, Mead, Sake, Toddy, Aquavit, Schnapps, Pastis, Ouzo & Arrack).	
		1.3	Alcohol Fermentation Process.	
	2		Wines	8
		2.1	Definition	
		2.2	Classification of Wines (Still - White, Red & Rosé, Sparkling/Champagne, Fortified - Sherry, Port, Madeira, Marsala & Malaga, Aromatised Wines - Bitters & Aperitifs)	
		2.3	Wine Production Methods - (Still - White, Red & Rosé, Sparkling/Champagne).	
		2.4	Viticulture & Vinification - (Terroir, Diseases / Enemies of Vines, Faults in Wines).	
	3		Beer & other Fermented Beverages.	5
		3.1	Definition	
		3.2	Components of Beer, Top Fermentation, Bottom Fermentation, Brewing Process of Beer, Types of Beer, Draft / Draught Beer	

2	1		OLD - Wine Producing Countries of the World (France, Italy & Germany).	4
		1.1	Principle Grape Varieties.	
		1.2	Wine Regions & Laws.	
		1.3	Brand Names of Wine Bottles.	
	2		NEW - Wine Producing Countries of the World (India, Chile & South-Africa).	4
		2.1	Principle Grape Varieties.	
		2.2	Wine Regions & Laws.	
		2.3	Brand Names of Wine Bottles.	
	3		Spirits	4
		3.1	Definition (Whisky, Gin, Vodka, Rum, Brandy, Tequila)	
		3.2	Distillation Difference Between Pot Still Method and Patent Still Method.	
	4		Liqueurs	2
		4.1	Definition, Classification, Different types of liqueurs: Base, Flavours, Country of origin, Brand names of liqueurs (Generic & Proprietary).	
	5		Glossary	1
		5.1	Acidity, Ampelography, Botrytis cinerea, Cap, Centrifugation, Chamber, Chaptalisation, Cuvaison, Fining, Malolactic fermentation, Must, Mulled Wine, Negociant, Estufagem, Eiswein, Oechsle, Oenology, Pasteur, Petillant, Punt, Racking, Refractometer, Rince Cochon, Saccharometer, Sommelier, Siissreserve, Tannin, Tastevin, Tears, Vendange, Vinification, Vintage Wine, Viscosity, Weeper, Yeast.	
				30

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

SECOND YEAR B.Sc. (Hospitality Studies)
INTERMEDIATE CULINARY AND RESTAURANT OPERATIONS II
(PRACTICAL)

NEP CATEGORY:	MAJOR
APPLICABLE SEMESTER:	III/ IV
TEACHING HOURS:	60
CREDITS:	2
NUMBER OF HOURS PER/WEEK:	04

COURSE OBJECTIVE:

To develop requisite knowledge & skills in various aspects of Bar operations and Service of Beverages.

COURSE OUTCOME

CO 1: Explain Bar Etiquette & understand the different equipment's used for service.

CO 2: Demonstrate the service of Wines.

CO 3: Demonstrate the service of Spirits & Beer.

Module 1&2

CHP NO	PRACTICAL TOPIC
1	BASIC ETIQUETTE & PLANNINGS FOR WINE SERVICE.
	Attributes of a Bar Personnel.
	Bar Equipment & Glassware.
2	WINE SERVICE.
	Procedure of Service of Wines (Using appropriate Glassware).
3	BEER SERVICE.
	Procedure of Service for Beer: Bottled/Can/Draft/Tower/Special (Using appropriate Glassware).
4	SPIRITS SERVICE.
	Styles for serving spirits: Whisky/Rum/Gin/Vodka/Tequila/Brandy (Using appropriate Equipment's & Glassware).

Assessment will be done as follows –

Internal			External			
Personal Grooming	Journal	Assignment (Bar Menu)	Activity 1 (Sommelier ship)	Activity 2 (Beverage Service)	Viva-voce	Total
5	5	10	10	10	10	50

Assessment and Evaluation of Marks (Theory Courses)

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

For theory courses with 2 credit points total marks Allotted would be 50

Internal Assessment: 20 marks

External Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks

Item	Description	Marks Allotted
Assignment	Best of 2 out of 3 assignments	10 marks
Test	- One test. 10% of total marks to be MCQ/Match the columns 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

External (Semester end exam) = 60%

Questions	Paper Pattern	Unit Modules	Mars Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

Vertical – 4 VSC

SECOND YEAR B.Sc. (Hospitality Studies)

HUMAN RESOURCE MANAGEMENT

NEP CATEGORY:	VSC
APPLICABLE SEMESTER:	III/ IV
TEACHING HOURS:	30
CREDITS:	2
NUMBER OF HOURS PER/WEEK:	02

COURSE OBJECTIVE:

1. To provide a foundational understanding of human resource management and its scope
2. To understand human resource planning and the systematic approach to job analysis and job design.
3. To explain the processes involved in attracting and selecting the right talent for organizational success.
4. To familiarize students with the concepts of induction, orientation and placement.
5. To acquaint student with the concepts of training, development, appraisal and various methods of employee training, development, and performance appraisal and employee promotion to enhance workforce capability and motivation.
6. To discuss and analyze the latest trends of human resource management.
7. To cover the above from a hospitality perspective.

COURSE OUTCOME:

- CO 1.** Students will be able to explain the basic concepts related to Human Resource Management.
- CO 2.** Students will understand and describe key HR processes such as HR planning, recruitment, selection, training, development and placement.
- CO 3.** Students will be able to identify and explain the importance of the above.

MODULE 1 – (15 HRS)

CHP 1 - HUMAN RESOURCE MANAGEMENT

- a) Introduction to Human Resource Management
- b) Importance of Human Resource Management
- c) Scope of HRM

CHP 2 - HUMAN RESOURCE PLANNING

- a) Introduction to Human Resource Planning (Definition and Concept)
- b) Human Resource Planning Process
 - i) HR Demand Forecast
 - ii) HR Supply Forecast
- c) Measurement in Human Resource Planning
 - i) Human Resource Information System (HRIS)
 - ii) Human Resource Audit (HRA)

CHP 3 - JOB ANALYSIS AND JOB DESIGN

- a) Job Analysis – Meaning, Definition & Objectives and Process of Job Analysis
- b) Job Specification - Meaning, Definition & Objectives and Process of Job Analysis
- c) Job Evaluation
- d) Job Design

CHP 4 - RECRUITMENT AND SELECTION, (TALENT ACQUISITION, BUILDING CURRICULUM VITAE)

MODULE 2 – 15 HRS:

CHP 1 - ORIENTATION AND PLACEMENT – EXAMPLES FROM HOTELS

CHP 2 - TRAINING AND DEVELOPMENT, CAREER PLANNING, TYPES AND METHODS OF TRAINING

- a) On-the-Job Training
- b) Off- the-Job Training

CHP 3 – PERFORMANCE MANAGEMENT SYSTEM AND PERFORMANCE APPRAISAL

- a) Performance Management System
- b) Performance Appraisal
- c) Modern Methods of Job Appraisal
- d) Transfer, Promotion and Reward Policies

CHP 4 - EMERGING TRENDS OF HUMAN RESOURCE MANAGEMENT

- a) Absenteeism and Turnover- Retention of employees/ Motivation
- b) Balancing work with Life
- c) Managing Diversity,
- d) Gender sensitivity.
- e) Ethical Issues in HRM
- f) AI in HRM

Reference books:

Name of the Book	Author	Publisher	Place of Publication	Year
Human Resource Development	David Mankin	Oxford University Press	New York	2009
Human Resource and Personnel Management (Text and Cases);	K.Aswathapa	Tata Mc Graw Hill	New Delhi	2005
Human Resource Management	Michael Vaz			

Assessment and Evaluation of Marks (Theory Courses)

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

For theory courses with 2 credit points total marks Allotted would be 50

Internal Assessment: 20 marks

External Assessment: 30 marks

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Internal = 20 marks

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Duration of the test: 20 minutes for 10 marks test

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Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

Letter Grades and Grade Points:

Semester GPA/ Programme CGPA Semester/ Programme	% of Marks	Alpha-Sign/ Letter Grade Result	Grading Point
9.00 - 10.00	90.0 - 100	O (Outstanding)	10
8.00 - < 9.00	80.0 - < 90.0	A+ (Excellent)	9
7.00 - < 8.00	70.0 - < 80.0	A (Very Good)	8
6.00 - < 7.00	60.0 - < 70.0	B+ (Good)	7
5.50 - < 6.00	55.0 - < 60.0	B (Above Average)	6
5.00 - < 5.50	50.0 - < 55.0	C (Average)	5
4.00 - < 5.00	40.0 - < 50.0	P (Pass)	4
Below 4.00	Below 40.0	F (Fail)	0
Ab (Absent)	-	Ab (Absent)	0

Sd/-

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