

AC – 20/05/2025

Item No. – 8.5(N) Sem III/IV 3(1) (a,b,c,d)

As Per NEP 2020

University of Mumbai



Syllabus for Minor Vertical 2

Faculty of Faculty of Interdisciplinary

Board of Studies in Board of Studies in Maritime Hospitality Studies

Second Year Programme in Minor (Specify Subject)

Semester	III & IV	
Title of Paper	Sem.	Total Credits 4
I) Cost and Material Management (Theory)	III	2
II) Housekeeping and Facility Management (Theory)	III	2
Title of Paper		Credits
I) Advanced Food & Beverage Service (PR)	IV	2
II) Hotel Housekeeping – II (PR)	IV	2
From the Academic Year		2025-26

University of Mumbai
Credit Structure for Minor in Hotel Operation
Semester - II, III, IV, V & VI

UG First Year Program in Minor (Hotel Operation)		
Title of Paper	Sem.	Total Credits 4
I) Hotel Housekeeping - I (Theory)	II	2
UG Second Year Program in Minor (Hotel Operation)		
Title of Paper	Sem.	Total Credits 4
I) Cost and Material Management (TH)	III	2
II) Housekeeping and Facility Management (TH)	III	2
UG Second Year Program in Minor (Hotel Operation)		
Title of Paper	Sem.	Total Credits 4
I) Advanced Food & Beverage Service (PR)	IV	2
II) Hotel Housekeeping – II (PR)	IV	2
UG Third Year Program in Minor (Hotel Operation)		
Title of Paper	Sem.	Total Credits
Note: No minor vertical / course because of OJT	V	--
UG Third Year Program in Minor (Hotel Operation)		
Title of Paper	Sem.	Total Credits 4
I) Hotel Entrepreneurship Management (TH)	VI	2
II) Human Resource Management (TH)	VI	2

SEMESTER III

Syllabus for Minor (Semester – III)

Cost and Material Management (Theory) (C-2)

Title of Paper - Cost and Material Management (Theory)

Course code -

Sr. No.	Heading	Particulars
1	Description of the course: Including but Not limited to:	In the hospitality industry, controlling costs is essential for maintaining financial efficiency and profitability. Key elements of cost include food costs, labor costs, operating costs, and overheads, which need to be carefully managed throughout various stages of operations. To control costs effectively, the following strategies can be employed: ABC Analysis. Menu Pricing & Financial Management. A purchase requisition outlines the need for goods or services, while a purchase order formally requests the purchase from a supplier. Ensuring these are clear and accurate helps prevent over-purchasing and waste. To mitigate loss risks, best practices include regular stock audits, proper storage conditions, efficient production planning, and monitoring sales data for discrepancies. Average Check, Seat Turnover, and REVPASH (Revenue per Available Seat Hour) are key metrics that help manage catering operations. By using these tools, hospitality managers can enhance profitability, reduce waste, and improve the overall financial health of the business.
2	Vertical:	Minor
3	Type:	Theory
4	Credit:	2 credits (1 credit = 15 Hours for Theory or 30 Hours of Practical work in a semester)
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks Internal 20 Marks External 30 Marks
7	Course Objectives: The objective of the course is to introduce the student to costs involved in catering operations and techniques used for controlling the costs.	
8	Course Outcomes: On completion of this module- the trainee shall be able to - - List element of cost and ways to control them - Perform ABC analysis, prepare purchase requisition & purchase orders. - Control possible financial losses during purchasing, storing, issuing, production and sales. - Price a menu - Use tools like menu engineering, average check, seat turn over and REVPASH to manage catering operations with better financial efficiency.	

9	Modules: - Per credit One module can be created
	MODULE 1: Management & Elements of Costs
	1. Elements of Costs 2. Methods to control Food cost 3. Factors affecting labour cost 4. Controlling overhead cost 5. Food cost percentage 6. Daily food cost, Cumulative food cost, Gross profit, Net profit 7. Standard portion size 8. Average check, Seat turnover ratio, REVPASH, 9. Pricing menu card
	MODULE 2: Controls- Purchase, Stores and Production
	Purchase Control 1. Duties of purchase manager 2. Objectives of purchasing 3. Purchasing procedures 4. Methods of purchasing 5. Essentials of a good supplier 6. ABC analysis 7. Formats of: Purchase requisition & purchase order
	Stores Control 1. Objectives of storekeeping 2. Stock levels: Minimum stock, maximum stock & reorder level 3. Method of receiving: delivery Challans, cross checking with P.O& its documentation 4. Continuous / perpetual stock taking, Annual stock taking 5. Causes of difference in book stock & physical stock 6. Methods of stock valuation 7. Stores issues procedure 8. Production Control 9. Menu changes, menu engineering
10	Reference Books: 1. Accuracy in Food Costing and Purchasing, Francis T. Lynch, Amazon.com 2. Budgeting, costing and controls, Ozi D'cunha & Gleson D'cunha, 2001, Dicky's enterprise 3. Food & Beverage Management, Sally Stone & Richard Kotas, 1998 & 1994 4. Principles of Food, Beverage, and Labor Cost Controls, Paul R. Dittmer and J. Desmond Keefe, amazon.com 5. Ratio Analysis for Small Business, Sanzo, Richard; Books for Business (Published: 5/2005.

11	Internal Continuous Assessment: 40% (i.e. 20 Marks out of 50 Total Marks)	External Semester End Examination: 60% (i.e. 30 Marks out of 50 Total Marks)
	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

Housekeeping and Facility Management (Theory) (C-2)

Title of Paper - Housekeeping and Facility Management (Theory)		
Course code -		
Sr. No.	Heading	Particulars
1	Description of the course: Including but Not limited to:	A systematic hotel layout ensures efficient guest and staff flow. It includes guest areas (rooms, restaurants, lounges) and service areas (kitchen, laundry). Accessibility, emergency exits, and aesthetic landscaping are key elements. Proper zoning for privacy and service functions is essential. Maintenance refers to the routine upkeep, repair, and servicing of a hotel's infrastructure, equipment, and facilities to ensure they function optimally. It includes preventive, corrective, and emergency maintenance. The maintenance team ensures the hotel is in good working order by conducting inspections, repairs, and preventive maintenance. Duties include managing the team, budgeting, record-keeping, and ensuring safety and guest comfort. Coordination with other departments is key to smooth operations. Ecotel Certification recognizes environmentally sustainable hotels. It evaluates energy efficiency, water conservation, waste management, and social responsibility. Achieving this certification reflects a hotel's commitment to sustainability and reducing its ecological footprint. An eco-friendly hotel site should be easily accessible via public transport, minimize environmental disruption, and be located in a non-sensitive ecological area. Sustainable site selection helps reduce energy consumption, conserve water, and limit habitat destruction. Explain Energy Conservation, Water Conservation, and Waste Management. Using energy-efficient appliances, LED lighting, and renewable energy sources (e.g., solar panels). Installing low-flow fixtures, recycling water, and using efficient irrigation systems. Recycling, composting organic waste, and reducing landfill waste through waste segregation and reduction practices. Water system maintenance includes inspecting and repairing pipes for leaks, cleaning water tanks, monitoring water pressure, ensuring water treatment systems work efficiently, and preventing backflow contamination. Environment-friendly housekeeping uses green cleaning products, encourages linen reuse to reduce laundry loads, and practices waste segregation. Trends include digital check-ins, reducing paper usage, and staff training on sustainability practices.
2	Vertical:	Minor
3	Type:	Theory
4	Credit:	2 credits (1 credit = 15 Hours for Theory or 30 Hours of Practical work in a semester)
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks Internal 20 Marks External 30 Marks

7	Course Objectives: The objective of the course is - • To plan systematic Layout of hotel. • To plan hotel for physically challenged • To define maintenance • To write types of maintenance • To explain duties and responsibilities of maintenance staff and department • To read Ecotel certification • To choose an eco-friendly site • To explain Energy conservation, Water conservation and Waste management • To describe various water system maintenance • To manage environment-friendly housekeeping and changing trends in it.
8	Course Outcomes: On completion of this module- the trainee shall be able to - • Plan systematic Layout of hotel. • Plan hotel for physically challenged • Define maintenance • Write types of maintenance • Explain duties and responsibilities of maintenance staff and department • Read Ecotel certification • Choose an eco-friendly site • Explain Energy conservation, Water conservation and Waste management • Describe various water system maintenance • Manage environment-friendly housekeeping and changing trends in it.
9	Modules: - Per credit One module can be created
	MODULE 1: Hotel Design and Interior Decoration
	Hotel Design 1. Introduction 2. Design considerations 3. Systematic Layout Planning (SLP) 4. Star Classification of Hotel 5. Thumb rules for allocations of space in a hotel 6. Formulation of project report / feasibility report 7. Blueprint 8. Front Office design – Layout, etc. 9. Housekeeping design – Department Layout, Layout of Guest Rooms (Sizes of rooms, sizes of furniture, furniture arrangement, Principles of design, Refurbishing and redecoration), etc. 10. Food production area design - Principles of kitchen layout, Factor that affect kitchen Layout of kitchen, Features of good kitchen, Developing kitchen plans 11. Restaurant design – Introduction, history of restaurant, types of restaurants and their themes, Designing and planning a restaurant, Bar design 12. Designing other facilities - Laundry, Parking, walks and drives, etc. 13. Software – Property Management System (Amadeus, Fidelio, GHC, Shawmans, etc.) 14. Planning for physically challenged

Interior Decoration

15. Interior Decoration
16. Colour
17. Lighting
18. Floor covering and finishes
19. Ceiling and their maintenance
20. Wall coverings
21. Windows and windows treatments
22. Furniture and fittings
23. Accessories

MODULE 2: Hotel Maintenance and Ecotels**Maintenance**

1. Definition of maintenance
2. Types of maintenance
3. Duties and responsibilities of staff
4. Duties and responsibilities of maintenance department
5. State goals of maintenance management system
6. Identify & explain the function of several important forms and documents typically used in maintenance management
7. Describe the factors to consider when hiring contract maintenance service

Ecotels

8. Ecotel certification
9. Choosing an eco-friendly site
10. Hotel design and construction
11. Energy conservation
12. Water conservation and wastewater systems
13. Major water heating concerns and options
14. Various water system maintenance concerns
15. Issues associated with swimming pool water systems & swimming pool cleaning
16. Need for hospitality operations to implement water conservation practices carefully
17. Waste management in hotels and on ships
18. Environment-friendly housekeeping, Eco-friendly amenities, products.
19. Changing trends in housekeeping – Hygiene not just cleanliness, Outsourcing,
20. Training and motivation

10	Reference Books: 1. Raghubalan G., Raghubalan Smritee, 2007 - 2009, Hotel Housekeeping Operations and Management, second edition, Oxford University Press. 2. Singh Malini & George Jaya B., 2008, Housekeeping Operations, Design and Management, first edition, Jaico Publications. 3. Schneider Madelin, Tucker Georgina, Scoviak Mary, 1999, The Professional Housekeeper, 4th edition, John Wiley & Sons. 4. Kasu Ahmed A., 1992, An introduction to Art, craft, science, technique and profession of interior design , third edition, Ashish Book Centre, Delhi. 5. Jones Thomas J.A., 2005, Professional Management of Housekeeping Operations, 4th edition, John Wiley & Sons.	
11	Internal Continuous Assessment: 40% (i.e. 20 Marks out of 50 Total Marks)	External Semester End Examination: 60% (i.e. 30 Marks out of 50 Total Marks)
	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

SEMESTER IV

Syllabus for Minor (Semester – IV)

Advanced Food & Beverage Service (Practical) (C-2)

Title of Paper - Advanced Food & Beverage Service (PR)		
Course code -		
Sr. No.	Heading	Particulars
1	Description of the course: Including but Not limited to:	The students will be equipped with the skills and knowledge necessary for various essential aspects of food and beverage service in the hospitality industry. The trainee will learn the preparation of cocktails and mocktails, gaining proficiency in mixing techniques, presentation, and understanding flavour combinations. The students will also develop the ability to plan menus tailored to specific occasions, ensuring the right combination of dishes that cater to guest preferences and dietary needs. They will learn the essentials of table setups for different types of functions, along with understanding the necessary requirements for function catering, including equipment, décor, and service style. This module will provide a well-rounded understanding of both food preparation and service, preparing the trainee for various catering and hospitality roles.
2	Vertical:	Minor
3	Type:	Practical
4	Credit:	2 credits (1 credit = 15 Hours for Theory or 30 Hours of Practical work in a semester)
5	Hours Allotted:	60 Hours
6	Marks Allotted:	50 Marks Internal 20 Marks External 30 Marks
7	Course Objectives: Objective of the course is to learn preparation of cocktails, Gueridon service and organize function catering.	
8	Course Outcomes: On completion of this module- the trainee shall be able to - • Preparation of cocktails 10 cocktails and 5 mocktails • Gueridon service of Hors d'oeuvre, main course and desserts • Planning of menus and Table setups and other requirements for various types of function catering	

9	Modules: - Per credit One module can be created	
	MODULES: - Advanced Food & Beverage Service (PR) (C-2)	
	Total 10 practicals are to be carried out from the fourth semester 1. Cocktail Preparation (Whiskey based)- Mint Julep, Whisky sour 2. Cocktail Preparation Rum based - Mojito , Pina Colada, , 3. Cocktail Preparation Gin Based - Tom Collins, Gimlet, Martini 4. Cocktail Preparation Vodka based - Bloody Mary, Screw Driver, Black Russian , Blue Lagoon 5. Cocktail Preparation Brandy based. 6. Cocktail Preparation Tequila based – Margarita, Tequila sunrise 7. Cocktail Preparation Others – Long Island Ice tea, 8. Mocktail Demonstration- Virgin Mojito, Grasshopper , Shirley’s temple, Virgin Mary, Guava Mary 9. Gueridon service of Hors d’oeuvre, main course, Waldroff Salad, Chicken Stroganoff. 10. Gueridon service of desserts and specialty coffees–Pastas, Pineapple flambe, Banana Flambe, Crepe Suzette, Irish coffee, * Function catering: Table setups and arrangements for: Banquets & Buffet * Laboratory journal to be submitted at the end of each term for Assessment Note - Total 60 Students. 30 students per batch for each practical with sufficient staff as per guidelines shall be arranged. Daily lunch service / guest service activities will be a part of the practical, Each student has to carry out a minimum of 2 lunch service duties and this needs to be documented in the journal as well.	
10	Reference Books: 1. Cruising Cuisine, Kay Pastorius, 1997, Warsash Nautical Books 6, Dibles Road, Warsash, Sonthampton 5031, 9 H2, UK 2. Food & Beverage Service, Sudhir Andrews, Tata McGraw Hill Publications, New Delhi. 3. Food and Beverage Management, Bernard Davis, Edward Lockwood, Second, 1994, Butterworth Heinemann 4. Food and Beverage Management, Bernard Davis, Edward Lockwood, Second, 1994, 5. Food and Beverage Service, Dennis Lillicrap, John Cousins Robert Smith, Fifth, 1998, Hodder and Stoughton Educational, 338 Euston Road, London 6. Food Service Facilities and Planning, Edward A Kazarian, Third, 1989, John Wiley and Sons 7. Hotel Law by Amitabh Devendra 8. How to Manage a successful bar, Christopher Egerton Thomas, 1994, John Wiley 9. Marketing by Menu, Nancy Loman Scanlon, Third, 1999, John Wiley 10. Pocket Wine Book, Hugh Johnson, Twentieth, 1997, Michelle Beazley, Michelin 11. House, 81 Fulham Road, London SW3 6RB 12. Professional Food & Beverage Service Management, Brian Varghese 13. Spirits and Liquors, Rosalind Cooper, First, 1982 M.P Books, P.O Box 5367, Tucson, AZ 8573	

	15. The Book of Wine, Stuart Walton, First, 1997, Joanna Lorenz Annez Publishing 16. Ltd., Hermes House, 88-89 Black Friars Road, London SE1 SHA 17. The Can't Go Wrong Book of Drinks, Shatbhi Basu, First, 1999, Business 18. Publications Inc., 229/A, Krantiveer Rajguru Marg, Girgaon, Mumbai 19. The care & feeding of sailing crew, Lin Pardey with Larry Pardey, 1995, Warsash 20. Nautical Books 6, Dibles Road, Warsash, Sonthampton 5031, 9 H2, UK 21. The International Guide to Drinks, United Kingdom Bartenders' Guild, 1994,	
11	Internal Continuous Assessment: 40% (i.e. 20 Marks out of 50 Total Marks)	External Semester End Examination: 60% (i.e. 30 Marks out of 50 Total Marks)
	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

Hotel Housekeeping – II (Practical) (C-2)

Title of Paper - Hotel Housekeeping – II (PR)		
Course code -		
Sr. No.	Heading	Particulars
1	Description of the course: Including but Not limited to:	Facility Management in Hotels plays a crucial role in creating a welcoming and comfortable atmosphere for guests. Interior Decoration involves the selection of furniture, lighting, colors, textures, and accessories that align with the hotel's theme or brand identity. Effective interior decoration enhances the overall guest experience by promoting relaxation, comfort, and visual appeal. It includes designing public spaces such as the lobby, restaurant, and corridors, as well as private areas like guest rooms and suites. A well-designed interior also reflects the hotel's quality and attention to detail, which can influence guest satisfaction and loyalty. Care and Cleaning of Different Surfaces is essential in maintaining the hotel's cleanliness, hygiene, and overall aesthetic. Different surfaces, such as wood, glass, upholstery, carpets, and stone, require specialized cleaning methods and products to preserve their appearance and longevity. Regular maintenance helps prevent damage, stains, and wear, ensuring that the hotel remains pristine for guests. For example, wooden surfaces may require gentle cleaning with specialized wood polish, while glass surfaces need streak-free cleaners. Upholstered furniture should be vacuumed and cleaned with appropriate fabric care products, while hard floors, like marble or tiles, need careful cleaning with non-abrasive solutions to avoid scratching. Proper care of surfaces ensures the hotel environment remains fresh, inviting, and safe for guests.
2	Vertical:	Minor
3	Type:	Practical
4	Credit:	2 credits (1 credit = 15 Hours for Theory or 30 Hours of Practical work in a semester)
5	Hours Allotted:	60 Hours
6	Marks Allotted:	50 Marks Internal 20 Marks External 30 Marks
7	Course Objectives: Objective of course is - • To explain about interior decoration • To describe colour and lighting • To use floor covering and finishes • To plan ceiling maintenance and wall coverings • To enlist windows and windows treatments • To write on care and cleaning of different surface	

8	Course Outcomes: On completion of this module- the trainee shall be able to - • Plan interior decoration for hotels with attention to lighting, material and finishes. • Enlist windows and windows treatments • Organize spring cleaning activity. • Carry out cleaning of rooms and public areas. • Carry out flower arrangements. • Handle telephone calls absorbing the right etiquettes. • Handle difficult situation in Housekeeping Department.
9	Modules: - Per credit One module can be created
	MODULES: Hotel Housekeeping – II (PR) 1. Minibar management – Issue, stock taking, checking expiry date 2. The housekeeping day - Daily Routines and System 3. Cabin and Public Areas Cleaning 4. Daily cleaning of departure guest room 5. Bathroom cleaning 6. Bed making 7. Servicing of vacant guest room 8. Servicing of VIP guest room 9. Cleaning of under repair guest room 10. Spring cleaning of room 11. Deep cleaning of room and cleaning as special projects (Team cleaning – Planning, Organizing, Executing, Evaluating) 12. Room inspection procedure and inspection check list 13. Public area cleaning 14. Evening service 15. Flower Arrangement 16. Special decoration (theme related to hospitality industry – indenting, costing, planning with time split, executing) 17. Handling telephone calls 18. Handling difficult situation 19. Handling room transfer 20. Devising/ designing training module
10	Reference Books: 1. Raghubalan G., Raghubalan Smritee, 2007 - 2009, Hotel Housekeeping Operations and Management, second edition, Oxford University Press. 2. Singh Malini & George Jaya B., 2008, Housekeeping Operations, Design and Management, first edition, Jaico Publications. 3. Schneider Madelin, Tucker Georgina, Scoviak Mary, 1999, The Professional Housekeeper, 4th edition, John Wiley & Sons. 4. Kasu Ahmed A., 1992, An introduction to Art, craft, science, technique and profession of interior design , third edition, Ashish Book Centre, Delhi. 5. Jones Thomas J.A., 2005, Professional Management of Housekeeping Operations, 4th edition, John Wiley & Sons.

11	Internal Continuous Assessment: 40% (i.e. 20 Marks out of 50 Total Marks)	External Semester End Examination: 60% (i.e. 30 Marks out of 50 Total Marks)
	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)

Examination Semester III & IV

Pattern of Theory Exam

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

	Format of Question Paper: for the final examination					
Nature of Examination	Bifurcation of Marks				Time	Total Marks
I. Internal Evaluation for Theory Courses						
Continuous Internal Assessment (CIA) Assignment	Sr. No	Examination	Modul	Marks	Time	Total Marks
	1	Class Test Total 10 Marks Define / Terminologies / Match the Column / Fill in the Blanks / Multiple Choice Questions (1 Marks each) -5 Marks Short Notes / Problem. Attempt anyone Questions out of two (a & b) (5 Marks each) – 5 Marks	Modul 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 (Note: - Theory question paper pattern: Attempt any two out of four questions)	Modul	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. Attempt any two out of four questions. 2. Certified Journal is compulsory for appearing at the time of Practical Exam. 3. To appear examination minimum prescribed attendance is compulsory.					

PRACTICAL EXAM PATTERN (External and Internal)

SEMESTER – III Pattern of Practical Examination Practical Courses Evaluation Scheme for Second Year (UG) under NEP Hotel Housekeeping – II (Practical) – (C2)

Hotel Housekeeping – II (Practical):-

Semester end assessment - 50 marks

- A candidate will be given a 2 activities room cleaning and special cleaning of any surface or area.

Assessment will be done as follows –

External Assessment			Internal Assessment			Total Marks
Activity One	Activity Two	Viva-voce	Journal / Continuous Assessment	Work sheet	Personal Grooming	
10	10	10	10	5	5	50

SEMESTER – IV
Pattern of Practical Examination
Practical Courses Evaluation Scheme for Second Year (UG) under
NEP

Advanced Food & Beverage Service (PR) – (C2)

Advanced Food & Beverage Service (Practical):-
Scheme of Examination: (50 marks)

Assessment will be done as follows –

External Assessment			Internal Assessment			Total Marks
Activity One	Activity Two	Viva-voce	Journal / Continuous Assessment	Work sheet	Personal Grooming	
10	10	10	10	5	5	50

Sd/-

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