

As Per NEP 2020

University of Mumbai



Syllabus for Basket of Open Elective (OE)	
Board of Studies in Maritime Hospitality Studies	
UG First Year Program	
Semester	II
Title of Paper	Etiquettes and Manners in Restaurants (PR)
Credits	2
From the Academic Year	From Academic Year: 2024-25

Sr. No.	Heading	Particulars
1	Description of the course:	<p>Etiquettes and Manners in Restaurants (PR)</p> <p>In high end catering establishments, it is not only the staff but guests are also supposed to follow basic etiquettes and mannerism. The course gives a glimpse of table manners, how to act in a fine dine establishment as a guest as well as finer points of service. This course compliments the knowledge and practical skills of students as it is directly related to body language and mannerism which plays vital role towards guests' dining experience and ensures loyal customer base for the organizations.</p> <p>Proper etiquette is essential for making a favourable impression at both lunch or dinner interviews as well as in social business situations. Reception or social hours are typically for the purpose of networking for jobs and entertaining clients.</p> <p>First impressions have the power to make or break a company's decision to give out a job offer, and to create positive long-lasting business relationships. In the workplace, many first impressions can be started at the dinner table. Proper dining etiquette can have a major effect on one's social standing, so it is important to understand how to eat, drink, and even sit properly at the table. Once these small, yet crucial, concepts are grasped, one can focus on the more important things at the table: networking, having conversations, and gaining knowledge. If dining etiquette is not understood, student may spend time at the table worrying about which fork he should use, or if he is reaching for the right glass, instead of paying attention to the conversations and people around us.</p>
2	Vertical: Major/Minor/Open Elective /Skill Enhancement / Ability Enhancement/Indian Knowledge System (Choose By √)	√ Open Elective.
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

7	<p>Course Objectives: To familiarize students to observe right etiquettes in fine dining and put forward good conduct while dealing with guest or colleagues in person or telephone or email.</p>																										
8	<p>Course Outcomes: After completion of this module, the student shall be able to:</p> <ul style="list-style-type: none"> • Observe right etiquettes in dining area • Carry oneself elegantly while dealing with people in person. • Follow etiquettes in all communication 																										
9	<p>PRACTICAL ACTIVITY: -</p> <table border="1" data-bbox="228 688 1502 1262"> <thead> <tr> <th data-bbox="228 688 342 772">Sr No</th> <th data-bbox="342 688 1502 772">Activity</th> </tr> </thead> <tbody> <tr> <td data-bbox="228 772 342 810">1.</td> <td data-bbox="342 772 1502 810">Manners at the table- Entering , choosing seats, postures, conversation</td> </tr> <tr> <td data-bbox="228 810 342 848">2.</td> <td data-bbox="342 810 1502 848">Using Serviette</td> </tr> <tr> <td data-bbox="228 848 342 886">3.</td> <td data-bbox="342 848 1502 886">Understanding Table set up</td> </tr> <tr> <td data-bbox="228 886 342 924">4.</td> <td data-bbox="342 886 1502 924">Handling Bread and Butter</td> </tr> <tr> <td data-bbox="228 924 342 961">5.</td> <td data-bbox="342 924 1502 961">Soups and Beverages</td> </tr> <tr> <td data-bbox="228 961 342 999">6.</td> <td data-bbox="342 961 1502 999">Main Course –Using cutlery correctly, positioning cutlery</td> </tr> <tr> <td data-bbox="228 999 342 1037">7.</td> <td data-bbox="342 999 1502 1037">Wine and other alcoholic beverage etiquette</td> </tr> <tr> <td data-bbox="228 1037 342 1075">8.</td> <td data-bbox="342 1037 1502 1075">Appreciating food and service</td> </tr> <tr> <td data-bbox="228 1075 342 1113">9.</td> <td data-bbox="342 1075 1502 1113">Dealing with unpleasant situations.</td> </tr> <tr> <td data-bbox="228 1113 342 1150">10.</td> <td data-bbox="342 1113 1502 1150">Email Etiquettes</td> </tr> <tr> <td data-bbox="228 1150 342 1188">11.</td> <td data-bbox="342 1150 1502 1188">Telephone etiquettes</td> </tr> <tr> <td data-bbox="228 1188 342 1262">12.</td> <td data-bbox="342 1188 1502 1262">Etiquettes while dealing with various nationalities.</td> </tr> </tbody> </table>	Sr No	Activity	1.	Manners at the table- Entering , choosing seats, postures, conversation	2.	Using Serviette	3.	Understanding Table set up	4.	Handling Bread and Butter	5.	Soups and Beverages	6.	Main Course –Using cutlery correctly, positioning cutlery	7.	Wine and other alcoholic beverage etiquette	8.	Appreciating food and service	9.	Dealing with unpleasant situations.	10.	Email Etiquettes	11.	Telephone etiquettes	12.	Etiquettes while dealing with various nationalities.
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10	<p>Textbooks: 1. Food and beverage service , MCGraw hill, New Delhi Andrews S</p>																										
11	<p>Reference Books: 1. Business communication, Oxford, Mumbai, Raman, M, 2. Food and Beverage Service, Hodder, London, Cousins, J.</p>																										

Examination

12	Internal Continuous Assessment: 40%			External Semester End Examination: 60%			
	Individual Passing in Internal and External Examination: 40%						
13	Continuous Evaluation through:			Assignment, Presentation, Food presentation, Project, Role play, Quizzes, Creative writing, Class Tests, etc. (Use minimum any 3 types)			
14		Format of Practical Examination: for the final examination.					
Nature of Examination	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
Note:	<ol style="list-style-type: none"> For theory, attempt any two out of four questions. Certified Journal is compulsory for appearing at the time of Practical Exam. To appear examination minimum prescribed attendance is compulsory. 						

Sign of the BOS Chairman
 Dr Pankaj Deshmukh
 Board of Studies in Maritime
 Hospitality Studies

Sign of the
 Offg. Associate Dean
 Name of the Associate Dean
 Name of the Faculty

Sign of the
 Offg. Dean
 Name of the Offg. Dean
 Name of the Faculty