

Core Course 3 in Major – Basics of Food & Beverage Service

Programme	B.Sc. Hotel Management & Catering Science				
Course Code	BHC 3CJ 201				
Course Title	BASICS OF FOOD& BEVERAGE SERVICE				
Type of Course	Major				
Semester	III				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Pre-requisites	<p>1. Proficiency in verbal and written communication & foundational understanding of communication principles to interact professionally with Guest and Team Members.</p> <p>2. Basic Computer Skills with basic knowledge of food hygiene and safety standards.</p>				
Course Summary	<p>This course equips students with a comprehensive understanding of fundamental principles in food and beverage service operations and provides essential knowledge and skills for effective management and delivery of food and beverage services in hospitality settings.</p>				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Develop a comprehensive understanding of Food & Beverage Service Operations in the Hotel & Catering industry	U	C	Instructor-created exams /Seminar Presentations /Quiz
CO2	Students will understand the use of equipment in the Food and Beverage service area, considering factors such as functionality, efficiency, and maintenance requirements for optimal service delivery.	U	C	Assignment /Quiz
CO3	Students will gain knowledge on Menu planning, Restaurant Service procedures, Meal Courses, Breakfast Service and Sequence of Service	Ap	C	Instructor-created exams / Seminar Presentations/ Assignment
CO4	Students will develop an understanding of Food Cost, Hygiene standards and Budgeting in Food & Beverage operations	U	F	Instructor-created exams / Seminar Presentation / Group Tutorial Work
CO5	Students will develop professional competence in delivering Food & Beverage Service in hospitality settings	Ap	C	Presentation / Group Tutorial Work
CO6	Students will acquire knowledge in executing food and beverage service operations efficiently, including order taking, serving techniques, and customer interaction,	Ap	C	Presentation / Viva Voce/Seminar/ Quiz
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I	INTRODUCTION TO CATERING & HOTEL INDUSTRY		9
	1	Introduction to the Hotel Industry and Growth of the hotel Industry in India	2
	2	Catering establishments: Definition, Structure and Types of Catering Establishments	3
	3	Role of catering establishment in the Travel/Tourism Industry	1
	4	Introduction to the Food and Beverage Service Areas (F & B OUTLETS – Restaurants, Coffee Shop , Cafeteria, Grill Room, Banquets, Bar, Room Service, Pub & Discotheque)	3
II	DEPARTMENTAL ORGANISATION & STAFFING		8
	5	Organisation of Food and Beverage Service department of Hotel, French terms related to F&B staff,	2
	6	Attributes of a waiter, Personal Hygiene & Grooming Standards, Duties & responsibilities of F&B staff	2
	7	Inter-departmental relationships (Within F&B and other department)	2
	8	Types of restaurants: overview and key characteristics of Different Types of Restaurant	2
III	F&B OPERATING EQUIPMENTS AND METHODS OF SERVICE		18
	9	Classification of Restaurant Equipments (Table Ware - Flatware, Cutlery, Hollowware, Crockery, Glassware, Linen, Furniture and Special Equipments)	3
	10	Ancillary Departments: Pantry, Still Room, Silver Room, Linen Room, Wash-Up & Hot-Plate.	2
	11	Dummy waiter- arrangement and uses during services.	2
	12	Preparation for Service: Mise-en-scene & Mise- en- place	2
	13	Introduction to Cover, Points to be remembered while laying a Table	2
	14	Do's and don'ts in a Restaurant	1
	15	Types of Food Service: Silver service, Pre-plated service, French Service, Russian Service,	2
	16	Types of Food Service: Cafeteria service, Buffet service, Gueridon service & Lounge service	2
	17	Room Service: Introduction, general principles, Forms & formats, order taking, Layout & Setup of Common Meals	2

IV	MENU & SALE CONTROL SYSTEM		13
	18	Menu: Origin of menu, Objectives of Menu Planning, Types of Meals	2
	19	Types of Menu	2
	20	French Classical Menu: Sequence / Examples from each course / Cover & Accompaniments of each course	5
	21	Breakfast: English, American Continental, Indian	2
	22	Food Cost Control & Budgeting, KOT, Types of KOT, Systems of KOT	2
V	Open Ended Module: Mastering Service Excellence: Techniques and Practices		12
	1	Role Play on: Order Taking Procedures, Sequence of Service, Presentation & Encashing The Bill	6
	2	Role Play On: Handling Guest Complaints, Telephone Manners, Dining & Service Etiquettes	3
	3	Design Menu: Create a Detailed Menu for a Speciality Restaurant, Menu for a Special Event	3

REFERENCE BOOK

Food & Beverage Service –Lillicrap & Cousins, ELBS

Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill

Food and Beverage Service - R. Singaravelavan

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PS O5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	3	2	3	1	2	3	2
CO 3	3	3	2	2	2	2	3	2	3	2	3	3	3
CO 4	3	3	3	2	2	2	3	2	3	2	2	3	2
CO 5	3	3	3	3	3	2	3	3	3	2	2	3	2
CO 6	2	3	3	3	2	2	3	3	3	2	2	3	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

Core Course 4 in Major – Basic Accommodation Operation

Programme	B.Sc Hotel Management and Catering Science				
Course Code	BHC 3CJ 202/ BHC 3MN200				
Course Title	BASIC ACCOMMODATION OPERATION				
Type of Course	Major				
Semester	III				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75
Pre-requisites	Before enrolling in the "Basic Accommodation Operation" course, students should have a foundational understanding of the hospitality industry.				
Course Summary	The syllabus covers the fundamentals of hotel housekeeping, including its role, organization, operations, cleaning methods, and linen and laundry management, along with practical applications and industrial visits, totaling 75 hours of instruction.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Gain a foundational understanding of the role and significance of laundry services within the hospitality industry.	(R)	(F)	Written Exams
CO2	Understand the overall process of hotel laundry operations from receiving soiled linen to delivering clean, pressed items.	(U)	(F)	Written Exams
CO3	Acquire proficiency in operating various laundry equipment, including washing machines, dryers, ironing machines, and folding machines.	(Ap)	(C)	Application in Practical's
CO4	Develop the ability to identify different types of stains commonly encountered in laundry operations.	(An)	(C)	Written Exams
CO5	Learn the principles and techniques involved in dry cleaning, including the use of specialized equipment and solvents.	(E)	(P)	Application in Practical's
CO6	Students can create comprehensive and practical sustainable laundry techniques that can be implemented, monitored and evaluate and demonstrate practical skill in sustainable laundry practices through hands on exercise and field visits etc	(C)	(M)	Application in Practical's
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I	Introduction to Housekeeping department in Hotel		10
	1	Role of housekeeping and its importance in Hotel operations and other various institutions (Hospital and Institutional cleaning)	2
	2	Types of rooms in Hotel	3
	3	Various room status terminologies in Housekeeping department	3
	4	Layout of housekeeping Department	2
II	Organisational framework of the Department		10
	5	Organisation chart of Housekeeping Department	3
	6	Duties and responsibilities of different Housekeeping personnel	3
	7	Interdepartmental relationship in housekeeping	2
	8	Personality traits of Housekeeping staff	2
III	Housekeeping operations and cleaning organisations		15
	9	Daily routine and system in Housekeeping	2
	10	Desk control procedure and reports	2
	11	Keys and key control	1
	12	Lost and found procedure	2
	13	Principles and methods of cleaning	2
	14	Housekeeping cleaning agent and cleaning equipment, laundry chemicals and agents	2
	15	Various surface cleaning (Silver, Brass, Copper, Steel, Glass, Wood, Carpet, Leather and Plastic)	1
	16	Sequence of Guestroom cleaning (placement and type of guest amenities and supplies), second service, turn down service	1
	17	Public area cleaning (Entrance, Lobby, Elevator, Clock rooms, Banquet hall and Restaurants)	2
IV	Linen and Laundry Operation		10
	18	Definition of Linen room, Sewing room and Uniform room	2

	19	Types of Laundry	2
	20	Activities in Laundry	2
	21	Advantages of providing uniforms to the staff	2
	22	Linen Inventory and Linen hire	2
V	Hands-on practices in Accommodation operation: practical applications.		30
	1	a) Identification of Housekeeping equipment b) Identification of Housekeeping chemicals c) Identification of Guest amenities and supplies used in Housekeeping operations d) Practical demonstration on Guest room cleaning (Bed making SOP) e) Practical demonstration on Turndown service f) Practical understanding of Room inspection g) Practical demonstration on Towel art	20
	2	Practical Demonstration on Public area cleaning methods	3
	3	Industrial Visits to a Housekeeping department	7

REFERENCE BOOK

- 1 Hotel Housekeeping operations and Management Mr.G.Raghubalan
- 2 Housekeeping Theory and Practices Dr.JagmohanNegi
- 3 Fundamentals of Housekeeping operations Mr. Deepak Singh Negi
- 4 Hotel Housekeeping Management and OpertaionsMr.Sudhir Andrews
- 5 Hotel Housekeeping for Future managers Mr. Pankaj Behl

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6
CO 1	3	2	3	3	2	3	2	3	2	3	2	2
CO 2	3	2	3	3	2	3	3	3	3	3	3	2
CO 3	3	2	3	2	3	2	2	2	2	2	2	3
CO 4	2	3	3	2	3	3	3	3	2	2	3	2
CO 5	1	2	3	2	2	2	2	3	3	3	2	3
CO 6	3	2	2	3	3	2	2	2	2	2	3	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

Airline Catering Operations

Programme	B.Sc. Hotel Management & Catering Science				
Course Code	BHC3MN201				
Course Title	Airline Catering Operations				
Type of Course	MINOR				
Semester	III				
Academic Level	200-299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-	-	75
Pre-requisites	Students should have a basic understanding of hospitality management or culinary arts, with prior coursework in food safety and hygiene recommended.				
Course Summary	This course offers in-depth insights into the operations of airline catering, covering menu development, procurement, production, and distribution of meals for airline passengers. Students will explore regulatory requirements, quality assurance practices, and customer service strategies specific to the airline industry. Evaluation methods include quizzes, case studies, practical demonstrations, and project assignments.				

Course Outcomes (Cos):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand Airline Catering Operations: Gain a comprehensive understanding of the operations involved in providing catering services to airlines.	U	C	Quizzes and Tests, Short Essays
CO2	Develop Menu Planning Skills: Learn to design and create airline menus that meet dietary requirements, taste preferences, and logistical constraints.	C	P	Project Assignments, Menu Design Projects
CO3	Implement Food Safety Regulations: Acquire skills to ensure compliance with food safety and hygiene standards in airline catering operations.	Ap	P	Practical Workshops, Food Safety Audits
CO4	Manage Logistics and Distribution: Understand and apply logistics principles in the procurement, storage, and transportation of catering supplies for airlines.	Ap	P	Role-Playing Exercises, Logistics Plans
CO5	Ensure Quality Control: Develop strategies for maintaining high-quality standards in food preparation, presentation, and service in airline catering.	Ap	P	Quality Control Checks, Case Studies
CO6	Enhance Customer Service: Learn to deliver exceptional customer service in airline catering, considering the unique challenges and expectations of passengers.	Ap	P	Customer Feedback Analysis, Service Improvement Plans

* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)

- Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)

Module	Unit	Content	Hrs
I	Introduction to Airline Catering Operations		15
	1	Overview of Airline Catering Industry	3
	2	Role and Importance of Airline Catering	3
	3	Regulatory Framework and Standards	3
	4	Challenges and Trends in Airline Catering	3
	5	Customer Expectations and Service Standards	3
II	Menu Planning and Development		15
	6	Menu Planning Considerations	3
	7	Dietary Requirements and Menu Adaptation	3
	8	Menu Design and Presentation	3
	9	Costing and Budgeting for Airline Menus	3
	10	Special Meals and Catering Requests	3
III	Food Safety and Hygiene		15
	11	Food Safety Regulations and Compliance	3
	12	HACCP Principles in Airline Catering	3
	13	Handling and Storage of Food Supplies	3
	14	Hygiene Practices and Sanitation	3
	15	Allergen Management in Airline Catering	3
IV	Logistics and Operations		15
	16	Procurement of Catering Supplies	3
	17	Inventory Management and Control	3
	18	Transportation and Distribution Logistics	3

	19	Catering Facility Operations	3
	20	Technology in Airline Catering Operations	3
V	Open Ended Module:		15
	1	Case Studies in Airline Catering Menu Planning and Development Projects Food Safety Audits and Compliance Checks Practical Workshops: Catering Simulation Reflective Journals and Presentations	

REFERENCE BOOK

1. "Airline Catering and In-Flight Services" by Ioannis Kostakis
2. "Catering Management: A Comprehensive Guide to the Successful Management of Hotel, Restaurant, Boarding House, Popular Café, Tea Rooms, and Every Other Branch of Catering, Including a Section on the Law and the Caterer" by Francis B. Bertelsen
3. "Airline Catering: A Practical Guide" by Peter Jones

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO 5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
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Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
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Assessment Rubrics:

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Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

Human Resource Management

Programme	B.Sc. Hotel Management & Catering Science				
Course Code	BHC3MN202				
Course Title	Human Resource Management				
Type of Course	Minor				
Semester	III				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-	-	75
Pre-requisites	A solid understanding of basic business concepts, proficiency in English, and foundational knowledge in mathematics and social sciences.				
Course Summary	The HRM paper explores the strategies and practices used to effectively recruit, manage, develop, and retain an organization's human resources to enhance overall performance and employee satisfaction.				

Course Outcomes (Cos)

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand HRM Principles: Gain a comprehensive understanding of the fundamental principles and functions of human resource management.	U	C	Quizzes and Tests, Short Essays
CO2	Develop Recruitment Strategies: Learn to design effective recruitment and selection processes to attract and retain top talent.	C	p	Project Assignments, Case Studies
CO3	Implement Training Programs: Acquire skills to develop and implement training and development programs that enhance employee performance and growth.	Ap	p	Practical Workshops, Training Program Proposals
CO4	Analyze Compensation Systems: Understand and evaluate compensation and benefits systems to ensure fairness and competitiveness within the organization.	An	C	Research Papers, Comparative Analysis Assignments
CO5	Manage Employee Relations: Develop strategies for managing employee relations, including conflict resolution, performance appraisals, and disciplinary actions.	Ap	p	Role-Playing Exercises, Reflective Journals
CO6	Ensure Legal Compliance: Gain knowledge of employment laws and regulations to ensure the organization's HR practices comply with legal standards.	E	F	Legal Case Studies, Compliance Audits
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I	Introduction:		10
	1	Importance of Human Resource Management	2
	2	Meaning, Nature and Scope, Functions and Role of HR Manager	2
	3	Advisory and service function to other department	2
	4	HRM function planning	2
	5	Objectives and policies, organizing the HRM Department.	3
II	Procurement and Development Functions:		10
	6	Job Analysis	2
	7	Job description	2
	8	Job specification	3
	9	Recruitment, selection, placement and induction and socialization	3
III	Training & development.		15
	10	Types and method	2
	11	Job change – career planning, promotion, demotion, transfer, separations.	3
	12	Compensation Function	1
	13	Job evaluation	2
	14	Merit rating	1
	15	Methods of wage payment	2
	16	Incentive compensation – Types, advantages, perquisites.	2
	17	Wage system in India – Minimum wage, fair wage, living wage	2
IV	Maintenance and Integration, Audit and Control		25
	18	Administration of welfare	2

	19	Amenities & fringe benefits	2
	20	Safety & accident prevention work	2
	21	Environment fatigue safety	2
	22	Accident prevention	1
	23	Employee grievances and their redressal	3
	24	Suggestion schemes	2
	25	Administration of discipline	2
	26	Audit and Control Function	2
	27	Performance appraisal – purpose, factors, methods	3
	28	360 degree feedback uses and application	2
	29	Human resource accounting	2
V	Open Ended Module:		15
	1	Case Studies-Research Projects-Interviews-HR Simulations-Workshops and Training Modules-Policy Analysis-Surveys and Questionnaires-Data Analysis-Presentations-Project-Based Learning-Ethical Dilemmas-Technology in HRM-Creative Activities.	

REFERENCE BOOK

1. "Human Resource Management" by Gary Dessler
2. "Fundamentals of Human Resource Management" by David A. DeCenzo and Stephen P. Robbins
3. "Strategic Human Resource Management: Theory and Practice" by John Bratton and Jeffrey Gold

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
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CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
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CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓