

# **KANNUR UNIVERSITY**

**B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE  
(MAJOR, MINOR AND GENERAL FOUNDATION COURSES)**

**SYLLABUS & MODEL QUESTION PAPERS**

**w.e.f. 2024 admission onwards**

**(KUFYUGP Regulations 2024)**

**B.Sc. HOTEL MANAGEMENT AND CATERING  
SCIENCE  
(MAJOR, MINOR AND GENERAL FOUNDATION COURSES)**

**SYLLABUS**

## PROGRAMME OUTCOMES (PO):

At the end of the graduate programme at Kannur University, a student would:

PO1	<b>Knowledge Acquisition:</b> Demonstrate a profound understanding of knowledge trends and their impact on the chosen discipline of study.
PO2	<b>Communication, Collaboration, Inclusiveness, and Leadership:</b> Become a team player who drives positive change through effective communication, collaborative acumen, transformative leadership, and a dedication to inclusivity.
PO3	<b>Professional Skills:</b> Demonstrate professional skills to navigate diverse career paths with confidence and adaptability.
PO4	<b>Digital Intelligence:</b> Demonstrate proficiency in varied digital and technological tools to understand and interact with the digital world, thus effectively processing complex information.
PO5	<b>Scientific Awareness and Critical Thinking:</b> Emerge as an innovative problem-solver and impactful mediator, applying scientific understanding and critical thinking to address challenges and advance sustainable solutions.
PO6	<b>Human Values, Professional Ethics, and Societal and Environmental Responsibility:</b> Become a responsible leader, characterized by an unwavering commitment to human values, ethical conduct, and a fervent dedication to the well-being of society and the environment.
PO7	<b>Research, Innovation, and Entrepreneurship:</b> Emerge as a researcher and entrepreneurial leader, forging collaborative partnerships with industry, academia, and communities to contribute enduring solutions for local, regional, and global development.

## PROGRAMME SPECIFIC OUTCOMES (PSO):

At the end of the B.Sc. Hotel Management and Catering Science Honours programme at Kannur University, a student would:

PSO1	<b>Empowering Multilingual Communication Skills in Hospitality:</b> To enhance the communication skills of students for a better career in the Hospitality Industry by learning English and French.
PSO2	<b>Proficient Food Production Skills:</b> Graduates will demonstrate advanced proficiency in food production techniques, including both basic and advanced methods, ensuring they can effectively contribute to culinary operations in various hospitality settings.
PSO3	<b>Comprehensive Service Management:</b> Students will acquire a comprehensive understanding of food and beverage (F&B) service, accommodation operations, and front office management, enabling them to oversee and manage diverse service aspects within the hospitality industry.
PSO4	<b>Hygiene and Safety Standards Adherence:</b> Graduates will exhibit a thorough knowledge of hygiene and sanitation practices, as well as food safety and quality standards, ensuring compliance with regulatory requirements and maintaining high standards of cleanliness and safety in hospitality operations.
PSO5	<b>Strategic Management Competence:</b> Upon completion of the program, students will possess the necessary skills to analyse management concepts, consumer behaviour, and the hospitality business environment, enabling them to make informed strategic decisions and effectively manage hospitality businesses.
PSO6	<b>Financial Acumen:</b> Graduates will demonstrate proficiency in hotel accounting principles, ensuring they can effectively manage financial aspects of hospitality operations, including budgeting, cost control, and revenue management.
PSO7	<b>Professional Exposure and Research Aptitude:</b> Through industrial exposure training or research projects, students will gain practical experience in real-world hospitality settings or develop research skills in hotel management, preparing them for successful careers or further academic pursuits in the field.
PSO8	<b>Empowering Sustainable Entrepreneurship:</b> To create an awareness on the importance of protecting the environment and an opportunity to start own business.

Sem	Course Code	Type of Course	Course Name	CCA	ESE	Total	Exam	Credits	Hrs	Total credits
S1	KU1VACHMC101	VAC-1	Communicative English					3		21
	KU1VACHMC102	VAC-2	French - I					3		
	KU1DSCHMC101	DSC-A	Basics of Food Production-I	30	70	100	2 Hrs	4	6	
	KU1DSCHMC102	DSC -B	Basics of Food and Beverage Service-I	30	70	100	2 Hrs	4	5	
	KU1DSCHMC103	DSC-C	Basics of Room Division - I	30	70	100	2 Hrs	4	5	
	KU1MDCHMC101	MDC-1	Introduction to Travel and Tourism	30	70	100	2 Hrs	3	3	
S2	KU2VACHMC103	VAC-3	Communicative English					3		21
	KU2VACHMC104	VAC-4	French - II					3		
	KU2DSCHMC104	DSC A	Basics of Food Production-II	30	70	100	2 Hrs	4	6	
	KU2DSCHMC105	DSC-B	Basics of Food and Beverage Service-II	30	70	100	2 Hrs	4	5	
	KU2DSCHMC106	DSC-C	Basics of Room Division - II	30	70	100	2 Hrs	4	5	
	KU2MDCHMC102	MDC-2	Environmental Studies and Human Rights	30	70	100	2 Hrs	3	3	
S3	KU3DSCHMC201	DSC A1	Food Production Operations – I	30	70	100	2Hrs	4	5	22
	KU3DSCHMC202	DSC-A2	Food and Beverage Service Operations-I	30	70	100	2 Hrs	4	5	
	KU3DSCHMC203	DSC- B	Front Office Operations-I	30	70	100	2 Hrs	4	5	
	KU3DSCHMC204	DSC- C	Housekeeping Operations-I	30	70	100	2 Hrs	4	4	
	KU3MDCHMC201	MDC-3	KS	30	70	100	2 Hrs	3	3	
	KU3VACHMC 201	VAC-1	Applications of Computers	30	70	100	2 Hrs	3	3	
S4	KU4INTHMC201	DSC-A1	Industrial Exposure Training (Practical) 17Weeks x 6Days = 102Days	30	70	100	2 Hrs	21		21
S5	KU5DSCHMC301	DSC-A1	Bakery and Confectionary	30	70	100	2 Hrs	4	4	23
	KU5DSCHMC302	DSC-A2	Introduction to Alcoholic Beverages	30	70	100	2 Hrs	4	5	
	KU5DSCHMC303	DSC-A3	Room Division Operations-I	30	70	100	2 Hrs	4	4	
	KU5DSCHMC304	DSC-A4	Human Resources Management	30	70	100	2 Hrs	4	4	
	KU5DSCHMC305	DSC-A5	Food Safety	30	70	100	2 Hrs	4	4	
	KU5SECHMC301	SEC-2	Hotel Accounting	50	50	100	2 Hrs	3	3	
S6	KU6DSCHMC306	DSC-A1	Advanced Food Production -I	30	70	100	2 Hrs	4	5	25
	KU6DSCHMC307	DSC-A2	Advanced Food and Beverage Service -I	30	70	100	2 Hrs	4	4	
	KU6DSCHMC308	DSC-A3	Advanced Front Office - I	30	70	100	2 Hrs	4	5	

	KU6DSCHMC309	DSC-A4	Advanced Housekeeping -I	30	70	100	2 Hrs	4	4	-
	KU6DSCHMC310	DSC-A5	Aviation Management	30	70	100	2 Hrs	4	4	
	KU6INTHMC301	INT	Principles of Management	30	70	100	2Hrs	2	-	
	KU6SECHMC302	SEC-3	Food Science and Nutrition	30	70	100	2 Hrs	3	3	
S7	KU7DSCHMC401	DSC-A1	Advanced Food Production -II	30	70	100	2Hrs	4	5	20
	KU7DSCHMC402	DSC-A2	Advanced Food and Beverage Service -II	30	70	100	2Hrs	4	5	
	KU7DSCHMC403	DSC-A3	Advanced Front Office - II	30	70	100	2Hrs	4	5	
	KU7DSCHMC404	DSC-A4	Advanced Housekeeping -II	30	70	100	2Hrs	4	5	
	KU7DSCHMC405	DSC-A5	Research Methodology	30	70	100	2Hrs	4	5	
S8	KU8DSCHMC406	DSC-A1	Organizational Behaviour	30	70	100	2Hrs	4	5	24
	KU8DSCHMC407	DSC-A2	Hotel Engineering	30	70	100	2Hrs	4	4	
	KU8DSCHMC408	DSC-A3	Financial Management	30	70	100	2Hrs	4	4	
	KU8PRJHMC498	PRJ(H)	Hospitality Research Project	30	70	100		8	12	
	KU8PRJHMC499	PRJ(H-R)	Hospitality Research Project	30	70	100		12	8	
	KU6DSCHMC409	DCE-1	Food and Beverage Management	30	70	100	2Hrs	4	5	
	KU8DSCHMC410	DCE-2	Services Marketing	30	70	100	2Hrs	4	5	



**KANNUR UNIVERSITY**  
**FIRST SEMESTER**  
**LIST OF COURSES WITH CODE**

COURSE CODE	COURSE NAME
KU1VACHMC101	COMMUNICATIVE ENGLISH
KU1VACHMC102	FRENCH - I
KU1DSCHMC101	BASICS OF FOOD PRODUCTION – I
KU1DSCHMC102	BASICS OF FOOD AND BEVERAGE SERVICE – I
KU1DSCHMC103	BASICS OF ROOM DIVISION - I
KU1MDCHMC10	INTRODUCTION TO TRAVEL AND TOURISM



<b>SEMESTER 1</b>	<b>KU2VACHMC102</b>	<b>B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE</b>
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1VACHMC102				
Course Title	BASIC FRENCH-I				
Type of Course	MINOR				
Semester	1				
Academic Level	100-- 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-	-	45
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course covers foundational language elements such as the alphabet, greetings, numbers, time, and family members. Students will learn pronunciation, vocabulary, and basic grammar rules through interactive activities like reciting numbers, reading the time, and role-playing family scenarios.				

#### Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Familiarisation and Introduction of the Language to first time beginner, Basic introduction of French.	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To understand the days of the week; months; gender specification for the things; the country; city name; time; weather, all the necessary word meaning used by hotel industry professionals.	E	P	
CO3	Introduction to Grammar: The Articles; plural forms of nouns; gender (masculine and feminine forms)	U	P	
CO4	To understand Sentence and Dialogue framing: The affirmative form of the sentences using first, second and third group verbs (only present tense); dialogue and phrases from the text book (Situation 1 -7);	An	P	
CO5	To Explore the various types of Local/ regional Tourism Products/ Service Provided by the Industry	Cp	Ap	
CO6	To Demonstrate chapter 1 from text book; verbs Aller; the negative and interrogative form using all types of verbs.	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

## KUIVACHMC102: FRENCH-I

### Module 1: Introduction to the Language & Self – Introduction.

Alphabet and their pronunciation, distinction between vowels and consonant words and the use of different accents, Presenting and introducing another person, how to greet and reply to a greeting. Name - Name of professions, countries and nationalities, fruits and vegetables, introduction to the number, gender of nouns and adjectives.

### Module 2: Numerical from 1 to 100.

Lecture – teach numbers 1 to 100. Practical - reciting the numerical to a common tune and a game with numbers.

### Module 3: The Time of The Day.

Lecture – sessions on Time of The Day. Practical - Orally making the students read the time in French.

### Module 4: Members of the Family.

Lecture - teach about members of the family and their relationship. Practical - roleplay, write 5-10 simple sentences on “My Family”.

### Module 5: Open-Ended Module / Teacher Specific Content

#### Reference book:

Thamby. T.K. *French Companion* [Part I & II] Polyglot House, Chennai

#### Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

#### Assessment Rubrics:

#### Correlation Levels:

Evaluation Type	Marks
End Semester Evaluation	70
Continuous Evaluation	30
a) Test Paper- 1	10
b) Assignment	20
c) Self-Introduction and Role Play (Module 5)	20
<b>Total</b>	<b>100</b>

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

**SEMESTER 1****KU1DSCHMC101****B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE**

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1DSCHMC101				
Course Title	BASICS OF FOOD PRODUCTION – I				
Type of Course	Major				
Semester	1				
Academic Level	100.– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	3	90
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course aims to provide students with a strong foundation in food production techniques, culinary knowledge, and kitchen management practices with a foundational understanding of the principles and practices related to food production in the hospitality industry.				

**Course Outcomes (COs):**

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	To understand the aims and objectives of cooking food, Kitchen equipment and tools used, safety procedures, the importance of kitchen uniform, personal hygiene and, Staffing structure	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To know the classification, methods of preparation and mixing of ingredients, and the types of fuels with advantages and disadvantage	E	P	
CO3	To understand the various methods of cooking food with their advantages and the examples of dishes cooked in each method	U	P	
CO4	To learn the recipe for various types of stocks, glazes, Foundation and Proprietary sauces	An	P	
CO5	To learn the recipes of derivative sauces, miscellaneous sauces, and their uses	Cp	Ap	
CO6	To gain knowledge on appetizer, types with examples, soup classification with examples and soup garnishes	Cp	Ap	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

## **KU1DSCHMC101: BASICS OF FOOD PRODUCTION – I**

### **Module 1: Introduction to the Food Production Department**

1. Level, skill and experiences.
2. Attitude and behaviour in the kitchen.
3. Personal hygiene, uniforms and protective clothing.
4. Safety procedures in handling equipment.
5. Classical Kitchen Brigade of a large hotel.
6. Duties and responsibilities of Executive chef, Sous chef, Chef de partie, Commis and Trainee.
7. Equipment and Tools used in the kitchen and their uses.
8. Fuels – Types, advantages and disadvantages.

### **Module 2: Aims and Objectives of Cooking Food**

9. Aims and Objectives of cooking food.
10. Importance of cooking food
11. Preparation of ingredients.
12. Methods of mixing food.
13. Culinary terms.

### **Module 3: Methods and general principles of cookery**

14. Principles of heat transfer – Induction, conduction, convection and radiation.
15. Basic principles of cooking food – medium of liquid (boiling, steaming, stewing, poaching and braising), medium of fat (frying, grilling and roasting), dry method of cooking (baking, smoking, broiling and microwave cooking). Advantages and disadvantages of all the above methods.

### **Module 4: Stocks, Soups and Sauces**

16. Definition of stocks, Types of stock.
17. Principles of making stock.
18. Classification of soups.
19. Garnishes for soups,
20. Popular International soups and accompaniments
21. Basic mother sauces and its derivatives.
22. Proprietary sauces and butter sauces.

### **Module 5: Open-Ended Module / Teacher Specific Content**

#### **Reference books:**

1. Practical Cookery \_ Kinton and Cesarini\_ Hodder and Stoughton
2. Professional practical cookery\_ Cracknell\_
3. Modern cookery for teaching and Trade Volume 1 Thangam E Philip, Orient Longman
4. Theory of cookery-Krishna Arora
5. Parvinder S Bali., *Food production operations*: Oxford University Publication.
6. HL Cracknell& RJ Kaufmann., *Practical professional cookery*: Macmillan Education.

### Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

#### Assessment Rubrics:

Evaluation Type	Marks
End Semester Evaluation	70
Continuous Evaluation	30
a) Test Paper- 1	10
b) Assignment	20
c) Practicum (Module 5)	20
<b>Total</b>	<b>100</b>

#### Correlation Levels:

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

### BASICS OF FOOD PRODUCTION - I PRACTICAL

- Identifying and using different kitchen equipment with emphasis on care, maintenance and precautions.
- Identifying raw materials - collect samples from the market – list quality points.
- Basic cuts of vegetables.
- Handling knives and peelers.
- Preparation of basic soups and accompaniments.
- Basic hygiene practices to be observed in the kitchen.
- Safety practices to be observed in the kitchen, First aid for cuts and burns.
- Preparation of stocks – White, Brown (vegetables, meat and fish).
- Preparation of basic soups – Clear, Thin, Thick, Cold, International.
- Preparation of basic sauces - Béchamel, Espagnole, Veloute, Tomato, Hollandaise and Mayonnaise.
- Preparation of five sets of three course menu (Continental cuisine) – Soup, Main course, Dessert.

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1DSCHMC102				
Course Title	BASICS OF FOOD AND BEVERAGE SERVICE – I				
Type of Course	MINOR				
Semester	1				
Academic Level	100-- 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course provides an introduction to the principles and practices of food and beverage service, covering topics such as service techniques, menu knowledge, and customer interaction.				

#### Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	To know various types of Restaurants and their characteristics	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To understand Qualities required for food service staff, the organization structure of a Restaurant and the duties and responsibilities of each staff	E	P	
CO3	To learn various types of food service equipment, their uses, purchase consideration and the storage	U	P	
CO4	To understand the meaning and the functions of ancillary sections	An	P	
CO5	To know the various types of non-alcoholic beverages, preparation methods and service procedure	Cp	Ap	
CO6	To learn various types of breakfast and their menu, cover and service procedure, Full afternoon tea and High Tea menu, cover and the service procedure	Cp	Ap	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

## **KU1DSCHMC102: BASICS OF FOOD AND BEVERAGE SERVICE – I**

### **Module 1: The Hotel and Catering Industry.**

1. Evolution of catering industry – Sarai, Dak Bungalow, Inn, Tavern and Chalets.
2. Sectors of food service industry - Primary and Secondary catering. Welfare (Industrial and Institutional) and Commercial (Hotels, Restaurants, Pubs and Clubs).
3. Food and Beverage Outlets and their characteristics -Coffee shop, Specialty Restaurant, Fine dining restaurant, Popular restaurant, Dhaba, Fast Food restaurant, Rotisserie, Carvery, Food Court, Kiosk, Drive in, Bar, Pub.

### **Module 2: Food and Beverage Service Organization.**

4. Organisation hierarchy of food and beverage service department of large hotel.
5. Duties and responsibilities of food and beverage staff.
6. Qualities required for F& B Service personnel - personal hygiene, Knowledge on Food and beverage, Punctuality, Local knowledge, Personality, Attitude towards guests, memory, Honesty, Loyalty, Conduct, Sales ability, sense of urgency, Memory, Team spirit, communication skills tactfulness, presence of mind, cooperation
7. Inter-departmental relationships – front office, housekeeping, food production and other allied departments.
8. French, British and American terms related to food and beverage staff.

### **Module 3: Food and Beverage Service Equipment.**

9. Furniture-Tables, chairs -dimension, Side boards-Lay out of dummy waiter and its uses.
10. Linen- meaning, sizes of table cloths, slip cloths, buffet cloths, trolley cloths, waiter cloths, serviettes, tray cloth.
11. Crockery-Meaning, types, examples, sizes and capacities, their uses. selection of crockery
12. Cutlery- meaning, examples, uses, selection criteria for cutlery
13. Glassware- different types of glasses, capacities and their uses.
14. Miscellaneous equipment: uses of each miscellaneous equipment.
15. Disposables- meaning, advantages and disadvantages of disposables.
16. Purchase considerations for food service equipment and Storage of service equipment
17. Personal equipment of service staff

### **Module 4: Introduction to Menu.**

18. Menu – History and origin.
19. Functions of Menu
20. Types of menu – Table d'hôte, À la carte
21. Other types of Menu -Function Menu, Cyclic Menu, Carte du jour, plat du jour.
22. Mise-en-Scene and Mise-en-place.

### **Module 5: Open-Ended Module / Teacher Specific Content**

**Reference books:**

1. Food and Beverage Service, R. Singaravelavan, Oxford University Press
2. Food and beverage Service: Dennis R. lillicrap, John A Cousins
3. Modern Restaurant Service, A manual for students & Practitioners John Fuller Hutchinson.
4. Food & Beverage Service Training Manual Sudhir Andrews Tata McGraw-Hill.
5. The waiter. John Fuller Hutchinson

**Mapping of COs with PSOs**

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

**Assessment Rubrics:****Correlation Levels:**

Evaluation Type	Marks
End Semester Evaluation	<b>70</b>
Continuous Evaluation	<b>30</b>
a) Test Paper- 1	10
b) Assignment	20
c) Practicum (Module 5)	20
<b>Total</b>	<b>100</b>

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

**BASICS OF FOOD AND BEVERAGE SERVICE - I PRACTICAL**

- Identification of operating equipment
- Laying and relaying of table cloth
- Serviette folds (minimum 10 numbers)
- Cover setup – Table d'hôte, À la carte
- Service of water – Normal, bottled and mineral
- Mis-en-scene and Mis-en-place
- Side board setup (Dummy waiter)
- Cleaning and polishing glassware, crockery, cutleries and flatware.



**SEMESTER 1****KU1DSCHMC103****B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE**

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1DSCHMC103				
Course Title	BASICS OF ROOM DIVISION – I				
Type of Course	MINOR				
Semester	1				
Academic Level	100.– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course provides an introduction to the principles and practices of food and beverage service, covering topics such as service techniques, menu knowledge, and customer interaction.				

**Course Outcomes (COs):**

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	To know History, Growth of Indian and Global Hotel Industry	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To understand Front Office Organization and the duties and responsibilities of each staff	E	P	
CO3	To learn various types Hotel Guest Rooms and their Up-keep.	U	P	
CO4	To understand the meaning and the functions of Public Area and Cleaning Equipment.	An	P	
CO5	Understanding the Importance of Grooming and etiquettes Required for Hospitality industry.	Cp	Ap	
CO6	To learn Preparation of reservation form, taking and modifying a reservation and Basic front office situation handling.	Cp	Ap	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

## **KU1DSCHMC103: BASICS OF ROOMS DIVISION - I**

### **Module 1: History, Growth of Indian and Global Hotel Industry.**

1. Definition of Hotel.
2. Evolution and Growth of the Hotel Industry in the World.
3. Evolution and Growth of the Hotel Industry in India.
4. Classification and categorization of hotels on the basis of - Star Rating, Size, Heritage, Type of clientele, Location, Duration of guest stay, Level of services and Ownership.

### **Module 2: Front Office Organization.**

5. Introduction and basic activities performed in front office.
6. Various sections of front office.
7. Front office layout and equipment.
8. Organizational structure of the front office department of a large hotel.
9. Qualities of front office personnel.
10. Duties and Responsibilities - Front office manager, reservation assistant, receptionist, information assistant, cashier, telephone operator, bellboy, Door attendant.
11. Uniformed services – concierge and bell desk

### **Module 3: Hotel Guest Rooms**

12. Importance of the guest room to a guest.
13. Types of guest rooms.
14. Guest room layout - single and double.
15. Guest room status.
16. Guest floor rules.
17. Guest room supplies and amenities.
18. Procedure for traditional bed-making.
19. Cleaning procedure of guest rooms- Vacant, occupied and check out rooms

### **Module 4: Public Area and Cleaning Equipment.**

20. Public areas Cleaning Procedures - entrances, lobby, elevators, staircases, public restrooms and restaurants.
21. Cleaning equipment – manual and mechanical.
22. Storage, distribution and control of cleaning equipment.
23. Selection of cleaning equipment.
24. Contract and Outsourced Housekeeping services- Meaning, advantages and limitations.
25. Pest Control- Common pests and their control

### **Module 5: Open-Ended Module / Teacher Specific Content**

#### **Reference Book:**

- Sudhir Andrews., 2013, *Hotel Front Office: A Training Manual*. Mc Graw Hill Education (India) Pvt Limited. New Delhi
- Sudhir Andrews., 2013, *Front Office Management & Operations*: Mc Graw Hill Education (India) Pvt Limited. New Delhi

Jatashankar R Tewari., *Hotel Front Office Operations & Management*. Oxford Higher Education. India Pvt Limited.

Colin Dix, Chris Baird., *Hotel Front Office Operations*. Longman Publishers.

G. Raghubalan & Smritee Raghubalan., 2015. *Hotel Housekeeping Operation and Management*, Oxford Higher Education, New Delhi.

Margaret M. Kappa, Aleta Nitschke, Patricia B. Schappert. AH&LA. *Managing Housekeeping Operations*

Sudhir Andrews., 2013, *Hotel Housekeeping management & Operations*: Mc Graw Hill Education (India) Pvt Limited. New Delhi.

K.S. Gusain., *Hotel Housekeeping Necessary Features*. Cyber tech publications.

#### Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

Assessment Rubrics:

Correlation Levels:

Evaluation Type	Marks
End Semester Evaluation	70
Continuous Evaluation	30
a) Test Paper- 1	10
b) Assignment	20
c) Practicum (Module 5)	20
<b>Total</b>	<b>100</b>

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

### BASICS OF ROOM DIVISION - I PRACTICAL

- Grooming and hospitality etiquettes.
- Countries – Capitals, currencies, official airlines of the world.
- Preparation of various reports - room status report, discrepancy report, VIP amenities voucher, expected arrival list, guest history card, scanty baggage register, bell boy's errand card, lobby control sheet.
- Handling telephones – telephone etiquettes and manners.
- Identification and use of cleaning equipment.
- Public Area Cleaning.

<b>SEMESTER 1</b>	<b>KU1MDCHMC103</b>	<b>B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE</b>
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1DSCHMC104				
Course Title	INTRODUCTION TO TRAVEL AND TOURISM				
Type of Course	MINOR				
Semester	<b>1</b>				
Academic Level	100-- 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-		45
Pre-requisites	No prerequisites needed for the course				
Course Summary	The course provides an overview of the travel and tourism industry, including its history, key players, and current trends. Students will explore the various sectors of the industry and gain an understanding of the fundamental concepts and principles of travel and tourism.				

**Course Outcomes (COs):**

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Familiarisation and Introduction to Travel and Tourism.	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To understand History of Travel and Tourism.	E	P	
CO3	To learn various Types of Tourism	U	P	
CO4	To understand the meaning and the functions of Travel Agency and Tourism Products	An	P	
CO5	To Explore the various types of Local/ regional Tourism Products/ Service Provided by the Industry	Cp	Ap	
CO6	To Demonstrate the Entrepreneurial Opportunities and New Trends of Tourism Industry	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

## **KU1MDCHMC104: INTRODUCTION TO TRAVEL AND TOURISM**

### **Module 1: Introduction to Travel and Tourism.**

1. Tourism – Definition and meaning.
2. Significance of tourism.
3. Elements of tourism.
4. Significance of World tourism day

### **Module 2: History of Travel and Tourism.**

5. Developments in the history of tourism - early civilization, the imperial era, silk route, European renaissance, Grand Tour.
6. UNESCO world heritage sites in India
7. Role of UNWTO
8. Meaning of International Tourism, Domestic Tourism, In bound Tourists and out bound tourists.

### **Module 3: Types of Tourism.**

9. Leisure or Holiday Tourism
10. Visiting Friends and Family (VFR)
11. Cultural tourism
12. Adventure tourism
13. Religious tourism.
14. Business tourism
15. Health tourism
16. Sports tourism
17. Alternative forms of tourism

### **Module 4: Travel Agency and Tourism Products.**

18. Travel agency Definition and Meaning
19. Function of Travel agencies.
20. Documents required for domestic and international travel.
21. Types of tourism product – (Natural, Human Made and Symbiotic), (Event based and Site based), Based on Category of Product).
22. Characteristics of Tourism Products.

### **Module 5: Open-Ended Module / Teacher Specific Content**

### Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

#### Assessment Rubrics:

#### Correlation Levels:

Evaluation Type	Marks
End Semester Evaluation	<b>70</b>
Continuous Evaluation	<b>30</b>
a) Test Paper- 1	10
b) Assignment	20
c) Seminars (Module 5)	20
<b>Total</b>	<b>100</b>

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

**KANNUR UNIVERSITY**  
**SECOND SEMESTER**  
**LIST OF COURSES WITH CODE**

COURSE CODE	COURSE NAME
KU2VACHMC103	COMMUNICATIVE ENGLISH
KU2VACHMC104	FRENCH - II
KU2DSCHMC104	BASICS OF FOOD PRODUCTION – II
KU2DSCHMC105	BASICS OF FOOD AND BEVERAGE SERVICE – II
KU2DSCHMC106	BASICS OF ROOM DIVISION - II
KU2MDCHMC102	ENVIRONMENTAL STUDIES AND HUMAN RIGHTS

SEMESTER 2

KU2VACHMC104

B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2VACHMC104				
Course Title	FRENCH-II				
Type of Course	MINOR				
Semester	2				
Academic Level	100- 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-		45
Pre-requisites	No prerequisites needed for the course				
Course Summary	The students will be able to understand French menu terms, write and understand simple sentences in French				

#### Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	To understand various expressions used during travel	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	Analysis of the adjectives and its use	E	P	
CO3	To know about Simple dialogue writing situation	U	P	
CO4	To be able to Writing small letters	An	P	
CO5	To Know about Introductory history of republic of France (Histoire d'introduction de la République de France) culture & history.	Cp	Ap	
CO6	Demonstration of Verbal French practice session.	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				



## FRENCH - II

### **Module 1: Basic introduction; liaison from basic level.**

The expressions of politeness (expressions de politesse); the Orders (les commandes); the expressions (les expressions); simple conversation (conversations simple); vocabulary in French for continental cuisine & drinks - the names of Drinks (les vins de France); the Kitchen and its utensils (le materiel de cuisine); describing of dishes (description des plats de Français); sweets and drinks (desserts et café)

### **Module 2: Dialogues with Hotel Guests**

On Arrival (À l'arrivée); air travel (Voyage en avion); cruise travel (Voyage de croisière); rail travel (Voyage par le Train) ; car Travel (Voyage en Voiture). Situation- at the hotel (À l'hôtel); at the Cash Counter (A la Caisse); the breakfast( Le petit déjeuner) ; lunch in a restaurant(Le Déjeuner dans un restaurant); at the sightseeing ( A la vue de voir) ;the telephonic conversation (La conversation téléphonique).

### **Module 3: The adjectives and its use;**

Plural form of adjectives (pluriel des adjectifs); réflexive Verbs; reciprocal verbs; adverb; prepositions; negative sentences (sentences négatifs), conjugations;

### **Module 4: Passage reading and writing**

From text book (unit 2 & Unit 3) French to English translation, English to French translation.

### **Module 5: Open-Ended Module / Teacher Specific Content**

Reference

Gupta, Malini ; Gupta, Vasanthi & Usha Ramachandran. Bon Voyage: 1 Method de français l'hôtelier et du tourisme pour les débutants, New Delhi: W. R. Goyal Publication House

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2DSCHMC104				
Course Title	BASICS OF FOOD PRODUCTION – II				
Type of Course	Major				
Semester	2				
Academic Level	100.– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	3	90
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course provides a comprehensive overview of essential food groups, including cereals, vegetables, fruits, meats, fish, seafood, dairy products, and eggs. It covers topics such as types of cereals and pulses, classification of vegetables and fruits, meat cookery methods, fish classification and cooking techniques, and dairy product composition and processing. Students will gain knowledge of food processing, preservation, and selection.				

#### Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Familiarisation and Introduction to different types and Effect of cooking on cereals and pulses.	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To Know about cooking principles of Fruits and Vegetables: Types, Preparation, Cooking methods.	E	P	
CO3	To learn various cooking methods of meat Steaks names of steaks obtained from Fillet and sirloin and their cooking methods.	U	P	
CO4	Fish Classification of fish with examples selection of fish, Cleaning and preparation of Fish, Cuts of Fish and description of each cut, cooking of Fish- Poaching, steaming, frying, baking, Grilling Court Bouillon -Vinegar court bouillon and white wine court bouillon- recipe and uses. Shell fish- Classification of shell fish with examples, Quality points, Cleaning and preparation of Shell fish, cooking of shell Fish.	An	P	
CO5	To Understand the terms used in cooking of Steaks Escalope_ Meaning and cooking of escalope Offals-Meaning with examples and quality points	Cp	Ap	
CO6	To understand the structure, types and Function of eggs in cookery. Role and Importance of Dairy in Cooking.	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

## **KU2DSCHMC104: BASICS OF FOOD PRODUCTION – II**

### **Module 1: Cereals and Pulses.**

1. Cereals and its importance - rice, wheat, barley and maize.
2. Types of flour and cereal products.
3. Parts and types of wheat and wheat products – Semolina, Pasta.
4. Types of pulses and its uses.

### **Module 2: Vegetables and Fruits.**

5. Classification of vegetables and fruits.
6. Processing, preservation, colour pigments of vegetables.
7. Spices, herbs and condiments.
8. Fats and oils.

### **Module 3: Meat, Fish and Sea food.**

9. Meat Cookery - Methods of cooking meat.
10. Quality assessment and selection of meat.
11. Slaughtering process of meat.
12. Cuts and Storage - beef, mutton, pork, lamb, poultry, game birds and steaks.
13. Classification of fish – Fin Fish and Shell Fish.
14. Selection and quality assessment of fish.
15. Cuts of fish.
16. Methods of cooking of fish.

### **Module 4: Dairy Products and Egg Cookery.**

17. Milk - Composition and types.
18. Cream - types and processing.
19. Butter - types and processing.
20. Egg Cookery – Structure of an egg.
21. Uses of egg in food preparations.
22. Egg -Methods of cooking, Selection and Storage.

### **Module 5: Open-Ended Module / Teacher Specific Content**

#### **Reference books.**

Parvinder Bali., *Food Production Operations*: Oxford Publication

Jerald W Cheese., 1992, *The Art and Science of Culinary Preparation*: Education Institute of Culinary federation. AH & LA.

**Mapping of COs with PSOs**

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

**Assessment Rubrics:**

**Correlation Levels:**

Evaluation Type	Marks
End Semester Evaluation	<b>70</b>
Continuous Evaluation	<b>30</b>
a) Test Paper- 1	10
b) Assignment	20
c) Practicum (Module 5)	20
<b>Total</b>	<b>100</b>

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

**BASICS OF FOOD PRODUCTION - II PRACTICAL**

- Demonstration of different methods of cooking.
- Different methods of cooking cereals and pulses.
- Different methods of cooking eggs.
- Demonstration of cuts of meat – chicken and beef fillet
- Demonstration of cuts and cleaning of fish
- Cooking of three course menu – Indian and Western

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2DSCHMC105				
Course Title	BASICS OF FOOD AND BEVERAGE SERVICE – II				
Type of Course	MINOR				
Semester	2				
Academic Level	100.– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course covers menu planning, ancillary departments, methods of food service, restaurant operations, non-alcoholic beverages, and dining etiquette. It provides in-depth knowledge of classical French menus, ancillary department functions, food service methods, restaurant service procedures, and non-alcoholic beverage classification.				

#### Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	To know Menu Planning- Introduction French Classical courses- Hors d'oeuvre, Potage Oeufs/farineux, Poisson, entrée, relève, sorbet, roti, legumes, entremets, savoureux/fromage, desserts, café Explanation for each course with at least ten examples.	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To Know about the Ancillary Departments. Ancillary Sections – Importance of ancillary sections, Dish washing methods- manual (two sink and three sink method) and machine method.	E	P	
CO3	To learn various Methods of Food service Waiter Service- English, American, French, Russian, Guéridon, and Tray service-Explanation, advantages and limitations of each serviceSelf-service- cafeteria service, Counter service, vending machine Explanation, advantages and limitations of each service Assisted Service-Buffer and Carvery Explanation, advantages and limitations of each service	U	P	
CO4	Familiarisation with the Service procedure: Points observed while waiting at the table A la carte lunch/dinner menu service procedure	An	P	
CO5	Demonstration of Handling guest complaints and Telephone etiquettes.	Cp	Ap	
CO6	To understand Non-Alcoholic Beverages. Classification - Water, Coffee, Cocoa and Malted Beverages – origin and manufacturing.	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

## **KU2DSCHMC105: BASICS OF FOOD AND BEVERAGE SERVICE – II**

### **Module 1: Menu Planning.**

1. Menu planning – Introduction
2. Points to be observed while planning menu.
3. 17 course French classical menu with at least 10 examples for each course.
4. Cover and accompaniment for Hors d'oeuvre varies, Grapefruit cocktail, Tomato Juice, Oysters, Pate de foie gras, Smoked trout, Smoked Salmon, Caviar, Melon, Asparagus, Globe Artichoke, Petite Marmite, Minestrone, Soupe à l' Oignon, Cream of Tomato, Fish Orly, Fish Colbert, Fish Meunière, Grilled Herring, Grilled Mackerel, Roast Beef, Roast Pork, Roast lamb, Roast mutton, Irish stew, Roast Chicken, Roast Duck, Roast Turkey, Cheese, Fruits and nuts.

### **Module 2: Ancillary Departments.**

5. Ancillary Sections – Importance of ancillary sections
6. Still room- functions, equipment, provisions, control and staff.
7. Silver room/Plate room-equipment, staff.
8. Silver cleaning methods- burnishing, polivit, plate powder, silver dip
9. Wash up- procedure
10. Dish washing methods- manual (two sink and three sink method) and machine method
11. Hotplate: Meaning, Aboyeur and his work.
12. Pantry-Location and its function
13. Dispense bar
14. Linen store Room: purpose

### **Module3: Methods of Food Service.**

15. Waiter Service- English, American, French, Russian, Guéridon, and Tray service - Explanation, advantages and limitations of each service
16. Self-service- cafeteria service, Counter service, vending machine - Explanation, advantages and limitations of each service
17. Assisted Service- Buffet and Carvery - Explanation, advantages and limitations of each service

### **Module 4: A to Z of Restaurant Operations (Service Procedure).**

18. Rules to be observed while waiting at the table.
19. Service procedure for À la carte lunch or Dinner - Table reservations, Briefing, Greeting and seating guests, Opening Napkins, Service of water, Taking order for aperitifs, Service of Bread and butter, Presenting the menu, Offering suggestion, Taking the food order, Taking orders for wine, Recognition and writing the food order Correcting the covers, Service of soup, Clearance of soup, Service of fish, Service of main course, Clearing the full plates and the side plates Preparing and placing finger bowl Crumbing the table, Laying / adjusting the cover for sweet Service of sweet, Service of cheese, Service of savoury, Service of dessert, Service of coffee after the meals, Service of Cigar and cigarettes, Changing of ash trays during the service, Presentation and settling of bills
20. Handling guest complaints.
21. Telephone etiquettes
22. Dining and service etiquettes.

### **Module 5: Open-Ended Module / Teacher Specific Content**

**Reference books:**

Lillicrap. D. & Cousins., J(2013). *Food and Beverage Service*: ELBS Delhi  
 Sudhir. A., (2008). *Food and Beverage Service Manual*. Tata McGraw Publishers  
 R Singaravelavan, *Food And Beverage Service 2E*, Oxford University Press India; 2nd edition

**Mapping of COs with PSOs**

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

**Assessment Rubrics:****Correlation Levels:**

Evaluation Type	Marks
End Semester Evaluation	70
Continuous Evaluation	30
a) Test Paper- 1	10
b) Assignment	20
c) Self-Introduction and Role Play (Module 5)	20
<b>Total</b>	<b>100</b>

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

**BASICS OF FOOD AND BEVERAGE SERVICE - II PRACTICAL**

- Three course menu compiling in English, cover set up and service.
- Service of tea, coffee and aerated water.
- Service of food – silver service and plated service
- Service and clearance - Handling service gear, carrying two plates, three plates, glassware, clearing plates, crumbing
- Clearing of ashtray
- Table reservation process and formats
- Journal

SEMESTER 2

KU2DSCHMC106

B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2DSCHMC106				
Course Title	BASICS OF ROOMS DIVISION – II				
Type of Course	Major				
Semester	2				
Academic Level	100.– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course provides a comprehensive overview of essential food groups, including cereals, vegetables, fruits, meats, fish, seafood, dairy products, and eggs. It covers topics such as types of cereals and pulses, classification of vegetables and fruits, meat cookery methods, fish classification and cooking techniques, and dairy product composition and processing. Students will gain knowledge of food processing, preservation, and selection.				

#### Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Familiarization and Introduction to Housekeeping Department	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	To Know about Hierarchy of the Housekeeping Department. Roles of key Personnels.	E	P	
CO3	To know various Guest Services provided in Rooms division, Guest Cycle	U	P	
CO4	To understand Reservations and Reception. Need for reservation. Types of Reservations.	An	P	
CO5	To Know about various cleaning equipment, agents, cleaning of various surfaces and cleaning procedures during the pandemic	Cp	Ap	
CO6	Demonstration of Maid's cart set up, Bed making, Public area cleaning.	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				



## **KU2DSCHMC106: BASICS OF ROOMS DIVISION - II**

### **Module 1: Introduction to Housekeeping.**

1. Housekeeping – Meaning and definition.
2. Importance of Housekeeping.
3. Responsibilities of Housekeeping.
4. Personal attributes of housekeeping staff.

### **Module 2: Hierarchy of the Housekeeping Department.**

5. Organizational structure of housekeeping department (in a large hotel).
6. Layout of housekeeping department.
7. Role of key personnels in housekeeping - executive housekeeper, floor supervisor, public area supervisor, laundry manager, desk attendant and guest room attendants.
8. Interdepartmental Coordination with - front office, maintenance department, security, food and beverage department, laundry, Personnel department, purchase and stores.
9. Study of Current Organizational Practices in front office department.

### **Module 3: Guest Services**

10. Guest Cycle- Pre-arrival, arrival, During Stay, Checkout, Post-checkout
11. Various guest services – Handling guest mails, Message handling, Guest paging, wake up call, Safe deposit locker, Custody and control of guest keys, Guest room change, Left luggage handling,

### **Module 4: Reservations and Reception.**

12. Reservation— Need for reservation.
13. Types of Reservations- Tentative, confirmed, and waitlisted.
14. Modes of Reservation.
15. Sources of Reservation.
16. Systems of Reservation – Manual and automatic system
17. Processing reservation requests and Reservation Reports
18. Reception functions: Check-in – welcoming, registration, up selling, upgrading.
19. Issuing of keys - types of keys and key control.
20. Preparation of important documents - VIP arrival list, C-form, Room status report, Discrepancy report, VIP amenities voucher, Expected arrival list, Guest history card, Scanty baggage register, Bell boy's errand card.
21. Front office glossary terms.

### **Module 5: Open-Ended Module / Teacher Specific Content**

#### **Reference books:**

G. Raghubalan & Smritee Raghubalan., 2015. *Hotel Housekeeping Operation and Management*, Oxford Higher Education, New Delhi.

Margaret M. Kappa, Aleta Nitschke, Patricia B. Schappert. AH&LA. *Managing Housekeeping Operations*

Sudhir Andrews., 2013, *Hotel Housekeeping management & Operations*: Mc Graw Hill Education (India) Pvt Limited. New Delhi.

K.S. Gusain., *Hotel Housekeeping Necessary Features*. Cyber tech publications.

Sudhir Andrews., 2013, *Hotel Front Office: A Training Manual*. Mc Graw Hill Education (India) Pvt Limited. New Delhi

Sudhir Andrews., 2013, *Front Office Management & Operations*: Mc Graw Hill Education (India) Pvt Limited. New Delhi

Jatashankar R Tewari., *Hotel Front Office Operations & Management*. Oxford Higher Education. India Pvt Limited.

Colin Dix, Chris Baird., *Hotel Front Office Operations*. Longman Publishers.

### Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

Assessment Rubrics:

Correlation Levels:

Evaluation Type	Marks
End Semester Evaluation	70
Continuous Evaluation	30
a) Test Paper- 1	10
b) Assignment	20
c) Practicum (Module 5)	20
<b>Total</b>	<b>100</b>

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

### BASICS OF ROOM DIVISION - II PRACTICAL

- Preparation of reservation form, taking and modifying a reservation.
- Basic front office situation handling- fire, death, natural disasters (floods and earthquake), accidents, lost & found, damage to hotel property, drunk guest, scanty baggage, theft, sick guest and bomb threat.
- Maid's cart set up
- Bed making and public area cleaning.

<b>SEMESTER 2</b>	<b>KU2DSCHMC104</b>	<b>B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE</b>
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2DSCHMC102				
Course Title	ENVIRONMENTAL STUDIES AND HUMAN RIGHTS				
Type of Course	MINOR				
Semester	2				
Academic Level	100.– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-		45
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course provides a comprehensive overview of environmental studies, major environmental issues, efforts of environmental protection, disaster management, and human rights. It covers topics such as ecology, ecosystem, pollution, waste management, environmental legislation, disaster mitigation, and human rights mechanisms at national and international levels.				

#### Course Outcomes (COs):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	To understand the multi-disciplinary nature of environmental studies.	R	C	Practical Assignment /Observation of Practical Skills/ Audio-visual Presentation / Technology-based assessment
CO2	Analyzing the need for public awareness renewable and non-renewable resources, problems associated with Natural resources.	E	P	
CO3	To know about ecosystem and bio diversity	U	P	
CO4	To understand environmental pollution, disaster management, social issues, environment Protection Act, Human Population and the Environment	An	P	
CO5	To Know about Environment and human health. Human Rights. Value Education. HIV/AIDS. Women and Child Welfare	Cp	Ap	
CO6	Role of Information Technology in Environment and human health.	F	C	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (Cp) Procedural Knowledge (P) Metacognitive Knowledge (M)				

## **KU2DSCHMC102: ENVIRONMENTAL STUDIES AND HUMAN RIGHTS**

### **Module 1: Introduction to Environmental Studies.**

1. Environment- Constituents and types.
2. The need for environmental studies.
3. Ecology - definition and meaning.
4. Industrial ecology – definition and meaning.
5. Eco system – concept, structure and functions.
6. Biotic factors - producers, consumers and decomposers.
7. Energy flow in the ecosystem. Ecological succession and ecological pyramids.
8. Food chain and food web.

### **Module 2: Major Environmental Issues and Efforts of Environmental Protection.**

9. Global warming, ozone depletion, greenhouse effect.
10. Pollution - water, air, soil and noise (sources, impact on human and environment, control measures).
11. Deforestation – impacts on environment. Afforestation – importance and benefits. India's efforts to protect forests.
12. Waste management – definition, types, reduce, reuse and recycling. Steps in waste management. Methods of waste disposal.
13. Environmental Protection - Introduction, constitutional provisions,
14. Environmental legislations – Wild Life Protection Act, 1972, The Environmental Protection Act, 1986, Air (Prevention & Control of Pollution) Act, 1981, Water (Prevention & Control of Pollution) Act, 1974.
15. Project Tiger.

### **Module 3: Disaster Management**

16. Disaster management – introduction to mitigation and management of disasters.
17. Mitigation measures – flood, earthquake, cyclones and landslides

### **Module 4: Human Rights.**

18. Concept of human rights.
19. Rights of vulnerable sections – women, children, people belonging to indigenous communities, minorities, persons with disabilities and elderly persons.
20. International mechanism for implementation of human rights - UN Human Rights Council.
21. National Mechanism for Implementation of Human Rights - Constitution and human rights, Supreme Court, High Courts and National Human Rights Commission.
22. Role of NGOs and media in protecting human rights.

### **Module 5: Open-Ended Module / Teacher Specific Content**

#### **Reference books:**

- Sinha, S, Manisha S & Rayana S., 2014: *A text book of Environmental studies*: AITBS publishers, India.
- Joseph, B., 2009 *Environmental Studies*: McGraw Hill Education (India) Pvt Ltd, New Delhi
- RajaGopalan, K., 2011 *Environmental Studies; From Crisis to Care*: 2<sup>nd</sup> Ed. Oxford Higher Education.
- Dr. H.O Agarwal, Human Rights, Central Law Publication
- S. Narayan, Human Rights : Dynamics in India, Kalpaz Publications

## Mapping of COs with PSOs

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO 1	3	-	-	-	-	-
CO 2	2	1	-	2	-	1
CO 3	2	2	-	2	-	1
CO 4	2	2	-	1	-	-
CO 5	-	-	-	2	1	1

Assessment Rubrics:

Correlation Levels:

Evaluation Type	Marks
End Semester Evaluation	70
Continuous Evaluation	30
a) Test Paper- 1	10
b) Assignment	20
c) Field Visits and Seminars (Module 5)	20
<b>Total</b>	<b>100</b>

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