



KANNUR UNIVERSITY
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(Abstract)

FYUGP – Hotel Management and Catering Science Programme in Affiliated Colleges under Kannur University – Scheme and Syllabus modified by replacing DSC Courses with DSE Courses in the Fifth and Sixth Semesters – Approved and Implemented with effect from 2024 Admission – Orders Issued.

ACADEMIC C SECTION

ACAD C/ACAD C1/21883/2024

Dated: 09.09.2026

- Read:-1. U .O No ACAD C/ACAD C1/21883/2024 Dated: 04.12.2024
2. U. O No ACAD C/ACAD C1/21883/2024 Dated:13.08.2025
3. U. O No ACAD C/ACAD C1/21883/2024 Dated 23.03.2026
4. E mail dated 19.08.2026 from the Principal , Kerala Institute of Hospitality Management.
5. Orders of the Vice Chancellor in file of even no dated 24.08.2026

ORDER

1. The Scheme (all semesters) and Syllabi of the First and Second Semesters of the FYUG B.Sc. Hotel Management and Catering Science Programme offered in affiliated colleges were approved and implemented with effect from the 2024 admission, as per the paper read as (1) above. The Syllabi of the Third Semester and Fourth to Sixth Semesters were subsequently implemented as per the papers read as (2) and (3), respectively.
2. Subsequently, the Principal, KIHM, vide the paper read as (4) above, submitted the revised Syllabi of the FYUG Hotel Management and Catering Science Programme, replacing the DSC Courses with DSE Courses in the Fifth and Sixth Semesters, for approval and implementation with effect from the 2024 admission.
3. The Vice-Chancellor, after considering the matter and in exercise of the powers of the Academic Council conferred under Section 11(1), Chapter III of the Kannur University Act, 1996, and all other enabling provisions read together, approved the modified Scheme and Syllabus of the FYUG Hotel Management and Catering Science Programme, replacing the DSC Courses with DSE Courses in the Fifth and Sixth Semesters, with effect from the 2024 admission, subject to reporting to the Academic Council.
4. The modified Scheme and Syllabus of the FYUG Hotel Management and Catering Science Programme, replacing the DSC Courses with DSE Courses in the Fifth and Sixth Semesters, with effect from the 2024 admission, are appended herewith and uploaded on the University website.
5. Orders are issued accordingly.



Sd/-

Bindu K P G

Joint Registrar (Acad)

For REGISTRAR

To: 1. The Controller of Examination (Through PA to CE)
2. The Principals of all affiliated Colleges.

Copy To: 1. JR II , AR VII (Examination), SO (EXCI), SO QP
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SECTION OFFICER



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	Knowledge Acquisition: Demonstrate a profound understanding of knowledge trends and their impact on the chosen discipline of study.
PO2	Communication, Collaboration, Inclusiveness, and Leadership: Become a team player who drives positive change through effective communication, collaborative acumen, transformative leadership, and a dedication to inclusivity.
PO3	Professional Skills: Demonstrate professional skills to navigate diverse career paths with confidence and adaptability.
PO4	Digital Intelligence: Demonstrate proficiency in varied digital and technological tools to understand and interact with the digital world, thus effectively processing complex information.
PO5	Scientific Awareness and Critical Thinking: Emerge as an innovative problem-solver and impactful mediator, applying scientific understanding and critical thinking to address challenges and advance sustainable solutions.
PO6	Human Values, Professional Ethics, and Societal and Environmental Responsibility: 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	Research, Innovation, and Entrepreneurship: 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	Empowering Multilingual Communication Skills in Hospitality: To enhance the communication skills of students for a better career in the Hospitality Industry by learning English and French.
PSO2	Proficient Food Production Skills: 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	Comprehensive Service Management: 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	Hygiene and Safety Standards Adherence: 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	Strategic Management Competence: 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	Financial Acumen: 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	Professional Exposure and Research Aptitude: 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	Empowering Sustainable Entrepreneurship: 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		AEC-1		25	50	75	1.5 Hrs	3	3	21
	KU1AECHMC102	AEC-2	French - I	25	50	75	1.5 Hrs	3	3	
	KU1DSCHMC101	DSC-A1	Basics of Food Production-I	30	70	100	2 Hrs	4	6	
	KU1DSCHMC102	DSC -B1	Basics of Food and Beverage Service-I	30	70	100	2 Hrs	4	5	
	KU1DSCHMC103	DSC-C1	Basics of Room Division - I	30	70	100	2 Hrs	4	5	
	KU1DSCHMC104	DSC-D1	Front Office Management	30	70	100	2 Hrs	4	4	
	KU1MDCHMC101	MDC-1	Introduction to Travel and Tourism	25	50	75	1.5 Hrs	3	3	
S2		AEC-3		25	50	75	1.5 Hrs	3	3	21
	KU2AECHMC104	AEC-4	French - II	25	50	75	1.5 Hrs	3	3	
	KU2DSCHMC105	DSC A2	Basics of Food Production-II	35	65	100	2 Hrs	4 (3L,1P)	6	
	KU2DSCHMC106	DSC-B2	Basics of Food and Beverage Service-II	35	65	100	2 Hrs	4 (3L,1P)	5	
	KU2DSCHMC107	DSC-C2	Basics of Room Division - II	35	65	100	2 Hrs	4 (3L,1P)	5	
	KU2DSCHMC108	DSC-D2	Food & Beverage Service	30	70	100	2 Hrs	4	4	
	KU2MDCHMC102	MDC-2	Environmental Studies and Human Rights	25	50	75	1.5 Hrs	3	3	
S3	KU3DSCHMC201	DSC A3	Food Production Operations – I	35	65	100	2 Hrs	4 (3L,1P)	5	22
	KU3DSCHMC202	DSC-A4	Food and Beverage Service Operations-I	35	65	100	2 Hrs	4 (3L,1P)	5	
	KU3DSCHMC203	DSC- B3	Accommodation Operations-I	35	65	100	2 Hrs	4 (3L,1P)	5	
	KU3DSCHMC204	DSC- C3	Food Science and Nutrition	30	70	100	2 Hrs	4	4	
	KU3DSCHMC205	DSC- D3	Housekeeping Operations	30	70	100	2 Hrs	4	4	
		MDC-3		25	50	75	1.5 Hrs	3	3	
	KU3VACHMC201	VAC-1	Application of Computers	25	50	75	1.5 Hrs	3 (2L,1P)	4	
S4	KU4INTHMC201	DSC-A5	Industrial Training Practical Internship 17Weeks x 6Days = 102Days	120	180	300	2 Hrs	12	12	21
	KU4VACHMC202	VAC-2	Hospitality Etiquette And Engagement (Practical)	30	45	75	1.5 Hrs	3	3	
	KU4VACHMC203	VAC-3	Restaurant Service Skills (Practical)	30	45	75	1.5 Hrs	3	3	
	KU4SECHMC201	SEC-1	Professional Culinary Practice (Practical)	30	45	75	1.5 Hrs	3	3	



S5	KU5DSCHMC301	DSC-A6	Bakery and Confectionary	35	65	100	2 Hrs	4 (3L,1P)	5	23	
	KU5DSCHMC302	DSC-A7	Food and Beverage Service Operations-II	35	65	100	2 Hrs	4 (3L,1P)	5		
	KU5DSCHMC303	DSC-A8	Accommodation Operations-II	35	65	100	2 Hrs	4 (3L,1P)	5		
	KU5DSEHMC301	DSE-A9	Human Resources Management	30	70	100	2 Hrs	4	4		
	KU5DSEHMC302	DSE-A10	Food Safety	30	70	100	2 Hrs	4	4		
	KU5SECHMC301	SEC-2	Hotel Accounting	25	50	75	1.5 Hrs	3	3		
	KU5INTERN301	INT - 1	Internship	15	35	50		2		2	
S6	KU6DSCHMC304	DSC-A11	Advanced Food Production -I	35	65	100	2 Hrs	4 (3L,1P)	5	23 -	
	KU6DSCHMC305	DSC-A12	Advanced Food and Beverage Service -I	35	65	100	2 Hrs	4 (3L,1P)	5		
	KU6DSCHMC306	DSC-A13	Functions of Management	30	70	100	2 Hrs	4	4		
	KU6DSEHMC303	DSE-A14	Personality Development	30	70	100	2 Hrs	4	4		
	KU6DSEHMC304	DSE-A15	Entrepreneurship Development	30	70	100	2 Hrs	4	4		
	KU6SECHMC302	SEC-3	Hotel Engineering	25	50	75	1.5 Hrs	3	3		
S7	KU7DSCHMC401	DSC-A16	Advanced Food Production -II	30	70	100	2Hrs	4	5	20	
	KU7DSCHMC402	DSC-A17	Advanced Food and Beverage Service -II	30	70	100	2Hrs	4	5		
	KU7DSCHMC403	DSC-A18	Advanced Front Office - II	30	70	100	2Hrs	4	5		
	KU7DSCHMC404	DSC-A19	Advanced Housekeeping -II	30	70	100	2Hrs	4	5		
	KU7DSCHMC405	DSC-A20	Research Methodology	30	70	100	2Hrs	4	5		
S8	KU8DSCHMC406	DSC-A21	Organizational Behaviour	30	70	100	2Hrs	4	5	24	
	KU8DSCHMC407	DSC-A22	Aviation Management	30	70	100	2Hrs	4	4		
	KU8DSCHMC408	DSC-A23	Financial Management	30	70	100	2Hrs	4	4		
	OR Instead of above 3 DSC's										
	KU8PRJHMC498	PRJ(H)	A Combination of Hospitality Research Project (Honours) of 8 Credits + One DSC of 4 Credits	60	140	200		12			
	OR										
	KU8PRJHMC499	PRJ(H-R)	Hospitality Research Project (Honours with Research)	90	210	300		12			
	KU8DSEHMC401	DSE-A24	Food and Beverage Management	30	70	100	2Hrs	4	5		
	KU8DSEHMC402	DSE-A25	Services Marketing	30	70	100	2Hrs	4	5		
KU8DSEHMC403	DSE-A26	Event Management	30	70	100	2Hrs	4	5			



KANNUR UNIVERSITY
FIRST SEMESTER
LIST OF COURSES WITH CODE

COURSE CODE	COURSE NAME
KU1AECHMC102	FRENCH - I
KU1DSCHMC101	BASICS OF FOOD PRODUCTION – I
KU1DSCHMC102	BASICS OF FOOD AND BEVERAGE SERVICE – I
KU1DSCHMC103	BASICS OF ROOM DIVISION - I
KU1DSCHMC104	FRONT OFFICE MANAGEMENT
KU1MDCHMC101	INTRODUCTION TO TRAVEL AND TOURISM



SEMESTER 1	KU1AECHMC102	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1AECHMC102				
Course Title	FRENCH-I				
Type of Course	AEC				
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)				



KU1AECHMC102: 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:**

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

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	50
Continuous Evaluation	25
a) Test Paper- 1	10
b) Assignment	5
c) Role Play	10
Total	75

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



Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1DSCHMC101				
Course Title	BASICS OF FOOD PRODUCTION – I				
Type of Course	DSC				
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	20
b) Assignment	10
Total	100

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.



SEMESTER 1	KU1DSCHMC102	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1DSCHMC102				
Course Title	BASICS OF FOOD AND BEVERAGE SERVICE – I				
Type of Course	DSC				
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. Illicrap, 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	70
Continuous Evaluation	30
a) Test Paper- 1	20
b) Assignment	10
Total	100

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 and Bottled
- 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	DSC				
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 history and growth of Indian and Global hotel industry. Also provides an insight to the front office and housekeeping department, its Organisational structure and also the importance of grooming standards in hospitality industry.				

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	Level	Correlation
End Semester Evaluation	70	-	Nil
Continuous Evaluation	30	1	Slightly / Low
a) Test Paper- 1	20	2	Moderate / Medium
b) Assignment	10	3	Substantial / High
Total	100		

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.



SEMESTER 1	KU1DSCHMC104	FRONT OFFICE MANAGEMENT
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1DSCHMC104				
Course Title	FRONT OFFICE MANAGEMENT				
Type of Course	DSC				
Semester	1				
Academic Level	100 – 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Course Summary	Students will be equipped with the knowledge, skills, and attitudes necessary to effectively manage front office operations and contribute to the success of hospitality establishments in providing exceptional guest experiences.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand the various types of hotels and their features.	U	C	Quiz/ Practical Assignment /Observation of Practical Skills/ Seminar Presentation / Technology-based assessment
CO2	Explain the structure of the Front Office Department.	U	P	
CO3	Handle Reservation activities.	Ap	P	
CO4	Deal effectively with Guests &Colleagues.	Ap	P	
CO5	Maintain Personal Care & Safety at accommodations.	Ap	P	
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				



KU1DSCHMC104: FRONT OFFICE MANAGEMENT

Module	Unit	Content
I	Structure of Front Office Department	
	1.	Functional Organization of Front office- Front Desk Layout and Equipment
	2.	Front office functions- Personnel's.
	3.	Reservation Activities: Processing of reservation request, Systems & Tools used
	4.	Arrival Procedures: Receiving, Greeting, Welcoming A Guest, Assessing Guest Requirements, Registration & Rooming Procedure, Room Change
	5.	Important Concepts: Over Booking, Scanty Baggage, Room Position, Cancellation, Amendment, Walk-in Guest, walking a Guest, Blacklisted Guest.
II	Handling Guest	
	6.	Attend to guest queries: Handling Guest Requests
	7.	Message Handling Procedure: Importance, Procedure, Method of Receiving and Transmitting Messages for Guest, Location Form, Paging Procedure
	8.	Checkout & Settlement: Procedures at Reception, Cash Section, Bell Desk
	9.	Reduction of Late Charges: Effective Billing & Collection.
III	Standard Operating Procedures (SOPs)	
	10.	Check-In & Check-Out Process: Front office Communication, Importance of inter-departmental Communication, Types & Methods of Communication
	11.	Handling of Special Situations: DNS, DNA, RNA, NI (No information, Scanty Baggage Guest, Refusing Accommodation, Blacklisted Guest, Walking A Guest)
	12.	Assist guest in check-in and checkout process: – 'Express Check-Out' & 'Self-Check-Out'
	13.	Handling guest complaints- Standard Operating Procedures (SOP)
	14.	Staff Organization, Duty Rotas & Work Schedule.
	General Front Office Supervisory Skills	



	15.	Front Office Supervisory Skills: Communicating with Guests, Handling Guest Requests
	16.	Importance of Handling Mail without Delay, Sorting of Mail
	17.	Manual Key Control Procedure, Left Luggage Procedures, Handling of Special Situations Like – VIP / Spat / DG Guests FIT, VIP, Group, Foreigner.
	18.	Hotel / Front Office Security System: Methods, Equipment Used, Card Key Control, Emergency Procedures, Management's Role in Security
	19.	Front office Systems: Non-Automated, Semi-Automated, Fully- Automated
V	Teacher Specific Content (12 Hrs.)	

Note: Compulsory Learning Activity

1. Case studies of travel companies having best customer service should be given to achieve CO 3 and CO4.

References:

- Negi, J., & Manohar, G. (2009). Hospitality Management. Laxmi Publications Ltd.
- Zulfikar, Mohammed. (2009) Introduction to Tourism and Hotel Industry: With Special Focus on Front Office Management. New Delhi, Vikas Publishing House
- Bhakta, A. (2012). Professional Hotel Front Office Management. Tata McGraw Hill Education Private Limited.
- Andrews, S. (2013). Hotel front office: A Training Manual. Tata McGraw-Hill Education.
- Negi, J. M. S. (2002). Professional Hotel Management, S. Chand Publishing.
- Baker, Sue (2011). *Principles of Hotel Front Office Operations*. Hampshire, Cengage Learning
- Bardi, James A. (2011) Hotel Front Office Management. Hoboken, N.J., John Wiley & Sons,
- Dr. B.K. Chakravarti. (2010) Hotel Front Office Training Manual.
- Foster, Dennis L. (1992) Rooms at the Inn. Simon & Schuster Books for Young Readers,
- Zulfikar, Mohammed. (2009) Introduction to Tourism and Hotel Industry: With Special Focus on Front Office Management. New Delhi, Vikas Publishing House



Mapping of COs with PSOs

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

Assessment Rubrics:
Levels:

Correlation

Evaluation Type		Marks
End Semester Evaluation		70
Continuous Evaluation		30
a)	Test Paper- 1	10
b)	Case study	15
c)	Seminar	5
Total		100

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



SEMESTER 1	KU1MDCHMC101	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU1MDCHMC101				
Course Title	INTRODUCTION TO TRAVEL AND TOURISM				
Type of Course	MDC				
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	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)				



KU1MDCHMC101: 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 cites 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

Reference Books:

1. Introduction to tourism & hospitality industry - Sudhir Andrews– Tata McGraw- Hill
2. Hotel Front Office – A Training Manual – Sudhir Andrews – Tata McGraw- Hill
3. Hotel Front Office Operations and Management- Jatashankar R Tewari– Oxford University Press
4. Food and Beverage Service- R.Singaravelavan – Oxford University Press
5. Hospitality and Tourism- Rajat Gupta , Vikas Publishing House Pvt Ltd



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	50
Continuous Evaluation	25
a) Test Paper- 1	15
b) Assignment	10
Total	75

Correlation Levels:

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
KU2AECHMC104	FRENCH - II
KU2DSCHMC105	BASICS OF FOOD PRODUCTION – II
KU2DSCHMC106	BASICS OF FOOD AND BEVERAGE SERVICE – II
KU2DSCHMC107	BASICS OF ROOM DIVISION - II
KU2DSCHMC108	FOOD & BEVERAGE SERVICE
KU2MDCHMC102	ENVIRONMENTAL STUDIES AND HUMAN RIGHTS



SEMESTER 2	KU2AECHMC104	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2AECHMC104				
Course Title	FRENCH-II				
Type of Course	AEC				
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)				



KU2AECHMC104: 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 matériel 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); reflexive 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 Book:

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



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	50
Continuous Evaluation	25
a) Test Paper- 1	10
b) Assignment	5
c) Role Play	10
Total	75

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



SEMESTER 2	KU2DSCHMC105	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2DSCHMC105				
Course Title	BASICS OF FOOD PRODUCTION – II				
Type of Course	DSC				
Semester	2				
Academic Level	100– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	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)				



KU2DSCHMC105: 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	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

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



SEMESTER 2	KU2DSCHMC106	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE					
Course Code	KU2DSCHMC106					
Course Title	BASICS OF FOOD AND BEVERAGE SERVICE – II					
Type of Course	DSC					
Semester	2					
Academic Level	100.– 199					
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours	
	4 (3L,1P)	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,	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)				



KU2DSCHMC106: 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 5 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-Bufferet 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:

Evaluation Type	Marks
End Semester Evaluation	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

Correlation Levels:

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	KU2DSCHMC107	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2DSCHMC107				
Course Title	BASICS OF ROOMS DIVISION – II				
Type of Course	DSC				
Semester	2				
Academic Level	100– 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	3	-	2	75
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course provides a structured understanding of housekeeping operations and front office management in the hospitality industry. Introduces the meaning, significance, and responsibilities of housekeeping, along with the essential attributes required for housekeeping staff. Covers the hierarchy, layout, and organizational structure of the housekeeping department in a large hotel. Explores various guest services across the guest cycle and also about the reservation processes, reception functions, and documentation necessary for efficient front office operations.				

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)				



KU2DSCHMC107: 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 personnel's 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	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

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.



SEMESTER 2**KU2DSCHMC108****FOOD & BEVERAGE SERVICE**

Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2DSCHMC108				
Course Title	Food & Beverage Service				
Type of Course	DSC				
Semester	2				
Academic Level	100 - 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4			60

Pre-requisites	Basic knowledge of Hotel Operations
Course Summary	This course provides students with the knowledge and skills necessary to excel in the food and beverage service sector of the hospitality and tourism industry. Topics covered include service techniques, customer relations, menu knowledge, and professionalism in the restaurants.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand the importance of food and beverage service and its various concepts	U	C	Instructor-created exams / Quiz
CO2	Develop skills in various food and beverage service techniques	Ap	P	Practical Assignment / Observation of Practical Skills
CO3	Prepare different types of menus and their importance in food service.	Ap	P	Seminar Presentation / Group Tutorial Work
CO4	Demonstrate the ability of a Food and Beverage Service Personnel	Ap	P	Instructor-created exams / Home Assignments
CO5	Learn and practice professionalism and teamwork in the service Industry.	Ap	P	Viva Voce
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge (F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				



KU2DSCHMC108: FOOD & BEVERAGE SERVICE

Module	Unit	Content
I	Introduction to Food and Beverage Service	
	1	Evolution of the Food Service industry - Culinary Terminology
	2	Types of restaurants and their characteristics
	3	Sectors of Food Service Industry - (Primary and Secondary Sectors, Commercial and Welfare Sectors)
	4	Organizational Hierarchy of Food and Beverage Service Department- functions and responsibilities
	5	Attributes, Duties and Responsibilities of Food and Beverage Service Personnel- Personal hygiene • Grooming of F & B staff
II	Food and Beverage Service Organization	
	6	F & B Service Equipment: Familiarization & Selection factors of: Cutlery, Crockery, Glassware, Flatware, Hollowware - Special equipment, trolleys and trays, other equipment used in food and beverage service (furniture, linen, buffet equipment and disposables). Personal equipment of service staff. French terms related to equipment
	7	Food Service Areas (F & B Outlets) • Specialty Restaurants, Coffee Shop, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Banquets, Bar, Vending Machines, Discotheque- Ancillary Departments (Pantry, Food pick-up area, Store)
	8	Food and Beverage Service Methods, Menu, Types of Meals, Room Service
	9	Banquets Booking-Banquets Service - Job description of banquet manager- Outdoor Catering
III	Food Service Operations	
	10	Styles of food service – Waiter service, Self-service, Assisted Service.
	11	Introduction to Menu - Types of menus - À la carte, Table d'hôte, Banquet menu, Cyclic menu, Carte du jour, plat du jour.- Mise-en-scene and Mise-en-place.-Points to be considered while planning menu. Menu planning and pricing strategies
	12	Food safety and hygiene practices
		importance of Food Plating -Types of Food Plating -Techniques used in Food Plating- Components of Food Plating
	13	Restaurant operations and service standards-
	14	-Customer feedback and complaints handling, telephone manners, dining, and service etiquettes
IV	A TO Z of Restaurant Operations.	



15	Service sequence - Taking guest reservations, receiving, and seating of guests, order taking and recording, passing orders to the kitchen, sequence of service, presentation and en-cashing the bill, presenting, collecting guest comment cards and bidding farewell to guests. Closing the restaurant
16	Cover Layout and setting up of restaurant.
17	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Tablecloth Task-04: Changing a Tablecloth during service Task-05: Placing meal plates & clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08. Using Service Plate & Crumbing down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware
V	Teacher Specific Content (12 Hrs)

Compulsory Learning Activity:

Visit to a hotel/ restaurant to understand Food and Beverage Service Operations

Hands-on training in tasks and procedures, Supervised practice in guest service

Practical Sessions on Unit IV Content

Reference:

- Food and Beverage Service, R. Singaravelavan, Oxford University Press
- Food and beverage Service: Dennis R. Lillicrap, John A Cousins
- Food and Beverage Services: A Training Manual: Sudhir Andrews, Tata Mc Graw-Hi
- Theory of Cookery- Krishna Arora, Frank Bros. & Co. Ltd. 2000-2001.
- Principles of Food Production Operations – Yogesh Singh – I. K. International Publishing House Pvt Ltd., 2017
- Lillicrap Dennis, Cousins John & Smith Rober: Food & Beverage Service Sixth Edition, Hodder & Stoughton, 338 Euston Road, London, 2002.
- Dhawan Vijay: Food & Beverage Service, Frank & Sons, New Delhi- 2009. 3. Andrew Sudhir-38th reprint: Food & Beverage Service, Tata McGraw- Hill, New Delhi - 2009.



Mapping of COs with PSOs

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

Assessment Rubrics:

Evaluation Type	Marks
End Semester Evaluation	70
Continuous Evaluation	30
a) Field Visit Report	15
b) Practicum (Module IV)	15
Total	100

Correlation Levels:

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



SEMESTER 2	KU2MDCHMC102	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU2MDCHMC102				
Course Title	ENVIRONMENTAL STUDIES AND HUMAN RIGHTS				
Type of Course	MDC				
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	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)				



KU2MDCHMC102: 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*: 2nd 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:

Evaluation Type	Marks
End Semester Evaluation	50
Continuous Evaluation	25
a) Test Paper- 1	15
b) Assignment	10
Total	75

Correlation Levels:

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



KANNUR UNIVERSITY
THIRD SEMESTER
LIST OF COURSES WITH CODE

COURSE CODE	COURSE NAME
KU3DSCHMC201	FOOD PRODUCTION OPERATIONS - I
KU3DSCHMC202	FOOD AND BEVERAGE SERVICE OPERATIONS - I
KU3DSCHMC203	ACCOMMODATION OPERATIONS - I
KU3DSCHMC204	FOOD SCIENCE AND NUTRITION
KU3DSCHMC205	HOUSEKEEPING OPERATIONS
KU3MDC	
KU3VACHMC201	APPLICATION OF COMPUTERS



Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU3DSCHMC201				
Course Title	FOOD PRODUCTION OPERATIONS – I				
Type of Course	DSC				
Semester	3				
Academic Level	200.– 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	3	-	4	75
Pre-requisites	Food Production Lab for practical classes.				
Course Summary	This course provides an in-depth exploration of Indian cookery, covering its historical influences, the role of religious and foreign traditions, and the significance of spices and regional masalas. Students will learn about essential Indian gravies, thickening agents, tandoori marination techniques, and culinary terminology, alongside practical applications in dish preparation. It examines the characteristics of major regional and traditional cuisines, highlighting staple diets, special equipment, and popular dishes from various Indian states. Additionally, the course delves into Indian breakfast preparations, street food varieties, famous sweets, and the global expansion of Indian cuisine.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category#	Evaluation Tools Used
CO1	Explain the history, religious influences, and foreign impact on Indian cuisine.	Understand	Conceptual	Short Answer Questions, Quiz
CO2	Identify and describe the role of spices, condiments, and various regional masalas in Indian cookery.	Remember & Understand	Factual	MCQs, Descriptive Assignments
CO3	Differentiate between basic Indian gravies and masalas, including their composition and uses in recipes.	Analyse	Conceptual	Case Study, Comparative Analysis
CO4	Apply tandoori marination techniques and thickening agents in Indian cookery.	Apply	Procedural	Practical Demonstrations, Recipe Development
CO5	Evaluate the characteristics of major regional cuisines, their staple diets, and popular dishes.	Evaluate	Conceptual	Observations, Regional Cuisine Research
CO6	Assess the evolution and global influence of Indian street food and traditional sweets.	Evaluate & Create	Conceptual	Project-Based Learning, Food Presentation



KU3DSCHMC201: FOOD PRODUCTION OPERATIONS – I

Module 1: Foundations of Indian Cookery

1. Introduction to Indian Cookery – History, Influence of Religious Faith, and Foreign Invasion on Indian Cuisine.
2. Spices and Condiments Used in Indian Cookery.
3. Masalas – Meaning, Role, and Composition of Different Masalas (Garam Masala, Sambhar Masala, Rasam Masala, Chat Masala, Pulao Masala, Chai Masala, and Regional Masalas).
4. Basic Indian Gravies – Brown Onion Gravy, Makhani Gravy, White Gravy, Hariyali Gravy, and Their Uses in Recipes.
5. Difference Between Masalas and Gravies; Thickening Agents in Indian Cookery.
6. Tandoori Marination – Recipe, Uses, and Application in Indian Cuisine.

Module 2: Regional Indian Cuisines

7. Characteristics of Parsi, Awadhi, Jain, Mughlai, Bhojpuri Cuisines, and Sattvic Diet – Examples of Dishes.
8. Regional Indian Cuisine – Characteristics, Special Equipment, and Staple Diets of Maharashtra, Rajasthan, Gujarat, Punjab, and Kashmir – Popular Dishes from Each State.
9. Regional Indian Cuisine – Characteristics, Special Equipment, and Staple Diets of Uttar Pradesh, Madhya Pradesh, West Bengal, Andhra Pradesh, Goa, Karnataka, Tamil Nadu, and Kerala – Popular Dishes from Each State.

Module 3: Indian Street Food and Breakfast Specialties

10. Indian Breakfast Preparations – Traditional Dishes and Cooking Methods.
11. Street Foods of India – Meaning and Preparation Methods for Popular Street Foods (Wada Pav, Pav Bhaji, Samosa, Kachori, Bhel Puri, Pani Puri, Momos, Pakoras, Mirchi Bajji, Masala Wada).
12. Indian Sweets – Preparation Methods and Descriptions of Shrikhand, Peda, Rasagulla, Rabri, Rasmalai, Gulab Jamun, Kaju Kathli, Wheat Halwa, and Malpua.

Module 4: Evolution and Global Influence of Indian Cuisine

13. Indian Cuisine Around the World – Factors Contributing to Its Global Growth and Popularity.
14. Indian Culinary Terms – Understanding Commonly Used Terminology in Indian Cooking.

Module 5: Open-Ended Module / Teacher Specific Content

Reference books:

- *Rotis & Naans of India*, 5th edition, Purobi Babbar Laurier Books Ltd.
- *Mithai: Collection of Indian Traditional sweets*, Pramila Parmar, Ubs Publishers
- *Food Heritage of India*, Vimla Patil, Vakils Feffer & Simons Ltd
- 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.
- *Practical Cookery* _ Kinton and Cesarini _ Hodder and Stoughton
- *Modern cookery for teaching and Trade Volume 1* Thangam E Philip, Orient Longman
- *Theory of cookery*-Krishna Arora
- 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	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

Correlation Levels:

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

FOOD PRODUCTION OPERATIONS – I PRACTICAL

18 Practicals will be conducted to train the students in the preparation of Indian regional dishes.

Institute will compile 10 menus of 5 dishes each, including the varieties given from the S.No. 1 to 12 as per the guidelines given below. As far as possible, the menu should represent regional cuisine.

Guidelines for the Menu

1. Rice OR Indian Bread
2. Vegetables OR Paneer AND /OR Dal
3. Egg OR Fish OR Chicken OR Mutton
4. Chutney/Raitha
5. Indian Sweet

Other 8 Practical comprise of 2 practical on Street food, 1 practical on Tandoor demonstration, 2 practical on South Indian breakfast and one 3 practical on Regional Festival Menus.



Sl. No.	Dishes	Varieties	No. of Practical
1	Rice	6	10 Nos.
2	Indian Bread	4	
3	Dal Preparation	4	
4	Paneer Preparation	3	
5	Vegetable Preparation	5	
6	Egg Preparation	2	
7	Fish Preparation	2	
8	Chicken Preparation	4	
9	Mutton Preparation	2	
10	Chutney	3	
11	Raitha	5	
12	Indian Sweets	10	2 Nos.
13	Street Foods	6	
14	Demonstration on Tandoori Preparation Nan/Roti. Chicken Tikka, Seek Kebab, Vegetable and Paneer Tikka		1 Nos.
15	South Indian Breakfast Menus	6	2 Nos.
16	Regional Festival Menus		3 Nos.



Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU3DSCHMC202				
Course Title	FOOD AND BEVERAGE SERVICE OPERATIONS – I				
Type of Course	DSC				
Semester	3				
Academic Level	200.– 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	3	-	2	75
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course explores alcoholic beverages, their classification, and production processes, including fermentation, distillation, and various methods used in beer and cider preparation. It covers the fundamentals of wine, its classification, grape composition, production techniques for red, white, and sparkling wines, along with EU wine regulations and faults in wine. The study extends to fortified and aromatized wines, bitters, and vermouth, analyzing their production methods, styles, and service protocols. Additionally, the course examines major wine-producing regions, laws, and classifications across France, Italy, Germany, Spain, Portugal, the United States, and Australia.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category#	Evaluation Tools Used
CO1	Explain the meaning and classification of alcoholic beverages, including fermentation and distillation processes.	Understand	Factual	Quiz, Short Answer Questions
CO2	Identify and describe the ingredients, production methods, and service techniques for beer, cider, and perry.	Remember & Apply	Conceptual	MCQs, Practical Identification
CO3	Analyse the classification, grape composition, production methods, and faults in wine, including Champagne.	Analyse	Conceptual	Comparative Analysis, Research Assignment
CO4	Demonstrate knowledge of fortified and aromatized wines, including production methods, brand names, and service protocols.	Apply	Procedural	Case Study, Practical Demonstration
CO5	Evaluate major wine-producing regions worldwide, including classification systems and wine laws of France, Italy, Germany, Spain, Portugal, the US, and Australia.	Evaluate	Conceptual	Observations, Regional Research Presentation
CO6	Assess the global impact and commercial significance of wine regulations, labelling laws, and influencing factors on wine quality and trade.	Evaluate & Create	Procedural	Project-Based Learning, Industry Report



KU3DSCHMC202: FOOD AND BEVERAGE SERVICE OPERATIONS – I

Module 1: Fundamentals of Alcoholic Beverages

1. Meaning of alcoholic beverages.
2. Methods of preparing alcohol – Fermentation, Distillation.
3. Types of Distillation – Patent Still and Pot Still.
4. Classification of alcoholic beverages with examples.
5. Meaning of proof and scales used to measure alcohol strength.

Module 2: Beer and Cider Production & Service

6. Beer – Ingredients used and production process.
7. Terms used in beer manufacturing.
8. Types of beer and their characteristics.
9. Terms used in cask capacities.
10. Faults in beer and storage methods.
11. Beer brands and service techniques.
12. Cider and Perry – Meaning and examples.

Module 3: Wine Types, Production, and Service

13. Wine – Meaning, classification by colour, taste, and content.
14. The grape – Constituents, well-known red & white grape varieties.
15. Factors influencing the character of wine.
16. Faults in wine.
17. Naming of wines and EU wine regulations.
18. Production of red, white, and rosé wines.
19. Sparkling wines – Meaning, methods of production.
20. Champagne – Méthode Champenoise, grape varieties, types, sweetness levels, bottle sizes, brands.
21. Fortified wines – Production, types, and brands (Sherry, Port, Madeira, Marsala, Malaga).
22. Aromatized wines – Vermouth, styles, production methods, brand names.
23. Other aromatized wines – Dubonnet, St. Raphael, Lillet, Byrrh, Cap Corse.
24. Bitters – Meaning and types (Campari, Angostura, Amer Picon, Fernet Branca, Underberg, Cynar, Suze, Orange and Peach Bitters).
25. Service of red and white wine, Champagne.

Module 4: Global Wine Laws, Regions, and Classifications

26. Wines of France – Wine laws, classification, and producing regions.
27. Wines of Italy – Wine laws, classification, and producing regions.
28. Wines of Germany – Wine laws, classification, and producing regions.
29. Wines of Spain – Wine laws, classification, and producing regions.
30. Wines of Portugal – Wine classification and producing regions.
31. Wines of the US – Wine laws and producing regions.
32. Australian Wines – Wine laws and producing regions.

Module 5: Open-Ended Module / Teacher Specific Content



Reference books:

- *Food and Beverage Service*, R. Singaravelavan, Oxford University Press
- *The Students Guide to Food & Drink* – John Cousins & Andrew Durkan – Hodder & Stoughton.
- *The Beverage Book* – Andrew Durkan & John A. Cousins - Hodder & Stoughton.
- *Table & Bar* – Jeffery Clarke
- *The International Guide to Drinks* – United Kingdom Bartenders Guild.

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	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

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

FOOD AND BEVERAGE SERVICE OPERATIONS - I PRACTICAL

- Five course French menu compiling with wine pairing and cover set up.
- Wine order taking.
- Service of wine-Table, Sparkling, Fortified and Aromatized wines.
- Service of beer
- Identification of wine equipment (any 10).
- Wine tasting (4'S of wine tasting).
- Decanting of wines.
- Wine list.
- Wine and food harmony.



Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU3DSHMC203				
Course Title	ACCOMMODATION OPERATIONS – I				
Type of Course	DSC				
Semester	3				
Academic Level	200.– 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	3	-	2	75
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course covers key front office and housekeeping operations, including guest registration, check-in and check-out procedures, and room tariff structures. It explores settlement methods, crisis management for emergencies, and techniques for evaluating hotel performance. Students will learn about guest room management, adherence to operational rules, and efficient housekeeping practices such as cleaning procedures, bed-making, and supply handling. Additionally, the course examines lost and found protocols and the benefits and limitations of outsourced housekeeping services.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category#	Evaluation Tools Used
CO1	Define and explain guest registration, check-in procedures, and room tariff management.	Remember & Understand	Factual	Quiz, Short Answer Questions
CO2	Implement efficient check-out procedures, settlement methods, and solutions for common departure challenges.	Apply & Analyse	Conceptual	Case Study, Practical Tests
CO3	Assess emergency response strategies for handling security threats, accidents, and unusual guest behaviours, and develop improvement plans.	Evaluate & Create	Procedural	Scenario-Based Assessment, Strategic Proposal
CO4	Explain and manage hotel guest rooms, guest floor operations, and service standards in hospitality settings.	Understand & Apply	Factual	Observations, Documentation Analysis
CO5	Execute effective housekeeping practices, including room cleaning, bed-making, and guest supply management, while optimizing workflow efficiency.	Apply & Analyse	Procedural	Practical Demonstrations, Problem-Solving Exercises
CO6	Assess hotel operational performance using industry-standard metrics and propose strategies for service quality enhancement.	Evaluate & Create	Conceptual	Data Interpretation, Case Studies, Performance Reports



KU3DSCHMC203: ACCOMMODATION OPERATIONS - I

Module 1: Hotel Guest Rooms

1. Guest Room – Introduction.
2. Importance of Guest room to a Guest.
3. Guest room status.
4. Guest floor rules
5. Guest floor Reportables.

Module 2: Cleaning Guest Rooms.

6. Cleaning procedure of guest rooms- Vacant, occupied and check out rooms
7. Bed making procedure
8. Guest supplies- In guest rooms and in the bath room
9. Function of a control desk- Forms, Formats, Records and Registers.
10. Lost and found articles- procedure and disposal.
11. Contract and Outsourced Housekeeping services- Meaning, advantages and limitations.

Module 3: Registration and Room Tariff

12. Preregistration.
13. Registration – Form C, Passport, Visa, Registration Records, Registration Process.
13. Check-in Procedures – Check in Procedures in Manual or Semi-automated Hotels.
14. Room Tariff – Room rate designation, Room Tariff Card
15. Meal Plans.

Module 4: Check-out and Settlement.

16. Departure Procedure
17. Modes of Settlement of Bills – Foreign Exchange, Cash Settlement, Credit Settlement.
18. Potential Check-out Problems and Solutions – Late Check-out, Long queues at the cash counter, Improper posting of charges in the guest folio.
19. Handling Unusual Events and Emergency Situations- Terrorist Activities, Bomb Threat, Robbery and Theft, Drunken Guest, Accidents.
20. Evaluating Hotel Performance – Occupancy Ratio, Average Daily Rate, Average Room Rate Per Guest, Revenue Per Available Room, Evaluation of Hotel by Guests.

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	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

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

ACCOMMODATION OPERATIONS - I PRACTICAL

- Registration and Check-in Procedure.
- Meal Plans.
- Handling Unusual Events and Emergency Situations.
- Evaluating Hotel Performance.
- Guest Room Status.
- Forms, Formats, Records and Registers used at Control Desk.
- Bed making using duvet and public area cleaning.



Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU3DSCHMC204				
Course Title	FOOD SCIENCE AND NUTRITION				
Type of Course	DSC				
Semester	3				
Academic Level	200.– 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-		60
Pre-requisites	No prerequisites needed for the course				
Course Summary	This course provides a theoretical understanding of food science, covering the fundamental principles of carbohydrates, proteins, and lipids, along with their interactions during cooking. It examines key nutrition concepts, digestion, metabolism, and the role of vitamins and minerals in maintaining health. Students will learn about food processing techniques, emulsions, browning reactions, and the impact of dietary components on meal planning. The curriculum emphasizes scientific explanations and structured analysis, ensuring a comprehensive grasp of food composition, nutrition, and culinary science				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category#	Evaluation Tools Used
CO1	Explain the fundamental concepts of food science, including carbohydrates, proteins, and their culinary applications.	Understand	Factual	Quiz, Short Answer Questions
CO2	Identify and analyse the impact of cooking on fruits, vegetables, fats, oils, and browning reactions in food preparation.	Remember & Apply	Conceptual	MCQs, Practical Demonstration
CO3	Differentiate between various food processing techniques, including lipid properties, rancidity, and emulsions.	Analyse	Conceptual	Comparative Study, Case Analysis
CO4	Demonstrate knowledge of nutrition essentials, including macronutrients, digestion, metabolism, and dietary guidelines.	Apply	Procedural	Diet Planning Exercises, Case Study
CO5	Evaluate the effects of vitamins, minerals, and energy metabolism on human health and meal planning.	Evaluate	Conceptual	Research-Based Assignments, Observational Reports
CO6	Assess the importance of a balanced diet and create meal plans based on nutritional requirements.	Evaluate & Create	Procedural	Project-Based Learning, Meal Planning Reports



KU3DSCHMC204: FOOD SCIENCE AND NUTRITION

Module 1: Fundamentals of Food Science

1. Introduction to and Importance of Food Science.
2. Carbohydrates – Moist and Dry Heat Action, Uses in Food Production.
3. Proteins – Classification, Effect of Heat on Milk, Egg, and Pulses.
4. Meat – Rigor Mortis, Cooking Changes, Tenderness.
5. Texturized Vegetable Protein (TVP) – Meaning and Advantages.
6. Fruits & Vegetables – Effect of Cooking, Colouring Pigments (Chlorophylls, Carotenoids, Flavonoids).

Module 2: Lipids, Food Processing, and Chemical Reactions

7. Lipids – Sources (Animal, Marine, and Vegetable), Saturated & Unsaturated Fats.
8. Properties of Fats & Oils – Rancidity, Reversion, Polymerization, Hydrogenation.
9. Browning Reactions – Enzymatic and Non-Enzymatic (Maillard Reaction).
10. Emulsions – Meaning and Common Food Emulsions.
11. Flavours – Classification and Flavour Enhancers.

Module 3: Nutrition and Dietary Essentials

12. Introduction to and Importance of Nutrition.
13. Definition of Malnutrition, Undernutrition, Overnutrition, Diet, and Kilocalorie.
14. Classification of Nutrients – Macronutrients & Micronutrients.
15. Digestion, Absorption, and Metabolism of Carbohydrates, Proteins, and Lipids.
16. Role of Dietary Fiber, Recommended Daily Allowances.
17. Water – Function, Daily Requirement, Deficiency.

Module 4: Vitamins, Minerals, and Energy Metabolism

18. Vitamins – Fat-Soluble and Water-Soluble, Function, Deficiency, Sources.
19. Effect of Cooking on Vitamins.
20. Minerals-Classification, Function, Sources, Deficiency (Calcium, Iron, Magnesium, etc.).
21. Energy Metabolism – Kilocalorie Meaning, Energy Values of Carbs, Proteins, and Fats.
22. Basal Metabolic Rate (BMR) – Factors Affecting It, Energy Needs.
23. Balanced Diet – Meaning, Importance, Meal Planning Steps.

Module 5: Open-Ended Module / Teacher Specific Content

Reference books:

B. Srilakshmi., *Food Science*. 2nd edition, New Age International Publishers.
Jovancy Mathew., 2013, *Food Science and Nutrition*, 7^{ed}, V Publishers, Kottayam
Sunetra Roday., 2014 *Food Science and Nutrition*, 2nd edition, Oxford University Press.



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)	Case study	15
c)	Seminar	5
Total		100

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



SEMESTER 3	KU3DSCHMC205	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Programme	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU3DSCHMC205				
Course Title	HOUSEKEEPING OPERATIONS				
Type of Course	DSC				
Semester	3				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Course Summary	This course covers housekeeping operations, cleaning techniques, inventory management, guest satisfaction, sustainability, technology, and practical training. Students learn about the role of housekeeping in the hospitality and tourism industry and gain hands-on experience in housekeeping tasks and procedures.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category#	Evaluation Tools Used
CO1	Develop an understanding of the Role of Housekeeping Management in tourism industry.	U	C	Instructor-created exams / Quiz
CO2	Understand Housekeeping department organization and structure.	U	P	Practical Assignment / Observation of Practical Skills
CO3	Practice the in-housekeeping department and day today life.	Ap	P	Seminar Presentation / Group Tutorial Work
CO4	Demonstrate the ability to efficiently manage inventory related to effective housekeeping management.	Ap	P	Instructor-created exams / Home Assignments
CO5	Understand Housekeeping department organization and structure.	U	P	Practical Assignment / Observation of Practical Skills
* - Remember (R), Understand (U), Apply (Ap), Analyze (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				



KU3DSCHMC205: HOUSEKEEPING OPERATIONS

Module 1: Fundamentals of Housekeeping Operations

1. Role and importance of housekeeping in hospitality and tourism industry: Overview
2. Attributes of Housekeeping personnel, Key duties and responsibilities of Housekeeping staff- Staff allocation & Duty Roaster in Housekeeping Departments.
3. Layout of room and standard supplies- Amenities & Facilities for Standard & VIP Guest Rooms- Guest room features for differently abled.
4. Bed making, second service and turn down service - Lost and Found Procedure, Lost and Found Register.
5. Records of Housekeeping Department: Room occupancy report, Guest room inspection form, check list Floor register, Work order, Logbook, Room boys' report/ Maids report, Guest special requisite register- Baby sitting and its records.

Module 2: Cleaning Techniques

6. Cleaning Agents: Basic cleaning agent, Classification, their uses, care, storage.
7. Cleaning methods for different areas of a hotel - Identification of cleaning equipment - Cleaning of rooms, bathroom, public area – Lobby, Lounge, Corridors, Pool Area, Elevators, Health club, F&B outlet, Office area.
8. Replenishment of supplies & Linen, Inspection, Deep Cleaning.
9. Room inspection- Check List -Public Area cleaning, Room Status Reporting and Setting the priority for cleaning different areas of a hotel.
10. Planning the linen and uniform room, storage of linen, linen exchange procedure, functions of uniform and uniform room, linen control.
11. Laundry process and stages in Wash cycle -Dry cleaning procedure and handling of guest laundry -Different types of stains, stain removal agents -Safety precaution while handling chemicals.

Module 3: Housekeeping Management

12. Floor Operations: Key Handling Procedure – types of keys
13. Inventory control and stock management in housekeeping
14. Interior Decoration, Colour Scheme, Lighting, Furniture Arrangements, Floor and Wall Covering
15. Paging systems and methods, Handling of Guest Requests, General operations of control desk.

Module 4: Guest Satisfaction

16. Common Indoor plants, Tools and equipment's needed, Styles of flower arrangements.
17. Environmentally Friendly Housekeeping Practices
18. Importance of sustainable practices in housekeeping operations, Energy and water conservation in housekeeping activities, Waste management and recycling initiatives in housekeeping.

Module 5: Open-Ended Module / Teacher Specific Content (12hrs)

Note: Compulsory Learning Activities:

1. Role Plays on Housekeeping, Desk Management- Telephone Etiquettes, Handling Guest demands and Unruly Guests (Situation Handling).
2. Visit to a hotel or accommodation unit (Primary or supplementary) to understand Housekeeping Operations including cleaning techniques and inventory management,
3. Hands-on training in housekeeping tasks and procedures



References:

- *Hotel Hostel and Hospital Housekeeping* – Joan C Branson & Margaret Lennox (ELBS).
- *Managing Housekeeping Operations* – Margaret Kappa & Aleta Nitschke
- *Hotel House Keeping* – Sudhir Andrews Publisher: Tata McGraw Hill.
- *The Professional Housekeeper* – Tucker Schneider, Publisher: VNR.
- *Professional Management of Housekeeping Operations*- Martin Jones, Publisher: Wiley & sons
- *"Housekeeping Management"* by Matt A. Casado (Pearson, 2015)
- *"Hotel Management and Operations"* by Michael J. O'Fallon and Denney G. Rutherford (Wiley, 2018)

Mapping of COs with PSOs

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

Assessment Rubrics:

Evaluation Type		Marks
End Semester Evaluation		70
Continuous Evaluation		30
a)	Practicum	15
b)	Field visit	15
Total		100

Correlation Levels:

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



SEMESTER 3	KU3VACHMC201	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU3VACHMC201				
Course Title	APPLICATION OF COMPUTERS				
Type of Course	VAC				
Semester	3				
Academic Level	200.– 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	2	-	2	60
Pre-requisites	A computer lab for practical classes.				
Course Summary	This course provides a comprehensive introduction to computers by exploring their fundamental components, evolution, and the impact of emerging technologies such as AI, Cloud Computing, and IoT. It covers the essential functions of operating systems, file management, and networking basics including LAN, WAN, and Wi-Fi, with a strong emphasis on cybersecurity best practices. Students will gain practical knowledge of digital communication through topics such as web browsing, email, cloud collaboration, and an overview of cyber laws and ethical computing. Finally, the course delves into modern e-commerce and digital trends, discussing online transactions, secure digital payment systems like UPI and e-wallets, AI applications in commerce, and strategies to prevent cyber fraud.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category#	Evaluation Tools Used
CO1	Explain the fundamentals of computers—including definition, evolution, applications, and emerging technologies (AI, Cloud, IoT).	Understand	Factual & Conceptual	Quizzes, Short-answer questions, Class discussions
CO2	Describe and identify basic computer components (CPU, I/O devices), types of computers, and storage devices (RAM, ROM, SSD, USB, Cloud).	Remember & Understand	Factual	Multiple-choice tests, Diagram labelling exercises
CO3	Analyse the role and functions of operating systems, file management, and basic networking (LAN, WAN, Wi-Fi).	Analyse	Conceptual	Case studies, Lab demonstrations, Short written analyses
CO4	Evaluate cybersecurity practices including antivirus usage, safe browsing, password management, and awareness of phishing.	Evaluate	Conceptual	Scenario-based questions, Reflective essays, Practical demonstrations on security settings
CO5	Compare and analyse digital payment systems (UPI, Net Banking, E-Wallets) and assess e-commerce security measures.	Analyse & Evaluate	Conceptual	Research presentations, Written assignments, Comparative analysis reports
CO6	Create digital artifacts using email and cloud collaboration tools while applying ethical computing and cyber law principles.	Create	Procedural	Project-based assignments, Practical demonstrations, Simulation exercises



KU3VACHMC201: APPLICATION OF COMPUTERS

Module 1: Computer Fundamentals & Hardware

1. Introduction to Computers: Definition, Evolution, Applications and Importance.
2. Basic Computer Components: CPU, Input & Output Devices.
3. Types of Computers: Personal Computers, Workstations, Servers
4. Storage Devices: Primary (RAM, ROM) & Secondary (SSD, USB, Cloud Storage).
5. Emerging Technologies Overview: AI, Cloud Computing, IoT.

Module 2: Operating Systems & Networking Basics

6. Operating Systems: Role, Basic Functions (Windows, macOS, Linux).
7. File Management: Organizing, Creating, Moving, Deleting Files.
8. Introduction to Networks: LAN, WAN, Wi-Fi Basics.
9. Cybersecurity Basics: Antivirus, Safe Browsing, Password Management, Phishing Awareness.

Module 3: Internet & Digital Communication

10. Internet Basics: Web Browsing, Search Engines, Online Services.
11. Email Communication: Setup, Sending, Attachments, Best Practices.
12. Cloud Computing & Online Collaboration: Google Drive, Shared Documents.
13. Cyber Laws & Ethical Computing: Data Protection, Responsible Digital Behaviour.

Module 4: E-Commerce & Digital Trends

14. E-Commerce Basics: Online Transactions, Security Measures.
15. Digital Payments: UPI, Net Banking, E-Wallets (Google Pay, PayPal).
16. AI Applications: Chatbots, Smart Assistants.
17. Cybersecurity in E-Commerce: Fraud Prevention, Secure Digital Transactions.

Module 5: Open-Ended Module / Teacher Specific Content

Reference books:

E. Balaguruswamy, *Fundamentals of computers*, Tata McGraw Hill

ParthoPratim Seal, *Computers in Hotels – concepts and applications*, Oxford University Press

V. Rajaraman, *Fundamentals of computers*, PHI Learning Private Limited

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	50
Continuous Evaluation	25
Theory	15
a) Test Paper*	5
b) Assignment	5
c) Viva-Voce	5
Practical	10
a) Test	8
b) Record	2
Total	75

Correlation Levels:

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

APPLICATION OF COMPUTERS PRACTICAL**Basic Windows Operations.**

Creating folders and shortcuts, notepad, calculator, taskbar, copying and moving files and folders, renaming files and folders, deleting files and folders, windows explorer, quick menus, control panel.

Microsoft Word.

Creating document, entering text, saving the document, editing a document already saved to disk, find and replace operations, password protection and printing the document.

Formatting a Document.

Justifying paragraphs, changing paragraph indents, setting tabs and margins, formatting pages and documents, using bullets and numbering, headers and footers and page orientation.

Cut Copy and Paste Operation.

Marking blocks, copying and pasting a block, cutting and pasting a block, deleting a block, formatting a block, using find and replace in a block.

Using Microsoft Word Tools.

Spelling and grammar, mail merge, printing envelopes and labels.

Tables.

Create, delete, format, graphics, inserting clip arts, symbols, word art and inserting picture from file.

Print Options.

Previewing the document, printing a whole document, printing a specific page, printing a selected set, printing several documents and printing more than one copy.



Microsoft Excel.

Starting Excel, parts of the excel screen, parts of the worksheet, navigation in a worksheet, getting to know mouse pointer shapes.

Creating a Spreadsheet.

Starting a new worksheet, entering three different types of data in a worksheet, creating simple formulas, formatting data for decimal points, editing data in a worksheet, using auto fill, blocking data, saving a worksheet and exiting Excel.

Making the Worksheet Look Pretty.

Selecting cells to format, trimming tables with auto-format, formatting cells for currency, comma, percent, decimal and date, changing column width and row height, aligning text from top to bottom, text wrap, re-ordering orientation, using borders.

Cut Copy and Paste Operations.

Moving and copying with drag and drop, copying formulas, moving and copying with cut, copy and paste.

Deleting and Inserting.

Deleting cell entries, deleting columns and rows from worksheet, inserting rows and columns to worksheet.

Printing the Worksheet.

Previewing pages before printing, printing from the standard tool bar, printing a part of the worksheet, changing the orientation, printing the whole worksheet in a single page, adding a header and footer to a report, inserting page breaks in a report, printing formulas in the worksheet.

Additional Features of a Worksheet.

Splitting the worksheet window into four panes, freezing columns and rows on screen for worksheet title, attaching comments to cells, finding and replacing data in worksheet, protecting a worksheet and function commands.

Maintaining Multiple Worksheets.

Adding more sheets to a workbook, deleting sheets from a workbook, naming sheet tabs, copying or moving sheets from one workbook to another.

Creating Graphs or Charts.

Changing the chart with the chart toolbar, formatting the chart's axis, adding a text box to a chart, changing the orientation of a 3D chart, using drawing tools to add graphics to chart and worksheet, printing a chart with printing the rest of the worksheet data.

Excel's Database Facilities.

Setting up a database and sorting records in the database.

Microsoft PowerPoint.

Making a simple presentation, PowerPoints four views, creating, rearranging and modifying slides, inserting pictures or objects, setting up a slideshow, creating an organisational chart.

Internet.

Surfing and e-mail.



KANNUR UNIVERSITY
FOURTH SEMESTER
LIST OF COURSES WITH CODE

COURSE CODE	COURSE NAME
KU4INTHMC201	INDUSTRIAL TRAINING PRACTICAL INTERNSHIP
KU4VACHMC202	HOSPITALITY ETIQUETTE AND ENGAGEMENT (PRACTICAL)
KU4VACHMC203	RESTAURANT SERVICE SKILLS (PRACTICAL)
KU4SECHMC201	PROFESSIONAL CULINARY PRACTICE (PRACTICAL)



SEMESTER 4	KU4INTHMC201	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE	
Course Code	KU4INTHMC201	
Course Title	INDUSTRIAL TRAINING PRACTICAL INTERNSHIP	
Type of Course	DSC	
Semester	4	
Academic Level	200 – 299	
Course Details	Credit	Industrial Training Practical Internship
	12	17Weeks x 6Days = 102Days
Pre-requisites	Student have to undergo training in a hotel with minimum of 3 Star rating.	
Course Summary	Industrial Training is an internship that provides students with 17 weeks of structured exposure in not less than three-star hotels. Through rotations in Food Production, Food & Beverage Service, Accommodation Operations, and Front Office, students gain hands-on experience, observe industry trends, and develop professional skills. The program enhances confidence, communication, and personality development, ensuring graduates are industry-ready before their final semester.	

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Tools Used
CO1	Demonstrate understanding of the real work environment in core areas (Food Production, F&B Service, Accommodation, Front Office).	Understand	Factual & Conceptual	Log book entries, Supervisor feedback, Class discussions
CO2	Apply operational skills and procedures in food production, service, housekeeping, and front office functions.	Apply	Procedural	Practical demonstrations, Daily tasks, Training report
CO3	Analyse the use of modern technology and latest industry trends	Analyse	Conceptual	Case studies, Reflective report, Seminar presentation
CO4	Evaluate guest handling practices and service quality to enhance customer satisfaction.	Evaluate	Conceptual	Scenario-based questions, Supervisor evaluation, Viva voce
CO5	Develop confidence, communication skills, and professional grooming through workplace interactions.	Apply & Evaluate	Conceptual & Procedural	Internal assessment (attendance, punctuality, grooming, attitude), Peer feedback
CO6	Create a structured training report and professional presentation highlighting skills acquired and learning outcomes.	Create	Procedural	Training report, PowerPoint presentation, External examination



KU4INTHMC201: INDUSTRIAL TRAINING PRACTICAL INTERNSHIP

Industrial training practical internship for a duration of 17 weeks in a not less than 3-star Hotels is introduced in the fourth semester as a part of the curriculum requirement.

The primary objective of this training is to provide an opportunity to the students to understand the actual work environment in the four core departments of the Hotel. Students will be able to observe the latest technology applied and the latest trends followed in the Hotels. The students will be able to interact with the guests and understand their needs. At the end of the training, the students' communication skills, confidence level and overall personality will improve.

Training arrangement will be made by the Training Coordinator of the Institute. Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo Internship training elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

The students should undergo training from the date announced by the Institute. No student is allowed to deviate from the training schedule unless approved by the Principal of the Institute for a valid reason.

The duration of training will be 17 weeks. This would be divided into four/five weeks training in each of the four key areas of the Hotel- Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.

Industrial Training will require an input of 102 working days i.e. (17 weeks x 06 days = 102 days). Minimum 75 % of attendance is required to appear for the end term examination. The Vice-Chancellor of the University can condone the shortage of attendance on Medical grounds, if eligible, as per the University regulations.

Any student having less than the required percentage of attendance i.e 75% will have to compensate the attendance shortage during the summer vacation of the second year and to appear for the examination in the next academic year at the end of fourth semester. Only one chance will be given to compensate the attendance shortage. It is mandatory that every student complete the Industrial Training before he appears for 6th Semester examination.

All the students should contact frequently the Training coordinator of the Institute.



Responsibilities of the Trainee:

1. Should be punctual.
2. Should maintain the training logbook up-to-date and get it signed by the immediate supervisor.
3. Should be attentive and careful while doing work.
4. Should be keen to learn and maintain high standards and quality of work.
5. Should interact positively with hotel staff.
6. Should be honest and loyal to the hotel and their training.
7. Should get their appraisals signed regularly from the HODs or training manager.
8. Should gain maximum practical knowledge and skills.
9. Should attend the training review sessions regularly.
10. Should be prepared for the arduous working condition and face them positively.
11. Should adhere to the prescribed training schedule.
12. Should take initiatives during training.
13. Should submit reports, appraisals, logbook and training completion certificate to the Institute.

Internship Training Practical Report Writing.

The length of the Internship Training Practical report may be 50 - 60 pages (excluding appendix, bibliography and annexure) 10% variation on either side is permitted. Times New Roman font to be used throughout the report writing.

- Main headings – 16 Bold, Capital letters, Centralized.
- Subheadings – 14 Bold, Title case, Left aligned.
- Minor headings - 12 Italics, Bold, Title case, Left aligned.
- Body of the report - 12 Normal, Line Spacing 1.5, Justified.

Numbers to be given to every heading of each chapter as shown-(for Chapter- 4; subheadings- 4.1 and minor heading- 4.1.1 etc)

Number figures and tables separately. Numbers for each table should be in an order as shown - (4.1; 4.2; 4.3..... figure 4.1; 4.2; 4.3..... Photographs also in the same way).

Page numbers must be correct and continuous starting from chapter - 1 to Chapter - 11. Roman way of numbering should be used for preface and appendix. APA style format to be used in writing bibliography. Avoid typographical, spelling and grammatical mistakes.

Chapters of the Internship Training Practical Report:

- Title page
- Declaration
- Acknowledgement
- Copy of the Training Certificate
- Certificate from the Institution
- Table of Contents
- Chapter 1- Introduction of Hotel Industry (2-3 pages)
- Chapter 2- Objectives, methodology and limitations (2 pages)
- Chapter 3- Profile of the place (2-3 pages)



- Chapter 4- History of the company and its brands (2 pages)
- Chapter 5- Profile of the hotel -Vision and Mission, Uniqueness of the hotel, Clientele strategy (3-5 pages)
- Chapter 6- Organizational hierarchy of core departments (4 pages)
- Chapter 7- Functions of the departments, Duties Performed in each department, skills acquired in each department. (6 – 8)
- Chapter 8- SWOT analysis (2 pages)
- Chapter 9- Operational problems observed and solutions in each department. (major problems only) (1 page each)
- Chapter 10- Observations on technology / latest trend (1 Page)
- Chapter 11- Conclusion (1 page)
- Bibliography-(1 page)
- List of Annexures-(2-5 pages)

Out total 300 marks, 120 marks will be for internal (Continuous Evaluation) and 180 marks for external (End Semester Exam). The internal marks will be awarded at the end of the training by the Training Manager or Personnel Manager or any competent authority of the Hotel who is closely monitoring the trainees based on the parameters given below

Continuous Evaluation (120 Marks)

- Attendance – 20 Marks
- Punctuality – 20 Marks
- Grooming – 20 Marks
- Attitude – 20 Marks
- Performance – 20 Marks
- Supervisor's feedback – 20 Marks

End Semester Evaluation (180 Marks)

- Log Book – 60 Marks
- Training Report – 60 Marks
- Seminar/Presentation (PPT & Viva, All four key departments) – 60 Marks

Panel of Examiners: A Panel of two internal examiners from college.

The Internal Mark statement (format enclosed) will be signed by the authority awarded the marks with name and the seal of the Hotel



End Semester Evaluation

Out of 180 marks for end semester evaluation, 60 marks is assigned for log book, 60 marks for training report and 60 marks for PowerPoint Presentation and Viva. Panel of examiners will consist of two Internal examiner from college. The presentation would be on all the 4 key area of the hotel industry. The student should do PowerPoint Presentation.

During the End Semester Examination, every student must produce the following compulsorily.

1. Training certificate -original along with attested photo copy
2. Log Book
3. Training report- 2 Colour Copies

After the examination, Original training certificate, one copy of the training report and the log book will be returned to the students.

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	180
Continuous Evaluation	120
a) Attendance	20
b) Punctuality	20
c) Grooming	20
d) Attitude	20
e) Performance	20
b) Supervisors Feedback	20
Total	300

Correlation Levels:

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



SEMESTER 4	KU4VACHMC202	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU4VACHMC202				
Course Title	HOSPITALITY ETIQUETTE AND ENGAGEMENT (PRACTICAL)				
Type of Course	VAC				
Semester	4				
Academic Level	200 – 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3P	-	-	3	60
Pre-requisites	A Front Office Laboratory				
Course Summary	This course trains students in the essential guest service skills required in hospitality. Practice professional grooming, etiquette, and cheerful guest interaction. Gain hands-on experience in record keeping, telephone communication, complaint handling, and welcoming procedures. The program is fully practical, ensuring students can confidently deliver service excellence in real-world hotel settings.				
End Semester Practical Evaluation	Internal Practical Examination.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Tools Used
CO1	Demonstrate professional grooming standards and personal etiquette in guest interactions.	Understand & Apply	Factual & Procedural	Grooming checklist, Peer feedback, Instructor observation
CO2	Prepare and maintain essential front office records such as registration cards, arrival/departure lists, and guest reports.	Apply	Procedural	Practical record preparation, Log book entries, Daily task sheets
CO3	Perform telephone communication following hospitality standards and handle guest complaints effectively.	Apply & Analyse	Conceptual & Procedural	Role-play demo calls, Complaint handling scenarios, Supervisor feedback
CO4	Execute the guest welcoming and check-in process including registration, luggage tagging, and escorting.	Apply	Procedural	Simulation exercises, Practical demonstrations, Peer evaluation
CO5	Evaluate guest handling practices to ensure service quality and enhance customer satisfaction.	Evaluate	Conceptual	Scenario-based questions, Viva voce, Reflective discussion
CO6	Create a structured training report and professional presentation showcasing skills acquired during the course.	Create	Procedural	Training report, PowerPoint presentation, External assessment



KU4VACHMC202: HOSPITALITY ETIQUETTE AND ENGAGEMENT (PRACTICAL)

Module 1: Grooming & Personal Etiquette

Objective: To instill professional appearance and behaviour standards essential in hospitality.

Practical Activities:

- Grooming workshop: Students practice uniform standards, hair, nails, and accessories.
- Role-play: Maintaining cheerful attitude and smile during guest interactions.
- Mirror exercise: Students observe and correct posture, facial expressions, and body language.
- Peer feedback sessions: Students evaluate each other's etiquette and presentation.

Module 2: Record Keeping in Guest Relations

Objective: To familiarize students with essential documentation and reporting in the hospitality industry.

Practical Activities:

- Hands-on practice: Filling out registration cards, arrival lists, departure lists, and in-house guest reports.
- Simulation: Students act as FO clerks preparing daily reports for management.
- Group activity: Create a mock "Guest History File" for repeat guests.
- Assessment: Each student prepares one complete record (e.g., a sample registration card).

Module 3: Telephone Etiquette & Complaint Handling

Objective: To train students in professional communication and guest issue resolution.

Practical Activities:

- Demo calls: Students role-play answering calls using standard greetings and phrases.
- Speed drills: Practicing transferring calls, taking messages, and handling multiple lines.
- Complaint handling role-play: Students act as staff resolving issues with a "fussy guest."
- Feedback loop: Instructor and peers evaluate tone, patience, and problem-solving skills.

Module 4: Guest Welcoming & Check-in Process

Objective: To master the art of welcoming guests and managing their arrival smoothly.

Practical Activities:

- Simulation: Students greet guests at the entrance with proper hospitality gestures.
- Check-in demonstration: Filling registration cards, explaining hotel facilities, and issuing room keys.
- Luggage handling: Tagging and escorting guest luggage to rooms.
- Scenario practice: Handling VIP arrivals, group check-ins, and late-night arrivals.

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:

Evaluation Type	Marks
End Semester Evaluation Practical	45
a) Practical Test (Internal Exam)	45
Continuous Evaluation	30
a) Assignment	10
b) Viva-Voce	10
c) Record	10
Total	75

Correlation Levels:

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



SEMESTER 4	KU4VACHMC203	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU4VACHMC203				
Course Title	RESTAURANT SERVICE SKILLS (PRACTICAL)				
Type of Course	VAC				
Semester	4				
Academic Level	200 – 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3P	-	-	3	60
Pre-requisites	A F & B Service Laboratory				
Course Summary	This course equips learners with essential dining service skills in hospitality. Students practice professional grooming and hygiene, proper care of service equipment, and creative menu planning with wine pairings. They gain hands-on experience in cover laying and service demonstrations to replicate real restaurant scenarios. The program is fully practical, ensuring confidence, precision, and excellence in guest dining experiences.				
End Semester Practical Evaluation	Internal Practical Examination.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Tools Used
CO1	Demonstrate professional grooming standards and hygiene practices essential in food & beverage service.	Understand & Apply	Factual & Conceptual	Grooming checklist, Peer feedback, Instructor observation
CO2	Apply correct procedures for storage, care, and maintenance of service equipment such as crockery, silverware, and glassware.	Apply	Procedural	Practical demonstrations, Daily care logs, Supervisor feedback
CO3	Design and present a 3-course menu with appropriate wine pairings, reflecting creativity and guest appeal.	Apply & Analyse	Conceptual	Menu card preparation, Peer review, Instructor evaluation
CO4	Execute cover laying and conduct a service demonstration based on the prepared menu.	Apply	Procedural	Simulation exercises, Service demo, Peer evaluation
CO5	Evaluate service practices to ensure quality dining experiences and guest satisfaction.	Evaluate	Conceptual	Scenario-based questions, Reflective discussion, Viva voce
CO6	Develop confidence, communication skills, and teamwork through practical service interactions.	Apply & Evaluate	Conceptual & Procedural	Internal assessment (attendance, punctuality, grooming, attitude), Peer feedback



KU4VACHMC203: RESTAURANT SERVICE SKILLS (PRACTICAL)

Module 1: Grooming Standards & Hygiene in Hospitality

Objective: To learn professional grooming and hygiene practices essential in F&B service.

Practical Activities:

- Grooming workshop: Uniform inspection, hair and nail checks, hygiene drills.
- Peer evaluation: Students assess each other's grooming standards.
- Role-play: Maintaining professional posture and cheerful demeanor during service.
- Hygiene demonstration: Proper handwashing, sanitization, and handling of food service items.

Module 2: Storage & Care of F&B Service Equipment

Objective: To train students in the proper handling, polishing, and storage of service equipment.

Practical Activities:

- Silver polishing exercise: Students polish cutlery and evaluate shine/finish.
- Glassware wiping: Practice streak-free cleaning and safe storage.
- Crockery handling: Correct stacking, storage, and safekeeping methods.
- Equipment care checklist: Students prepare a daily care log for service equipment.

Module 3: Menu Planning & Presentation

Objective: To develop skills in menu design and wine pairing.

Practical Activities:

- Menu creation: Students design a 3-course menu with wine pairings.
- Presentation: Each student presents their menu card to the class.
- Peer review: Students critique each other's menu design and pairing choices.
- Instructor feedback: Focus on creativity, accuracy, and guest appeal.

Module 4: Cover Laying & Service Demonstration

Objective: To master the art of table setting and service execution.

Practical Activities:

- Cover laying: Students set a cover for their designed menu.
- Service demo: Conduct a mock service for classmates acting as guests.
- Scenario practice: Handling VIP dining, group service, and formal banquets.
- Evaluation: Instructor and peers assess accuracy, etiquette, and flow of service.

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:

Evaluation Type	Marks
End Semester Evaluation Practical	45
a) Practical Test (Internal Exam)	45
Continuous Evaluation	30
a) Assignment	10
b) Viva-Voce	10
c) Record	10
Total	75

Correlation Levels:

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



SEMESTER 4	KU4SECHMC201	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE			
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU4SECHMC201				
Course Title	PROFESSIONAL CULINARY PRACTICE (PRACTICAL)				
Type of Course	SEC				
Semester	4				
Academic Level	200 – 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3P	-	-	3	60
Pre-requisites	A Food Production Laboratory				
Course Summary	This course trains learners in essential culinary practices with a focus on hygiene, safety, and professional kitchen discipline. Students gain hands-on experience in the care and usage of kitchen equipment, menu planning, and cost analysis. They practice preparing and plating a complete three-course menu with emphasis on presentation and creativity. The program is fully practical, ensuring confidence, efficiency, and excellence in kitchen operations.				
End Semester Practical Evaluation	Internal Practical Examination.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Tools Used
CO1	Demonstrate professional hygiene and safety practices in the kitchen, including correct attire and safe food handling.	Understand & Apply	Factual & Conceptual	Hygiene checklist, Peer feedback, Instructor observation
CO2	Apply correct procedures for the care, cleaning, and usage of kitchen equipment such as cutting boards, mincer, blender, oven, salamander, and burners.	Apply	Procedural	Practical demonstrations, Equipment care logs, Supervisor feedback
CO3	Plan a 3-course menu, prepare an indent sheet, and calculate menu costing including per-portion costs.	Apply & Analyse	Conceptual & Procedural	Menu planning exercise, Costing sheet preparation, Peer review
CO4	Prepare and plate a 3-course menu with professional presentation techniques, explaining the significance of the menu.	Apply & Create	Procedural	Cooking demonstration, Plating evaluation, Presentation viva
CO5	Evaluate kitchen practices to ensure food safety, efficiency, and guest satisfaction.	Evaluate	Conceptual	Scenario-based questions, Reflective discussion, Viva voce
CO6	Develop confidence, teamwork, and communication skills through collaborative kitchen operations.	Apply & Evaluate	Conceptual & Procedural	Internal assessment (attendance, punctuality, hygiene, teamwork), Peer feedback



KU4SECHMC201: PROFESSIONAL CULINARY PRACTICE (PRACTICAL)

Module 1: Hygiene & Safety in Kitchen

Objective: To learn professional hygiene and safety practices essential in culinary operations.

Practical Activities:

- Demonstration: Proper wearing of chef coat, apron, and cap.
- Handwashing drills: Correct techniques for food safety.
- Gloves usage: Practice in handling raw and cooked food.
- Safety simulation: Identifying hazards and practicing safe kitchen behavior.

Module 2: Care & Usage of Kitchen Equipment

Objective: To train students in the correct handling, cleaning, and maintenance of kitchen tools and equipment.

Practical Activities:

- Cutting board classification: Color-coded usage for different food types.
- Cleaning & sanitization drills: Daily care routines for equipment.
- Hands-on practice: Using meat mincer, blender, oven, salamander, and high-pressure burner.
- Equipment log: Students maintain a checklist for usage and cleaning.

Module 3: Menu Planning & Costing

Objective: To develop skills in menu design, indent preparation, and cost analysis.

Practical Activities:

- Menu creation: Students plan a 3-course menu.
- Indent sheet preparation: Listing ingredients and quantities.
- Costing exercise: Calculating per-portion costs and overall menu pricing.
- Peer review: Students present and justify their menu choices.

Module 4: Preparation & Plating Techniques

Objective: To master cooking, plating, and presentation skills.

Practical Activities:

- Cooking practice: Students prepare their planned 3-course menu.
- Plating demonstration: Focus on aesthetics, portioning, and balance.
- Presentation: Students explain the significance of their menu.
- Evaluation: Instructor and peers assess taste, presentation, and creativity.

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:

Evaluation Type	Marks
End Semester Evaluation Practical	45
a) Practical Test (Internal Exam)	45
Continuous Evaluation	30
a) Assignment	10
b) Viva-Voce	10
c) Record	10
Total	75

Correlation Levels:

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



KANNUR UNIVERSITY
FIFTH SEMESTER
LIST OF COURSES WITH CODE

COURSE CODE	COURSE NAME
KU5DSCHMC301	BAKERY AND CONFECTIONERY
KU5DSCHMC302	FOOD AND BEVERAGE SERVICE OPERATIONS - II
KU5DSCHMC303	ACCOMMODATION OPERATIONS - II
KU5DSEHMC301	HUMAN RESOURCES MANAGEMENT
KU5DSEHMC302	FOOD SAFETY
KU5SECHMC301	HOTEL ACCOUNTING
KU5INTERN301	INTERNSHIP



SEMESTER 5	KU5DSCHMC301	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU5DSCHMC301				
Course Title	BAKERY AND CONFECTIONERY				
Type of Course	DSC				
Semester	5				
Academic Level	300 – 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	3	-	4	75
Pre-requisites	Bakery Laboratory for practical classes.				
Course Summary	This course introduces students to the fundamentals of bakery and confectionery, covering raw materials, equipment, and essential techniques. Learners gain practical skills in bread, pastries, cakes, biscuits, and sponges, along with methods of icing and decoration. By the end of the course, students will be able to prepare a variety of bakery products, identify faults, and apply corrective measures, ensuring professional competence in bakery operations.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Tools Used
CO1	Explain the role of the bakery & confectionery department, identify raw materials, and describe their functions in baking.	Understand	Factual & Conceptual	Quizzes, Viva voce, Short-answer questions
CO2	Demonstrate correct use of bakery equipment and apply safety and hygiene practices in production.	Apply	Procedural	Practical lab exercises, Observation checklists
CO3	Prepare yeast based products and analyse fermentation principles and product quality.	Apply & Analyse	Conceptual & Procedural	Practical demonstrations, Product evaluation sheets
CO4	Prepare and evaluate pastry, cake, and biscuit products, identifying faults and applying corrective measures.	Analyse	Conceptual & Procedural	Practical assignments, Training report
CO5	Demonstrate sponge-making methods and evaluate product quality.	Evaluate	Conceptual	Product evaluation
CO6	Create decorated bakery products to develop presentation skills.	Create	Procedural	Presentation of finished products, External examination



KU5DSCHMC301: BAKERY & CONFECTIONERY

Module 1: Fundamentals of Bakery & Confectionery

- Introduction: Cookery vs. Bakery
- Functions of the Bakery & Confectionery Department
- Equipment and tools used in bakery operations
- Raw materials and their functions: flour, shortening, eggs, raising agents, milk, sugar, salt, flavourings, fruits & nuts
- Oven temperatures and baking basics

Module 2: Yeast Goods & Bread Making

- Importance of fermentation and handling raw materials
- Yeast dough: types, steps in production, terminology
- Methods of bread making
- Characteristics of good bread; faults and remedies
- Recipes: bread, bread rolls, doughnuts, buns, brioche, croissant, Danish pastry
- Storage of baked yeast goods

Module 3: Pastry, Cakes & Biscuits

- Types of pastry: short crust, sugar pastry, puff pastry, choux paste
- Recipes and products made from these pastes
- Faults and remedies in pastry preparation
- Cake mixtures: rubbing-in and creaming methods
- Recipes: rock cakes, rich fruit cake
- Biscuit mixtures: rubbing-in, sugar batter, flour batter, foaming methods
- Recipes: shortbread, cookies, sponge fingers

Module 4: Sponges, Icing & Decoration

- Sponge mixtures: methods (melting, boiling, blending, creaming)
- Faults in sponges and Genoese sponge
- Recipes: Victoria sandwich, Genoese sponge, chocolate gateau, Swiss roll
- Decoration and finishing: fillings, coatings, piping, dusting/dredging/sprinkling
- Icings: functions and types (water icing, butter cream, royal icing, fondant)
- Marzipan – preparation and uses.

Module 5: Open-Ended Module / Teacher Specific Content

Reference

1. Practical cookery, John Campbell, David Foskett, Victor Cesarani, Book Power-Hodder Education
2. Modern Cookery for Teaching and Trade- Vol II, Thangam E Philip, Orient Black swan
3. Theory of Bakery and Confectionery- Ashok Kumar Yogambal, Printice Hall India learning Ltd.



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	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

Correlation Levels:

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

BAKERY & CONFECTIONERY – PRACTICAL'S

- Introduction to Bakery Equipment and Tools
- Yeast Goods- Bread, Bread Rolls, Buns, Croissant, Brioche, Danish Pastry, Dough Nuts, Savarin, Baba au Rhum
- Short Crust Paste and products- Jam tarts, fruit pies, Date and nut turn over, Almond tarts, Fruit Pies
- Sugar pastry and products- Apple flan, Banana Flan
- Puff Pastry and products- Cream horns, Apple turnovers, Palmers
- Choux Pastry and its products- Chocolate eclairs, Cream buns
- Cake mixture and its products- Scones, Vanilla Buns, Cupcakes, Muffins, Rock cakes, Rich Fruit Cake
- Biscuit Mixture and its products- Shortbread biscuit, Almond biscuits, sponge fingers, Madeleines
- Sponges and its products- Victoria sponge
- Genoese sponge and its products- Chocolate gateau, Swiss roll



SEMESTER 5	KU5DSCHMC302	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE			
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU5DSCHMC302				
Course Title	FOOD AND BEVERAGE SERVICE OPERATIONS - II				
Type of Course	DSC				
Semester	5				
Academic Level	300 – 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	3	-	4	75
Pre-requisites	Mock Bar or Restaurant for practical classes.				
Course Summary	This course introduces students to the world of beverages and bar operations, covering liqueurs, wines, whiskies, brandies, gin, rum, vodka, tequila, and other spirits. Learners gain practical skills in cocktail and mocktail preparation, mixology methods, and bar management, enabling them to confidently identify, prepare, and serve drinks while ensuring professional standards in modern bar service.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Tools Used
CO1	Explain the meaning, production methods, and characteristics of liqueurs and eaux-de-vie.	Understand	Factual & Conceptual	Quizzes, Viva voce, Practical tasting sessions
CO2	Analyse the production processes and types of whiskies and brandies, including Scotch, Cognac, and Armagnac, and evaluate their distinguishing features.	Analyse & Evaluate	Conceptual	Case studies, Written assignments, Product comparison exercises
CO3	Describe the production, styles, and brands of gin, rum, vodka, tequila, and other spirits, and assess their unique characteristics.	Understand & Evaluate	Conceptual	Short-answer tests, Presentations, Practical demonstrations
CO4	Apply mixology principles to prepare cocktails and mocktails using various methods (building, stirring, shaking, blending, layering).	Apply	Procedural	Practical lab exercises, Log book entries, Supervisor feedback
CO5	Demonstrate professional bar operations including setup, service, equipment handling, and closing duties, ensuring hygiene and efficiency.	Apply & Evaluate	Procedural	Observation checklists, Practical assignments, Internal assessment
CO6	Create innovative cocktail & mocktail recipes, and present with appropriate garnishing and service standards.	Create	Procedural	Practical demonstrations



KU5DSCHMC302: FOOD AND BEVERAGE SERVICE OPERATIONS – II

Module 1: Liqueurs & Eaux-de-vie

- Liqueurs: meaning, base spirit, flavouring agents, sweetening agents, production methods
- Flavour, colour, base spirit, and country of origin of popular liqueurs
- Specialty preparations: liqueur coffee and specialty coffee
- Eaux-de-vie: meaning and examples
- Wine tasting: purpose and steps

Module 2: Whisky & Brandy

- Whisky: introduction and meaning of Scotch whisky
- Production of malt whisky, grain whisky, blended whisky
- Types of Scotch whisky and Scotch brands
- Characteristics of (Irish, Bourbon, Tennessee, rye, Canadian) whisky
- Brandy: introduction
- Cognac: production, types, label language, brands
- Armagnac: production, brands, label language

Module 3: Gin, Rum, Vodka, Tequila & Other Spirits

- Gin: introduction, production, styles, brands
- Rum: production and brands
- Vodka: introduction, types, brands
- Tequila: introduction, production, types, brands

Module 4: Cocktails, Mocktails & Bar Operations)

- Meaning of cocktails, mocktails, and mixed drinks
- Components of cocktails
- Methods of cocktail preparation: building, stirring, shaking, blending, layering
- Equipment and tools required for cocktail making and their uses
- Points to note while making cocktails
- Whisky, Rum, Gin, Brandy, Vodka, Tequila based cocktails – five examples with recipes
- Classic preparations: mulled wines, egg nogs, punches, mint julep, daisy.
- Mocktails – examples and recipes for five varieties.
- **Bar Operations:** Introduction to bar and types (cocktail, lounge, dispense, discotheque, service bar, portable bar, pub)
- Areas of bar: front bar, back bar, side bar, bar floor, under bar (speed rack, garnish container, ice well)
- Opening and closing duties of bar staff
- Forms and formats used in bar operations

Module 5: Open-Ended Module / Teacher Specific Content

Reference

1. Food and Beverage Service, R. Singaravelavan, Oxford University Press
2. The Students Guide to Food & Drink – John Cousins & Andrew Durkan – Hodder & Stoughton.
3. The Beverage Book – Andrew Durkan & John A.Cousins - Hodder & Stoughton.
4. Table & Bar – Jeffery Clarke
5. The International Guide to Drinks – United Kingdom Bartenders Guild.



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	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

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

FOOD AND BEVERAGE SERVICE OPERATIONS - II PRACTICAL

1. Beverage order taking procedure.
2. Service of Brandy, Whisky, Gin, Vodka, Rum, Tequila.
3. Mocktails
4. Bar setup
5. Beverage list
6. Service of liqueurs and specialty coffee
7. Identification of equipment used for cocktail making
8. Preparation and service of whiskey, rum, brandy, gin, vodka, and tequila-based cocktails
9. Preparation and service of Mocktails



SEMESTER 5	KU5DSCHMC303	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE			
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU5DSCHMC303				
Course Title	ACCOMMODATION OPERATIONS-II				
Type of Course	DSC				
Semester	5				
Academic Level	300 – 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	3	-	4	75
Pre-requisites	Model front Office and Housekeeping Practical Lab				
Course Summary	This course introduces students to housekeeping planning and supervision, safety protocols, night auditing, and front office computer applications. Learners gain practical skills in managing operations, ensuring workplace safety, performing audits, and using Property Management Systems with forecasting and service strategies to enhance efficiency and guest satisfaction.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Tools Used
CO1	Explain the planning process in housekeeping operations, including par levels, supervision roles, and functions of supervisors.	Understand	Factual & Conceptual	Quizzes, Viva voce, Short-answer questions
CO2	Apply safety protocols and service procedures in housekeeping, including hazard identification, accident prevention, and guest service handling.	Apply	Procedural	Practical demonstrations, Observation checklists, Case studies
CO3	Demonstrate effective communication in housekeeping operations through handling telephone calls, paging systems, gate pass procedures, and room transfers.	Apply	Procedural	Role plays, Practical assignments, Supervisor feedback
CO4	Analyse the duties and responsibilities of a night auditor and evaluate the importance of the night audit process in hotel operations.	Analyse & Evaluate	Conceptual	Written assignments, Case studies, Practical exercises
CO5	Explain the role of Property Management Systems (PMS) in front office operations and assess their interface with stand-alone systems.	Understand & Evaluate	Conceptual	Quizzes, Presentations, Practical demonstrations
CO6	Apply forecasting techniques and differentiate between upselling and upgrating strategies to enhance front office performance.	Apply & Analyse	Procedural	Practical projects, Data interpretation exercises, Viva voce



KU5DSCHMC303: ACCOMMODATION OPERATIONS-II

Module 1: Planning Housekeeping Operations & Supervision.

- Introduction to planning process. Steps in planning process, Determining the par levels.
- Introduction to Housekeeping Supervision
- Role of a Supervisor.
- Functions of Supervisors.

Module 2: Housekeeping Safety and Service Protocols.

- Work environment Safety and Job Safety Analysis
- Potential Hazards in Housekeeping.
- Safety awareness and accident prevention.
- Gate Pass procedure.
- Handling Telephone calls.
- Paging Systems and Methods.
- Handling Room transfers.

Module 3: Night Auditing

- Night Auditing-Meaning and importance.
- Duties and Responsibilities of a Night Auditor.
- Night Audit Process

Module 4: Computer Applications in Front Office.

- Property Management System in Front Office- Importance
- PMS interface with stand-alone systems
- Different PMS – Micros, Amadeus PMS, IDS Fortune, ShawMan
- Forecasting-Meaning and benefits.
- Data required for forecasting.
- Upselling vs Upgrading

Module 5: Open-Ended Module / Teacher Specific Content

Reference:

1. Hotel Front Office Operations and Management – Jatashankar R.Tewari
2. Managing front office operations- Michael.L. Kesavana & Richard.M. Brooks
3. Front office training manual- Sudhir Andrews.
4. Hotel Housekeeping Operations and Management, G.Raghubalan, Smritee Raghubalan, Oxford University Press
5. Hotel Housekeeping Training Manual, Sudhir Andrews, Tata Mc Graw-Hill



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	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

Correlation Levels:

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

ACCOMMODATION OPERATIONS-II PRACTICAL'S

- **Telephone handling role play:** Simulating guest calls for housekeeping requests.
- **Duty roster preparation:** Drafting weekly housekeeping staff schedules.
- **Supervision role play:** Acting as supervisors to assign tasks and monitor performance.
- **PMS demonstration:** Hands-on practice with Property Management Systems (Micros, Amadeus, IDS, ShawMan).
- **Check-in/check-out simulation:** Using PMS to process reservations, arrivals, and departures.
- **Forecasting exercise:** Students prepare occupancy forecasts using sample data.
- **Upselling vs upgrading role play:** Practicing guest interaction to upsell rooms or upgrade services.



SEMESTER 5	KU5DSEHMC301	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU5DSEHMC301				
Course Title	HUMAN RESOURCES MANAGEMENT				
Type of Course	DSE				
Semester	5				
Academic Level	300 – 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-		60
Pre-requisites	No Prerequisites required for the course.				
Course Summary	This course introduces the principles of human resource management, covering planning, recruitment, training, and development. It explores performance appraisal, career planning, compensation, and social security measures, while also addressing employee relations, grievance handling, and dispute settlement. Students gain the knowledge and skills to manage HR functions effectively and support both organizational goals and employee welfare.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Tools Used
CO1	Explain the foundations of HRM including functions, planning process, job analysis, job description and specification.	Understand	Factual & Conceptual	Quizzes, Viva voce, Short-answer questions
CO2	Apply recruitment and selection processes, and demonstrate knowledge of placement, induction, orientation, and training methods.	Apply	Procedural	Practical assignments, Role plays, Case studies
CO3	Analyse executive development programmes and evaluate their effectiveness in employee growth and organizational success.	Analyse & Evaluate	Conceptual	Written assignments, Presentations, Supervisor feedback
CO4	Assess performance appraisal methods and career planning processes, identifying their role in employee development.	Evaluate	Conceptual	Case studies, Viva voce, Practical exercises
CO5	Explain wage and salary administration, job evaluation, compensation components, and social security measures.	Understand	Factual & Conceptual	Quizzes, Written tests, Group discussions
CO6	Demonstrate knowledge of grievance handling and industrial dispute settlement mechanisms to ensure harmonious employee relations.	Apply & Evaluate	Procedural	Role plays, Practical assignments, Internal assessment



KU5DSEHMC301: HUMAN RESOURCES MANAGEMENT

Module 1: Foundations of Human Resource Management

- Human Resource Management: definition, significance, functions
- Human Resource Planning: definition and process
- Job Analysis: definition and process
- Job Description and Job Specification: content and differences

Module 2: Acquiring and Developing Human Resources

- Recruitment: definition and sources
- Selection: definition and process; difference between recruitment and selection
- Placement: concept and importance
- Induction and Orientation: concept and practices
- Training: definition and methods
- Executive Development Programmes: methods

Module 3: Performance, Career & Compensation Management

- Performance Appraisal: definition, process, methods (Traditional & Modern)
- Career Planning: process
- Job Evaluation: concept and process
- Compensation: components and objectives of wage & salary administration
- Social Security Measures: provident fund, pension, gratuity, bonus, ESIC
- Incentive Compensation: profit sharing, fringe benefits, labour co-partnership, employee stock option plans (ESOP)

Module 4: Employee Relations & Integration

- Grievance: meaning and causes
- Machinery for grievance redressal
- Industrial Disputes: meaning and settlement

Module 5: Open-Ended Module / Teacher Specific Content

Reference:

1. C. B. Gupta, *Human Resource Management*, Sultan Chand & Sons Educational Publishers New Delhi.
2. Gary Dessler, *A Framework for Human Resource Management*, Prentice Hall of India.



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)	Case study	15
c)	Seminar	5
Total		100

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



SEMESTER 5	KU5DSEHMC302	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU5DSEHMC302				
Course Title	FOOD SAFETY				
Type of Course	DSE				
Semester	5				
Academic Level	300 – 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-		60
Pre-requisites	No Prerequisites required for the course.				
Course Summary	To provide students with knowledge of food safety, hygiene practices, food storage, foodborne diseases, preservation methods, and regulatory guidelines essential for the hospitality industry				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Tools Used
CO1	Explain the general characteristics, classification, and role of micro-organisms in food hygiene, including beneficial and harmful effects.	Understand	Factual & Conceptual	Quizzes, Viva voce, Short-answer tests
CO2	Analyse factors affecting microbial growth and evaluate their impact on food safety and hygiene practices.	Analyse & Evaluate	Conceptual	Case studies, Written assignments, Practical demonstrations
CO3	Apply knowledge of food storage procedures, recommended temperatures, and contamination prevention methods in hotel kitchens.	Apply	Procedural	Practical exercises, Observation checklists, Lab records
CO4	Identify types of food spoilage and contamination, and demonstrate methods to prevent cross-contamination	Understand & Apply	Conceptual & Procedural	Quizzes, Practical demonstrations, Role plays
CO5	Describe and compare methods of food preservation, classify food additives, and detect common adulterants using simple techniques.	Understand & Analyse	Factual & Procedural	Lab experiments, Practical assignments, Viva voce
CO6	Evaluate causes of food poisoning and allergies, and explain food safety laws and standards such as FSSAI, HACCP, GMP, and GHP.	Evaluate	Conceptual	Case studies, Written tests, Presentations



KU5DSEHMC302: FOOD SAFETY

Module 1: Introduction to Micro-organisms & Food Hygiene

- General characteristics of micro-organisms (based on occurrence and structure)
- Classification of micro-organisms
- Relation of microbiology to hygiene
- Factors affecting the growth of micro-organisms
- Beneficial and harmful micro-organisms

Module 2: Food Contamination, Spoilage & Storage

- Purpose and importance of food storage
- Recommended storage temperatures for: Vegetables, fruits, dairy products, meat, fish, poultry, bakery items, frozen foods
- Storage procedures in hotel kitchens
- Food spoilage: Types: Microbial (moulds, yeasts, bacteria) and Chemical Causes of spoilage
- Types of food contamination: Biological, Chemical, Physical
- Cross-contamination: Sources and prevention methods

Module 3: Food Preservation, Additives & Adulteration

- Preservation – Meaning and importance, Methods of food preservation: Drying/dehydration, Chilling and freezing, Heating: Pasteurization, sterilization, canning, bottling, Salting, smoking, Use of sugar, acids, chemicals, Radiation, Modified Atmosphere Packaging (MAP)
- Food Additives: Meaning and classification, Categories: Preservatives, colouring agents, flavouring agents, sweeteners, Emulsifying agents, antioxidants and thickeners
- Food Adulteration: Meaning of adulterated food, Common food adulterants, Simple methods of detection

Module 4: Food Poisoning, Allergens & Food Laws

- Food Poisoning: Meaning and types: Bacterial, Chemical, Metallic, Danger zone temperatures
- Common food poisoning bacteria: Salmonella group, Staphylococcus aureus Clostridium perfringens, Escherichia coli (E. coli)
- Food Allergies: Meaning and symptoms, Common allergenic foods, Control and prevention of food allergies in hotels
- Food Laws & Regulations: FSSAI – Introduction to Food Safety and Standards Authority of India, Basic understanding of HACCP, GMP, GHP

Module 5: Open-Ended Module / Teacher Specific Content



Reference:

1. Mohini Seth, Surjeet Malhan., *Catering Management: An Integrated Approach*: Sterling Publishers Pvt Ltd
2. David Foster & Victor Ceserani., 2007: *The Theory of Catering*, 11 ed; Dynamic learning: Hodder Arnold Publication
3. Lora Arduser & Douglas R.B., 2005. *HACCP & Sanitation in Restaurants and Food Service Operation: A Practicl guide based on the FDA food code*: Atlantic Publishing Group.
4. Vijaya, R., 2007: *Food Microbiology*: Mjp Publisher Tara P., 2006: *The HACCP Food Safety, Training Manual* 1edition. Wiley Publications.
5. The theory of Catering, 11th Edition, David Foskett and Victor Cesarani, Hodder Education
6. Food Science and Nutrition, Third Edition, Sunetra Roday, Oxford university Press

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)	Case study	15
c)	Seminar	5
Total		100

Correlation Levels:

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



SEMESTER 5	KU5SECHMC301	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE			
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU5SECHMC301				
Course Title	HOTEL ACCOUNTING				
Type of Course	SEC				
Semester	5				
Academic Level	300 – 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-		45
Pre-requisites	No Prerequisites required for the course.				
Course Summary	This course introduces the basics of financial accounting, covering transaction recording, ledgers, trial balance, and final accounts. Students also learn bank reconciliation, expenditure classification, and depreciation methods, enabling them to apply accounting principles for accurate business reporting.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Tools Used
CO1	Explain the fundamentals of financial accounting, including concepts, principles, conventions, and the double entry system.	Understand	Factual & Conceptual	Quizzes, Viva voce, Short-answer questions
CO2	Record business transactions using journals, subsidiary books, cash books, & petty cash books	Apply	Procedural	Practical exercises, Lab records, Internal tests
CO3	Prepare and reconcile bank statements, identifying reasons for differences between cashbook and passbook.	Apply & Analyse	Procedural	Practical problems, Assignments, Case studies
CO4	Post entries to ledgers, balance accounts, and distinguish between journals and ledgers.	Apply	Procedural	Practical assignments, Observation checklists, Viva voce
CO5	Construct trial balances, identify & classify accounting errors, and prepare final accounts of sole trading concerns with adjustments.	Analyse & Evaluate	Conceptual & Procedural	Written tests, Practical problems, Internal assessment
CO6	Differentiate b/w capital and revenue expenditure, apply depreciation methods, evaluate the advantages & disadvantages.	Understand & Evaluate	Conceptual	Practical exercises, Quizzes, Case studies



KU5SECHMC301: HOTEL ACCOUNTING

Module 1: Introduction to Accounting

- Fundamentals of Financial Accounting: Financial Accounting – Meaning, Definition, Objectives, functions.
- Basic Accounting Concepts, Principles and Conventions
- Accounting is both art and science
- Double entry book keeping – basic concept – rule of debit and credit.

Module 2: Recording Business Transaction

- Recording Business Transaction – Journal – Journalizing
- Subsidiary books -Entries in Purchase book, Sales book, Purchase Returns, Sales Returns, Bills Receivable, Bills Payable, Journal proper, Cash book(single, double and triple column
- Cashbook, Petty cashbook)
- Bank Reconciliation Statement. Meaning of passbook. Reasons for difference between cashbook and passbook. Preparation of bank reconciliation statement (simple practical problems).
- Ledger – meaning -difference between journal and ledger
- Ledger-posting-balancing.

Module 3: Preparation of Final Accounts

- Trial Balance – meaning-features-objectives of preparing trial balance
- Errors-Classification of Errors – causes of errors
- Financial statements- Final Accounts of Sole Trading Concern- Trading and Profit and loss Account-Balance sheet with simple adjustments (Outstanding, Prepaid, Accrued, Bad debts and depreciation)

Module 4: Expenditure, Receipts and Depreciation in accounting

- Capital and Revenue Expenditure and Receipts
- Deferred Revenue Expenditure
- Depreciation-meaning-need for depreciation-methods of calculating depreciation (straight line and written down value methods) – advantages and disadvantages-Exercise

Module 5: Open-Ended Module / Teacher Specific Content

Reference:

1. S. P. Jain and K. L. Narang Financial Accounting- I, Kalyani Publishers, New Delhi.
2. S.N. Maheshwari, Financial Accounting, Vikas Publications, Noida.
3. Shukla Grewal and Gupta, “Advanced Accounts”, volume 1, S. Chand and Sons, New Delhi.
4. Radhaswamy and R.L. Gupta: Advanced Accounting, Sultan Chand, New Delhi.
5. R.L. Gupta and V.K. Gupta, “Financial Accounting”, Sultan Chand, New Delhi



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	50
Continuous Evaluation	25
a) Test Paper- 1	15
b) Assignment	10
Total	75

Correlation Levels:

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



KANNUR UNIVERSITY
SIXTH SEMESTER
LIST OF COURSES WITH CODE

COURSE CODE	COURSE NAME
KU6DSCHMC304	ADVANCED FOOD PRODUCTION - I
KU6DSCHMC305	ADVANCED FOOD AND BEVERAGE SERVICE - I
KU6DSCHMC306	FUNCTIONS OF MANAGEMENT
KU6DSEHMC303	PERSONALITY DEVELOPMENT
KU6DSEHMC304	ENTREPRENEURSHIP DEVELOPMENT
KU6SECHMC302	HOTEL ENGINEERING



SEMESTER 6	KU6DSCHMC304	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU6DSCHMC304				
Course Title	ADVANCED FOOD PRODUCTION - I				
Type of Course	DSC				
Semester	6				
Academic Level	300 – 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	3	-	4	75
Pre-requisites	Bakery Laboratory for practical classes.				
Course Summary	This course introduces the essentials of international cuisines, larder operations, garde manger, charcuterie, salads, and hors d'oeuvre, with emphasis on cold preparations, accompaniments, garnishing, and plating. It also covers kitchen management and supervision, enabling students to combine culinary skills with operational efficiency in professional food production.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Tools Used
CO1	Explain the features, regional classifications, and cooking methods of major or international cuisines, along with classical accompaniments and garnishes.	Understand	Factual & Conceptual	Quizzes, Viva voce, Short-answer tests
CO2	Demonstrate knowledge of larder kitchen functions, layout, equipment, and staff responsibilities in relation to other kitchen sections.	Apply	Procedural	Practical assignments, Observation checklists, Internal assessment
CO3	Prepare and evaluate cold preparations such as galantines, ballotines, terrines, pâtés, mousses, aspic jelly, and chaudfroid sauces.	Apply & Evaluate	Procedural	Lab practicals, Demonstrations, Viva voce
CO4	Analyse charcuterie products, forcemeats, sausages, and cured meats, identifying their preparation methods, uses, and storage considerations.	Analyse	Conceptual & Procedural	Case studies, Practical exercises, Written assignments
CO5	Classify and prepare salads, hors d'oeuvre, sandwiches, dips, and cold sauces, applying principles of garnishing and presentation.	Apply	Procedural	Practical demonstrations, Role plays, Internal practical exams
CO6	Evaluate kitchen management practices including equipment purchase, centralized food production, stock control, product development, and supervisory functions.	Evaluate	Conceptual	Written tests, Presentations, Group



KU6DSCHMC304: ADVANCED FOOD PRODUCTION - I

Module 1: International Cuisine & Culinary Foundations

- Features, regional classification, and cooking methods of French, Italian, Chinese, Mexican, Thai, and Spanish cuisines
- Classical accompaniments and garnishes
- Potato preparations and popular vegetable accompaniments
- Portion sizes and plating techniques
- Importance and functions of the larder kitchen; liaison with other sections
- Duties and responsibilities of larder chef and staff
- Layout and equipment of larder section

Module 2: Garde Manger & Cold Preparations

- Definition, importance, and organization of garde manger
- Panada: meaning, uses, types, recipes
- Compound butters: meaning, uses, types, recipes, examples
- Marinades and brines: types and uses
- Cold preparations: galantines, ballotines, terrines, pâtés, quenelles, mousses, mousselines, soufflés
- Aspic jelly: uses and preparation
- Chaudfroid sauces: uses and preparation

Module 3: Charcuterie, Salads & Hors d'oeuvre

- Charcuterie: definition, types of forcemeat and uses
- Charcuterie products: terrines, pâtés, galantines, ballotines, roulades, mousses, quenelles, sausages
- Sausages: classification by origin, shape, processing, casings, cooking methods, storage problems
- Cured meat products: bacon, ham, gammon; types of bacon and ham; curing salts
- Salads: classification (green, simple, compound), parts, dressings (mayonnaise, vinaigrette), garnishes, classical examples, types of lettuces
- Hors d'oeuvre: definition, classification, classical presentation
- Sandwiches: parts, types (open, closed, hot, special),
- Dips and cold sauces

Module 4: Kitchen Management & Supervision

- Considerations for kitchen equipment purchases
- Centralized food production: advantages
- Convenience foods: advantages and limitations
- Production planning, indenting, receiving and storing goods, stock taking, material transfer, stock turnover.
- Product development: importance, new ideas, considerations
- Kitchen supervision: supervisory, technical, administrative, and social functions
- Elements of supervision, ethical issues, induction, and training



Module 5: Open-Ended Module / Teacher Specific Content

Reference:

1. William Heinemann – Escoffier – The complete guide to the art of modern cookery.
2. Practical Professional Cookery- H.L Cracknell, R.J Kaufmann, Mac Millan
3. Victor Cesarni, Ronald Kinton – Practical cookery - Hodder & Stoughton
4. Theory of catering, Victor Cesarni, Ronald kinton - Hodder & Stoughton
5. M. J. Leto & W.K.H. Bode Heinemann – The larder chef.
6. Jeralad WChesser., 1992. The Art and Science of Culinary Preparation: AH & LA
7. Gary H, Terry T, & Patrick, C., Professional Chef: Brit Books Limited.
8. Sarah, R,L, Alan, M.H, Steven. R. L, & Priscilla A.M; On Cooking: A Text book of Culinary Fundamentals: Pearson Prentice hall.
9. Spain. Mediterranean Cuisine: Knonneman. AbeBooks
10. Sanjeev, K., 2013. Best of Chinese Cooking: Asia Pacific Holding Pvt Ltd

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	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

Correlation Levels:

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

ADVANCED FOOD PRODUCTION – I PRACTICAL'S

- Cooking of five course International menus with necessary accompaniments – French, Italian, Mexican, Chinese, Thai, and Spanish.
- Minimum of 12 menus to be prepared by the student.



SEMESTER 6	KU6DSCHMC305	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU6DSCHMC305				
Course Title	ADVANCED FOOD AND BEVERAGE SERVICE-I				
Type of Course	DSC				
Semester	6				
Academic Level	300 – 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4 (3L,1P)	3	-	4	75
Pre-requisites	Restaurant for practical classes.				
Course Summary	This course provides an overview of meals, room service, and gueridon service, along with the essentials of cheese and buffet operations. It explores the organization of banquets and function catering, and covers outdoor catering, supervisory practices, and customer relations, equipping students with both practical service techniques and management skills in food and beverage operations.				

Course Outcomes (COs):

CO	CO Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Tools Used
CO1	Describe the types of meals and breakfast menus across cultures, and explain the principles of room service operations.	Understand	Factual & Conceptual	Quizzes, Viva voce, Short-answer tests
CO2	Demonstrate Gueridon service techniques including tossing, carving, flambéing, and preparation of classical dishes.	Apply	Procedural	Practical demonstrations, Lab records, Internal practical exams
CO3	Explain the cheese-making process, classify types of cheese, and apply correct storage and service methods.	Understand & Apply	Factual & Procedural	Quizzes, Practical assignments, Viva voce
CO4	Analyse buffet operations, including set-up, service styles, themes, and equipment, with emphasis on breakfast buffets.	Analyse	Conceptual & Procedural	Case studies, Practical exercises, Written assignments
CO5	Organize and manage banquet functions, including booking, menu planning, seating arrangements, staff calculation, and service procedures.	Apply & Evaluate	Conceptual & Procedural	Written tests, Role plays, Practical assignments
CO6	Evaluate outdoor catering practices, supervisory functions, and customer relations management to ensure efficient service delivery.	Evaluate	Conceptual	Presentations, Group discussions, Case studies



KU6DSCHMC305: ADVANCED FOOD AND BEVERAGE SERVICE-I

Module 1: Meals, Room Service & Gueridon Service

- Types of meals: early morning tea, breakfast (Continental, English, American, Indian), brunch, elevenses, lunch, afternoon tea, high tea, dinner, supper
- Room service: introduction, hierarchy and job descriptions, layout and design, cycle of room service, amenities, forms and formats. doorknob menu card
- Gueridon service: meaning, types of trolleys, equipment used, advantages and limitations, food preparation techniques (tossing/mixing, cooking, carving, flambéing), classical dishes (Steak Tartare, Steak Diane, Strawberry Romanoff, Crêpes Suzette),

Module 2: Cheese & Buffet

- Cheese: introduction, cheese-making process, types of cheese (by source and country), accompaniments, storage, and service
- Buffet: factors affecting buffet set-up, parts of buffet, types of buffet services (finger, fork, display), buffet themes and equipment, breakfast buffet

Module 3: Banquets & Function Catering

- Banquet : Introduction
- Types of banquet functions.
- Organizing a function, booking procedures, Banquet menus, function prospectus/contract sheet, communication with other departments
- Banquet duties: selling, planning, setting up, pricing, master of ceremonies
- Table and seating plans, staff requirement calculation

Module 4: Outdoor Catering, Supervisory Functions & Customer Relations

- Outdoor catering: Meaning and its importance, Organizing outdoor catering service, Importance of Preliminary survey of the site.
- Supervisory functions: briefing, checking table set-ups, table allocations, handling tips, stock taking, requisitioning, handling complaints, staff training
- Customer relations management.

Module 5: Open-Ended Module / Teacher Specific Content

Reference:

1. Food and Beverage Service, R. Singaravelavan, Oxford University Press
2. Food and beverage Service: Dennis R. Lillicrap, John A Cousins
3. Food & Beverage Service Training Manual Sudhir Andrews Tata McGraw-Hill.



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	65
Continuous Evaluation	35
Theory	25
a) Test Paper*	10
b) Assignment	5
c) Viva-Voce	5
d) Seminar	5
Practical	10
a) Test	8
b) Record	2
Total	100

Correlation Levels:

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

ADVANCED FOOD AND BEVERAGE SERVICE-I PRACTICAL'S

- Three course menu compiling in French, cover setup and service.
- Breakfast table layout (English and Continental).
- Room service tray and trolley setup.
- Service of cheese.
- À la carte menu card.
- Doorknob menu card.
- Filling of banquet function prospectus.
- Banquet seating calculation.
- Gueridon service- flambe preparations.



SEMESTER 6	KU6DSCHMC306	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE			
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU6DSCHMC306				
Course Title	FUNCTIONS OF MANAGEMENT				
Type of Course	DSC				
Semester	6				
Academic Level	300 – 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-		60
Pre-requisites	No Prerequisites required for the course.				
Course Summary	This course introduces the foundations, planning, organization, staffing, directing, controlling, and coordination functions of management, providing essential knowledge for effective organizational practice.				

Course Outcomes (COs):

CO	Course Outcome Statement	Bloom's Level	Knowledge Category	Evaluation Methods
CO1	Explain the meaning, nature, scope, and principles of management, distinguishing it from administration.	Understand	Factual & Conceptual	Quizzes, Written tests
CO2	Demonstrate knowledge of classical management theories including Taylor's Scientific Management and Fayol's 14 Principles.	Remember & Understand	Conceptual	Short-answer tests, Viva voce
CO3	Apply planning techniques by identifying objectives, preparing different types of plans, and making rational decisions.	Apply	Procedural	Case studies, Assignments
CO4	Analyze organizational structures, span of control, and authority relationships to design effective staffing processes.	Analyse	Conceptual & Procedural	Practical exercises, Group projects
CO5	Apply directing and coordination techniques to ensure smooth functioning of organizational activities.	Apply	Procedural	Role plays, Practical demonstrations
CO6	Evaluate control processes and Management by Objectives (MBO) for improving organizational efficiency and accountability.	Evaluate	Conceptual	Written tests, Presentations



KU6DSCHMC306: FUNCTIONS OF MANAGEMENT

Module 1: Foundations of Management

- Management: meaning and nature
- Difference between management and administration
- Levels of management
- Management as a science, art, and profession
- Scientific management principles by F.W. Taylor
- Henry Fayol's 14 Principles of Management

Module 2: Planning & Decision Making

- Planning: meaning, importance, characteristics, benefits, and limitations
- Steps in planning
- Types of plans.
- Decision making: meaning, types of decisions, and steps in rational decision making

Module 3: Organization & Staffing

- Organization: meaning, importance, and process
- Organizational structures: line, line and staff, functional, network
- Centralization and decentralization: advantages and disadvantages
- Span of control
- Staffing: meaning, definition, and process
- Delegation of authority: process and significance

Module 4: Directing, Controlling & Coordination

- Directing: meaning and elements of directing
- Controlling: definition, need, and steps in the control process
- Coordination: meaning and techniques for effective coordination
- Management by Objectives (MBO): definition and scope

Module 5: Open-Ended Module / Teacher Specific Content

Reference:

1. Management – L.M. Prasad, Sultan Chand & Sons
2. Essentials of Management – Harold Koontz, Heinz Weihrich – Tata McGraw – Hill
3. Business Management – Dinkar Pagare, Sultan Chand & Sons
4. Organization & Management – C.B Gupta, Sultan Chand & Sons
5. T. N. Chhabra, *Principles and practice of management*, Dhanpat Rai & Co.



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)	Case study	15
c)	Seminar	5
Total		100

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



SEMESTER 6	KU6DSEHMC303	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE			
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU6DSEHMC303				
Course Title	PERSONALITY DEVELOPMENT				
Type of Course	DSE				
Semester	6				
Academic Level	300 – 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-		60
Pre-requisites	No Prerequisites required for the course.				
Course Summary	This course equips hotel management students with essential skills in personality development, communication, interpersonal relations, and career readiness. It emphasizes grooming, etiquette, emotional intelligence, and professional ethics to prepare students for effective guest interaction, teamwork, and career growth in the hospitality industry.				

Course Outcomes (COs):

CO	Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Methods
CO1	Explain the meaning, nature, and importance of personality in hospitality, including its components.	Understand	Factual & Conceptual	Quizzes, Short-answer tests
CO2	Demonstrate grooming standards, etiquette, and body language appropriate for hotel industry professionals.	Apply	Procedural	Practical demonstrations, Viva voce
CO3	Apply effective communication skills in guest interactions.	Apply	Procedural	Role plays, Presentations
CO4	Analyze interpersonal and professional skills such as teamwork, conflict resolution, stress management, and cross-cultural sensitivity.	Analyse	Conceptual & Procedural	Case studies, Group projects
CO5	Develop positive attitude, emotional intelligence, motivation, and self-confidence for handling guests and workplace challenges.	Apply & Evaluate	Metacognitive & Conceptual	Self-assessment exercises, Peer feedback
CO6	Evaluate career readiness through interview techniques, group discussions, customer relations management, and professional ethics.	Evaluate	Procedural & Metacognitive	Mock interviews, GDs, Assignments



KU6DSEHMC303: PERSONALITY DEVELOPMENT

Module 1: Introduction to Personality Development

- Meaning, nature, and importance of personality in hospitality
- Components of personality: physical, intellectual, emotional, social, and moral
- Self-awareness and self-analysis: strengths, weaknesses, opportunities, threats (SWOT)
- Grooming standards and professional etiquette for hotel industry
- Body language: posture, gestures, facial expressions, eye contact

Module 2: Communication Skills

- Verbal communication: clarity, tone, and hospitality vocabulary
- Non-verbal communication: dress code, mannerisms, professional presence
- Listening skills and empathy in guest interaction
- Telephone etiquette and email etiquette in hotels
- Public speaking and presentation skills for hospitality professionals

Module 3: Interpersonal & Professional Skills

- Teamwork and collaboration in hotel operations
- Conflict resolution and stress management
- Time management and goal setting
- Leadership qualities in hospitality service
- Cross-cultural sensitivity and global hospitality etiquette

Module 4: Advanced Personality & Career Development

- Positive attitude and emotional intelligence
- Motivation and self-confidence building
- Customer relations management and handling complaints gracefully
- Interview techniques and group discussion skills
- Career planning, professional ethics, and continuous self-improvement

Module 5: Open-Ended Module / Teacher Specific Content

Reference:

1. Ekta Bhushan – *Encyclopaedia of Personality Development and Hospitality Etiquettes*
2. Stephen R. Covey – *The 7 Habits of Highly Effective People* (widely used for personality and leadership development)
3. Hurlock, Elizabeth B. – *Personality Development* (classic text on psychological aspects of personality)
4. Daniel Goleman – *Emotional Intelligence* (for self-awareness and interpersonal skills in service industry)
5. Andrews, Sudhir – *Introduction to Hospitality Management* (for integrating personality with hotel operations)



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)	Case study	15
c)	Seminar	5
Total		100

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



SEMESTER 6	KU6DSEHMC304	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE			
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU6DSEHMC304				
Course Title	ENTREPRENEURSHIP DEVELOPMENT				
Type of Course	DSE				
Semester	6				
Academic Level	300 – 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-		60
Pre-requisites	No Prerequisites required for the course.				
Course Summary	This course introduces the fundamentals of entrepreneurship, covering entrepreneurial traits, growth factors, motivation, project design, financial aids, and MSME management. It prepares students to develop entrepreneurial competencies, overcome challenges, and establish sustainable enterprises.				

Course Outcomes (COs):

CO	Statement	Bloom's Level	Knowledge Category	Evaluation Methods
CO1	Explain the meaning, nature, and characteristics of entrepreneurs and entrepreneurship, including types and qualities.	Understand	Factual & Conceptual	Quizzes, Written tests
CO2	Analyze factors influencing entrepreneurial growth, barriers to entrepreneurship, and the role of entrepreneurs in economic development.	Analyse	Conceptual	Case studies, Assignments
CO3	Evaluate the challenges faced by women, rural, and social entrepreneurs, and propose remedies and support systems.	Evaluate	Conceptual & Metacognitive	Reports, Presentations
CO4	Apply entrepreneurial competencies, motivation techniques, and project design steps in formulating business ideas.	Apply	Procedural	Project work, Group exercises
CO5	Assess the role of government, institutions, and Entrepreneurship Development Programmes (EDPs) in promoting entrepreneurship.	Evaluate	Conceptual	Written tests, Viva voce
CO6	Demonstrate knowledge of financial aids, incentives, incubators, and MSME management for starting and sustaining enterprises.	Apply & Evaluate	Procedural & Conceptual	Practical assignments, Mock proposals



KU6DSEHMC304: ENTREPRENEURSHIP DEVELOPMENT

Module 1: Foundations of Entrepreneurship

- Meaning and definition of entrepreneur
- Characteristics of an entrepreneur
- Definition of entrepreneurship
- Nature and characteristics of entrepreneurship
- Need for entrepreneurship
- Types of entrepreneurship
- Student entrepreneurship – concept and importance
- Intrapreneurship
- Qualities of a successful entrepreneur

Module 2: Entrepreneurial Growth & Ecosystem

- Factors affecting entrepreneurial growth
- Barriers to entrepreneurship: environmental, personal, social
- Motives influencing entrepreneurs
- Women entrepreneurship – problems, challenges, remedies, assistance available
- Rural entrepreneurship
- Social entrepreneurship
- Role of entrepreneur in economic development
- Entrepreneurial ecosystem in Kerala

Module 3: Entrepreneurial Motivation & Competencies

- Entrepreneurial competencies – meaning, types, and development
- Institutional efforts and role of government in developing entrepreneurship
- Entrepreneurship Development Programme (EDP): need and objectives
- Industrial estates – features and advantages
- Project design – steps in formulating project design

Module 4: Financial Aids & MSMEs

- Loans and advances available for entrepreneurs
- Schemes of financial institutions
- Start-ups and entrepreneurship incubators
- Incentives and subsidies – need and importance
- Micro, Small & Medium Enterprises (MSMEs): characteristics, objectives, advantages, disadvantages
- Problems of MSMEs and remedial measures
- Steps for starting MSMEs
- Government measures for promotion of MSMEs

Module 5: Open-Ended Module / Teacher Specific Content

Reference:

1. Hand book of entrepreneurship, Rathore B.S. and Sinin .F.S. , AAPGA Publications
2. Text book of entrepreneurship Development, Gopal. J.Kalantri, Vision Publications,
3. Entrepreneurship Development, Gupta C. B. Srinivasan, Sultan Chand and Sons
4. Entrepreneurship Development, Kavil Ramachandran, Mc Graw Hill 1. Desai, Vasant. Dynamics of Entrepreneurial Development and Management. Mumbai, Himalaya Publishing House.
- 5.



6. Panda, Shiba Charan. Entrepreneurship Development. New Delhi, Anmol Publications
7. Entrepreneurship: R.V. Badi & N V Badi
8. Kao, John J. The Entrepreneurial Organization. Englewoods Cliffs, New Jersey: Prentice-Hall.
9. SIDBI Reports on Small Scale Industries Sector.
10. Singh, Nagendra P. Emerging Trends in Entrepreneurship Development. New Delhi: ASEED
11. Entrepreneurial Development: P. Saravanel
12. Entrepreneurship Development: S.S. Khanka
13. A complete Guide to Successful Entrepreneurship; G.N. Pandey

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)	Case study	15
c)	Seminar	5
Total		100

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



SEMESTER 6	KU6SECHMC302	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE			
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Program	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	KU6SECHMC302				
Course Title	HOTEL ENGINEERING				
Type of Course	SEC				
Semester	6				
Academic Level	300 – 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-		45
Pre-requisites	No Prerequisites required for the course.				
Course Summary	This course provides hotel management students with essential knowledge of maintenance systems, electricity and lighting, fuels and water management, refrigeration, air conditioning, fire safety, and energy conservation. It emphasizes preventive maintenance, safe handling of utilities, and sustainable practices, preparing learners to ensure operational efficiency, guest comfort, and safety in hotel environments.				

Course Outcomes (COs):

CO	Statement	Bloom's Taxonomy Level	Knowledge Category	Evaluation Methods
CO1	Explain the role, functions, and importance of the maintenance department in hotels, including its relation with other departments.	Understand	Factual & Conceptual	Quizzes, Written tests
CO2	Demonstrate knowledge of gas systems, LPG properties, burners, and safety precautions in hotel operations.	Apply	Procedural	Practical demonstrations, Viva voce
CO3	Apply fundamentals of electricity, circuits, wiring, and lighting systems to ensure safe and efficient hotel operations.	Apply	Conceptual & Procedural	Lab exercises, Assignments
CO4	Analyze fuels, water supply, and drainage systems to calculate requirements, costs, and ensure effective resource management.	Analyse	Conceptual & Procedural	Case studies, Problem-solving tasks
CO5	Evaluate refrigeration and air conditioning systems, including preventive maintenance and comfort conditions for guests.	Evaluate	Conceptual & Procedural	Practical assessments, Reports
CO6	Assess fire prevention, firefighting systems, and energy conservation methods to enhance safety and sustainability in hotels.	Evaluate & Create	Conceptual & Metacognitive	Safety drills, Project work



KU6SECHMC302: HOTEL ENGINEERING

Module 1: Hotel Maintenance & Gas Systems

- Function and importance of the Maintenance Department in hotels
- Relation with other departments of the hotel
- Organization chart of Engineering Department in a hotel
- Preventive & breakdown maintenance – meaning and applications
- Heat terms and units, methods of heat transfer
- Liquefied Petroleum Gas (LPG) and its properties
- Principle of Bunsen burner
- Precautions while handling gas
- Low- and high-pressure burners and corresponding heat output
- Gas bank and accessories used in gas pipeline installation

Module 2: Electricity & Lighting Systems

- Fundamentals of electricity: insulators, conductors, current, potential difference, resistance, power, energy – concepts, definitions, units, and relationships
- AC and DC, single phase and three phase – importance in equipment specifications
- Electric circuits: open and closed circuits, symbols of circuit elements
- Series and parallel connections, short circuit, fuses, MCB, earthing
- Reason for placing switches on live wire side, Electric wires and types of wiring
- Calculation of electric energy consumption of equipment
- Safety precautions while using electrical appliances
- Types of lighting and devices: incandescent lamps, fluorescent lamps, gas discharge lamps
- Illumination and units of illumination

Module 3: Fuels, Water Supply & Drainage Systems

- Fuels used in catering industry: types, calorific value, comparative study
- Calculation of fuel requirement and cost
- Water: sources of water, types of hardness, water treatment methods
- Hot water supply systems in hotels
- Drainage systems: traps, grease trap, inspection chamber

Module 4: Refrigeration, Air Conditioning & Fire Safety

- Refrigeration: basic principles, latent heat, boiling point and pressure relationship
- Vapour compression system of refrigeration and refrigerants
- Vapour absorption system
- Care and maintenance of refrigerators; defrosting
- Types of refrigerant units, their care and maintenance
- Air conditioning: conditions for comfort, relative humidity, humidification, dehumidification, dew point control
- Units of air conditioning: window type, central air conditioning
- Preventive maintenance of refrigeration and AC systems
- Fire prevention and firefighting systems: classes of fire, methods of extinguishing fires
- Fire extinguishers: portable and stationary
- Fire detectors and alarms, automatic fire detectors-cum-extinguishing devices
- Structural protection against fire
- Energy conservation: general tips for energy and water conservation in hotels



Module 5: Open-Ended Module / Teacher Specific Content

Reference:

1. Hotel Engineering, Sujit Ghosal, Oxford University Press
2. Textbook of Hotel Maintenance - Dr. N.C. Goyal, Dr. K.C. Arora; Standard Publishers Distributors.
3. Hospitality Facilities Management and Design – David M. Stripanuk; Educational Institute American Hotel & Lodging Association.

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	50
Continuous Evaluation	25
a) Test Paper- 1	15
b) Assignment	10
Total	75

Correlation Levels:

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

