

ACADEMIC PROGRAMME GUIDE

BACHELOR OF SCIENCE (HOSPITALITY AND HOTEL ADMINISTRATION)

Batch 2018



**Chitkara University School of Hospitality Management
Chitkara University, Himachal Pradesh, India**

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1. General Information

The academic program Guide is a comprehensive document detailing course scheme, associated credits per course and the distribution of each course in lecture and Practical hours. It also details the eligibility criteria for admission, for award of degree, the assessment and evaluation procedures along with a glimpse of the pedagogical aspects of the programs. This Guide is to be used in association with the Academic Regulations of the University to make a complete rule set. The course scheme given in this document is approved by respective Board of Studies and the Academic Council of Chitkara University.

2. Admission Criteria

A candidate who has passed 10+2 in any stream from state level education board or govt. approved body with min. 40% marks is eligible. The admission is, however, subject to successful completion of admission Interview of the candidate and verification of certificates and documents produced at the time of admission, and any other norms as prescribed by the Chitkara University from time to time.

3. Duration and Stages

The hospitality administration program is of 3 year duration comprising of 6 semesters. The two-year curriculum of the program is offered at Chitkara University campus one year curriculum is completed by training in a hotel for a period of one year under supervision and guidance of the college and industry. On successful completion of 3-year programme, the students are awarded 3-year B.Sc. degree of Chitkara University and a certification of training and specialization from the hotel. While 3rd semester curriculum will be devoted towards industry where the student undergoes industrial training for 20 weeks in a hotel, the 6th semester will be utilized for specialization in any particular department of the hotel as per student's choice to equip the students with the complete know how of skill sets required by the hospitality industry as a professional to include management, finance, safety and hygiene certifications required by the industry for employment.

4. Rules for attendance

Students must attend every lecture and lab sessions for each course in which they are registered. As prescribed in Academic Regulations section 6, a minimum attendance of 75% is compulsory for the student to be eligible to appear for end semester examination. 10% concession in this mandatory requirement is possible only in extreme circumstances and at the sole discretion of the Vice Chancellor.

There is no weight age for attendance in evaluation criteria. Students are encouraged to participate in co-curricular activities conducted by prestigious institutions at national/International level. Such students would be eligible for grant of special Duty Leaves (limited by a cap decided by the Vice Chancellor) to make up for the attendance, in case any class work is missed during this period. This privilege extended to students will not be termed as right and is limited to just the attendance benefit.

5. Course Handout

Course handout that supports, expands on, organizes or otherwise provides follow up to the course. Course handouts are be very successful because participants can use them to remember what they have learned, to extend their knowledge further by reading material not covered in the course and as a basis for their work in cascading learning to their colleagues.

6. Pedagogical aspects

The structural layout of the program and its courses requires that each course be divided into weekly modules & contact hours as shown in the course scheme under ‘*Program Outline*’, which will be covered session-wise both in the morning and afternoon sessions of 3 hrs 15 minutes each. While the morning session will be held from 9.00 a.m. to 12.50 p.m., afternoon session will be from 1.40 p.m. To 4.20 p.m.

Theory Sessions: Lectures are delivered by traditional – white board method, supplemented by modern Information Communication technology (ICT) methods. The students are encouraged to ask questions and involve in group discussion to the extent allowed by the teacher. In some subjects where case study based methodology is adopted, the lectures are supplemented by discussions on case studies. Visual, auditory and kinesthetic learning is encouraged during the classroom study.

Lab / Practical Sessions: During lab / practical sessions, the students work on prescribed curriculum and do what they have learnt in the Lecture sessions as Integrated Learning Project with a healthy mix of lectures, PPTs, videos and role-plays. Apart from practical, emphasis is laid on field trips, demo-workshops and expert lectures by the distinguished visiting faculty from Industry, etc.

7. Assessment and Evaluation Criteria

- a) **Internal Assessment:** The internal assessment shall denote performance of the candidate in in-course assessment, which will carry 40% weight age for computing the final term-end examination result. The performance of the students shall be evaluated through continuous assessment as follow:-
- b) **Theory Component:** With regard to internal assessment, three sessional tests will be conducted of 50 marks each, viz ST-1 (covering 50% of the syllabus); ST-2 (covering remaining 50% of the syllabus); and ST-3 (covering whole 100% of the syllabus). For this the awards of best two STs will be taken into account.
- c) **Practical Component:** With regard to internal assessment, three sessional tests will be conducted of 50 marks each, viz ST-1 (covering 50% of the syllabus); ST-2 (covering remaining 50% of the syllabus); and ST-3 (covering whole 100% of the syllabus). For this the awards of best two STs will be taken into account.
- d) **End-Term Examination:** The external (end-term) examination for the theory component will be conducted from the 100% of the syllabus carrying uniform distribution of contents. For practical component, the performance of the students will be assessed by an external examiner as per the defined marking scheme &

guidelines. The external examination, which will be conducted for 100 marks, will carry 60% weight age for computing the final end-term result.

The evaluation will be continuous and its pattern & weight age of various components towards the final result, is illustrated in the tables below:-

Theory Courses:

S.NO.	Description	Maximum Marks	Duration	Weight-age for computing the final End-Term Exam result
1.	<u>Internal Assessment</u>			40 %
	Sessional test 1	50	1 hr 30 min	
	Sessional test 2	50	1 hr 30 min	
	Sessional Test 3	50	1 hr 30 min	
2.	End Term Exam	100	3 hrs	60%

Table 1: Evaluation components for Theory courses

Practical Courses:

S.NO.	Description	Maximum Marks	Duration	Weight-age for computing the final End-Term Exam result
1.	<u>Internal Assessment</u>			40 %
	Sessional Test (Practical) (Best 2 out of 3)	50	1 hr 30 min	
2.	End Term Exam	100	3 hrs	60 %

Table 2: Evaluation components for Practical courses

- e) **Question Paper Pattern:** The question paper pattern for the various examinations, viz class test, sessional test and term-end examination, would be as follow:-

Question Paper 25 Marks	Question Paper 50 Marks	Question Paper 100 Marks
10 X 1 = 10	15 X 1 = 15	25 X 1 = 25
3 X 5 = 15 (Choice-1)	3 X 5 = 15 (Choice-1)	10 X 2 = 20
	2 X 10 = 20 (Choice-1)	5 X 5 = 25 (Choice-2)
		2 X 15 = 30 (Choice-2)
Total = 25	Total = 50	Total = 100

Final weight age 40% for internal and 60% External

- f) **Grades and Grading System:** All students receive grade reports indicting academic progress at the end of each semester for which they were enrolled. Based on the marks obtained by the student in a particular course, the grade will be awarded based on a 10-point grading system with the numerical equivalence of letter grades as given below.

Marks Range	Grade	Grade point	Qualitative Meaning
80-100	O	10	Outstanding
70-79	A+	9	Excellent
60-69	A	8	Very Good
55-59	B+	7	Good
50-54	B	6	Above Average
45-49	C	5	Average
40-44	P	4	Pass
0-39	F	0	Fail
-	AB	0	Absent

If a student obtains grade P or above, he is declared pass in that subject. The grade F is equivalent to being failed in that subject, in which case, the student has to re-appear in the end term examination of that subject as and when examination for that subject is conducted for the regular candidates in their end-term examination, after payment of requisite examination fee.

- g) **Reappear examinations :** If a student(s) fails to secure pass grades in subjects (s), he/she shall be allowed to reappear according to the following regulations:
A student detained from appearing in the end term semester examination of subjects due to shortage of attendance will have to attend the extra classes as offered by the university or concerned faculty.

8. **Program overview:** B.Sc.(Hospitality &Hotel Administration) Program Batch2018-2021
Program Name: Bachelor of Science (Hospitality & Hotel Administration)
Duration: 3years

The program provides a rigorous training in hospitality administration encompassing areas such as the core departments of a hotel related to Food Production, Food and Beverage Management and Catering operations, Rooms divisions' management and General Management and Finance.

During the first year of hospitality administration, the student will develop an overview of hotel administration, its environment and management with essential skills and tools necessary for running a hotel successfully. This provides the foundations that prepare the students to take on more challenging advanced modules in the second and the third year of the degree program.

The advanced modules focus on a closer examination of the operations of the hotel industry, particularly on the use and management of key resources, such as people, finance and information technology, from a strategic perspective. With hands on training in the labs for food production and service, the front office and housekeeping department too have their element of practical during the three-year program.

Program objective: Some of the main objectives of our B.Sc. (Hospitality & Hotel Administration) program are as follows:

- To be able to demonstrate and prepare the skill sets learnt.
- To be able to handle guest situation and solve problems
- To demonstrate the skillful use of the tools of the trade
- To understand the importance of hygiene and safety in the industry.
- To be able to manage the task assigned and lead the team.

9. Program Outcomes: Main POs of our B.Sc. (Hospitality & Hotel Administration) program are as follows:

- Two-year curriculum is offered at Chitkara University campus in India and one year curriculum at a hotel of repute wherein the student undergoes Industrial Training in 4th semester and department specialization in the 5th semester.
- A unique opportunity to learn the syllabus by simultaneously practicing the same in real industry working conditions.
- Hospitality Administration + Job Oriented Certifications
- A bridge between industry's requirement and present education system.
- Global Exposure
- On-the-Job Training with Hotels from the 3rd & 6th semester.
- Development of Holistic Personality.

10. Program Specific Outcomes (PSOs): Main PSOs of our B.Sc. (Hospitality & Hotel Administration) program are as follows:

- This is a three year Bachelor's Degree program that gives the candidate a platform to Pursue Masters in Business Administration, with a specialization in Marketing, Human Resources, Finance and Hospitality. Alternatively, depending upon the candidate's potential, specialization areas of Supply Chain Management and Retail can also be opted.
- Appear for Indian Administrative Service (IAS) exams conducted by UPSC, depending upon the student's potential and drive to achieve a higher goal.
- This three year Bachelor's Degree programme is designed to give insights in the area of Hospitality and Hotel Administration. However, it can also open avenues for a candidate to pursue a career in any service sector because this programme with its two internships gives the required impetus to a candidate to manage a dynamic service scenario, provided they have the requisite knowledge of the product and processes followed in the concerned service sector. Any area in any

sector that has a scope of human interaction will have the element of hospitality coming into play.

Placement Opportunities: The Bachelor of Science (Hospitality & Hotel Administration) provides ample opportunity to a graduate Sectors that a candidate can explore to start a career after a successfully completion of this programme are as follows.

Hotel & Restaurants Industry

- Luxury Cruise lines
- Airline companies
- Industrial Catering Companies
- Theme Parks
- Food Retail Companies
- Luxury Retail Chains
- Facilities Management Companies
- Hospital Hygiene and Catering Outsourcing companies
- Business Process Outsourcing Companies
- Banking & Insurance
- Events & Entertainment Companies

11. Course Scheme: B.Sc. (Hospitality & Hotel Administration) Year - I

Semester - I (Foundation-I) (Teaching & Examination Scheme – 17 weeks)						
S.NO.	Subject Name	Subject Code	L+P	Per week	Total Contact Hrs.	Credit
1	Food Production – I	HMC 6101	2+8	10	150	6
2	Food & Beverage Service – I	HMC 4102	2+4	6	90	4
3	Front Office Operations – I	HMC 3103	2+2	4	60	3
4	Accommodation Ops – I	HMC 3104	2+2	4	60	3
5	Food Safety	HML 2105	2+0	2	30	2
6	Functional English-1	HMW 2106	0+4	4	60	2
	Total		10+20	30	450	20

Semester - II (Foundation-II) (Teaching & Examination Scheme – 17 weeks)						
S.NO.	Subject Name	Subject Code	L+P	Per week	Total Contact Hrs.	Credit
1	Food Production – II	HMC 6111	2+8	10	150	6
2	Food & Beverage Service – II	HMC 4112	2+4	6	90	4
3	Front Office Operations – II	HMC 3113	2+2	4	60	3
4	Accommodation Ops – II	HMC 3114	2+2	4	60	3
5	Functional English-II	HMW 2115	0+4	4	60	2
6	Cyber Security	HML 2116	2+0	2	30	2
7	Customer Relationship Mgt	HML 2117	2+0	2	30	2

8	Basics in Computers	HMC 2108	1+1	2	30	2
	Total		13+21	34	450	24

12. Course Scheme: B.Sc. (Hospitality & Hotel Administration) Year - II

Semester - 3 Industrial Training / Foundation-III (Industrial Training 20 Weeks)				
Subject Code	Subject	Duration in Weeks	Total Contact Hours	Credits
HMT 9201	Industrial Training	20Weeks	-	15

Student spends the entire semester in the hotel, undergoing training and at the end, Reports back to the University for an Evaluation & external viva on the industrial training.

Semester - 4 (Foundation - III) (Teaching & Examination Scheme - 17 weeks)						
S.NO.	Subject Name	Subject Code	L+P	Per week	Total	Credit
1	Food Production - III	HMC 6201	2+8	10	150	6
2	Food & Beverage Service – III	HMC 4202	2+4	6	90	4
3	Front Office Operation – III	HMC 3203	2+2	4	60	3
4	Accommodation Ops – III	HMC 3204	2+2	4	60	3
5	Functional English-III	HMW2205	0+4	4	60	2
6	Hospitality Marketing	HML 2206	2+0	2	30	2
7	Environmental Studies	HML 2207	2+0	2	30	2
8	Foundation Course in Tourism	HML2208	2+0	2	30	2
	Human Resource Management	HML2209				
	Total		14+20	34	510	24

13. Course Scheme: B.Sc. (Hospitality & Hotel Administration) Year - III

Semester – 5(Operational Management – II)(Teaching & Examination Scheme – 17 weeks)						
S.NO.	Subject Name	Subject Code	L+P	Per week	Total	Credit
1	Food Production Ops & Mgt	HMC 6301	2+8	10	150	6
2	Food & Beverage Ops & Mgt	HMC 3302	2+4	6	60	3
3	Front Office Management	HMC 3303	2+2	4	60	3
4	Accommodation Mgt	HMC 3304	2+2	4	60	3
5	Financial Management	HML 2305	2+0	2	30	2
6	Disaster Management	HML 2316	2+0	2	30	2
7	Human Values & Ethics	HML 2317	2+0	2	30	2

8	Facility Planning	HML 2318	2+0	2	30	2
	Strategic Management	HML 2319				
9	English Speaking Skills (CPM)	HMW2319	0+4	4	60	2
Total			16+20	36	510	25

Semester - 6 (Specialization – in Hotel 20 weeks)				
Subject Code	Subject	Duration in Weeks	Total Contact Hours	Credits
HMT 9301	Hospitality Internship in one of the core elective areas (department) of Hotel	20	--	15

14. Course Learning outcomes: B.Sc. (Hospitality & Hotel Administration) Year - I
Semester 1

HMP6101	Food Production –I	2+8	6Credits
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Course Learning Outcomes (CLOs):

CLO 1: To be able to identify and choose different types of equipments to work in kitchen.

CLO 2: To be able classify and demonstrate cuts vegetables in different types.

CLO 3: To relate and demonstrate different methods of cooking and prepare dishes based on them.

CLO 4: Should be able to prepare different types of stocks and utilize these stocks in different ways.

CLO 5: Students must have knowledge about sauces mother sauces and their derivatives and should be able to produce sauces.

CLO 6: Should be able to identify different types of egg preparation and be able to prepare them in different styles.

Course Syllabus: Food Service Industry - Culinary History, Modern Trend in Food Concept; Standard of Professionalism - Levels of Skills, Attitude and Professionalism in Kitchen, Uniform, Safety precautions; HACCP, Kitchen Organization - Kitchen Brigade & Work Flow , Interdepartmental Relationship; Kitchen Equipment- Introduction to Different Equipment and uses; Basic ingredient- Herbs and spices-Vegetables and Fruits- Fats and Oils-Indian spices; Basic Cookery Principles-Aims & Objectives of Cooking-Variety textures and Various consistency-Effect of Heat on Cooking Methods of Cooking-Cuts of Vegetable-Pre-Preparation Culinary Terms; Stocks- Definition, Elements of Stock-Classification; Sauces-Definition-Thickening agent-Classification of Mother sauces-Derivatives, Egg cookery structure, composition, varieties, storage, egg preparations French cuisine's practical and Demonstration (18 menus).

Food Production Bakery Syllabus: Bakery: Identification of equipments ,uses and handling - Identification of ingredients and how to use - Introduction, Awareness regarding hygiene and grooming standard While attending practical class; Hierarchy: Organizational Structure, Duties and Responsibilities of baker, Coordination with other Departments, Bread Making - Functions of all bread making ingredients - Bread making methods - Processing of bread making - Bread fault, improvers, diseases and characteristics - Additives and how to use - Simple bread ,bread sticks ,dinner rolls - Fancy rolls –parker house, cloverleaf pan rolls - Foccacia ,French ,rye ,multi grain ,brioche - Italian ,Vienna bread, baguette, fougasse - Ciabatta ,Whole Wheat bread , Basic sourdough; Rich yeast dough - Hot cross buns - Baba au rhum - Fruit savarin - Sweet buns - Cinnamon and raisins rolls - Croissant—type and shape - Stillen bread; simple and rich cakes- Functions of cake making ingredients - Methods of cake making - Cake fault and remedies - Fruit cake - Chocolate chip cake - Madeira cake - Dundee cake - Plum cake - Plum pudding - Simple sponge cake - Genoese sponge with icing - Chocolate walnut brownie; pastry - Type of pastries - Short crust –tarts - Laminated – palmiers - veg patties - vol au vent - Choux pastry- éclairs - profiteroles - Phyllo pastry-baklava - Danish pastry--apple , jam and custard; cookies - Chocolate chip cookies - Vanilla cookies - Oatmeal cookies - Lady finger - coconut macaroon - almond biscotti

HMP4102	Food & Beverage Service –I	2+4	4Credits
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Course Learning Outcomes (CLOs):

CLO 1: By the end of the semester students should be able to explain and identify various areas of F&B service industry and F&B department of a hotel.

CLO 2: Students should be able to identify and distinguish in between various equipment’s used in department

CLO 3: Students should be able to explain organizational structure of F&B service department

CLO 4: Students should be able to define duties and responsibilities and Attributes of F&B Staff

CLO 5: Students should be able to classify different types of meals and French classical menu

CLO 6: Students should be able to Distinguish in different types of services

Course Syllabus: Theory part: Introduction to various outlets of food and beverage service department; Different types of Cutlery and crockery used in F&B service; Organizational structure of in F&B department with duties and responsibilities of key positions; Attributes of in F&B personnel; Brief review about other departments and their relationship with in F&B department; Mis- en-place and Mis-en- scene : Different types of Table Setups; Side station and purpose of the same – Golden rules for stacking; Hostess desk with its need; Different types of furniture & linen with their dimensions; Types of menus; French classical menu; Different meals of the day; Complete sequence of service: Different types of breakfast; Different types of services; Napkin folds; Guest welcoming - Guest greetings; Kitchen order ticket(*K.O.T*);

Course Syllabus: Practical part: Demonstration of different cutlery, crockery and equipment's used in F&B service - Live demonstration of grooming standards and gesture and posture in restaurant - Live demonstration of side station and stacking it - Physically know the department with relations - Demonstration of furniture with size calculation - Demonstration of linen with size calculations - Live hostess desk functions - How to handle cutlery and crockery - Setting cover according to standards - Pouring of water - Placing the plate - Exact positions - Setting up the cover according to courses; Set up along with accompaniments - Setting up of cover according to meal type - Napkin folds - Body language in restaurant - Holding service spoon and fork - Serving platter to plate - Serving pre plated - Live demonstration of napkin folds - How to welcome and greet the customer(Live demonstration) - Chair pulling – K.O.T Handling; Demonstration on presenting the bill to the customer;

Suggested books: Food & Beverage service – Denis Lillicrap, The Waiter John Fuller, Food & Beverage service – R. Sigravelawan

HMC3103	Front Office Operation - I	2+2	03 Credits
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Course Learning Outcomes (CLOs):

CLO 1: To know about the Various National & international brands of the hotel, Classify the hotels.

CLO 2: Understand the process of Guest cycle, Reservation.

CLO 3: To understand various front office sub divisions and their co-ordination

Course syllabus: Introduction to hospitality – Definition of tourism - Reasons to travel - Brief history of hospitality - Brief history of international hotels - History of Indian Hotels – Taj, Oberoi, ITC, LEELA; Introduction to front office – Sections & layout, Personality traits – Hierarchy - Duties and responsibilities - Areas – Travel desk, bell desk, front desk, concierge, business centre; Introduction to guest cycle – Pre-arrival – Arrival - During stay - Departure and post departure; *Classification*- Location Downtown, Suburban, Resort, Motels, Cruise, Luxury trains - Star classification - Ownership – Chain, Independent, Management Contracted, Franchise - Supplementary – Forest lodges, Youth hostels, Hospices, Sanitaria, Chalet bungalow, Villa; Various Front Office Equipments- functions and usage of various equipments ;Introduction to tariff structure - Definition of room tariff - Types of tariff : Rack rate, BAR, Membership rate, Crib rate, Crew rate - Package rate, Volume rate; Basis of charging: 12 noon, 24 hours, day use - Plans : EP, CP, MAP, AP; Types of Rooms with various plans & packages- single, double, triple, Quad, Hollywood twin, King room, Queen Room, Interconnecting rooms etc.; Reservation - Meaning and importance - Sources and channels – In house department, CRO, OTA IDS - Types- Guaranteed – TA/OTA, Advance deposit, pre payment, credit/debit card, MCO, corporate - Confirmed - Tentative - Reservation Process - Systems – Diary, Card, Automatic - Group reservation - Reconfirmation, cancellation, amendments - Arrival and departure list, Reservation of Group /FITS –difference, Reservation policies, Packages sold in today's time, Reservation codes.

HMC3104	Accommodation Operation-I	2+2	C 03 Credits
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Course Learning Outcomes (CLOs):

CLO 1: To explain about the various activities of the Housekeeping Control Desk.

CLO 2: To illustrate about Key Control and Lost & Found.

CLO 3: To explain about Various Cleaning Procedures.

CLO 4: To give an Understanding on Contract Services.

CLO 5: To explain about mini bar management.

CLO 6: To give an understanding on Store and Purchase Department.

Course Syllabus: Introduction to hotels - Discussion on hotel industry - Types of hotels ; Importance of housekeeping - Definition and Role of housekeeping - Importance of housekeeping department - Layout of housekeeping department , and floor pantry - Organization chart – small, medium and large hotel ; The Housekeeping department - Various area of housekeeping department - Personal attributes of housekeeping personnel - Duties and responsibilities of housekeeping in hotels - Job description and specification - Duty roaster and staffing - Co- ordination with other department - PMS (Preventive maintenance schedule) ; Cleaning equipments and agents used in housekeeping - Cleaning equipments and agents (R-series) - Care and cleaning of equipment -Setting up of a maids cart trolley ; Hotel guest room -Types of guest room - Standard layout of the guest room and contents of a room – guest room accessories-Layout of guest floor corridor and floor pantry-Different “room status” in housekeeping-Guest supplies – room and bathroom-Types of guest supplies.-Types and sizes of guest room linen; Turn Down service - Definition and meaning-Procedure of turn down service in 5 * hotels - Phrases used for turn down service; Bed and Mattress -Types of bed and mattress-Care and maintenance of mattress-Bed making and bedding.

Suggested books: Hotel Housekeeping – G. Raghubalan, Smritee Raghubalan, Hotel Housekeeping – Malini Singh

HML2105	Food safety – I	2+0	2Credits
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Course Learning Outcomes (CLOs):

CLO: 1 Apply scientific thinking in the analysis, synthesis and evaluation of knowledge within the discipline of food science, nutritional sciences or dietetics.

CLO: 2 Apply ethical reasoning within the discipline of food science, nutritional sciences or dietetics

CLO: 3 effectively communicate discipline-specific information in written and oral forms to scientific audiences.

CLO: 4 effectively interact within scientific teams.

Course syllabus: Sanitation And Health ; Food Microbiology - Food Contamination And Spoilage - Food Borne Diseases; Hygienic Food Handling - Purchasing And Receiving Safe Food - Food Storage - Sanitary Procedures While Preparing, Cooking And Holding Food ; HACCP - Food Safety Assurance System – Introduction - Need And Benefits – Principles – Guidelines; Food Safety Standards Authority Of India (FSSAI) - Introduction To FSSAI - Definitions Of Following According To FSSAI - Food Adulterants - Local Areas - Food Business – Package – Premises - Food - Standardized Food - Proprietary Food - Gm Foods - Organic Foods - Functional Foods - Offences And Penalties - Organizational Structure - Food Authority Of India - Duties And Functions Of Authority - Structure Of FSSR (Food Safety Standards Regulation).

Suggested books: Food microbiology by –Frazier, Food & nutrition by –Dr. M .Swami Nathan, Food science by- Hotticks & potter, Food & nutrition by- Madumbi & rajgopal

HMW2106	Functional English-1	0+4	2 Credits
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Course Learning Outcomes (CLOs):

- CLO 1:** This course Designed for the students to prepare them for their job placements.
- CLO 2:** Various areas are covered under this program, to enhance the soft skills of a student.
- CLO 3:** The first and foremost is the language proficiency of students to help them become effective communicators.
- CLO 4:** Post language proficiency development, focus will be laid on personality development of students through sessions in group discussions and other public speaking activities culminating into a rigorous course in placements; Interview skills etc.

Course Syllabus: Functional English - skill development program. This course Designed for the students to prepare them for their job placements. Various areas are covered under this program. English being a foreign language- L2, the first and foremost is the language proficiency of students to help them become effective communicators. This skill of communication is developed in them through Inlingua Courses wherein need specific language is taught to students through communicative method. Inlingua is divided into different levels;

- 1 A Level - No knowledge of L2
- 1B Level - Passive knowledge of L2
- 2A Level - Vocabulary + Structure development
- 2B Level - Vocabulary + Structure development
- 3A Level - Vocabulary + Structure development
- Advance Level - Spoken Discourse

Post language proficiency development, focus will be laid on personality development of students through sessions in group discussions and other public speaking activities culminating into a rigorous course in placements; Interview skills etc. This course is coined as Chitkara Gateway Module.

Semester 2

HMC6111	Food Production –II	2+8	Credits: 06
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Course Learning Outcomes (CLOs):

CLO 1: Should be able to classify and prepare soups based on the theoretical and practical knowledge provided.

CLO 2: Must have the knowledge about the various commodities used in kitchen how are they processed and stored.

CLO3: To understand the importance of meat in culinary industry, how to process, store and prepare various meats, game and poultry.

CLO 4: To be able to classify, cut and prepare different fish dishes based on the theoretical and practical knowledge

CLO 5: Must have the knowledge about the salad preparation and components of a salad.

CLO 6: Should be able to understand the importance and the workflow of an operational kitchen and importance of design.

Course Syllabus: Soups - Definition - Classification–Preparation - International Soup; Commodities – Identification, Types & Forms, Uses – pasta -cereals –grains-flours; Fast food – Origin – fast food outlets – concept of fast food – designing a fast food outlet ; Meat Cookery – Composition – Selection - Grading of Mutton – Lamb – Pork – Beef - Veal - Cuts of Different Meats - Cooking Times & Handling - Nutritional and Storage Points; Poultry / Game Cookery - Types/Classification Various cuts; Fish Cookery - Classification, Source - Storage, Food Value Presentation - Various Cuts, Caviar-packaging –serving- varieties. Salads and dressings classification - classical salads – dips – dressings - basic preparations. Garde manger introduction to cold kitchen- workflow-functions –sandwiches-burgers –introduction to cold meats and cheese Design and Layout of a kitchen- Introduction –designing of a kitchen French Culinary terms, Practical and Demonstration of French cuisine (14menus.

Course syllabus for bakery: Identification of equipments ,uses and handling - Identification of ingredients and how to use - Introduction, Awareness regarding hygiene and grooming standard While attending practical class; *Bread Making* - Functions of all bread making ingredients - Bread making methods - Processing of bread making - Bread fault, improvers, diseases and characteristics - Additives and how to use - Simple bread ,bread sticks ,dinner rolls - Fancy rolls –parker house, cloverleaf pan rolls - Foccacia ,French ,rye ,multi grain ,brioche - Italian ,Vienna bread ,baguette, fougasse - Ciabatta ,Whole Wheat bread , Basic sourdough; Rich yeast dough - Hot cross buns - Baba au rhum - Fruit savarin - Sweet buns - Cinnamon and raisins rolls - Croissant—type and shape - Stillen bread; *simple and rich cakes*- Functions of cake making ingredients - Methods of cake making - Cake fault and remedies - Fruit cake - Chocolate chip cake - Madeira cake - Dundee cake - Plum cake - Plum pudding - Simple sponge cake - Genoese sponge with icing - Chocolate walnut brownie; *pastry* - Type of pastries - Short crust –tarts - Laminated – palmiers - veg patties - vol au vent - Choux pastry- éclairs - profiteroles - Phyllo pastry-baklava - Danish pastry--apple , jam and custard; *cookies* - Chocolate chip cookies - Vanilla cookies - Oatmeal cookies - Lady finger - coconut macaroon - almond biscotti.

Suggested books: La Rousse Gastronomique, Theory of Cookery by Krishna Arora, Food Production Operations By Parvinder Bali, Professional Baking By Wayne Gisslen

HMC4112	Food and Beverage Service-II	2+4	4 Credits
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Course Learning Outcomes (CLOs):

CLO 1: By the end of the semester students should be able to classify beverages using a chart

CLO 2: Students should be able to give description of non-alcoholic beverages
CLO 3: Students should be able to explain about bar equipment's and various methods of mixing mocktails.

CLO 3: Students should be able to describe about cheese and tobacco

CLO 4: Students should be able to describe about gueridon service

CLO 5: Students should be able to explain about Order taking and the sequence of service.

Course Syllabus: Theory syllabus: Classification of Beverages - Non- alcoholic, Alcoholic (brief introduction); Tea – Origin – Manufacture – Types – Brands; Coffee – Origin Manufacture – Types – Brands; Cocoa and malted products – Manufacture – Types; Mock tails – Methods of making mock tails; Cheese – Types – Names - Service of cheese ; Tobacco – History; Cigar – Parts, Classification according to color and size; Cigarettes – different sizes and types; Gueridon service – History - General consideration – Advantages - Disadvantages - Types of trolleys – Gueridon equipments ; Dishes of gueridon service - Crepe suzette - Banana au rum, IRD – Location of IRD - Order Taking, Sequence of service

Practical Syllabus: Different types of beverages - Service of non alcoholic beverages - Service of tea - Service of coffee - Making and service of malted beverages - Service of cheese - Live gueridon trolley service - Making dishes on gueridon - - Telephone Handling - Physically setting the tray - Carrying the tray.

Suggested books: Food & Beverage service – Denis Lillicrap, Food & Beverage service – R. Sigravelawan

HMC3113	Front Office Operations-II	2+2	03Credits
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Course Learning Outcomes (CLOs):

CLO 1: To understand the meaning, importance, Process of registration
CLO 2: To understand how the registration records are maintained in a hotel

CLO 2: To understand about the importance of documentation of National & International guest to be collected at the time of check-in of a guest.

CLO 3: To understand the Bell desk Activity, Flow of Messages, Mails for the guest
CLO 5: To understand importance of guest feedback, guest history of a guest.

CLO 4: To Understand Quality Services to Customer & How to handle a guest who's complaining about the issue

Course Syllabus: Registration – Meaning, Pre Registration & Importance, Creation of Records, Self Registration, Assigning Room keys, Handling walk in guests, C –forms for foreigners, In Room check in procedure (Newer trend) Bell desk activities- Luggage handling: Up bell and down bell, Left luggage-Mail handling, Message handling, Newspaper Delivery. Room changing Procedure, Coordination within Front office department - Business Centre, Gym, Spa, Swimming pool, Butlers, Telephones, Royal Club lounge, Travel Desk. Airport Transfers -Airport Representatives, Eva Drivers (newer Concept), GREs at the Airport - Guest services - Guest complaint handling - Significance of guest complaint, Types of guest complaint, Steps to handle guest complaint – Flow chart. Guest History & Transport - Guest history meaning & significance, Formats used, Wi-Fi enabled cars, Fleet of the hotel, Top end brands, Amenities kept in the car for guest comfort, Branding of the hotel. TQM - Delivering Quality Services, Feedback – Guest Comment cards, Staff feedback, online feedbacks through Websites-Make my trip/ Trip Advisor. **Suggested books:** Front Desk Representation, Check in Check Out- by Garry K Vallen, Hotel Front Office Operation & Mgmt, Jata Shankar.

HMC3114	Accommodation Operation-II	2+2	3Credits
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Course Learning Outcomes (CLOs):

CLO 1: By the end of the semester students should be able to understand and explain about the various activities of the Housekeeping Control Desk.

CLO 2: By the end of the semester students should be able to illustrate about Key Control and Lost & Found.

CLO 3: By the end of the semester students should be able to explain about Various Cleaning Procedures.

CLO 4: By the end of the semester students should be able to give an Understanding on Contract Services.

CLO 5: By the end of the semester students should be able to explain about minibar management.

Course Syllabus: Housekeeping control desk-Importance of housekeeping desk, and interdepartmental relation with other department-Handling guest telephone calls-Variety forms, formats, records and registers maintained at H.K. desk-Preparing occupancy report and its importance; Detailed guest room inspection- Inspection checklist-Checking of the ready room, checking of VIP rooms, VIP amenities-Dirty dozen; Key control- Types of keys-Key control procedure; Lost and found procedure-Meaning of lost and found in hotels - Types of lost and found-Handling of lost and found article in hotels - Records maintained for lost and found; Public area cleaning and guest room cleaning - Cleaning procedure for – coffee shop, lobby, stairs, corridors, gym, pool and guest room cleaning - Brass polishing / glass cleaning; Contracted and outsourced services-Understanding of contracted services- Different types of contract services in housekeeping- advantages and disadvantages-Guidelines for contracted / outsourced services-Well known contract services providers; Minibar Management-Meaning of mini bar- Different mini bar items-Stock taking – opening and closing-Role of mini bar in charge-Posting of mini bar charges to guest folio- Replenishing mini bar in guest rooms-Store

and purchase department; Relation of housekeeping with purchase department-Making requisition of housekeeping supplies and making store requisition-Stock taking of household supplies-Standard operating procedures (SOP)-Meaning of SOP-Importance and significance of SOP formations.

Suggested books: Hotel Housekeeping – G.Raghubalan, Smritee Raghubalan, Hotel Housekeeping- Malini Singh

HMW2115	Functional English-II	0+4	2Credits
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Course Learning Outcomes (CLOs):

CLO 1: It is designed for students to enable them to acquire structures and vocabulary progressively and effectively

CLO 2: It emphasis on active involvement of students in speaking and listening.

CLO 3: Program provides comprehensive opportunities for the development of reading and writing skills if appropriate

CLO 4: It offers students the opportunity to underpin their learning with a sound grammatical understanding.

The inlingua course is custom made and caters to the need of the students.

The pedagogy employed is learning through speaking and only the target language is used.

The methodology ensures more student participation enabling the students in shedding their inhibitions and becoming more proficient and fluent in the language.

Learners acquire language skills through examples and practice rather than theoretical explanations. This helps them to personalize the syntax learnt and become skilful with the language and use the same in different scenarios.

English skill development program, designed to prepare the students for their job placements. Various areas are covered under this program. English being a foreign language- L2, the first and foremost is the language proficiency of students to help them become effective communicators. This skill of communication is developed in them through Inlingua Courses wherein need specific language is taught to students through communicative method. Inlingua is divided into different levels;

1 A Level	-	No knowledge of L2
1B Level	-	Passive knowledge of L2
2A Level	-	Vocabulary + Structure development
2B Level	-	Vocabulary + Structure development
3A Level	-	Vocabulary + Structure development
Advance Level	-	Spoken Discourse

Post language proficiency development, focus will be laid on personality development of students through sessions in group discussions and other public speaking activities culminating into a rigorous course in placements; Interview skills etc. This course is coined as Chitkara Gateway Module.

HML2116	Cyber Security	2+0	2Credits
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Course learning outcomes (CLOs)

CLO 1: Infer various cyber security concepts.

CLO 2: Analyze security requirements to determine protection from threats.

CLO 3: Implement major cyber security components and their function.

CLO 4: Differentiate between various threats over the web.

Course Syllabus: UNIT I: Introduction to Cyber Crime, Cybercrime: Definition and Origins of the Word, Cybercrime and Information Security, Classifications of Cybercrimes, Legal Perspectives, Cybercrime and the Indian ITA 2000, A Global Perspective on Cybercrimes, Survival Mantra for the Netizens; UNIT II: Cyber offenses: Introduction, How Criminals Plan the Attacks? Social Engineering, Cyber stalking, Cyber café and Cybercrimes, Botnets- the Fuel for Cybercrime; UNIT III: Cloud Computing Cybercrime: Proliferation of Mobile and Wireless devices, Trends in Mobility, Credit card Frauds in Mobile and Wireless Computing Era, Security Challenges Posed by Mobile Devices, Registry Settings for Mobile Devices, Authentication Service Security, Attacks on Mobile/Cell Phones, Security Implications for Organizations, Organizational Security Policies and Measures in Mobile Computing Era; UNIT IV: Laptops Tools and Methods Used in Cybercrime: Introduction, Proxy Servers and Anonymizers, Phishing, Password Cracking, Key loggers and Spywares, Virus and Worms, Trojan Horses and Backdoors, Steganography, DOS and DOS Attacks, SQL Injection, Buffer Overflow, Attacks on Wireless Networks; UNIT V: Cost of Cybercrimes and IPR Issues: Lessons for Organizations, Web Threats for Organizations, Security and Privacy Implications from Cloud Computing, Social Media Marketing: Security Risks and Perils for Organizations, Social Computing and the Associated Challenges for Organizations, Protecting People’s Privacy in the Organization, Organizational Guidelines for Internet Usage, Safe Computing Guidelines and Computer Usage Policy, Incident Handling: An Essential Component of Cyber Security; UNIT VI: Forensics: Best Practices for Organizations, Media and Asset Protection, Importance of Endpoint Security in Organizations, Cybercrime and Cyber terrorism: Social, Political, Ethical and Psychological Dimensions, Introduction, Intellectual Property in the Cyberspace, The Ethical Dimension of Cybercrimes, and The Psychology, Mindset and Skills of Hackers and Other Cyber criminals. Cybercrime: Illustrations, Examples and Mini-Cases.

Suggested books: Cyber Security: Understanding Cyber Crimes, Computer Forensics and Legal perspectives, Nina God bole; Wiley India

HML2117	Customer Relationship Management	2+0	2Credits
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Course Learning Outcomes (CLOs):

CLO 1: By the end of the semester students will understand the basics of CRM

CLO 2: Students should be able to explain the role of CRM in Marketing

CLO 3: Students should be able to describe the Customer Centric Business

CLO 4: Students should be able to describe LEARN in hotels

CLO 5: Students should be able to explain CRM implementation and roadblocks

CLO 6: Students should be able to describe Consumer Protection Act 1986.

Course Syllabus: Concept of CRM, Importance and Need of CRM, Characteristics and Objectives of CRM, CRM Enterprise wide activity & Implementation, CRM in Marketing : Target Marketing, Relationship marketing and CRM Marketing Initiatives - Foundations of Customer Centric Business (CCRM) : Call Center, Customer Care, Virtual 3D Tour, Customer Satisfaction Mgmt, Transaction to Relationship Approach, Customer Lifetime Value, Service Sector & CRM Culture, Understanding the concept of LEARN in Hotels with regard to CRM - CRM Roadblocks : The 4 P's (Process, Perception, Privacy and Politics) - CRM in B2B (Business to Business) Market (Implementing CRM Program) - Consumer Protection Act 1986 : An Overview -CRM : Case Studies.

HMC2108	Basics of Computer	1+1	2 2Credits
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Course Learning Outcomes (CLOs):

CLO1: Learn basic principles of using Windows operation system.

CLO2: Learn and practice basic keyboard, mouse and input output devices use.

CLO3: Learn the basics of word processing. They create a document, format it, and make changes to it. They explore the use of graphics and different fonts that add more to documents.

CLO4: Learn the basics of presentation software. They create presentations that incorporate graphics and animation. They explore how presentations are used effectively in industry and education.

CLO5: Learn the basics of spreadsheets and create their own. They explore the tools available in spreadsheets, including formulas and calculations and how to format them.

Course syllabus: Microsoft windows - General introduction and basic operation involved in windows operating systems - General shortcut keys ; MICROSOFT OFFICE WORD - General introduction about the interface - Creation and formatting a document with special effects - Using various tools of word(mail merge and macro) - Basic operations involved - Working with graphics and tables - Printing options; MICROSOFT POWER POINT - Examine slide show presentation concept and exploring the interface - Creating/Editing a presentation - Insert clipart images and shapes to slides - Inserting /modifying charts and tables - Adding sound and video to the slide presentation - Insert and edit animations and slide transitions - Self running presentation; MICROSOFT OFFICE EXCEL - General introduction and excel interface of windows - Creating/Editing/Formatting a spreadsheet - Basic operation and printing a excel document - Introduction to graphics in excel worksheet - Working with multiple worksheets and excel database facilities - Working with formulas and various functions - Project submission on the basis of research with guidance and counseling.

15. Course Learning outcomes: B.Sc. (Hospitality & Hotel Administration) Year - II

Semester - 3 Industrial Training / Foundation-III (Industrial Training 20 Weeks)				
Subject Code	Subject	Duration in Weeks	Total Contact Hours	Credits
HMT 9201	Industrial Training	20Weeks	-	15

Student spends the entire semester in the hotel, undergoing training and at the end, Reports back to the University for an Evaluation & external viva on the industrial training.

1. Exposure to Industrial Training is an integral part of the 3rd year curriculum. The 20 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, and Accommodation Operations & Front Office Operations.
2. Attendance in the 3rd year would be calculated separately for the two components of in-institute training and industrial training Chitkara as per rules. Industrial Training will require an input of 120 working days i.e. (20 weeks x 06 days = 120 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
3. For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
4. Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
 - a) **Objectives:** Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. The trainees will learn the interdepartmental co-ordination. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.
 - b) **Responsibilities of the Trainee**
 - Should be punctual.
 - Should maintain the training logbook up-to-date.
 - Should be attentive and careful while doing work.
 - Should be keen to learn and maintain high standards and quality of work.
 - Should interact positively with the hotel staff.

- Should be honest and loyal to the hotel and towards their training.
- Should get their appraisals signed regularly from the HOD's or training manager.
- Gain maximum from the exposure given, to get maximum practical knowledge and skills.
- Should attend the training review sessions / classes regularly.
- Should be prepared for the arduous working condition and should face them positively.
- Should adhere to the prescribed training schedule.
- Should take the initiative to do the work as training is the only time where you can gain maximum exposure.
- Should, on completion of Industrial Training, handover all the reports, appraisals, Logbook and completion certificate to the institute.

c) Responsibilities of the Institute

- Should give proper briefing to students prior to the industrial training
- Should make the students aware of the industry environment and expectations.
- Should notify the details of training schedule to all the students.
- Should coordinate regularly with the hotel especially with the training manager.
- Should visit the hotel, wherever possible, to check on the trainees.
- Should sort out any problem between the trainees and the hotel.
- Should take proper feedback from the students after the training.
- Should brief the students about the appraisals, attendance, marks, and logbook and training report.
- Should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- Should ensure that change of I.T. batch is not permitted.
- Should ensure trainees procure training completion certificate from the hotel before joining institute.

d) Responsibilities of the Hotel:

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.

**INTERNSHIP
PERFORMANCE APPRAISAL FORM (PAF)
CHITKARA UNIVERSITY**

Name of Student: _____	Univ. Roll No: _____
Institute: _____	Duration: 4 weeks (24 working days)
Name of the Hotel: _____	From : _____ To: _____
Department: F & BS / FP / HK / FO	

Appearance

Immaculate Appearance, Spotless Uniform, Well groomed hair, Clean nails	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails and hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / disheveled, Long / unkempt hair, /Dirty hands & long nails	1

Punctuality / Attendance (_____ days present out of 30 days)

On time, Well Prepared, Ready to commence task, Attendance Excellent	5
On time, Lacks some preparation but copes well, Attendance Very good	4
On time disorganized aspects – just copes, Attendance Regular	3
Occasionally late, Disorganized approach, Attendance irregular	2
Frequently late, Not prepared, Frequently absent without excuse	1

Ability to Communicate (Written / Oral)

Very Confident, demonstrates outstanding confidence & ability both	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport	5
Polite, considerate and firm, well liked	4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others.	4
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it	2
Persistently disregards criticism and goes own way	1

Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively.	5
Shows ready appreciation willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly	Shows interest in all work undertaken	3
Slow on the uptake	Is interested only in areas of work	2
Rarely grasps points correctly	Lacks drive and commitment	1

Reliability / Comprehension

Is totally trust worthy in any working situation?	5
Can be depended upon to identify work requirements and willing to complete them.	4
Gets on with the job in hand Comprehends, but doesn't fully understand work in	3
Cannot be relied upon to work without supervision	2
Requires constant supervision. Lacks any comprehension of the application	1

Responsibility

Actively seeks responsibility at all times.	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility	1

Quality of Work

Creative and always eager to learn new.	5
Maintains a high standard of quality	4
Generally good quality with some assistance	3
Performance is uneven.	2
Inaccurate and slow at work.	1

Quantity of Work

Outstanding in output of work	5
Gets through a great deal	4
Output satisfactory	3
Does rather less than expected	2
Output regularly insufficient	1

Stipend Paid: Rs. _____ per month

Name of Appraiser: _____

Signature: _____

Designation of Appraiser: _____

Date: _____

Signature of Student: _____

Date: _____

Semester 4

HMC6201	Food Production-III	2+8	6Credits
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Course Learning Outcomes (CLOs):

CLO 1: Students should explain the term volume cooking and its equipments, should differentiate between heat and cold generating equipments.

CLO 2: Students should explain about the term volume catering establishments, should explain the difference between various catering establishments

CLO 3: Should understand the importance of meat in culinary industry, how to process, store and prepare various meats, game and poultry.

CLO 4: Students should able to explain about various Indian gravies. Students should able to explain about the various uses of Indian gravies in Indian cuisine.

CLO 5: After reading the cuisine student should be able to explain about the basic concept of cuisine, Students Should be able to explain various ingredients and equipments and regional specialties.

CLO 6: Students should explain about the term tandoor and their cooking style, should explain about various types of Indian sweets with their regional specialties.

Course Syllabus: Syllabus of the Course: Introduction to volume cooking: quantity kitchen – equipments and tools –institutional and commercial caterings - airline catering - hospital catering - railway catering - cruise liners. Food safety and hygiene- HACCP- Purchasing and intending – principles of indenting and purchasing –systems and specifications Cookery - Indian Regional Cookery & Modern Trends, Study of Main Regions: North, South, East & West, Indian Snacks, Variety of Kebabs, Traditional Indian Bread & Sweets; Breakfast cookery; North Indian Breakfast, South Indian breakfast, Regional cuisine- Gujarati cuisine, Punjabi cuisine, Rajasthan cuisine, Bengali cuisine, Goan ,Awadhi cuisine, Hyderabad cuisine, Menu planning, Dum cooking, Tandoor: kebabs and breads; Indian sweets. Practical (20 menus, Indian Cuisine).

Book suggested: quantity food production by Parwider Bali, Prashad, Madhur Jaffrey.

HMC4202	Food and Beverage Service-III	2+4	4Credits
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Course Learning Outcomes (CLOs):

CLO 1: Students will be able to outline the diverse alcoholic beverages

CLO 2: Students will be able to classify these diverse alcoholic beverages in detail

CLO 3: Students will be able to appraise the making process of these various alcoholic beverages

CLO 4: Students will be able to describe bar operations in details

CLO 5: Students will be able to demonstrate service of various alcoholic beverages along with food harmony

Course Syllabus: Alcoholic beverages - Introduction to alcoholic beverages Classification of alcoholic beverages - Methods of preparing alcoholic beverages ; Beer - Introduction to beer; Still methods - pot still - patent still - Proofing methods – Gay-Lussac - English – American – Whisky - Introduction to whisky; Rum - Introduction to rum - Making process of rum - Different types of rum - Brand names of rum ; Gin - Introduction to Gin - Manufacturing process of gin - Different types of gin i.e. London dry, sloe, Dutch gin - Brand names of gin according to country of origin – Vodka - Introduction to Vodka - Manufacturing process of vodka - Variants in vodka - Brand names of vodka according to country of origin; Tequila - Introduction to Tequila - Manufacturing process of Tequila - Types of tequila - Brand names of Tequila according to country of origin; Brandy - Introduction to Brandy - Manufacturing process of Brandy - Cognac and Armagnac Manufacturing process - Differences between cognac and Armagnac - Brand names – Wine - Introduction, definition ,history to Wine - Factors effecting the quality of wine; Grape varieties with their pronunciation and characteristics ; Wine classification; Wine producing countries: France - Regions of France; Germany - Regions of Germany; Italy - Regions of Italy; Wines from Portugal, Spain - Introduction to Portugal wine - Different types of port - Introduction to Madeira - Different styles of Madeira - Spanish wines - Brand names - Introduction to new world wines - Argentina, Australia, Austria ,California, Chile - Food and wine harmony - Menu planning with wine suggestion, Cocktails - Types of cocktail – Recipes , Introduction to bar – Types of bar, Parts of bar, Licensing, Responsible service Practical - Order taking for alcoholic beverages- Service of beverages to customer according to type - Taking order of beer - Presenting beer to customer - Service style of beer - Service of whisky - Service of rum - Service of gin - Service of vodka - Service of Tequila - Service of Brandy - Presenting wine – Reading wine label - Cork opening – Service of wine according to type - Preparing menus - Planning wines with food – Making of Cocktails - Planning the bar operations.

Books recommended: Food & Beverage service – Denis Lillcrap, Food & Beverage Service – Vijay Dhawan, Food & beverage Service- S.N Bagchi, Food & Beverage Service- Sudhir Andrews, Food & Beverage service – R. Sigravelawan

HMC3203	Front Office Operation-III	2+2	3Credits
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Course Learning Outcomes (CLOs):

CLO 1: To understand the different types of accounts and folios used in front office accounting.

CLO 2: To understand the different types of Vouchers, ledgers, the processing and tracking front office accounts.

CLO 3: To understand the procedures related to check-out and settlement process.

CLO 4: To understand different methods of settlement of guest accounts and how hotels charge late check- out fees.

CLO 5: To understand the functions of the night audit and the duties of the night auditor. Importance of guest history maintenance & latest trends to maintain guest history.

CLO06: To understand the tools and steps used by the night auditor to do the process, understand the process for safety and security programs used during any emergency in the hotels, Different front office laws used in the hotel.

Course Syllabus: Front office accounting – Accounts - Guest account, non guest account ;Bookkeeping & Accounting; Basic use of T shape Account.; Debit and Credit Use in Folio ; Folios: Guest, master, employee folio; Vouchers – POS - Ledger: guest, city Ledger; Credit monitoring - Tracking transactions: cash payment, account correction, allowance transfer advance - Internal control ; Check out procedures - Check out process - Express check out - Self check out - Late check out - Guest history maintenance; Cash Handling - Methods of account settlement- Credit / Debit card - Direct billing – Cash - Account collection - foreign currencies; Night Auditing- Role of auditor -Credit monitoring -Front office audit process - Complete outstanding posting - Reconcile room status discrepancies - Verify room rates - - Balance all departmental accounts - Verify no show reservations - Post room rates and taxes - Prepare reports - Prepare cash receipts for deposits - Clear or backup the system - Distribute reports; Guest safety and Security- developing security program - Basic emergency procedure: Theft, Death, Fire, accident, sickness, bomb threats, etc. Loyalty program, Front office assistance to other departments, Front Office & Law, etc.

HMC3204	Accommodation Operation-III	2+2	3Credits
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Course Learning Outcomes (CLOs):

CLO 1: By the end of the semester students should be able to understand and explain about the various activities of the Laundry.

CLO 2: By the end of the semester students should be able to explain about various inventories carried out in the housekeeping department.

CLO 3: By the end of the semester students should be able to demonstrate skills related to stain removing.

CLO 4: By the end of the semester students should be able to give an Understanding on activities carried out in linen room activities.

CLO 5: By the end of the semester students should be able to explain about uniform room management.

CLO 6: By the end of the semester students should be able to give an understanding flower arrangement, indoor plants and decoration.

Course syllabus: Laundry Operations-Meaning of Laundry-Types of Laundry – On Premises and Outsourced- Flow Process of Laundry –On Premises Laundry-Wash Cycle- Stages-Laundry Equipments and Machinery: As per the size of the laundry, Major brands supplying laundry equipments, Costs involved Energy consumption per day and laundry cost control-Layout of the Laundry-Laundry Agents and Chemicals used-Service-Guest Laundry Procedures – Records maintained-Care label symbol-Dry Cleaning- process, advantages, disadvantages, working principle, various types of dry cleaning agents; Pest Control-Meaning of Pest Control- Significance in hotels-Types of Pest and favorable conditions for their breeding-Common Pests and their controlling measures-Pest and Waste disposal management; Flower Management and Indoor Plants-Definition-Basic requirements for

flower arrangement-Equipments/tool required-Styles of flower arrangements-Principles of design applied to flower arrangement-Flowers used in hotel industry: Tips for making your flower arrangements last as longer as possible-Indoor and Outdoor plants used in hotels; Stain Removal Procedures-Meaning of stain and spotting-Identification of stains-Principle and method of stain removal; Uniform, Uniform Room and Sewing Room-Advantage of providing staff uniforms. Points to be remembered while designing uniform-Issuing procedures for new uniforms-Records and Formats-Uniform Tagging and Arrangements-PAR STOCKS-Advantages of providing staff uniforms-Understanding of sewing room-Activities-Equipments used in sewing room-Basic stitches; Linen and Linen Room-Meaning and Introduction-Linen items used in hotels- Activities in linen room-Par Stock levels - Tensile strength of linen and no. of washes (LINEN LIFE SPAN)-Selection criterion for linen and fabrics-Discard Management and recycling- Formats & Records-Linen Exchange Procedures- Layout of linen room-Planning a linen room-Storage of linen and uniforms; Care, Composition and Cleaning of different surfaces-Marbles: Types and different colors available. Cleaning Procedures and chemicals used.

Suggested books: Hotel Housekeeping – G. Raghubalan, Smritee Raghubalan

HMW2205	Functional English-III	0+2	2Credits
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Course learning outcomes (CLOS):

CLO 1: This course is offered to make the students’ transition from academia to professional world smooth and seamless.

CLO 2: The students are trained on the finer nuances of how to perform in a G.D. and due consideration is given to their body language so that they know what is expected of a professional. Also, all the dos and don’ts of a G.D. are ingrained in the students so that they come out winners when they appear for an interview during the Placement Drive.

CLO 3: The students are made proficient in handling the pressure surrounding interviews. The students are given real life scenarios and situations and through intensive training are rigorously prepared for their interviews.

CLO 4: Apart from the above mentioned points the students are also introduced to the various Soft Skills required at the workplace like Teamwork, Interpersonal Communication, and Conflict Resolution etc.

Course syllabus: English skill development program, designed to prepare the students for their job placements. Various areas are covered under this program. English being a foreign language- L2, the first and foremost is the language proficiency of students to help them become effective communicators. This skill of communication is developed in them through Inlingua Courses wherein need specific language is taught to students through communicative method. Inlingua is divided into different levels;

- 1 A Level - No knowledge of L2
- 1B Level - Passive knowledge of L2
- 2A Level - Vocabulary + Structure development
- 2B Level - Vocabulary + Structure development

3A Level - Vocabulary + Structure development

Advance Level - Spoken Discourse

Post language proficiency development, focus will be laid on personality development of students through sessions in group discussions and other public speaking activities culminating into a rigorous course in placements; Interview skills etc. This course is coined as Chitkara Gateway Module.

HML2206	Hospitality Marketing	2+0	2 Credits
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Course Learning Outcomes (CLOs):

CLO 1: By the end of the semester students should be able to demonstrate knowledge and explain about the various activities of the marketing department in the Hospitality industry.

CLO 2: By the end of the semester students should be able to understand and explain the role and importance of the Branding in the Hospitality industry.

CLO 3: By the end of the semester students should be able to understand the need of CSR in the hospitality industry.

CLO 4: By the end of the semester students should be able to analyze and understand various segments of the market.

Course Syllabus: Sales and marketing -Internet marketing (GDS, OTA, Social media, Digital media and marketing) -Revenue Management – MICE – OTA - Banquet management system (Promotion, Packages, Food festival) -Branding and communication –CSR.

Recommended Books: Marketing for Hospitality and Tourism by Philip Kotler, John T. Bowen, James Makens, Seyhmus Baloglu

HML2207	Environmental Studies	2+0	2Credits
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Course Learning Outcomes (CLOs):

CLO 1: By the end of the semester students should be able to demonstrate “how we can protect our environment as an individual”

CLO 2: By the end of the semester students should be able to understand and explain “what is the role of environment and why we need to become responsible towards it”

CLO 3: By the end of the semester students should be able to elaborate about different type of Bio-diversities present in our environment.

CLO 4: By the end of the semester students should be able to analyze and understand various segments of the ENVIRONMENT.

Course syllabus: UNIT -1: Introduction to Environmental Science. The Multidisciplinary Nature of Environmental Studies: Definition, Scope and Importance, Need for public awareness; UNIT -2: Environmental Resources. Natural, Water, energy, and land resources: Use and over utilization of surface and ground water, floods, drought, conflicts over water, dams and other effects on forest and tribal people, benefits and problems. Growing energy needs, renewable and non-renewable energy sources use of alternate energy sources. Land as a resource, land degradation, man induced landslides, soil erosion and desertification; UNIT -3:

Ecosystem and Biodiversity: Concept of an ecosystem, Structure and function of an ecosystem. Producers, consumers and decomposers, energy flow in the ecosystem, food chains, food webs and ecological pyramids. Biodiversity and its conservation: Introduction - Definition: genetic, species and ecosystem diversity. Bio-geographical conditions of INDIA, Value of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option values. Bio - diversity at global, National and local levels. India as a mega diversity nation; UNIT -4: Environmental Pollution. Definition, cause, effects and control measures of Air pollution, Water pollution, Soil pollution, Noise pollution. Solid waste Management- Causes, effects and control measures of urban and industrial wastes; UNIT -5: Social Issues and the Environment. Un-sustainable to Sustainable development, Water conservation, rain water harvesting, and watershed management, Resettlement and rehabilitation of people; its problems and concerns. Climate change, global warming, acid rain, Ozone layer depletion, Acts and issues involved in enforcement of environmental legislation, Effect of fireworks.

Suggested Books: Environmental Studies BY Erach Bharucha., UGC

HML2208	Foundation Course in Tourism	2+0	2Credits
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Course Learning Outcomes (CLOs):

- CLO 1:** The historical developments in tourism.
- CLO 2:** The various organizations and constituents in the tourism industry.
- CLO 3:** The basic concepts of Tourism services and operations.
- CLO 4:** The basic concepts of tourism service operations
- CLO 5:** Tourism products and product design and their impact.
- CLO 6:** The basic concepts of tourism marketing.

Course Syllabus: Tourism Phenomenon; Understanding Tourism, Historical Evolution and Development, Tourism Industry: Tourism System, Constituents of Tourism Industry and Tourism Organizations, Tourism Regulations, Statistics and Measurements, Tourism Services and Operations – 1: Modes of Transport, Tourist Accommodation, Informal Services in Tourism, Subsidiary Services: Categories and Roles, Shops, Emporiums and Melas (Fairs) Tourism Services and Operations – 2: Travel Agency, Tour Operators, Guides and Escorts, Tourism Information, Tourism Marketing and Communications Tourism Marketing – 1: Relevance, Product Design, Market Research, Tourism Marketing – 2: Promotional Events, Advertising Publicity, Selling, Role of Media, Writing for Tourism, Personality Development and Communicating Skills, Tourism Impact: Economic Impact, Social, Environmental and Political Impacts, Threats and Obstacles to Tourism

HML2209	Human Resource Management	2+0	2Credits
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Course Learning Outcomes (CLOs):

- CLO 1:** By the end of the semester students should be able to demonstrate knowledge and explain about the various activities of the personnel department in the Hospitality industry.
- CLO 2:** By the end of the semester students should be able to understand and explain the selection and recruitment process of the Hospitality industry.

CLO 3: By the end of the semester students should be able to understand and differentiate various training methods used in the hospitality industry.

CLO 4: By the end of the semester students should be able to analyze various reasons behind employee behavior. (Absenteeism and Turnover)

Course Syllabus: Introduction to Human Resource Management: Meaning and definition, Objectives of HRM, Roles of HRM, Human Resource Planning and Development, Organization and Hierarchy, Job analysis, Job Description, Recruitment and Selection Process, techniques, Placement and Induction, Job Evaluation Methods, Training and Development, Employee compensation, Separation, absenteeism and Turnover

Suggested Book: Human Resource Management in the Hospitality Industry by Frank M. Go, Mary L. Monachello, Tom Baum

16. Course Learning outcomes: B.Sc. (Hospitality & Hotel Administration) Year - III

Semester- 5

HMC6301	Food Production Operation and Management	2+8	6 Credits
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Course Learning Outcomes (CLOs):

CLO 1: Students will know the regional specialties according to geography of various international cuisines.

CLO 2: Students will be able to describe the working of various sections of larder kitchen.

CLO 3: Students will be able to describe the various force meat preparations.

CLO 4: Students will be able to plan kitchen operations.

CLO 5: Students will be able to prepare budget for the kitchen.

CLO 6: Students will be able to calculate the yield and reduce kitchen wastage.

Course syllabus: International Cuisine - Staple food with regional influences – Specialties – Recipes - Equipment in related - Japanese – Italian – Spanish – French - Mexican- Chinese – Thailand ; Larder - Layout & Equipment- Terms & larder control - Duties and responsibilities of larder chef ; - Charcuterie –sausages – Salami ; Force meat- Types Pate – Terrine – Galantine – Ballotine; Production Management - Kitchen Organization - Allocation of work- job Description, Duty Roster - Production planning - Production Scheduling - Production quality & Quality control, latest trends in the industry , Theme lunches, Practical's (15 International menus and 4 buffets featuring International cuisine)

HMC3302	Food & Beverage Operations & Management	2+4	3Credits
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Course Learning Outcomes (CLOs):

CLO 1: Develop general knowledge on the origins and development of food service in hotels, restaurants, and institutions.

CLO 2: Describe the economic impact of the F&B industry.

CLO 3: Distinguish between commercial and institutional food service facilities.

CLO 4: Identify a variety of managerial, production, and service positions that are typical of the food service industry and describe the roles these positions play in providing food service.

CLO 5: Describe managerial responsibilities as they relate to food service functions including menu planning, purchasing, storing, preparation, and recipe development.

CLO 6: Review the fundamentals of Food and Beverage Management and Control.

Course Syllabus: Theory- Purchasing Management - S.P.S - Selection of supplier - Methods of purchasing - Flow chart of purchasing system - Receiving Management - Receiving department job - Documentation and formats - Points to kept in mind while receiving food and beverages - Documents by supplier ; Storing Management- Layout of store - Methods of storing - F.I.F.O method - Bin card - Meat tag ; Issuing Management - Methods of issuing - Specific timings for departments store - Entries in system ; Inventory Management - Purpose of inventory - Types of inventory – Formats ; Costing - Different cost applicable - Calculation of food cost - Calculation of other cost applicable - Deciding the selling point ; Menu merchandising - Menu structure - Pricing menu - Menu control ; Menu engineering- Objectives – Method - Matrix system ; Break even analysis - Break even chart - P.V Ratio- Contribution - Marginal cost – Graphs – Practical, Cyclic Function Catering/Banquet – Types - Banquet sales - Booking procedure - Banquet protocol ; Space area requirements - Calculating space - Making duty roaster - Calculation for staff requirement – Buffet - Factors to plan buffet - Sequence of menu - Types of buffet ; MIS – Cumulative and non cumulative reports; Practical :Different banquets setups - Calculation of space - Set up of different styles of buffet - Procedure of sales department - Making menu course wise ; case studies of different hotels in terms of revenue, management style, controls, and sales.

Books recommended: Food & Beverage service – Denis Lillicrap, Food & Beverage service – R. Sigravelawan, Financial and F&B Management by Rakesh Puri

HMC3303	Front Office Management	2+2	3Credits
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Course Learning Outcomes (CLOs):

CLO 1: To understand the different factors considered while deciding Room tariff, How to use Hubbart & rule of thumb formula

CLO 2: To understand the use & benefit of room forecasting Integral,

CLO 3: To understand the procedures related to check-out and settlement process.

CLO 4: To understand the use & benefit of yield management.

CLO 5: To understand the different formulas used to measure hotel’s performance, Different Rate codes used in PMS

CLO 6: To understand the R’s of Front Office, basic features of IDS & Opera.

Course Syllabus: Establishing room rates - Market conditioning approach -Hubbart’s formula - Rule of thumb approach ; Forecasting room availability - Forecasting data - Forecast formula -Sample forecast forms ; Evaluating front office operations - Occupancy percentage - Multiple occupancy percentage - ADR- RevPAR –RevPAC –ARG -Yield ; Revenue management –

Concept -Measuring yield: Potential average single rate, potential average double rate, rate spread, potential average rate, room rate achievement factor, Equivalent occupancy -Elements of revenue management: Group room sales, Transient room sales, food and beverage activities, local and area wide activities, special events, fair market share forecasting -Usage: potential high and low demand tactics, implementing revenue strategies.

HMC3304	Accommodation Management	2+2	3Credits
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Course Learning Outcomes (CLOs):

CLO 1: At the end of the semester, students will be able to understand and apply the science of ergonomics in housekeeping while working.

CLO 2: Students will learn types of budgets; how different expenses can be controlled to maximize the revenue. And will be able to do the budgeting.

CLO 3: Students will understand the aspects of safety and security in hotels, its need, significance and importance of safety to guest. How to deal in different situations.

CLO 4: Most importantly students will learn the tactics of designing for hotels, how to choose color combinations, carpets, floor finishes, lighting and windows treatment as per the requirement. Why hotel needs to be renovated after some time.

CLO 5: They will be introduced to new technologies and trends used in hotel housekeeping.

Course Syllabus: Ergonomics in Housekeeping - Meaning of ergonomics - Ergonomics in hotel industry - Concept of designing in a hotel. - Elements of designing. Principles of designing, Types of color and color schemes, Carpets, Windows and window treatment, Lighting in hotels. Designing of physically challenged room. Budgeting for housekeeping expenses-Types of budget., Heads under which budget is prepared, Preparing housekeeping budgets with sample formats., Cost control, Safety and Security procedures- Hazards in housekeeping., Safety awareness and accident prevention., Fire prevention and fire fighting, Handling of scanty baggage, sickness, death, theft and lost and found., New dimensions in housekeeping -High tech hotels., Eva revolution in hotels, New products and design concepts used in hotels., technological trends currently being used in hotels.

HML2305	Financial Management	2+0	2 Credits
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Course Learning Outcomes (CLOs):

CLO 1: By the end of the semester students should understand and interpret the financial statements.

CLO 2: By the end of the semester students should understand and distinguish various cost incurred in any hotel.

CLO 3: By the end of the semester students should understand internal control, night auditing and its importance in an organization.

CLO 4: By the end of the semester students should be able to give an Understanding on activities carried out in budget making and budgetary control activities.

CLO 5: By the end of the semester students should be able to explain about cash flow and fund flow statement.

Course Syllabus: UNIT – 1 Introduction to Financial Management - The Significance of man is not in what he attains but in what he longs to attain - Understand the meaning and importance of financial management in the context of Hospitality operations - Understand the Goals of the firm -Financial Planning meaning and Scope -Under the basic financial statements pertaining to hospitality business -Understand the foundations and the components of the income statement and the Balance sheet -To Understand the role of the finance function and financial planning in a firm -Identify the possible objectives for a business -Explain why the wealth maximization objective is considered to be the primary objective of a business -Create and interpret financial statements -Use Financial Statements to evaluate firm's performance and financial position - (Key Points : Financial Management, financial planning, Objectives of a firm, financial statements) ; Hotel Costing - Objects and functions of Cost Accounting; Methods and techniques of Costing -Understand the concept, analysis and classification of costs -Elements of Cost : functional classification -Standard Costing : Preliminaries for establishing a system of Standard Costing -Breakeven Analysis - Computation of Breakeven Point - To evaluate the costs incurred in various departments of a hotel -To examine the system of standard costing and understand the concept of Breakeven analysis - (Key Points : Classification of Costs, Standard Costing, Breakeven Analysis) ; Internal Control To Understand the significance of Control in an organization - To Analyze the implementation and review of internal control - To examine the system of control in an organization (Key Points : System of Control, Night Auditing) Budgeting and Forecasting - Understand the meaning, objectives and importance of budgetary control - To Understand Capital Structure and Capitalization - Types of Budgets commonly used - Difference between a fixed and a flexible budget - Performance budgeting Vs. Program budgeting - Zero base budgeting - Activity based budgeting and rolling budgets - To Understand various types of budgets - To Analyze the system of budgetary control as an important tool of planning and control. Key Points: Capital Structure, Budgetary Control, Calculations in Budget); Cash Flow and Fund Flow Management - Understand the importance of funds flow analysis and cash flow analysis - Gain Competence to prepare a funds flow statement and Cash flow statement - Appreciate the significance of a cash flow statement in ascertaining the cash position of a hotel - Comparison of funds flow statement with cash flow statement - Various Credit Policies. (Analyzing liquidity position) (Key Points: Cash Flow Statement, Funds Flow Statement, Credit Policies)

HML2316	Disaster Management	2+0	2 Credits
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Course Learning Outcomes (CLOs):

CLO 1: Students should be able to introduce the disaster management

CLO 2: Students should be able to classify different types of disasters

CLO 3: Students should be able to describe the various causes and impact of disasters

CLO 4: Students should be able to describe the various Approaches to Disaster Risk reduction

CLO5: Students should be able to describe the Inter-relationship between Disasters and Development

CLO 6: Students should be able to describe the Disaster Risk Management in India

Course Syllabus: UNIT 1: Disaster Management- Introduction Concepts and definitions (Disaster, Hazard, Vulnerability, Resilience, Risks); UNIT II: Classification: Causes, Impacts (including social, economic, political, environmental, health, psychosocial, etc.). Differential impacts: in terms of caste, class, gender, age, location, disability. Global trends in disasters, urban disasters, pandemics, complex emergencies, Climate change; UNIT III: Approaches to Disaster Risk reduction: Disaster cycle - its analysis, Phases, Culture of safety, prevention, mitigation and preparedness , community based DRR, Structural- non-structural measures, roles and responsibilities of- community, Panchayati Raj Institutions/Urban Local Bodies (PRIs/ULBs), states, Centre, and other stake-holders; UNIT IV: Inter-relationship between Disasters and Development. Factors affecting Vulnerabilities, differential impacts, impact of Development projects such as dams, embankments, changes in Land-use etc; UNIT V: Disaster Risk Management in India. Hazard and Vulnerability profile of India, Components of Disaster Relief: Water, Food, Sanitation, Shelter, and Health, Waste Management Institutional arrangements (Mitigation, Response and Preparedness, DM Act and Policy, Other related policies, plans, programmes and legislation).

Book recommendation - A Disaster Management Handbook, Carter, W. N., Asian Development Bank, Bangkok, Industrial Disaster Management and Emergency Response, Chakrabarty, Asian Books Pvt. Ltd., New Delhi

HML2317	Human Values & Ethics	2+0	2Credits
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Course Learning Outcomes (CLOs):

CLO 1: By the end of the course students would be able to understand the core values that shape the ethical behavior of an individual.

CLO 2: By the end of the semester students would be more spoken & aware about professional ethics and human values.

CLO 3: It helps students understand practically the importance of trust, mutually satisfying human behavior and enriching interaction with nature.

CLO 4: By the end of the semester students should able to develop appropriate technologies and management patterns to create harmony in professional and personal life.

Course Syllabus: UNIT I: Human values: Concept of human values and value education: Aim of education and value education; Evolution of value oriented education; UNIT II: Personal Development: Personal development: Self analysis and introspection; sensitization towards gender equality, physically challenged, intellectually challenged. Respect to - age, experience, maturity, family members, neighbors' UNIT III: Value Education : Value education towards national and global development Constitutional or national values - Democracy, socialism, secularism, equality, justice, liberty, freedom and fraternity, Social Values - Pity and probity, self control, universal brotherhood. Professional Values - Knowledge thirst, sincerity in profession, ethics, regularity, punctuality and faith; UNIT IV: Global Development: Impact of global development on ethics and values. Conflict of cross-cultural influences, mass media, cross-border education, materialistic values, professional

challenges and compromise; Therapeutic measures: Control of the mind through physical exercise, meditation, Objectives, types, effect on body, mind and soul and Yoga; UNIT V: Human Rights: Human rights – general: Concept of Human Rights – Indian and International Perspectives; Evolution of Human Rights; Definitions under Indian and International documents. Human rights and Indian Constitution; Human rights of women and children and Institutions for implementation;

Reference Books: Gawande, E. N., Saruptsons, New Delhi.

HML2318	Facility Planning	2+0	2Credits
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Course Learning Outcomes (CLOs):

CLO 1: To understand different ways of heating, Use of ventilation, Purpose of humidifying and dehumidifying.

CLO 2: To understand benefits of soft water and the process of purifying water

CLO 3: To understand different types of fires, ways to curb fire, safety measures adopted by hotels

CLO 4: To understand working of STP and different ways of solid waste treatment

CLO 5: To understand basic layouts of different areas of hotels and Importance of employee's safety & security

CLO 6: To understand meaning and importance of energy conservation in hotels

Course Syllabus: H-VAC (Heating, Ventilation and Air-conditioning) - Water management system - Environmental Issue (Water softening, RO Process, Drinking water, Kitchen Water - Swimming pool water -Fire Prevention and Control -Building management System (BMS) - Sanitation and waste Disposal system (STP WTP) - Repair and maintenance - License - Plant maintenance - Star classification as per FHARI - Environment & Energy Awareness - Preview on OHSAS-Occupational Health Safety & Security -Pre-opening (Design, layout of Hotels and room & Public area)

HML2309	Strategic Management	2+0	2Credits
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Course Learning Outcomes (CLOs):

CLO 1: Understand the strategic decisions that organizations make and have an ability to engage in strategic planning.

CLO 2: Explain the basic concepts, principles and practices associated with strategy formulation and implementation.

CLO 3: Integrate and apply knowledge gained in basic courses to the formulation and implementation of strategy from holistic and multi-functional perspectives.

CLO 4: Analyze and evaluate critically real life company situations and develop creative solutions, using a strategic management perspective.

CLO 5: Conduct and present a credible business analysis in a team setting.

CLO 6: Understand the crucially important role that the HRM function plays in the setting and implementation of an organization's strategy.

Course syllabus: STRATEGIC MANAGEMENT - An Introduction: Meaning, characteristics, Significance of management, Functions and Hierarchy of Management. Development of Management Thought: Classical Approaches -Scientific Management approach, Administrative management approach And Bureaucratic approach. Neo Classical Approaches - Human Relations Approach and Behavioral approach.; Planning - Concept and Process : Meaning and Nature of Planning, Importance of Planning, Steps Involved in Planning, Limitations or difficulties of Planning , Requisites of Effective Planning.; Management by Objectives : Meaning and features of MBO, Process of MBO , Advantages and Importance of MBO.; Organizing - Concept , Nature and Process :Meaning and Characteristics of Organizing , Organizing Process, Requisites of an Ideal and Sound Organizing, Significance of Organizing Departmentation; Directing : Authority and Responsibility : Delegation of Authority Decentralization and Centralization, Characteristics of Leadership. Controlling; Objectives of Controlling, Importance of Controlling, Controlling Process.

Books Recommended: Business Management by Dr. RK Singla

HMW2319	English Speaking Skills (CPM) Chitkara Placement Module	0+4	2 Credits
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Course learning outcome (CLOS)

CLO 1: The students are trained on the finer nuances of how to perform in a G.D. and due consideration is given to their body language so that they know what is expected of a professional. Also, all the dos and don'ts of a G.D. are ingrained in the students so that they come out winners when they appear for an interview during the Placement Drive.

CLO 2: The students are made proficient in handling the pressure surrounding interviews. The students are given real life scenarios and situations and through intensive training are rigorously prepared for their interviews.

CLO 3: Apart from the above mentioned points the students are also introduced to the various Soft Skills required at the workplace like Teamwork, Interpersonal Communication, and Conflict Resolution etc.

CLO 4: The first and foremost is to improve language proficiency of students which help them in becoming effective communicators.

English Language skill development programme. Designed to prepare the students for their job placements. Various areas are covered under this programme. English being a foreign language- L2, the first and foremost is the language proficiency of students to help them become effective communicators. This skill of communication is developed in them through Inlingua Courses wherein need specific language is taught to students through communicative method. Inlingua is divided into different levels;

- 1A Level** - **No knowledge of L2**
- 1B Level** - **Passive knowledge of L2**
- 2A Level** - **Vocabulary + Structure development**
- 2B Level** - **Vocabulary + Structure development**

3A Level - Vocabulary + Structure development
Advance Level - Spoken Discourse

Post language proficiency development, focus will be laid on personality development of students through sessions in group discussions and other public speaking activities culminating into a rigorous course in placements; Interview skills etc. This course is coined as Chitkara Placement Module.

Semester 6

HMT 9301	Hospitality Internship (in core elective area of hotel) for 20 weeks.	15 Credits
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This semester will be an extension of Industrial Training with emphasis on development of advanced skills in the area of elective choice of the trainee. Careers within the hospitality industry include jobs in hotels, casinos, restaurants, resorts and any other service position role within the tourism industry. Students working towards achieving a qualification in the hospitality field such as Hospitality Management or Food and Beverage Management are often required to gain practical experience by completing an internship. Hospitality Internships are supervised programs of work and study that allow a student to apply the knowledge and skills that he/she has learned in real-life situations.

Academic credit will be awarded for a successful internship. The employers give the trainees chance to make more informed decisions about the career path, a trainee chooses after graduation. This hand-on experience as well as the networking opportunities internships offer will make a trainee more attractive to future employers. Many companies offer their interns full-time employment on graduation as they have already proven their abilities and the learning curve is shorter.

GUIDELINES FOR TRAINING PROJECT:

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generation.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.

8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proof read for typos and other errors.
18. Hand your paper in!!

Remember the Project Report is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your report from wherever it has been borrowed. The project report must be accompanied by a certificate to the effect that it is an original piece of work. If at any stage it is found that it has been copied, in part or full, it is likely to be cancelled and the student deemed to have failed in the subject.

**INTERNSHIP
PERFORMANCE APPRAISAL FORM (PAF)
CHITKARA UNIVERSITY**

Name of Student: _____ _____	Univ. Roll No: _____
Institute: _____	Duration: 20 Weeks

Department: _____

(In one of the core elective areas (department) of Hotel, viz F&B / FP / HK / FO)

Appearance

Immaculate Appearance, Spotless Uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails and hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2

Dirty / disheveled, Long / unkempt hair, /Dirty hands & long nails	1
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Punctuality / Attendance (_____ days present out of 120 days)

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time disorganized aspects – just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

Ability to Communicate (Written / Oral)

Very Confident, demonstrates outstanding confidence & ability both spoken /	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked	4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others.	4
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it	2
Persistently disregards criticism and goes own way	1

Initiative / Motivation

Very effective in analyzing situation	Demonstrates ambition to achieve	5
Shows ready appreciation willingness to	Positively seeks to improve knowledge	4
Usually grasps points correctly	Shows interest in all work undertaken	3
Slow on the uptake	Is interested only in areas of work	2
Rarely grasps points correctly	Lacks drive and commitment	1

Reliability / Comprehension

Is totally trust worthy in any working situation?	5
Can be depended upon to identify work requirements and willing to complete them.	4
Gets on with the job in hand Comprehends, but doesn't fully understand work in	3
Cannot be relied upon to work without supervision	2
Requires constant supervision. Lacks any comprehension of the application	1

Responsibility

Actively seeks responsibility at all times.	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility	1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance	3
Performance is uneven.	2
Inaccurate and slow at work.	1

Quantity of Work

Outstanding in output of work	5
Gets through a great deal	4
Output satisfactory	3
Does rather less than expected	2
Output regularly insufficient	1

Stipend Paid: Rs. _____ per month

Name of Appraiser: _____

Signature: _____

Designation of Appraiser: _____

Date: _____

Signature of Student: _____

Date: _____

17. Appendix

Calculation of SGPA & CGPA

The CGPA (calculated on a 10 point scale) would be used to describe the overall performance of a student (from the semester of admission till the point of reckoning) in all courses for which LETTER GRADES will be awarded. GPA will indicate the performance of student for any particular semester. A formula for calculation of GPA and CGPA has been provided as below:

$$GPA_i = \frac{\sum_{j=1}^n C_{ij} G_j}{\sum_{j=1}^n C_{ij}}$$

$$CGPA = \frac{\sum_{i=1}^N \left(GPA_i * \sum_{j=1}^n C_{ij} \right)}{\sum_{i=1}^N \left(\sum_{j=1}^n C_{ij} \right)}$$

Where n = number of subjects in the semester; N = number of semesters; SGPA_i = SGPA for the ith semester; C_{ij} = number of credits for the jth course in ith semester; and G_j = Grade point corresponding to the grade obtained in the jth course.

Table below shows the grade point for every valid grade that may be awarded to a student pursuing a particular course:

Marks Range	Grade	Grade Point	Qualitative Meaning
80-100	O	10	Outstanding
70-79	A+	9	Excellent
60-69	A	8	Very Good
55-59	B+	7	Good
50-54	B	6	Above Average
45-49	C	5	Average
40-44	P	4	Pass
0-39	F	0	Fail
	Ab	0	Absent

If the student is detained from appearing in the end term examination because of the shortage of attendance in the regular semester or is absent in the end term examination, his grade in that subject is 'AB', till he/she appears again in the end term examination and obtains a new grade.

18. Eligibility for the Award of Degree:

A student has to qualify/earn all course credits and to maintain a minimum CGPA of 4.5 to receive degree in B.Sc. Programs. The duration of the B.Sc. (Pharmaceutical Chemistry) program is three years - divided into 6 semesters. The maximum duration of completion of degree is 5 years.