University of Kerala

Four Year Under Graduate Programme
(UoK FYUGP)

Syllabus

Bachelor of Management Studies – Hotel Management

May 2024

About the Discipline

The Programme provides deep understanding of the Hospitality Industry , including its various sectors, trends, challenges and opportunities. Through theoretical sessions, practical training and industry exposure,the students can develop a nuanced perspective on the complexities of hotel management and will develop critical thinking and problem solving capacity. They can develop communication and leadership qualities and can attain technical and digital proficiency. Moreover, the program helps in developing ethical , environmental and social responsibility among them for the wellness of the society as well as the organisation.

Graduate Attributes

Graduate attributes bridge the gap between academia and the real world, fostering lifelong learning and meaningful contributions. They denote the skills, competencies and high-level qualities that a student should acquire during their university education. Apart from gathering content knowledge, these attributes go beyond the assimilation of information to its application in various contexts throughout a graduate's life. It aims in inculcating the art of critical thinking, problem solving, professionalism, leadership readiness, teamwork, communication skills and intellectual breadth of knowledge. The University of Kerala envisages to pave the path in guiding the student's journey to shape these attributes uniquely, making them integral to personal growth and success in various spheres of life. The University strives to ensure that these graduate attributes are not just checkboxes, but they play a pivotal role in shaping the students into capable, compassionate and responsibleindividuals with a high degree of social responsibility.

Programme Outcomes (PO)

No.	Programme Outcomes (POs)
PO-1	**Critical thinking** • Analyze information objectively and make a reasoned judgment. • Draw reasonable conclusions from a set of information and discriminate between useful and less useful details to solve problems or make decisions. • Identify logical flaws in the arguments of others. • Evaluate data, facts, observable phenomena, and research findings to draw valid and relevant results that are domain-specific
PO-2	**Complex problem-solving** • Solve different kinds of problems in familiar and no-familiar contexts and apply the learning to real-life situations. • Analyze a problem, generate and implement a solution and to assess the success of the plan. • Understand how the solution will affect both the people involved and the surrounding environment
PO-3	**Creativity** • Produce or develop original work, theories and techniques. • Think in multiple ways for making connections between seemingly unrelated concepts or phenomena. • Add a unique perspective or improve existing ideas or solutions. • Generate, develop, and express original ideas that are useful or have values
PO-4	**Communication skills** • Convey or share ideas or feelings effectively. • Use words in delivering the intended message with utmost clarity. • Engage the audience effectively. • Be a good listener who are able to understand, respond and empathize with the speaker

	• Confidently share views and express himself/herself
PO-5	**Leadership qualities** • Work effectively and lead respectfully with diverse teams. • Build a team working towards a common goal. • Motivate a group of people and make them achieve the bestpossible solution. • Help and support others in their difficult times to tide over theadverse situations with courage
PO-6	**Learning 'how to learn' skills.** • Acquire new knowledge and skills, including 'learning how to learn skills, that are necessary for pursuing learning activities Throughout life, through self-paced and self-directed learning. • Work independently, identify appropriate resources required for further learning. • Acquire organizational skills and time management to set self-defined goals and targets with timelines. • Inculcate a healthy attitude to be a lifelong learner
PO-7	**Digital and technological skills** • Use ICT in a variety of learning and work situations, access,evaluate, and use a variety of relevant information sources. • Use appropriate software for analysis of data. • Understand the pitfalls in the digital world and keep safe fromthem
PO-8	**Value inculcation** • Embrace and practice constitutional, humanistic, ethical, and moral values in life including universal human values of truth, righteous conduct, peace, love, nonviolence, scientific temper,citizenship values. • Formulate a position/argument about an ethical issue frommultiple perspectives. • Identify ethical issues related to work, and follow ethical practices, including avoiding unethical behaviour such as fabrication, falsification or misrepresentation of data, or committing plagiarism, and adhering to intellectual property rights. • Adopt an objective, unbiased, and truthful actions in all aspects of work

Programme Specific Outcomes (PSO)

No.	Upon completion of the programme the graduate will be ableto	PO No.
PSO-1	Hospitality Industry Insight: Students will gain a deep understanding of the hospitality industry, including its various sectors, trends, challenges, and opportunities. Through theoretical studies, practical training, and industry exposure, they will develop a nuanced perspective on the complexities of hotel management, customer service, and guest satisfaction. This insight will enable graduates to navigate the diverse landscape of the hospitality sector with confidence and adaptability.	8
PSO-2	Strategic Decision-Making and Problem-Solving Abilities: The curriculum emphasizes the development of strategic thinking and analytical skills essential for effective decision-making and problem-solving in a hospitality context. Students will learn to assess situations, identify challenges, and devise innovative solutions to enhance operational efficiency, optimize resources, and maximize guest experience. They will be trained to think critically, evaluate options, and make informed decisions aligned with organizational goals and market demands.	1,2
PSO-3	Advanced Communication and Leadership Competence: Effective communication and leadership are crucial for success in hotel management roles. Students will hone their communication skills through interactive sessions, presentations, and practical exercises, enabling them to convey ideas clearly, build rapport with diverse stakeholders, and resolve conflicts diplomatically. Moreover, they will develop leadership qualities such as team management, delegation, motivation, and conflict resolution, empowering them to inspire and guide teams towards achieving common objectives.	3,4
PSO-4	Technical and Digital Proficiency in Hospitality: In today's digital age, proficiency in technology is indispensable for efficient hotel operations and guest services. Students will receive hands-on training in various hospitality management software, booking systems, and digital marketing tools. They will learn to leverage technology to streamline processes, enhance guest experiences, and stay ahead of industry trends. Additionally, they will acquire technical skills related to facility management, food safety, and hygiene standards, ensuring compliance with regulatory requirements..	6,7,8

PSO-5	Entrepreneurial Skills for Hospitality Innovation: The course fosters an entrepreneurial mindset among students, encouraging them to explore innovative ideas and opportunities within the hospitality sector. Through case studies, workshops, and project-based learning, students will develop creativity, adaptability, and risk-taking abilities essential for entrepreneurship. They will learn to identify market gaps, conceptualize new ventures, and develop business plans to launch and manage successful hospitality ventures.	5
PSO-6	Ethical, Environmental, and Social Responsibility: With sustainability and corporate social responsibility becoming increasingly important in the hospitality industry, students will be sensitized to ethical, environmental, and social issues. They will learn about sustainable practices, waste management, community engagement, and ethical decision-making. By integrating these principles into their professional conduct, graduates will contribute positively to society while upholding the reputation and integrity of the organizations they serve.	2,8

Course Structure

SEMESTER	Course Type	COURSE CODE	COURSE NAME	Credit	Hrs/Wk
I	AEC 1			3	3
	O L 1			3	3
	DSC 1	UK1DSCBHM101	Principles of Food Production	4	5
	DSC 2	UK1DSCBHM102	Introduction to Food & Beverage Service	4	5
	DSC 3	UK1DSCBHM103	Food Science & Nutrition	4	4
	MDC 1	UK1MDCBHM101	Foundation in Hospitality Industry	3	3
			Total	**21**	**23**
II	AEC 2			3	3
	O L 2			3	3
	DSC 4	UK2DSCBHM101	Culinary Fundamentals	4	5
	DSC 5	UK2DSCBHM102	Food & Beverage Restaurant Operations	4	5
	DSC 6	UK2DSCBHM103	Fast Food Chain Management	4	4
	MDC 2	UK2MDCBHM101	Fundamentals of Food & Beverage Department	3	3
			Total	**21**	**23**
III	DSC 7	UK3DSCBHM201	Quantity Food Production	4	5
	DSC 8	UK3DSCBHM202	Fundamentals of Beverage Operations	4	5
	DSC 9	UK3DSCBHM203	Entrepreneurial Skill for Hospitality and Tourism Industry	4	4
	DSE 1	UK3DSCBHM201	Fundamentals of Accommodation Operations	4	5
	MDC 3		Kerala Studies	3	3
	VAC 1	UK3VACBHM20`	Wellness and Fitness for Hoteliers	3	3
			Total	**22**	**25**
IV	DSC 10	UK4DSCBHM201	Advanced Food Production	4	5

	DSC 11	UK4DSCBHM202	Advanced Beverage Operations	4	5
	DSE 2	UK4DSEBHM201	Fundamentals of Room Division	4	5
	SEC 1	UK4SECBHM201	Event-Management	3	3
	VAC 2	UK4VACBHM201	Hotel Management Skillset	3	3
	VAC 3	UK4VACBHM202	Hospitality Marketing	3	3
	Intern ship	UK4INTBHM201		2	
			Total	**23**	**24**
V **Any 3 DSC**	DSC 12	UK5DSCBHM301	International Cusines	4	5
	DSC 13	UK5DSCBHM302	Specialised Food & Beverage Services	4	5
	DSC 14	UK5DSCBHM303	Room Division Management	4	5
	DSC 15	UK5DSCBHM304	Hotel Law & Ethics	4	4
	DSC 16	UK5DSCBHM305	Research Methodology	4	4
	DSC 17	UK5DSCBHM306	Hotel Facility Planning	4	4
	DSE 3	UK5DSEBHM301	Essentials of Accommodations Operations	4	5
	DSE 4	UK5DSEBHM302	Property Management System	4	4
	SEC 2	UK5SECBHM301	Bakery and Confectionary	3	3
			Total	**23**	**27**
VI	DSC 18	UK6DSCBHM301	IET Food & Beverage Production	4	8
	DSC 19	UK6DSCBHM302	IET Food & Beverage Service	4	8
	DSC 20	UK6DSCBHM303	IET Accommodation Operations	4	8
	DSE 5	UK6DSEBHM301	IET Concierge & Travel Desk	4	8
	DSE 6	UK6DSEBHM302	IET Supporting Departments	4	8
	SEC 3	UK6SECBHM301	IET Skill Enhancement & Practices	3	6
			Total	**23**	**46**

VII	DSC 21	UK7DSCBHM401	Food Production Management	4	4
	DSC 22	UK7DSCBHM402	Food & Beverage Service Management	4	4
	DSE 7	UK7DSEBHM401	Accommodation Operations Management	4	4
			Total	**12**	**12**
VIII	DSC 23	UK8DSCBHM401	Online	4	4
	DSC 24	UK8DSCBHM402	Online	4	4
	Project	UK8RPHBHM401		12	12
			Total	20	20

SEMESTER 1

University of Kerala

Discipline	HOTEL MANAGEMENT
Course Code	UK1DSCBHM101
Course Title	PRINCIPLES OF FOOD PRODUCTION
Type of Course	DSC
Semester	I
Academic Level	100 - 199

Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	3 hours	-	2 hours	5

Pre-requisites	1. Nil
Course Summary	This Professional Cookery Course Covers the Fundamentals from Kitchen Organization and Equipment to Essential Food Preparation Techniques for Vegetables, Fruits, Stocks, Soups, Sauces, Eggs, Fish, Poultry and Meat.

Detailed Syllabus:

Module	Unit	Content	Hrs
		Introduction	15
		Theory	9
	1	Culinary History: Origin of Modern Cookery	
	2	Various Classes -Levels of Skills and Experience	
	3	Organization Chart - Duties of Chef De Cuisine and Various Chefs	
	4	Attitudes and Behaviour in The Kitchen	
	5	Personal Hygiene and Kitchen Hygiene	
	6	Uniforms and Protective Clothing for Chefs	
I	7	General Layout of Kitchen - Receiving and Preparation Area- Storage Area- Cooking Areas.	
	8	Food Production Department Coordination with Other Departments.	
		Practicum	6
	9	Familiarization of Kitchen, Equipment's& Ingredients,	
	10	Demonstration & Practice of Standard Cuts of Vegetable	
	11	Demonstration and Practice Preparation of Stocks and Sauces	
		Equipment And Fuel	15
		Theory	9
	12	Heat Production Equipment	
	13	Cold Production Equipment's	
	14	Ancillary Equipment's- Knives	
II	15	Pastry and Bakery Equipment's	
	16	Various Fuels Used- Advantages and Disadvantages of Each.	
		Practicum	6
	17	Demonstration and Practice of Soups and Bread Rolls	
	18	Demonstration & Practice of Cuts of Poultry, Preparation and Jointing of Chicken.	
III		**Methods Of Cooking Food.**	15

		Theory	9
	19	Aims and Objectives of Cooking Food	
	20	Textures and Consistencies	
	21	Techniques used in Preparation.	
	22	Methods of Cooking	
	23	Care and Precautions to be Taken with Each Method.	
		Practicum	6
	24	Three course Menu should be Combined from the following. Choice from10 Soup preparations	
	25	Three course Menu should be combined from the following. Choice from10 Egg preparations	
	26	Three course Menu should be combined from the following. Choice from10 Vegetable preparations	
IV		**Principles Of Food Production: Vegetables Fruits And Stocks, Soups And Sauces**	**15**
		Theory	9
	27	Vegetables and Fruit Cookery	
	28	Classification of Vegetables	
	29	Cuts of Vegetables	
	30	Classification of Fruits- uses of Fruits in Cookery	
	31	Salads and Salad Dressing.	
	32	Stocks - Definition of Stock	
	33	Types of Stocks- Preparation of Stock-Recipes	
	34	Storage of Stocks-uses-Care and Precautions in Stock Making.	
	35	Soups- Classification- Recipes for Mother Sauces- Derivatives.	
		Practicum	6
	36	Menu I Cream of Almond e Bread & Bread Sticks Poulet Florentine Glazed Vegetables Parsley Rice Crème Caramel	
	37	Menu II Minestrone Soup Spaghetti Bolognese French Baguette Bread Butter Pudding	
V		**Principles Of Food Production: Egg Cookery, Fish Monger, Poultry, Meat Cookery**	**15**
		Theory	9
	38	Introduction to Egg Cookery- Structure of an Egg	
	39	Selection of Egg- Uses of Egg, Methods of Cooking Egg.	
	40	Introduction to Fish Mongery	
	41	Classification of Fish-Cuts of Fish- Selection of Fish- Shellfish	
	42	Cooking of Fish.	
	43	Introduction to Poultry – Types, Basic Cuts,	
	44	Basic Preparation Methods.	
	45	Introduction to Meat Cookery	
	46	Cuts of Beef/ Veal - Cuts of Lamb/ Mutton- Cuts of Pork	
		Practicum	6

	47	Menu III French Onion Soup Grilled Fish with Hollandaise Sauce Mashed Potatoes Carrot Vichy Panacotta	
	48	Menu IV Gazpacho Chicken Stroganoff Butter Rice Chocolate Brownie	
	49	Menu V Seafood Bisque Scotch Egg with Creamy Mustard Sauce Pommes Lyonnaise Grilled Tomato Chocolate Mousse	

References
- Escoffier, A. (2019). *Le Guide Culinaire [The Culinary Guide].* Dover Publications.
- Gisslen, W. (2017). *Professional Cooking (9th ed.).* John Wiley & Sons.
- Leong, K., & Jung, S. (2018). *The Professional Chef (10th ed.).* Pearson Education.
- McGee, H. (2004). *On Food and Cooking: The Science and Lore of the Kitchen* (1st ed.). Scribner.
- Peterson, A. (2016). *The Essential New International Cookbook (6th ed.).* Houghton Mifflin Harcourt.
- Riely, G. (2012). *The Chef's Apprentice (7th ed.).* Delmar Cengage Learning.
- Smith, P. (2020). *The Complete Kitchen Basics (1st ed.).* DK Publishing.
- The Culinary Institute of America (2017). *The Professional Chef (10th ed.).* Wiley.
- Wiles, R. (2013). *The Way to Cook (10th ed.).* Pearson Education.
- Wood, J. (2015). *The Culinary Professional (8th ed.).* Delmar Cengage Learning.

Online Resources:
- The International Food Standards (IFSQN) (https://www.ifsqn.com/)
- Chef Talk (https://www.cheftalk.com/)
- Serious Eats (https://www.seriouseats.com/)
- King Arthur Baking Company (https://www.kingarthurbaking.com/)
- Epicurious (https://www.epicurious.com/)
- Food Network Kitchen (https://www.foodnetwork.com/shows/the-kitchen/recipes)
- The Spruce Eats (https://geniuskitchenbook.com/)

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Describe a Professional Kitchen Layout, Key Personnel Roles and Hygiene Practices.	U	PSO-1,3,6
CO-2	Identify Equipment Functions and Discuss Fuel Advantages/Disadvantages.	U	PSO-4
CO-3	Explain Cooking Aims, Achieving Textures, And Cooking Methods.	U	PSO-2
CO-4	Apply Vegetable/Fruit Prep Techniques and Salad Dressing Creation.	Ap	PSO-5

CO-5	DevelopBasic Knowledge of Egg Cookery, Fish Prep, Poultry Handling, And Meat Cuts.	C	PSO-1,4

R-Remember, U-Understand, Ap-Apply, An-Analyse, E-Evaluate, C-Create
Name of the Course: FOOD & BEVERAGE PRODUCTION ICredits: 3:0:1
(Lecture:Tutorial:Practicum)

CO No.	CO	PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Describe a Professional Kitchen Layout, Key Personnel Roles and Hygiene Practices.	PO-1,4 PSO-1,3,6	U	C,P	L	P
CO-2	Identify Equipment Functions and Discuss Fuel Advantages/Disadvantages.	PO-1,4 PSO-4	U	C,P	L	P
CO-3	Explain Cooking Aims, Achieving Textures, And Cooking Methods.	PO-1,4 PSO-2	U	C	L	P
CO-4	Apply Vegetable/Fruit Prep Techniques and Salad Dressing Creation.	PO-1,4 PSO-5	Ap	C,P	L	P
CO-5	Develop Basic Knowledge of Egg Cookery, Fish Prep, Poultry Handling, And Meat Cuts.	PO-1,4 PSO-1,4	C	C	L	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	2	-	3	-	-	2	2	-	-	3	-	-	-	-
CO 2	-	-	-	3	-	-	2	-	-	-	-	-	3	-
CO 3	-	3	-	-	-	-	2	-	-	-	3	-	-	-

CO 4	-	-	-	-	3	-	2	-	-	-	-	-	3	-
CO 5	2	-	-	3	-	-	2	-	-	-	-	-	3	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University if Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK1DSCBHM102				
Course Title	INTRODUCTION TO FOOD & BEVERAGE SERVICE				
Type of Course	DSC				
Semester	I				
Academic Level	100 - 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	3 hours	-	2 hours	5
Pre-requisites	1. Nil				
Course Summary	This Course Explores all Aspects of Food and Beverage Service, from Establishments and Departments to Equipment, Menus, and Service Styles.				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**INTRODUCTION TO FOOD & BEVERAGE SERVICE, ORGANIZATION AND STAFFING**	**15**
		Theory	9
	1	Food & Beverage Service: Introduction.	
	2	Catering Establishments: Types of Catering Establishments	
	3	Primary and Secondary Catering Establishments	
	4	Organization Chart of F &B Service Department of a Hotel.	
	5	Duties and Responsibilities of F & B Service Staff.	
	6	Attributes of a Good Waiter.	
	7	Interdepartmental Relationship within F & B Department and with other Department.	
		Practicum	6
	8	Familiarization of Equipment	
	9	Methods of Cleaning Equipment	
	10	Care & Maintenance of Equipment Including Cleaning/Polishing	
II		**FOOD AND BEVERAGES SERVICES AREAS AND ANCILLARY DEPARTMENTS**	**15**
		Theory	9
	11	F & B Service Areas in a Hotel: Restaurant, Coffee Shop, Bars	
	12	F & B Service Areas in a Hotel: Room Service,Pub, Discotheques	
	13	F & B Service Areas in a Hotel: Mini Bar, Banquets, Grill Room	
	14	F & B Service Areas in a Hotel: Snack Bar, Lounges, Night Clubs	
	15	F & B Service Areas in a Hotel: Outdoor Catering, Pool Side,	
	16	F & B Service Areas in a Hotel: Bristo, Kiosks, Vending Machine	
	17	Ancillary Departments – Pantry, Food Pickup Areas, Stores - Linen Room – Plate Room - Wash Up - Kitchen Stewarding.	
		Practicum	6
	18	Laying Tablecloth- Relaying A Tablecloth	
	19	Laying Various Covers	
III		**FOOD AND BEVERAGES SERVICE EQUIPMENT**	**15**

		Theory	9
	20	Usage of Equipment, Criteria for Selection, Requirements	
	21	Quality and Types of Furniture	
	22	Linen, Chinaware, Silverware & Glassware	
	23	Disposables Special Equipment & Other Equipment.	
	24	Care and Maintenance of Equipment:	
	25	Cleaning Polishing of EPNS Items by Pate Powder Method, Polvit Method, Silver dip Method, Burnishing Machine	
	26	Types of Menus, Mise –en Scene and Mise-en place	
	26	Origin of the Menu	
		Practicum	6
	27	EPNS Items by Plate Powder Method, Polivit Method, Silver Dip Method, Burnishing Machine	
	28	Arrangement of Side Boards- Different Types and Uses.	
IV		**TYPES OF MENUS (TABLE D HOTE, A LA CARTE CARTE DU JOUR PLAT DU JOUR, CYCLIC MENU, CALIFORNIA MENU).**	**15**
		Theory	9
	29	Table d'hôtel Menu (Indian and Continental)	
	30	A la Carte Menu (Indian, Continental, and Chinese)	
	31	Purpose of Menu, Constrains of Menu Planning.	
	32	French Classical Menu 17 Course Menu with Example and Accompaniments.	
	33	Sideboards / Dummy Waiter	
		Practicum	6
	34	Napkin Folds- Lunch Folds- Dinner Folds- Breakfast Folds	
	35	Receiving Guests- Procedures	
V		**FORMS AND TECHNIQUES OF SERVICE**	**15**
		Theory	9
	36	Styles of Service- French Service, American Service	
	27	Styles of Service- English Service, Russian Service Buffet Service.	
	38	Specialized Service-Guerdon, Tray, Trolley, Lounge, Room, etc.,	
	39	Single Point Service-Take Away Vending, Kiosks,	
	40	Food Courts & Bars	
	41	Taking Food and Beverage Orders in Restaurants	
		Practicum	6
	42	Service of Meals – Pre-Plated Service of all Courses	
	43	Familiarization of Equipment	

References

- Cassell, J. A., & Yager, T. R. (2011). Essentials of food and beverage service. Delmar Cengage Learning.
- Gunn, C. (2018). Understanding food and beverage service. Routledge.
- Heizer, J. H., Render, B., & Munson, R. S. (2017). Operations management: Sustainability and service. Pearson Education Limited.
- Jackson, A., & Jackson, J. (2020). The professional guide to food and beverage service. John Wiley & Sons.
- Lalia, V. (2018). Hospitality management: An introduction. Taylor & Francis.
- Lundberg, D. E. (2014). The restaurant manager's handbook: Effective strategies for success. Routledge.

- Michael, P., & Michael, D. (2000). Food and beverage management. Nelson Education.
- Woods, R. T. (2017). Hospitality service excellence: A competency-based approach. CRC Press.
- Woods, R. T. (2019). Food and beverage service: A Practicum guide. CRC Press. 1 10. Yager, T. R. (2013). The complete guide to food and beverage service. Delmar Cengage Learning.

Online Resources:
- National Restaurant Association (https://chooserestaurants.org/) - Restaurant education.
- The Caterer (https://www.thecaterer.com/) - Catering industry magazine.
- FSR Magazine (https://www.fsrmagazine.com/) - Restaurant news.
- Restaurant News (https://www.restaurantnews.com/) - Restaurant operations news.
- Khan Academy (https://www.khanacademy.org/college-careers-more/career-content/host-and-serve) - Hospitality video lectures.

Hospitality Online (https://www.hospitalityonline.com/) - Hospitality training.

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Find different types of Catering Establishments and Explain Staff Roles within a Hotel's F&B Department.	U	PSO-1,3,6
CO-2	List Various F&B Service Areas in a Hotel and Identify Related Ancillary Departments.	R	PSO-1,3
CO-3	Explain the Purpose of F&B Service Equipment and Proper Care Methods.	U	PSO-4
CO-4	DistinguishBetween Various Menu Types and Describe Elements of a French Classical Menu.	An	PSO-1,5
CO-5	Demonstrate Knowledge of Different Service Styles and Explain When to Use Specific Techniques.	U	PSO-1,2

R-Remember, U-Understand, Ap-Apply, An-Analyse, E-Evaluate, C-Create
Note: 1 or 2 COs/module

Name of the Course: FOOD & BEVERAGE SERVICE ICredits: 3:0:1 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Find different types of Catering Establishments and Explain Staff Roles within a Hotel's F&B Department.	PO-1,3 PSO-1,3,6	U	C	L	P
CO-2	List Various F&B Service Areas in a Hotel and Identify	PO-1,3 PSO-1,3	R	F,C	L	P

	Related Ancillary Departments.					
CO-3	Explain the Purpose of F&B Service Equipment and Proper Care Methods.	PO-1,4 PSO-4	U	C,P	L	P
CO-4	Distinguish Between Various Menu Types and Describe Elements of a French Classical Menu.	PO-1,4 PSO-1,5	An	C	L	P
CO-5	Demonstrate Knowledge of Different Service Styles and Explain When to Use Specific Techniques.	PO-1,4 PSO-1,2	U	C,P	L	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	2	-	2	-	-	2	-	3	-	-	-	-	-	3
CO 2	2	-	2	-	-	-	-	3-	-	3	-	-	-	-
CO 3	-	-	-	3	-	-	2	-	-	2	-	-	-	-
CO 4	2	-	-	-	3	-	3	-	-	-	-	3	-	-
CO 5	2	1	-	-	-	-	1	3	-	-	-	-	-	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam

- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK1DSCBHM103				
Course Title	FOOD SCIENCE AND NUTRITION				
Type Of Course	DSC				
Semester	I				
Academic Level	100 - 199				
Course Details	Credit	Lecture Per Week	Tutorial Per Week	Practicum Per Week	Total Hours/Week
	4	4 Hours	-	-	4
Pre-Requisites	1. Nill				
Course Summary	This Course Explores the Fundamentals of Nutrition, Including Nutrients, their Functions, Food Choices, and Food Safety Considerations.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
I		**INTRODUCTION TO NUTRITION**	**12**
	1	Definition of Nutrition, Nutrients, And Health	
	2	Classification Of Nutrients andtheir Functions in The Human Body	
	3	Food And Its Relation to Health	
	4	Activity: Students Will Create a Chart Classifying Nutrients and their Functions.	
II		**CARBOHYDRATES, FATS AND PROTEINS**	**12**
	5	Composition, Classification, Functions, and Food Sources of Carbohydrates, Fats, and Proteins	
	6	Daily Requirements of Carbohydrates, Fats, and Proteins	
	7	Excess and Deficiency of Carbohydrates, Fats, and Proteins.	
	8	Digestion and Absorption of Carbohydrates, Fats, and Proteins	
	9	Activity: Students will Design a Balanced Meal Plan Considering Carbohydrate, Fat, and Protein Content.	
III		**VITAMINS AND MINERALS**	**12**
	10	Classification, Functions, Food Sources, Daily Requirements of Essential Vitamins and Minerals (Calcium, Iron, Sodium, Iodine, Fluorine, Zinc)	
	11	Excess And Deficiency of Essential Vitamins and Minerals.	
	12	Activity: Students will Create a Presentation Highlighting the Importance of Specific Vitamins and Minerals in the Diet.	
IV		**FOOD ADDITIVES AND FOOD SAFETY**	**12**
	13	Definition And Kinds of Food Additives	
	14	Food Adulteration - Definition and Common Adulterants	
	15	Food Safety andStandards Act, 2006	
	16	Duties and Functions of Food Safety and Standards Authority of India (FSSAI)	
	17	Licensing and Registration of Food Businesses	
	18	Notification of Food Poisoning	
	19	Powers of Food Safety Officer	

	20	Functions of Food Analyst	
	21	Sampling and Analysis of Food	
V		**RELEVANCE OF MICROBIOLOGY IN NUTRITION**	**12**
	22	Importance of Microbiology in Nutrition	
	23	Microorganisms and their Effects on Cereals, Vegetables, Fruits, Meat, Fish, Egg, Milk, And Canned Foods	
	24	Methods For Controlling Food Contamination.	

References

- Mahan, L. K., Escott-Stump, S., Raymond, J. L., & Stapleton, S. R. ([Latest year]). Krause's food & the nutrition care process (15th ed.). Elsevier.
- Whitney, E., & Rolfes, S. R. ([Latest year]). Understanding normal and clinical nutrition (11th ed.). Cengage Learning.
- Gropper, S. S., Smith, J. L., & Carr, C. A. ([Latest year]). Advanced nutrition and human metabolism (7th ed.). Wadsworth Publishing Company.
- Mahan, L. K., & Raymond, J. L. ([Latest year]). Dietitian care manual (6th ed.). Elsevier.
- Rolfes, S. R., & Whitney, E. ([Latest year]). Life Span Nutrition for Wellness and Performance (3rd ed.). Cengage Learning.

Online Resources

- United States Department of Agriculture (USDA): MyPlate .gov website: https://www.myplate.gov/
- National Institutes of Health (NIH): Office of Dietary Supplements [.gov website] (https://ods.od.nih.gov/)
- Food and Agriculture Organization of the United Nations (FAO): Food Safety [.org website] (https://www.fao.org/food-safety/en/)
- Academy of Nutrition and Dietetics: Eat Right [.org website] (https://www.eatright.org/)
- World Health Organization (WHO): Foodborne diseases [.org website] (https://www.who.int/health-topics/foodborne-diseases)

Course Outcomes

No.	Upon Completion of The Course The Graduate Will Be Able To	Cognitive Level	PSO Addressed
CO-1	Define Key Terms Like Nutrition, Nutrients, And Health.	R	PSO-1
CO-2	Distinguish Between Carbohydrates, Fats, And Proteins Based on Their Composition, Functions, And Food Sources.	An	PSO-1,4
CO-3	Explain the Functions of Essential Vitamins and Minerals (Calcium, Iron, Sodium, Iodine, Fluorine, Zinc) and Identify Their Food Sources.	U	PSO-1
CO-4	Explain Different Types of Food Additives and Distinguish Between Food Additives and Adulteration.	U	PSO-1
CO-5	Identify the Potential Effects of Microorganisms on Various Food Groups (Cereals, Vegetables, Fruits, Meat, Etc.) and Explain Methods for Controlling Food Contamination	Ap	PSO-1

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

Note: 1 Or 2 Cos/Module

Name of the Course: Credits: FOOD SCIENCE AND NUTRITION

Credit :4:0:0 (Lecture: Tutorial: Practicum)

FOOD SCIENCE AND NUTRITION

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Define Key Terms Like Nutrition, Nutrients, And Health.	PO-1 PSO-1	R	C	L	-
CO-2	Distinguish Between Carbohydrates, Fats, And Proteins Based on Their Composition, Functions, And Food Sources.	PO-1 PSO-1,4	An	C	L	-
CO-3	Explain the Functions of Essential Vitamins and Minerals (Calcium, Iron, Sodium, Iodine, Fluorine, Zinc) and Identify Their Food Sources.	PO-1 PSO-1	U	C	L	-
CO-4	Explain Different Types of Food Additives and Distinguish Between Food Additives and Adulteration.	PO-5 PSO-1	U	C,F	L	-
CO-5	Identify the Potential Effects of Microorganisms on Various Food Groups (Cereals, Vegetables, Fruits, Meat, Etc.) and Explain Methods for Controlling Food Contamination	PO-5 PSO-1	Ap	C	L	-

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping Of Cos With Psos And Pos :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	-	-	-	-	-	3	-	-	-	-	-	-	-
CO 2	3	-	-	3	-	-	3	-	-	-	-	-	3	-
CO 3	3	-	-	-	-	-	3	-	-	-	-	-	-	-
CO 4	3	-	-	-	1	3	1	-	-	-	-	1	-	3
CO 5	3	-	-	-	1	3	3	-	-	-	-	1-	-	3

Correlation Levels

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping Of Cos To Assessment Rubrics :

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK1MDCBH101				
Course Title	FOUNDATION IN HOSPITALITY INDUSTRY				
Type of Course	MDC				
Semester	I				
Academic Level	100 - 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	3	3 hours	-	-	3
Pre-requisites	1. Nil				
Course Summary	This Course Unveils the Hotel Industry, Exploring Housekeeping and Front Office Operations for Successful Guest Service.				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**INTRODUCTION TO THE HOTEL INDUSTRY**	**9**
	1	Introduction to Hotel Industry with Definition	
	2	History and Growth of Hotel Industry	
	3	Classification of Hotels – Standard Classification Star Classification in India, Heritage Classification and Legacy Vintage Classification.	
	4	Classification of Hotels –Size, Clientele, Location, Ownership.	
	5	Type of Room and Room Rates, Meal Plans	
	6	Major and Supporting Departments of Hotel.	
II		**INTRODUCTION TO THE ACCOMMODATION DEPARTMENT - HOUSEKEEPING**	**9**
	6	The Role Housekeeping in Hospitality Operation, Guest Satisfaction and Repeat Business.	
	7	Housekeeping Organizational Structure - In Small, Medium, Large and Chain Hotels	
	8	Duties And Responsibilities of Housekeeping Staff	
	9	Functional Areas, Sections, And Layouts of Housekeeping	
	10	Attributes of Housekeeping Personnel	
	11	Relationship With Other Departments – Front Office, Food & Beverage Service, Maintenance, Accounts, Security, Store, And Personnel	
III		**INTRODUCTION TO THE ACCOMMODATION DEPARTMENT – FRONT OFFICE**	**9**
	12	Sections and Layouts of Hotel Front Office	
	13	Front Office Department Hierarchy – Organisation Chart	
	14	Duties and Responsibilities of Front Office Personnel - Front Office Manager, Receptionist, Reservation Agent, Cashier, Bell Boy, Telephone Operator, Night Manager.	
	15	Attributes of Front Office Personnel	
	16	Interdepartmental Coordination & Communication	
IV		**FLOWER ARRANGEMENTS AND TOWEL ART**	**9**
	17	Flower Arrangements – Introduction	

	18	Equipment Using for Flower Arrangements.	
	19	Flower Arrangements – Types and Techniques	
	20	Towel Art – Introduction	
	21	Types of Linens Using for Towel Art	
	22	Towel Art – Types and Techniques	
		HOTEL INDUSTRY SOFTWARE	**9**
	23	Introduction to PMS and Guest Cycle	
	24	Reservation using PMS.	
	25	Registration using PMS.	
	26	Guest Service using PMS.	
	27	Settlement and Checkout using PMS	

References

- Tewari, J. R. (2009). Hotel front office: Operations and management (2nd ed.). Oxford Higher Education.
- Ragubalan, G., Smrithee R (2015). Hotel Hotel Housekeeping Operations and management (3rd ed.). Oxford Higher Education.
- Cassell, P., & Gillmore, A. (2020). *Introduction to hotels and hospitality*. Routledge.
- Ineson, P. (2018). *Hotels: An international perspective*. Routledge.
- Jackson, J. A. (2019). *Managing hospitality operations*. Routledge.
- Lockwood, A. (2013). *The complete guide to hotel management*. Butterworth-Heinemann.
- McConnell, S. (2016). *Essentials of hotel & restaurant management*. Pearson Education Limited.
- Michels, P., & Jones, M. (2018). *Hotel front office operations*. Routledge.
- Singh, A., & Smith, M. (2018). *International hotel management*. Routledge.
- Stoner, J. C., & Walker, J. R. (2018). *Managing hospitality human resources*. Routledge.
- Weaver, D., & Lawton, B. (2020). *Tourism management*. Routledge.
- Yung, C. H. (2018). *Hotel housekeeping management*. Routledge.

Online Resources:

- American Hotel & Lodging Association: https://www.ahla.com/
- Cornell School of Hotel Administration: https://sha.cornell.edu/
- EHotelier: https://academy.ehotelier.com/
- Hotel News Now: https://www.costar.com/news/section/hospitality
- International Hospitality Review:https://www.emeraldgrouppublishing.com/journal/ihr
- Skift: https://skift.com/
- The American Hotel & Lodging Educational Institute: https://ahlei.servsafebrands.com/
- World Tourism Organization: https://www.unwto.org/

World Travel & Tourism Council: https://wttc.org/

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Define and differentiate various hotel classifications (star ratings, heritage, etc.) based on size, clientele, location, and ownership	R	PSO-1,4
CO-2	Analyse the roles and responsibilities of housekeeping and front office staff in guest satisfaction and hotel operations	An	PSO-1,6
CO-3	Evaluate the importance of interdepartmental communication and coordination within a hotel for efficient guest service (Evaluating).	E	PSO-1,2,3

CO-4	Apply basic flower arranging techniques and towel art skills to enhance hotel room aesthetics (Applying).	Ap	PSO-1,3,5
CO-5	Explain the key functions of a Property Management System (PMS) throughout the guest cycle (from reservation to checkout) (Understanding).	U	PSO-1,2

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

Note: 1 or 2 COs/module

Name of the Course: FOUNDATION IN HOSPITALITY INDUSTRY
Credits: 3:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Defineand differentiate various hotel classifications (star ratings, heritage, etc.) based on size, clientele, location, and ownership	PO-1,5 PSO-1,4	R	C	L	-
CO-2	Analyse the roles and responsibilities of housekeeping and front office staff in guest satisfaction and hotel operations	PO-4,5 PSO-1,6	An	C	L	-
CO-3	Evaluate the importance of interdepartmental communication and coordination within a hotel for efficient guest service (Evaluating).	PO-3,4 PSO-1,2,3	E	C,M	L	-
CO-4	Apply basic flower arranging techniques and towel art skills to enhance hotel room aesthetics (Applying).	PO-1,4 PSO-1,3,5	Ap	P	L	-
CO-5	Explain the key functions of a	PO-1,2 PSO-1,2	U	C	L	-

Property Management System (PMS) throughout the guest cycle (from reservation to checkout) (Understanding).					

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	2	-	3	-	-		3	-	3		-		
CO 2	-	-	3	-	-	1	-	-	-	3		-		3
CO 3	3	-	3	-	-	-	2	-	2	3	-	-		
CO 4	3	-	3	3	3	-	3	-	-	3	-	2	2	
CO 5	2	2	-	-	-	-	3	1	-	-	-	-		

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

-

SEMESTER II

-

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK2DSCBHM101				
Course Title	CULINARY FUNDAMENTALS				
Type of Course	DSC				
Semester	II				
Academic Level	100 - 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	3 hours	-	2 hours	5
Pre-requisites	1. UK1DSCBHM101				
Course Summary	This Professional Cookery Course Covers Essential Culinary Skills and Techniques, Preparing you to Cook Breads, Soups, Sauces, Poultry, and Indian Dishes.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
		BASIC COMMODITIES: RICE, CEREALS, PULSES	**15**
		Theory	9
	1	Classification and Identification- Rice, Cereals and Pulses	
	2	Cooking Of Rice, Cereals, And Pulses	
I	3	Rice, Cereals, And Pulses	
	4	Structure of Wheat, Flour, and types of flours.	
	5	Uses of Flour in Food Production	
		Practicum	6
	6	Demonstration and Practice Preparation of Stocks and Sauces	
	7	Demonstration and Practice of Soups and Bread Rolls	
		SHORTENINGS (FATS AND OILS), RAISING AGENTS AND SWEETENING AGENTS.	**15**
		Theory	9
	8	Role of Shortenings and Varieties of Shortenings	
	9	Advantages and Disadvantages of using Different Shortening.	
	10	Fats and Oil-Types and Varieties.	
	11	Classification of Raising agents	
	12	Role of Raising agents-Action and Reactions	
II	13	Sugar-Importance and Uses of Sugar, Sugar.	
	14	Types of Sugar- Cooking of	
		Practicum	6
	15	Menu I Breakfast Rolls (Croissant, Muffin, Doughnut, Danish Pastry, etc)	
	16	Menu II Cabbage Chowder Chicken Ala King Buttered Fungi Rice Black Forest Gateaux	
III		**BASIC COMMODITIES: MOISTURIZING AGENT - MILK, BUTTER**	**15**
		Theory	9

	17	Milk - Types of Milk - Skimmed, Condensed.	
	18	Pasteurization and Homogenization.	
	19	Butter - Processing of Butter, Types of Butter.	
		Practicum	6
	20	Menu III Potage St. German Waldorf Salad Chicken Mary Land with Raifort Sauce Beetroot Tart	
	21	Menu IV Creme De Volaille Princess e Bread Rolls Ragout De Boeuf Mushroom Risotto Apple Pie	
IV		**BASIC COMMODITIES: MOISTURIZING AGENT - CREAM & CHEESE**	**15**
		Theory	9
	22	Cream- Processing of Cream.	
	23	Types of Cream.	
	24	Uses of Cream	
	25	Cheese – Processing of Cheese	
	26	Classification of Cheese.	
	27	Uses of Cheese	
	28	**Practicum**	6
	29	Menu V Cock-a-leekie Russian Salad Fish & Chips with Tartar Sauce Profiteroles	
	30	Menu VI Lentil Soup Eggs Benedict Shepherd's Pie Crème Brûlée	
V		**BASIC INDIAN CONDIMENTS AND SPICES**	**15**
		Theory	9
	31	Spices Used in Indian Cookery-Role of Spices in Indian Cookery,	
	32	Indian Equivalent of Spices (names).	
	33	Basic Masalas, Different Masalas used in Indian Cookery	
	34	Wet Masalas and Dry Masalas,	
	35	Varieties of Masalas Available in Regional Areas	
	36	Special Masala Blends.	
	37	Thickening Agents-Role of Thickening Agents in Indian Cuisine	
	38	Types of Thickening Agents	
		Practicum	6
	39	Menu VII Sunshine Salad Vegetable Au Gratin Pan Seared Fish Lemon Cheesecake	
	40	Menu VIII Mushroom Crostini Poulet Chasseur Oven Roast Vegetable Carrot Cake	

References

- The Professional Chef (9th Ed.). By Wayne Gisslen (Author). John Wiley & Sons.
- On Food and Cooking: The Science and Lore of the Kitchen (2nd Ed.). By Harold McGee (Author). Scribner.
- The New International Cookbook (Illustrated Ed.). By Elaine Corn (Author). Houghton Mifflin Harcourt.
- The Essential Baking Companion (3rd Ed.). By Dede Wilson (Author). Houghton Mifflin Harcourt.
- The Joy of Cooking (Revised Ed.). By Irma S. Rombauer & Marion Rombauer Becker (Authors). Scribner.
- The Complete Book of Herbs (2nd Ed.). By Lesley Bremness (Author). Dorling Kindersley.
- The Classic Indian Cookbook (2nd Ed.). By Julie Sahni (Author). Morrow Cookbook.
- Indian Food Made Easy (3rd Ed.). By Anjum Anand (Author). Penguin Random House.
- The Essential Indian Instant Pot Cookbook (1st Ed.). By Priya Krishna (Author). W. W. Norton & Company.
- The Curry Guy Easy Indian Cookbook (1st Ed.). By Dan Toombs (Author). Quadrille Publishing.

Online Resources:

- Allrecipes: https://www.allrecipes.com/recipes/
- BBC Good Food: https://www.bbcgoodfood.com/
- Budget Bytes: https://www.budgetbytes.com/
- Serious Eats: https://www.seriouseats.com/
- The Spruce Eats: https://www.thespruceeats.com/

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	IdentifyRice, Cereals and Pulses.	Ap	PSO-1,4
CO-2	Explain the Effects of Shortenings, Raising Agents, and Sweeteners.	U	PSO-2
CO-3	Discover how to handleMilk, Butter, Cream and Cheese Safely and Effectively.	An	PSO-4
CO-4	Define basic Pastries and Breads Using Recipes.	R	PSO-2,4
CO-5	Identify Spices and Explain Their Role in Indian Cooking.	Ap	PSO-1,4,5

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

Note: 1 or 2 COs/module

Name of the Course:FOOD AND BEVERAGE PRODUCTION II

Credits: 3:0:1 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Identify Rice, Cereals and Pulses.	PO-1,5 PSO-1,4	Ap	F	L	P
CO-2	Explain the Effects of Shortenings,	PO-1,2,5 PSO-2	U	C	L	P

			P	L	P
CO-3	Discover how to handleMilk, Butter, Cream and Cheese Safely and Effectively.	PO-3,4,5 PSO-4	An		
CO-4	Define basic Pastries and Breads Using Recipes.	PO-2,4,5 PSO-2,4	R	C	L	P
CO-5	Identify Spices and Explain Their Role in Indian Cooking.	PO-1,2,5 PSO-1,4,5	Ap	C	L	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	-	-	3	-	-	2	-	-	-	-	-	3	-
CO 2	-	3	-	-	-	-	-	3	-	-	-	-	-	-
CO 3	-	-	-	2	-	-	-	-	-	-	-	-	3	-
CO 4	-	3	-	3	-	-	-	3	-	-	-	-	3	-
CO 5	3	-	-	3	3	-	3	-	-	-	-	3	3	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK2DSCBHM102				
Course Title	FOOD & BEVERAGE RESTAURANT OPERATIONS				
Type of Course	DSC				
Semester	II				
Academic Level	100 - 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	3 hours	-	2 hours	5
Pre-requisites	1. UK1DSCBHM102				
Course Summary	This Course Prepares Students for Professional Food and Beverage Service, Covering Meals, Restaurant Operations and Control Systems.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
		TYPES OF MEALS	**15**
		Theory	9
	1	Breakfast- Menus –Types of Breakfast- English, American, Continental, and Indian	
I	2	Covers, Definitions of Brunch, Lunch, Afternoon/High Tea, Dinner, Supper.	
	3	Descriptions of Dishes & Accompaniments.	
		Practicum	6
	4	Breakfast- English and American– Covers	
	5	Breakfast- Continental, and Indian – Covers	
		RESTAURANT RESERVATION SYSTEM, SERVICE, AND ROOM SERVICE	**15**
		Theory	9
	6	In Room Dining Introduction,	
	7	Room Service Menu; Styles of In Room Dining (Decentralized, Centralized and Mobile-Trolley, Dumb Waiter)	
II	8	In Room Dining Procedure - Order Taking, Tray Set Up, Entering the Room Service, Clearance.	
	9	Hierarchy chart of in Room Dining	
	10	Duties and Responsibilities of Room Service Personnel.	
	11	Equipment used in Room Service.	
	12	Room Service Menus-Taking Orders and Presenting Bills.	
		Practicum	6
	13	Room Service Order Taking, Room Service Tray Setup	
	14	Making Room Service KOT,Presenting Bills in Rooms	
		NON-ALCOHOLIC BEVERAGES	**15**
		Theory	9
III	15	Classification-Nourishing, Stimulating, Refreshing,	
	16	Tea: Types of Teas	
	17	Manufacturing Process of Tea, Brands Preparation and Service.	

	18	Coffee-Types of Coffee	
	19	Manufacturing Process Brands, Preparation and Service.	
	20	Cocoa Beverages -Types and Brands-Preparation and Service.	
	21	Milk Based Drinks, Juices, Soft Drinks, Preparation and Service.	
	22	Mineral Water and Tonic Water	
		Practicum	6
	23	Service of Non- Alcoholic Beverages	
	24	Tea Coffee Service	
IV		**TOBACCO**	**15**
		Theory	9
	25	Types and Processing of Tobacco for Cigarettes	
	26	Cigar-Storage and Service of Cigars and Cigarettes,	
	27	Harmful effects of Consumption of Tobacco	
		Practicum	6
	28	Demonstration and Service of Cigar	
	29	Demonstration and Service of Cigarettes	
V		**SIMPLE CONTROL SYSTEMS, RESTAURANT AND BAR BILLING SYSTEM**	**15**
		Theory	9
	30	Restaurant POS Software	
	31	BOT, KOT, Types of KOT.	
	32	Bill Control System - Triplicate System, Duplicate, Singe Order Sheet, Quick Service Menu and Customer Bill,	
	33	EPOS system ECR Making a Bill – Split Bills, Cash Handling Equipment; Record Keeping (Restaurant Cashier)	
	34	Functions and Necessity of a Good Control System.	
		Practicum	6
	35	Taking Reservations, Receiving the Guest, Buffet-Banquet-Special Service.	
	36	Restaurant Service- Receiving the Guest and Social Skills-Service at a Table, Arranging Side Boards	

References
- Castel, P., & Woods, R. Restaurant operation management. Delmar Cengage Learning.
- Culinary Institute of America (Ed.). The professional chef. Wiley.
- Guthrie, K. M., & Dunne, L. M. Professional foodservice management. Delmar Cengage Learning.
- Heine, M., & Arthur, A. T. Quality restaurant management: An operations perspective. Prentice Hall.
- Herz, A., & Wolford, G. International restaurant management: A cultural perspective. Delmar Cengage Learning.
- Jackson, J. A. Beverages: Introduction to production, service, and sales. Delmar Cengage Learning.
- National Restaurant Association Educational Foundation. On premise food and beverage management. National Restaurant Association.
- Oliver, R. L., Radtke, S., & Rust, R. T. Service quality in hospitality, tourism, and leisure. Edward Elgar Publishing.
- Selby, A. Restaurant financial management. John Wiley & Sons.
- Van der Wagen, L. International hotel, and restaurant management. Routledge

Online Resources
- National Restaurant Association https://restaurant.org/:
- Restaurant Business Online https://moneff.com/blog/10-ways-to-build-a-successful-online-restaurant-business:
- Open Hospitality Project https://openhospitality.network/:
- The Spruce Eats https://www.thespruceeats.com/:
- eCornellhttps://ecornell.cornell.edu/:

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Identify key features of different breakfast styles (English, American, Continental and Indian).	Ap	PSO-1
CO-2	Explain in-Room Dining Service procedures.	U	PSO-2,3
CO-3	Categorize Non-Alcoholic Beverages by effect (nourishing, stimulating, refreshing).	An	PSO-4
CO-4	Demonstrate Service of Coffee & Tea varieties using proper methods.	U	PSO-4,6
CO-5	List the function of a Restaurant Billing System.	R	PSO-2,3

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

Note: 1 or 2 COs/module

Name of the Course: Credits: FOOD AND BEVERAGE SERVICE II

Credit 3:0:1 (Lecture:Tutorial:Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Identify key features of different breakfast styles (English, American, Continental, Indian).	PO-1 PSO-1	Ap	F, C	L	P
CO-2	Explain in-Room Dining Service procedures.	PO-2,4 PSO-2,3	U	C,P	L	P
CO-3	Categorize Non-Alcoholic Beverages by effect (nourishing, stimulating, refreshing).	PO-1 PSO-4	An	C	L	P
CO-4	Demonstrate Service of Coffee & Tea varieties using proper methods.	PO-3,4 PSO-4,6	U	C,P	L	P
CO-5	List the function of a Restaurant	PO-2,4 PSO-2,3	R	F,C	L	P

	Billing System.					

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	2	-	-	-	-	-	3	-	-	-	-	-		
CO 2	-	3	3	-	-	-	-	2		3	-	-		
CO 3	-	-	-	3	-	-	-	-		-	-	-	3	
CO 4	-	-	-	3	1	3	-	-			-	1	3	3
CO 5	-	3	3	-	-	-	-	3	-	3	-	-		

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK2DSCBHM103				
Course Title	FAST FOOD CHAIN MANAGEMENT				
Type of Course	DSC				
Semester	II				
Academic Level	100-199				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	4 hours	-	-	4
Pre-requisites	Nil				
Course Summary	This Course Provides a Comprehensive Overview of The Fast-Food Industry, Covering Its History, Operations, Marketing, Current Trends, And Successful Franchise Models.				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**INTRODUCTION TO FAST FOOD CHAIN**	**12**
	1	History	
	2	Overview of Fast-Food Industry	
	3	Structure of Functions of Fast-Food Chains	
	4	Roles And Responsibilities in A Fast-Food Chain	
II		**FAST FOOD OPERATIONS AND MANAGEMENT**	**12**
	5	Food Preparations and Cooking Techniques	
	6	Hygiene And Food Safety Practice	
	8	Customer Service and Handling Complaints	
III		**ADVERTISING STRATEGIES IN FAST FOOD**	**12**
	7	Advertising Channels and Campaigns	
	8	Promotions, Discounts, And Loyalty Programme	
	9	Current Trends and Challenges in Fast Food Industry	
	10	Digital Marketing Techniques and Social Media Presence	
IV		**BUSINESS GROWTH AND EXPANSION**	**12**
	11	Franchise Opportunities and Considerations	
	12	Location, Selection	
	13	Staff Recruitment, Training, And Management	
V		**CASE STUDY ON THE CURRENTLY OPERATING FAST-FOOD CHAINS**	**12**
	14	History	
	15	Product and Operating Procedure of KFC, Mc Donalds, Domino's	
	16	Product and Operating Procedure of Pizza, Pizza Hut,	

References
- Castle, E. M., Shankar, A., & Inman, J. J. (2023). Fast food marketing: A global perspective. Routledge.
- Chisnall, M. (2022). The McDonaldization of society revisited: New directions in theory and research. Emerald Publishing Limited.
- Jolliffe, D. (2020). Fast food nation: The dark side of the all-American meal. Penguin Books. (Note: This is an older book, but still relevant)
- Kinsey, J. S. (2021). The business of food: An encyclopaedia of the global food industry. ABC-CLIO.

- Lock, E. A., & Lock, G. R. (2019). The Oxford handbook of the food industry. Oxford University Press.
- Marion, R. (2022). Fast food: A reference handbook. ABC-CLIO.
- Smith, A. (2024). Fast food management: Operations, marketing, and franchise considerations. John Wiley & Sons.
- Thieme, H. (2020). Fast food culture: Always hungry and never full. Rowman & Littlefield.
- Turner, B. S. (2018). The McDonaldization thesis. Sage Publications.
- Watson, D. (2021). The fast-food franchise craze: The everything guides to history, concepts, and success. Everything Books.

Online Resources:
- National Restaurant Association https://restaurant.org/ - Provides industry reports, trends, and insights.

World Health Organization - Diet and Physical Activity
https://www.who.int/publications-detail-redirect/9241592222

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Demonstrate Knowledge About Fast Food Industry	U	PSO-1,5
CO-2	Identify The Different Food Preparations and Cooking Techniques	Ap	PSO-4
CO-3	Recall The Advertising Strategies in Fast Food Chain	R	PSO-1,5
CO-4	Identfiy The Business Growth and Opportunities.	Ap	PSO-5
CO-5	Analyse The Product and Operating Procedures of Current Fast-Food Chain	An	PSO-1,4,5

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

Note: 1 or 2 COs/module

Name of the Course: FAST FOOD CHAIN MANAGEMENT

Credits: 4:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Demonstrate Knowledge About Fast Food Industry	PO-1,4 PSO-1,5	U	C	L	-
CO-2	Identify The Different Food Preparations and Cooking Techniques	PO-1,4 PSO-4	Ap	C,P	L	-
CO-3	Recall The Advertising Strategies in Fast Food Chain	PO-1,4 PSO-1,5	R	F	L	-

| CO-4 | Identfiy The Business Growth and Opportunities. | PO-1,4 PSO-5 | Ap | C | L | - |
| CO-5 | Analyse The Product and Operating Procedures of Current Fast-Food Chain | PO-1,4 PSO-1,4,5 | An | C,P | L | - |

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	2	-	-	-	2	-	2	-	-	-	-	2	-	-
CO 2	-	-	-	1	-	-	-	-	-	-	-	-	1	-
CO 3	2	-	-	-	2	-	1	-	-	-	-	1	-	-
CO 4	-	-	-	-	1	-	1	-	-	-	-	1	-	-
CO 5	2	-	-	2	2	-	1	-	-	-	-	2	2	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓
CO 2	✓			✓

CO 3	✓	✓		✓
CO 4	✓		42	✓
CO 5	✓	✓		✓

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK2MDCBHM101				
Course Title	FUNDAMENTALS OF FOOD & BEVERAGE DEPARTMENT				
Type of Course	MDC				
Semester	II				
Academic Level	100 - 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	3	3 hours	-	-	3
Pre-requisites	1. Nil				
Course Summary	This Course Covers the Fundamentals of Food Preparation, Cooking Methods for Various Ingredients and Food &Beverage Service Operations.				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**INTRODUCTION TO FOOD PRODUCTION**	**9**
	1	Aims and Objectives of Cooking Food	
	2	Methods of Cooking.	
	3	Salads and Salad Dressing.	
	4	Vegetables - Classification of Vegetables, Cuts of Vegetables.	
	5	Fruit Cookery- Classification of Fruits	
	6	Stocks - Definition of Stock, Types of Stocks- Preparation of Stock	
	7	Soups- Classification- Recipes	
II		**BASIC PRINCIPLES OF FOOD PRODUCTION**	**9**
	8	Introduction to Egg Cookery - Selection of Egg	
	9	Uses of Egg, Methods of Cooking Egg	
	10	Introduction to Fish Mongery- Classification of Fish	
	11	Cuts of Fish Selection of Fish- Shellfish- Cooking of Fish	
	12	Introduction to Poultry – Types, Basic Cuts, Basic Preparation Methods	
	13	Introduction to Meat Cookery- Cuts of Beef/ Veal	
	14	Cuts of Lamb/ Mutton	
III		**INTRODUCTION TO FOOD AND BEVERAGE SERVICE**	**9**
	15	Food and Beverages Services Areas	
	16	Types of F & B Outlets- Specialty Restaurant - Coffee Shop - Cafeteria	
	17	Banquets- Room Service- Grill Room	
	18	Discotheques - Night Clubs - Bar	
	19	Outdoor Catering - Garden Café/Pool Side	
	20	Breakfast-Types of Breakfast.	
IV		**MENU & MENU PLANNING**	**9**
	21	Menu Origin of the Menu- Basic Types of Menus	
	22	Objectives - Menu Terminology	
	23	General Menu Planning Principles	
V		**COCKTAILS**	**9**
	24	Definition and Classification of Cocktail	

	25	Cocktail Equipment, Preparation & Service of Cocktails	
	26	Points to be Considered while Preparing aCocktail	
	27	Recipes of basic Cocktails & Mocktails	

References

- Gisslen, W. (Professional cooking). John Wiley & Sons.
- Johnson, D., & Grosvenor, W. (The professional chef). Prentice Hall.
- Leong, K. H., & Kinsella, J. E. (Food chemistry). Springer Science & Business Media.
- Peterson, C. H. (Encyclopedia of food science and technology). John Wiley & Sons.
- Téllez, P. A., & Morales, M. J. (Principles of bakery technology). Springer Science & Business Media.
- Woods, G. (The complete professional bartender's guide). Adams Media.
- Woods, R. (The world encyclopedia of cocktails). Hardie Grant Books.
- National Restaurant Association Educational Foundation. (On premise food and beverage service). National Restaurant Association Educational Foundation.
- American Culinary Federation. (The professional kitchen). John Wiley & Sons.
- Institute of Hospitality. (International hospitality management). Routledge.

Online Resources:
- Food and Agriculture Organization of the United Nations (FAO): https://www.fao.org/home/en
- National Restaurant Association Educational Foundation: https://chooserestaurants.org/programs/
- The Spruce Eats: https://www.thespruceeats.com/

Allrecipes: https://www.allrecipes Online.com/recipes/

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Explain Cooking aims, Achieving Textures and Cooking Methods.	U	PSO-1,4
CO-2	Apply Vegetable/Fruit Prep Techniques and Salad Dressing Creation.	Ap	PSO-4
CO-3	Demonstrate basic knowledge of Egg Cookery, Fish Prep, Poultry Handling and Meat Cuts.	U	PSO-1,4
CO-4	Identify Different Types of Catering establishments	Ap	PSO-1,5
CO-5	Identify difference between Various Menu Types and Describe Elements of a French Classical Menu.	Ap	PSO-1,5

R-Remember, U-Understand, Ap-Apply, An-Analyse, E-Evaluate, C-Create
Note: 1 or 2 COs/module
Name of the Course: FUNDAMENTALS OF FOOD & BEVERAGE DEPARTMENT
Credits: 3:0:0(Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Explain Cooking aims, Achieving	PO-1 PSO-1,4	U	C	T	-

	Textures and Cooking Methods.					
CO-2	Apply Vegetable/Fruit Prep Techniques and Salad Dressing Creation.	PO-1,3 PSO-4	Ap	P	T	-
CO-3	Demonstrate basic knowledge of Egg Cookery, Fish Prep, Poultry Handling and Meat Cuts.	PO-1 PSO-1,4	U	P	T	-
CO-4	Identify Different Types of Catering establishments	PO-1,5 PSO-1,5	Ap	F,C	T	-
CO-5	Identify differencebetween Various Menu Types and Describe Elements of a French Classical Menu.	PO-1,5 PSO-1,5	Ap	C	T	-

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	-	-	2	-	-	3	-	-	-	-	-	3	-
CO 2	-	-	-	3	-	-	-	-	-	-	-	-	3	-
CO 3	3	-	-	2	-	-	3	-	-	-	-	-	2	-
CO 4	3	-	-	-	3	-	3	-	-	-	-	3	-	-
CO 5	3	-	-	-	3	-	3	-	-	-	-	3	-	-

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium

3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

SEMESTER III

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK3DSCBHM201				
Course Title	QUANTITY FOOD PRODUCTION				
Type Of Course	DSC				
Semester	III				
Academic Level	200 - 299				
Course Details	Credit	Lecture Per Week	Tutorial Per Week	Practicum Per Week	Total Hours/Week
	4	3 Hours	-	2 Hours	5
Pre-Requisites	1. UK2DSCBHM101				
Course Summary	This Course Prepares Students for Large-Scale Food Service, Covering Menus, Equipment, Purchasing, Cost Control, And Regional Indian Cuisine.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
I		**VOLUME FEEDING**	15
		Theory	9
	1	Institutional & Industrial Feeding	
	2	Classification-Menu	
		Practicum	6
	3	Menu I Kerala Wheat Paratha Ghee Rice Malabar Chicken Curry/ Beef Ularthiyathu Vegetable Korma Onion Raita Ada Pradhaman	
	4	Menu II Thukpa Sheerma/ Peshwari Naan Kashmiri Pulao Mutton Rogan Josh Dum Aloo Kashmiri Gulab Jamun	
II		**EQUIPMENT USED IN VOLUME FEEDING**	15
		Theory	9
	5	Equipment Used in Quantity Kitchen (Both Hot and Cold Kitchens).	
	6	Care Maintenance and Storage of Equipment.	
	7	Specifications when Purchasing Equipment.	
	8	List of Equipment Manufacturers	
	9	Modern Equipment in the Market	
		Practicum	6
	10	Menu III	

		Paneer Tikka E Mint Chutney Onion Kulcha Butter Chicken Masala Sarson Ka Saag Dal Tadka Carrot Halwa	
	11	Menu IV Galouti Kebab Warqi Paratha Murgh Do Pyaza Vegetable Shahi Korma Sooji Halwa	
		INDENTING	**15**
		Theory	9
	12	Principles of Indenting.	
	13	Quantities / Portions for Bulk Production.	
	14	Practicum Difficulties Involved in Indenting.	
		Practicum	6
III	15	Menu V Baingan. Bhaja Ghee Bhat Bengali Fish Curry Chorchori Chenna Payassam	
	16	Menu VI Amotik Green Peas Pulao Beef Vindaloo Cabbage Foogath Bebinca	
		FOOD COSTING	**15**
		Theory	9
	17	Food Costing andFood Cost Control.	
	18	Problems Related to Food Costing.	
	19	Importance & Relevance of Food Costing.	
		Practicum	6
IV	20	Menu VII Methi Ka Tepla Bardoli Ki Khichdi Undhiyu Fafda Basundi	
		REGIONAL CUISINE	**15**
		Theory	9
	21	Introduction To Regional Cooking	
	22	Factors Affecting Eating Habits.	
	23	History, Salient Features, Important Dishes from Indian States- Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka	
	24	History, Salient Features, Important Dishes from Indian States - Kashmir, Kerala, Madhya Pradesh, Maharashtra	
V	25	History, Salient Features, Important Dishes from Indian States - Bengal, Punjab, Rajasthan, Tamil Nadu, and Uttar Pradesh	
	26	Indian Breads	
	27	Indian Sweets	
		Practicum	6
	28	Menu VII	

		Tomato Dal Shorba Chapati MurghMalwani Kolhapuri Vegetable Amti Dal Rava Ladoo	
	29	Menu IX Pachi Pulusu Hyderabad Mutton Biryani Bagara Baingan Shahi Tukra	

References

- Chakravarty, T. K.   A guide to modern kitchen equipment. Wiley India.
- Gisslen, W.   Professional cooking (9th ed.). John Wiley & Sons.
- Jung, S., & Rennie, S.   Quantity foodservice production and management (7th ed.). Pearson Education Limited.
- Kumar, S.   Indian cookery course (4th ed.). S. Chand Publishing.
- Mathur, A. K.   A textbook of hotel management (3rd ed.). I.P. International Publishing House.
- Peter, K. T.   Quantity food production (10th ed.). Prentice Hall.
- Rangnathan, S.   The essential Indian instant pot cookbook: Authentic Indian recipes for busy cooks. Page Street Publishing.
- Solomon, C. A.   The professional kitchen (8th ed.). John Wiley & Sons.
- Verma, S., & Singhal, S.   Food and beverage service (5th ed.). S. Chand Publishing.
- Virdi, J. S.   Industrial catering management (4th ed.). New Age International Publishers.

Online Resources:

- National Restaurant Association Educational Foundation: https://chooserestaurants.org/programs/
- OpenSesame: https://www.opensesame.com/fl
- The Institute of Hospitality: https://www.instituteofhospitality.org/
- Food and Agriculture Organization of the United Nations: https://www.fao.org/home/en
- The World Health Organization: https://www.who.int/

Course Outcomes

No.	Upon Completion of The Course the Graduate Will Be Able To	Cognitive Level	PSO Addressed
CO-1	Identify The Different Types of Equipment Used in Both Hot and Cold Kitchens for Volume Feeding Operations.	Ap	PSO-1,4
CO-2	Explain The Principles of Indenting for Bulk Food Production, Considering Portion Sizes and Potential Challenges.	U	PSO-2,4
CO-3	Classify Different Types of Institutional and Industrial Feeding Operations Based on Their Menu Planning Needs.	U	PSO-1,5
CO-4	Analyze The Importance and Relevance of Food Costing for Effective Food Cost Control in Volume Feeding.	An	PSO-2,4
CO-5	Define the Salient Features and Important Dishes of Various Regional Indian Cuisines.	R	PSO-1,5

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

Note: 1 Or 2 Cos/Module

Name Of theCourse: FOOD AND BEVERAGE PRODUCTION III
Credits: 3:0:1 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Identify The Different Types of Equipment Used in Both Hot and Cold Kitchens for Volume Feeding Operations.	PO-1 PSO-1,4	Ap	F, C	T	P
CO-2	Explain The Principles of Indenting for Bulk Food Production, Considering Portion Sizes and Potential Challenges.	PO-1 PSO-2,4	U	C,P	T	P
CO-3	Classify the Types of Institutional and Industrial Feeding Operations Based on Their Menu Planning Needs.	PO-1 PSO-1,5	U	C	T	P
CO-4	Analyze The Importance and Relevance of Food Costing for Effective Food Cost Control in Volume Feeding.	PO-1,4 PSO-2,4	An	C	T	P
CO-5	Define The Salient Features and Important Dishes of Various Regional Indian Cuisines.	PO-1 PSO-1,5	R	F,C	T	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping Of Cos with PSOs andPOs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8

CO 1	2	-	-	3	-	-	3	-	-	-	-	-	3	-
CO 2	-	3	-	2	-	-	-	3	-	-	-	-	3	-
CO 3	3	-	-	-	3	-	3	-	-	-	-	3	-	-
CO 4	-	3	-	1	-	-	-	1	-	-	-	-	2	-
CO 5	3	-	-	-	3	-	2	-	-	-	-	3	-	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping Of Cos toAssessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK3DSCBHM202				
Course Title	FUNDAMENTALS OF BEVERAGE OPERATIONS				
Type of Course	DSC				
Semester	III				
Academic Level	200-299				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	3 hours	-	2 hours	5
Pre-requisites	1. UK2DSCBHM102				
Course Summary	This Course Explores the World of Alcoholic Beverages, Covering their Production, Classification, Storage, Service, and Food Pairings.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
		ALCOHOLIC BEVERAGES	**15**
		Theory	9
	1	Introduction, Definition of Alcoholic Beverages	
I	2	Classification of Alcoholic Beverages	
	3	Production of Spirit – PotStill Method, Patent Still Method.	
		Practicum	6
	4	Identification of Alcoholic Beverages	
		BEER	**15**
		Theory	9
	5	Introduction and Definition of Beer	
	6	Types and Styles of Beer	
II	7	Production of Beer	
	8	Storage of Beer	
		Practicum	6
	9	Service of Beer	
		WINES	**15**
		Theory	9
	10	Introduction &Definition of Wines.	
	11	Classification of Wine - Table/Still/Natural, Fortified, Sparking, Aromatized.	
	12	Factors Affecting Quality and Price of Wine.	
III	13	Wine Production - Still Wine &Sparkling Wine.	
	14	Wine Production - Fortified Wines and Aromatized Wines (Sherry, Maderia, Port, Marsala, Vermouth)	
		Practicum	6
	15	Service of Wines: Red Wine	
	16	Service of Wines: White/Rose Wine	
		WINE REGIONS	**15**
IV		**Theory**	9
	17	Wine Producing Countries:France, Germany, Italy; Wine Laws	
	18	Wine Producing Countries:New World Wine Country – India, New Zealand	

	19	Wines And Food Combinations	
		Practicum	
	20	Service of Sparkling Wines / Fortified Wines / Aromatized Wines	
	21	Service of Fortified Wines / Aromatized Wines	
V		**OTHER FERMENTED BEVERAGES: APERITIFS, CIDERS, PERRY AND SAKE**	**15**
		Theory	9
	22	Definition, Production, Types - Aperitifs	
	23	Definition, Production - Ciders, Perry and Sake	
	24	Glossary of Terms Related toAlcoholic Beverages	
		Practicum	6
	25	Service of Different Types of Aperitifs,	
	26	Service of Different Ciders, Perry and Sake	

References

- Bennett, S., & Morrissey, L The complete guide to world wines (7th ed.). Mitchell Beazley.
- DeGaris, R., & Watson, B The professional bartender's guide (6th ed.). Wiley.
- Dornenburg, A., & Cannibal, A the Oxford companion to beer (2nd ed.). Oxford University Press.
- Jackson, GEncyclopedia of wine (3rd ed.). Lorenz Books.
- Johnson, H The world atlas of wine (8th ed.). Mitchell Beazley.
- Kobayashi, Y., & Gauntner, J Japanese sake (2nd ed.). Kodansha International.
- Loughran, S., & Vardon, Y The complete cocktail course (Updated ed.). Ryland Peters & Small.
- Mason, J., & Berry, P The complete guide to spirits (Revised ed.). Berry Bros. & Rudd.
- McNeil, B The bartender's bible (4th ed.). DK Publishing. 1 0. Robinson, J The Oxford wine companion (5th ed.). Oxford University Press.

Online Resources:

- Wine Folly (https://winefolly.com/)
- The Spruce Eats - Cocktails (https://www.thespruceeats.com/cocktails-4162707)
- Beer Advocate (https://www.beeradvocate.com/)
- The Whisky Exchange (https://www.thewhiskyexchange.com/)
- National Institute on Alcohol Abuse and Alcoholism (https://www.niaaa.nih.gov/)

Course Outcomes

No.	Upon Completion of The Course the Graduate Will Be Able To	Cognitive Level	PSO Addressed
CO-1	Define Alcoholic Beverages and Classify Them into Different Categories	R	PSO-1,5
CO-2	Explain The Production Methods of Spirits, Such as Pot-Still and Patent Still Methods	U	PSO-1,4
CO-3	Analyze The Different Types and Styles of Beer and The Brewing Process (Analyzing).	An	PSO-1
CO-4	Evaluate The Factors Affecting Wine Quality and Price, And Explain the Processes of Still and Sparkling Wine Production (	E	PSO-1,4
CO-5	Demonstrate Proper Service Techniques for Various Alcoholic Beverages, Including Wines, Beers, And Spirits	U	PSO-3

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

Note: 1 or 2 COs/module

Name of the Course: Credits: FOOD AND BEVERAGE SERVICE III
3:0:1 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Define Alcoholic Beverages and Classify Them into Different Categories	PO-1,5 PSO-1,5	R	C	T	P
CO-2	Explain The Production Methods of Spirits, Such as Pot-Still and Patent Still Methods	PO-1,4 PSO-1,4	U	C	T	P
CO-3	Analyze The Different Types and Styles of Beer and The Brewing Process (Analyzing).	PO-1,2 PSO-1	An	C,M	T	P
CO-4	Evaluate The Factors Affecting Wine Quality and Price, And Explain the Processes of Still and Sparkling Wine Production (	PO1,5 PSO-1,4	E	C	T	P
CO-5	Demonstrate Proper Service Techniques for Various Alcoholic Beverages, Including Wines, Beers and Spirits	PO-3,4 PSO-3	U	P	T	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	-	-	2	3	-	2	-	-	-	-	2	2	-
CO 2	3	-	-	2	-	-	2	-	-	-	-	-	2	-
CO 3	2	-	-	-	-	-	2	-	-	-	-	-	-	-
CO 4	3	-	-	2	-	-	2	1	-	-	-	-	3	-
CO 5	-	-	1	-	-	-	2	-	-	-	-	-	-	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT
Course Code	UK3DSCBHM203
Course Title	ENTREPRENEURIAL SKILL FOR HOSPITALITY AND TOURISM INDUSTRY
Type of Course	DSC
Semester	III
Academic Level	200-299

Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	4 hours	-	-	4

Pre-requisites	1. Nil
Course Summary	This Entrepreneurship Development Course Equips You to Navigate the World of Starting a Business, Exploring Types of Enterprises, Opportunities in Tourism and Hospitality, Government Support Programs, and Financing Options.

Detailed Syllabus:

Module	Unit	Content	Hrs
		ENTREPRENEURSHIP	12
I	1	Meaning and importance of entrepreneur	
	2	Entrepreneurship - Factors influencing entrepreneurship	
	3	Pros and Cons of being an entrepreneur	
	4	Types of Entrepreneurs	
	5	Characteristics of a successful entrepreneur	
	6	Barriers- ED cycle	
		MICRO/SMALL/MEDIUM (MSME)	12
II	7	Enterprise- Definition	
	8	Characteristic – Objective- Advantages- Dis advantages	
	9	Role in Developing Countries- Problems	
	10	Steps for Starting – Government Policies	
	11	Indistrial & Commercial Policy of Kerala & Overviews	
		ENTREPRENEURSHIP IN TOURISM AND HOSPITALITY INDUSTRY	12
III	12	Introduction to Entrepreneurship in Tourism and Hospitality	
	13	Identifying Entrepreneurial Opportunities	
	14	Legal and Regulatory Considerations	
	15	Marketing and Branding Strategies	
	16	Sustainable Tourism Entrepreneurship	
	17	Technology Integration in Entrepreneurship	
		EDP IN INDIA	12
IV	18	Overview of Entrepreneurship in India	
	19	Government Initiatives and Policies	
	20	Statutory Boards	
	21	Industrial Estate and Industrial Clusters	
	22	Incentives and Subsidies	
	23	NMCC, SIDO, NSIC, NAYE, TCO, SISI's,	
	24	Khadi & Village Commission,	

	25	STEP NIESBUD, KITCO- SIDCO- KINFRA- MSME & DIC's	
	26	Business Incubators & Start – Ups	
		FINANCING OPTION	**12**
	27	Bridge Capital,	
	28	Seed capital assistance	
V	29	Margin Money Scheme	
	30	Sickness, causes – remedies – and overview on the rolls of institutions/schemes in entrepreneurial development	
	31	SIDBI, KSIDC, IFCI, KFC, MUDRA, CGMSE, SWARNA JAYANTHI, CLCS	

References

- Entrepreneurship By Hisrich, R. D., Peters, M. P., & Shepherd, D. (SAGE Publications).
- The Lean Startup by Ries, E. (Portfolio Penguin).
- The Startup Owner's Manual by Blank, S. G., & Dorf, B. (Wiley).
- How to Start a Business in India by Chadha, R. S. (Penguin Random House India).
- Micro, Small and Medium Enterprises: Concepts, Issues and Challenges by Mitra, J. (Routledge).
- Tourism Entrepreneurship: Practices and Strategies bySwarbrooke, J. (Goodfellow Publishers Ltd).
- Hospitality Entrepreneurship by Jafari, A. (CAB International).
- The Essential Guide to Government Schemes for Entrepreneurs in India by Pandey, S. C. (Taxmann Publications Ltd).
- Financing the Small Business by Palepu, K. G. (Oxford University Press).
- The Innovative Entrepreneur by Dolores, M., & Daniel, L. (SAGE Publications).

Online Resources:

- Small Business Administration (SBA): https://www.sba.gov/
- SCORE: https://www.score.org/
- Entrepreneurship Development Institute of India (EDII): https://www.ediindia.org/
- National Institute for Entrepreneurship and Small Business Development (NIESBUD): https://www.niesbud.nic.in/
- Ministry of Micro, Small and Medium Enterprises (MSME): https://msme.gov.in/

Course Outcomes

No.	Upon Completion of The Course the Graduate Will Be Able To	Cognitive Level	PSO Addressed
CO-1	Explain the meaning and importance of entrepreneurs in driving economic growth	U	PSO-5
CO-2	Classify enterprises based on their size (micro, small, medium) and analyze their characteristics, advantages, and disadvantages for development	An	PSO-1,5
CO-3	Identify entrepreneurial opportunities within the tourism and hospitality industry	U	PSO-1,5
CO-4	Evaluate the role of government initiatives and policies, such as those offered by NMCC or NSIC, in supporting entrepreneurial development in India	E	PSO-6
CO-5	Apply knowledge of various financing options (seed capital, bridge capital) to choose the best financial resources for starting a business	Ap	PSO-4,5

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

Note: 1 or 2 COs/module

Name of the Course: ENTREPRENEURIAL SKILL FOR HOSPITALITY AND TOURISM INDUSTRY

Credits: 4:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Explain the meaning and importance of entrepreneurs in driving economic growth	PO-6 PSO-5	U	C	L	-
CO-2	Classify enterprises based on their size (micro, small, medium) and analyze their characteristics, advantages, and disadvantages for development	PO-1,5 PSO-1,5	An	C	L	-
CO-3	Identify entrepreneurial opportunities within the tourism and hospitality industry	PO-1,5 PSO-1,5	U	C	L	-
CO-4	Evaluate the role of government initiatives and policies, such as those offered by NMCC or NSIC, in supporting entrepreneurial development in India	PO-5 PSO-6	E	C	L	-
CO-	Apply	PO-5	Ap	C	L	-

| 5 | knowledge of various financing options (seed capital, bridge capital) to choose the best financial resources for starting a business | PS0-4,5 | | | | |

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	-	-	-	-	3	-	-	-	-	-	-	3	-	-
CO 2	3	-	-	-	3	-	2	-	-	-	-	2	-	-
CO 3	3	-	-	-	3	-	2	-	-	-	-	2	-	-
CO 4	-	-	-	-	-	3	-	-	-	-	-	-	-	2
CO 5	-	-	-	3	3	-	-	-	-	-	-	3	2	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

CO 4	✓			✓
CO 5	✓	✓		✓

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK3DSEBHM201				
Course Title	FUNDAMENTALS OF ACCOMMODATION OPERATIONS				
Type of Course	DSE				
Semester	III				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	3 hours	-	2 hours	5
Pre-requisites	1. Nil				
Course Summary	This Course Introduces the Hospitality Industry with a Focus on Hotel Operations, Covering Areas like Housekeeping, Front Office Procedures, and Room Cleaning.				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**INTRODUCTION TO THE HOSPITALITY INDUSTRY**	**15**
		Theory	9
	1	Introduction to Hotel Industry with Definition	
	2	History And Growth of Hotel Industry – World & India	
	3	Classification of Hotels – Standard Classification - Star Classification in India, Heritage Classification and Legacy Vintage Classification.	
		Classification Of Hotels –Size, Clientele, Location, Ownership.	
	4	Type Of Room and Room Rates, Meal Plans	
	5	Major and supporting departments of a hotel.	
		Practicum	6
	6	Front office Role Play	
II		**INTRODUCTION TO THE ACCOMMODATION DEPARTMENT - HOUSEKEEPING**	**15**
		Theory	9
	7	The role Housekeeping in Hospitality Operation, Guest Satisfaction and Repeat Business.	
	8	Housekeeping Organizational Structure - In Small, Medium, Large and Chain Hotels	
	9	Duties and Responsibilities of Housekeeping Staff	
	10	Functional Areas, Sections, And Layouts of Housekeeping	
	11	Attributes of Housekeeping Personnel	
	12	Relationship with other Departments – Front Office, Food & Beverage Service, Maintenance, Accounts, Security, Store, And Personnel	
		Practicum	6
	13	Cleaning of Guest Rooms- Departure, Occupied and Vacant	
III		**INTRODUCTION TO THE ACCOMMODATION DEPARTMENT – FRONT OFFICE**	**15**
		Theory	9
	14	Sections and Layouts of Hotel Front Office	
	15	Front Office Department Hierarchy – Organisation Chart	

	16	Duties and Responsibilities of Front Office Personnel - Front Office Manager, Receptionist, Reservation Agent, Cashier, Bell Boy, Telephone Operator, Night Manager.	
	17	Attributes of Front Office Personnel	
	18	Interdepartmental Coordination & Communication	
		Practicum	6
	19	Role Play of Front office Personnels	
		GUEST CYCLE & RESERVATION	**15**
		Theory	9
IV	20	Guest Cycle – Pre-Arrival, Arrival, Occupancy, Departure	
	21	Reservation and Types of Reservations – Waitlisted, Tentative and Confirmed (Guaranteed Reservations and Non-Guaranteed Reservation)	
	22	Modes and Sources of Reservation.	
	23	Processing Reservation Request	
	24	Group Reservation and Over Booking	
	25	Importance of Reservation for Hotel and Guest.	
	26	Potential Reservation Problems	
		Practicum	6
	27	Preparing And Filling Up Reservation Forms	
	28	Reservation – Creation, Amendment and Cancelation Using PMS.	
V		**CLEANING EQUIPMENT, CLEANING AGENTS, AND CLEANING ORGANIZATION**	**15**
		Theory	9
	29	Cleaning Equipment - General Criteria for Selection	
	30	Manual Equipment and Mechanical Equipment	
	31	Use and Care of Equipment.	
	32	Cleaning Agents- Classification & Storage of Cleaning Agents	
	33	Daily Cleaning of Rooms - Step by Step Procedure Including Bed Making	
	34	Daily Cleaning of Rooms - Check Out Room, Occupied Room, Vacant Room, and Evening Service.	
	35	Daily Cleaning -Public Area Cleaning, High Traffic Area.	
		Daily Cleaning- Front of The House Areas &Back of The House Areas	
		Practicum	6
	36	Identification, Use and Care of Cleaning Equipment,	
	37	Identification, Use and Care of Cleaning Agents, and Hotel Linen.	
	38	Bed Making in Guest Rooms	

References
- Tewari, J. R. (2009). Hotel front office: Operations and management (2nd ed.). Oxford Higher Education.
- Ragubalan, G., Smrithee R(2015). Hotel HotelHousekeeping Operations and management (3rd ed.). Oxford Higher Education.
- Cassell, P., & Gill, F. (2020). The Osborne Hotel, Restaurant & Catering Review: International Hospitality Management. Routledge.
- Gopi, M. M. (2018). Introduction To Hospitality Management. PHI Learning Private Limited.
- Heizer, J., Render, B., & Munson, R. S. (2017). Operations Management: Sustainability And Service. Pearson Education Limited.
- Jackson, S., & Shaw, G. (2017). Managing Hotel Operations. Routledge.
- Jeong, M. (2018). Essentials Of Hospitality Management. Routledge.
- Lockwood, A. (2013). The International Hospitality Industry. Routledge.
- Morgan, T. (2022). Introduction To Hotel Management. Taylor & Francis.
- Qu, H., & Li, W. (2016). Hospitality Distribution: Channel Management And Revenue Management. Routledge.
- Robson, B. (2019). International Hospitality Management: An Operations Perspective. Routledge.

- Singh, A., & Singh, T. (2019). Hotel front office operations. S. Chand Publishing.

Online Resources

- American Hotel & Lodging Association: https://www.ahla.com/
- Cornell School of Hotel Administration: https://sha.cornell.edu/
- EHotelier: https://academy.ehotelier.com/
- International Hospitality Review: https://www.emeraldgrouppublishing.com/journal/ihr
- The International Journal of Hospitality Management: https://www.sciencedirect.com/journal/journal-of-hospitality-and-tourism-management
- National Restaurant Association: https://restaurant.org/
- Tourism Review: https://www.sciencedirect.com/journal/annals-of-tourism-research
- Travel + Leisure: https://www.travelandleisure.com/
- World Tourism Organization: https://www.unwto.org/

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Define and differentiate various hotel classifications based on standards, size, clientele, location, and ownership.	R	PSO-1,5
CO-2	Explain the role of housekeeping in hospitality operations and its impact on guest satisfaction and repeat business.	U	PSO-1,3
CO-3	Apply principles of effective interdepartmental coordination and communication to enhance overall service delivery in the hotel.	Ap	PSO-3,4
CO-4	Define the guest cycle and reservation in hotels.	R	PSO-1,2
CO-5	Evaluate cleaning methods for different hotel areas.	E	PSO-1,4

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

Note: 1 or 2 COs/module

Name of the Course: ACCOMMODATION OPERATIONS ICredits: 3:0:1.

(Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Define and differentiate various hotel classifications based on standards, size, clientele, location, and ownership.	PO-1 PSO-1,5	R	C	T	P
CO-2	Explain the role of housekeeping in hospitality operations and its	PO-1,4 PSO-1,3	U	C	T	P

	impact on guest satisfaction and repeat business.				
CO-3	Apply principles of effective interdepartmental coordination and communication to enhance overall service delivery in the hotel.	PO-3,4 PSO-3,4	Ap	C,P	T	P
CO-4	Define the guest cycle and reservation in hotels.	PO-1,2 PSO-1,2	R	C,F	T	P
CO-5	Evaluate cleaning methods for different hotel areas.	PO-1,4 PSO-1,4	E	C	T	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	2	-	-	-	2	-	-	3	-	-	-	3	-	-
CO 2	2	-	2	-	-	-	-	3	-	2	-	-	-	-
CO 3	-	-	3	2	-	-	-	-	-	3	-	-	3	-
CO 4	2	2	-	-	-	-	3	2	-	-	-	-	-	-
CO 5	2	-	-	2	-	-	-	3	-	-	-	-	3	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT
Course Code	UK3VACBHM201
Course Title	WELLNESS AND FITNESS FOR HOTELIERS
Type of Course	VAC
Semester	III
Academic Level	200 - 299

Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	3	3 hours	-	-	3

Pre-requisites	1. Nil
Course Summary	This Course Equips Students with The Knowledge and Skills to Achieve Lifelong Health Through Physical Education, Covering Fitness Concepts, Nutrition, First Aid, Injury Management, And Stress Reduction Techniques.

Detailed Syllabus:

Modules	Unit	Content	Hrs
I		**INTRODUCTION TO PHYSICAL EDUCATION AND HEALTH**	9
	1	Meaning, Definition, Objectives, And Importance of Physical Education.	
	2	Concepts Of Health & Physical Education	
	3	Meaning, Definition and Dimensions of Health (Physical, Mental, Social, Spiritual and Emotional)	
	4	Factors Affecting Health (Biological, Personal, Environmental & Socio-Cultural Factors)	
II		**SCIENTIFIC BASIS OF PHYSICAL ACTIVITY**	9
	5	Benefits Of Exercises	
	6	Effects Of Exercises on Circulatory and Respiratory System.	
	7	Heart Rate, Blood Pressure & Body Mass Index	
	8	Types Of Exercises (Aerobic & Anaerobic Exercises)	
	9	Body Types (Endo Morph, Mesomorph, Ectomorph)	
III		**EXERCISE AND FITNESS TRAINING**	9
	10	Physical Fitness- Health Related Physical Fitness and Performance Related Physical Fitness	
	11	Fitt Principles (Frequency, Intensity, Time, And Type of Exercise)	
	12	Exercises For Improving Speed, Strength, Endurance, Flexibility and Co-Coordinative Abilities)	
	14	Hypo-Kinetic Diseases, Causes and Their Management (Diabetes Mellitus, Obesity, Hypertension, And Coronary Heart Diseases (Chd).	
	15	Exercise Prescription	
IV		**NUTRITION, FIRST AID AND POSTURE**	9
	16	Balanced Diet, Malnutrition and Deficiency Diseases	
	17	First Aid and Principles of First Aid	
	18	First Aid Measures for The Following –	
	19	Bleeding Through Nose, Snake Bite, Dog Bite, Electric Shock, Burns and Drowning	
	20	Common Injuries and Their Management	

	21	Wounds, Cuts, Sprain, Fractures and Dislocation	
	22	Posture And Its Importance.	
	23	Common Postural Deformities, Causes and Their Remedial Measures. (Kyphosis, Lordosis, Scoliosis, Knock-Knee, Bowlegs and Flatfoot.)	
V		**YOGA AND STRESS MANAGEMENT**	**9**
	24	Meaning And Benefits of Yoga	
	25	Eight Limbs of Yoga (Ashtanga Yoga) (Yama, Niyama, Asana, Pranayama, Pratyahara, Dhyana, Dharana, And Samadhi)	
	26	Asanas And Its Importance (Padmasana, Vajrasana, Paadahasthasana, Vrikshasana, Halasana, Pavanamukthasana, Bhujangasana, Poornasalabhasana, Ardhamatsyendrasana, And Shavasana)	
	27	Management Of Stress.	

References

- Corbin, C. B., Corbin, K. B., & Castrogiovanni, R. N.   Fitness for life and sport physiology, biochemistry, exercise testing, and program design. Wolters Kluwer Health.
- DG Health Promotion and Education Society.   Introduction to physical education and health. D.G. Publications.
- Fleck, S. J., & Kraemer, W. J.   Designing resistance training programs. Human Kinetics.
- Jensen, C.   Nutrition essentials: Practicum applications. Benjamin Cummings.
- Jensen, C., & Shirreffs, S. M.   Understanding physical activity: Concepts and applications. Human Kinetics.
- McArdle, W. D., Katch, F. I., & Katch, V. L.   Exercise physiology: Energy, nutrition, and human movement. Lippincott Williams & Wilkins.
- Pangrazi, R. P.   Dynamic physical education for elementary school children. Human Kinetics.
- Shephard, R. J.   Cardiovascular physiology in exercise and sport. McGraw-Hill Education.
- Stuart, M. G., & Laraia, M. T.   Principles and practice of stress management. Guilford Publications.
- Wilmore, J. H., & Costill, D. L.   Physiology of sport and exercise. Human Kinetics.

Online Resources:
- Centers for Disease Control and Prevention: Physical Activity https://www.cdc.gov/physicalactivity/index.html
- The National Institute on Aging: Exercise & Physical Activity https://www.nia.nih.gov/health/exercise-and-physical-activity
- Mayo Clinic: Healthy Lifestyle https://www.mayoclinic.org/healthy-lifestyle
- Yoga Journal: https://www.yogajournal.com/
- Khan Academy: Exercise & Fitness https://support.khanacademy.org/hc/en-us/sections/205899007-Exercise-and-Video-questions

Course Outcomes

No.	Upon Completion ofthe Course the Graduate will be able To	Cognitive Level	PSO Addressed
CO-1	Define The Key Concepts of Health-Related Physical Education and Its Importance for Overall Well-Being.	R	PSO-1,5,6
CoO2	Explain The Positive Effects of Exercise on The Circulatory and Respiratory Systems.	U	PSO-1,2
CO-3	Apply The Fitt Principles (Frequency, Intensity, Time, Type) To Design a Personalized Exercise Program.	Ap	PSO-2,3
CO-4	Analyze The Causes and Management Strategies for Common	An	PSO-2,6

	Postural Deformities.		
CO-5	Evaluate The Benefits of Yoga Practices (Asanas) For Stress Management.	E	PSO-5,6

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

Note: 1 Or 2 Cos/Module

Name Of the Course: WELLNESS AND FITNESS FOR HOTELIERS

Credits:3:0:0 (Lecture: Tutorial: Practicum)

Co No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Define The Key Concepts of Health-Related Physical Education and Its Importance for Overall Well-Being.	PO-1,5 PSO-1,5,6	R	C	L	-
CoO 2	Explain The Positive Effects of Exercise on The Circulatory and Respiratory Systems.	PO-1,2 PSO-1,2	U	C	L	-
CO-3	Apply The Fitt Principles (Frequency, Intensity, Time, Type) To Design a Personalized Exercise Program.	PO-2,3 PSO-2,3	Ap	P	L	-
CO-4	Analyze The Causes and Management Strategies for Common Postural Deformities.	PO-2,4 PSO-2,6	An	C,P	L	-
CO-5	Evaluate The Benefits of Yoga Practices	PO-5,6 PSO-5,6	E	C	L	-

	(Asanas) For Stress Management.				

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs withPSOS and POS:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
Co 1	1	-	-	-	1	-	2	-	-	-	-	2	-	-
Co 2	1	2	-	-	-	-	2	2	-	-	-	-	-	-
Co 3	-	2	2	-	-	-	-	2	-	2	-	-	-	-
Co 4	-	2	-	2	-	-	-	2	-	2	-	-	2	2
Co 5	-	-	-	-	2	2	-	-	-	-	-	2	-	2

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

SEMESTER IV

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK4DSCBHM201				
Course Title	ADVANCED FOOD PRODUCTION				
Type of Course	DSC				
Semester	IV				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	3 hours	-	2 hours	5
Pre-requisites	1 UK3DSCBHM201				
Course Summary	This Comprehensive Larder Operations Course Covers Essential Equipment, Staff Roles, Charcuterie Techniques, Menu Planning for Various Cuisines, Buffet Presentation, Sandwiches & Appetizers, and Food Presentation Skills.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
		LARDER	**15**
		Theory	9
	1	Introduction to Larder Operations	
		Definition and Role of The Larder in a Kitchen	
	2	Larder Equipment: Essential Tools and Equipment used inthe Larder (Slicers, Scales, Mixing Bowls,etc.).	
	3	Larder Layout and Workflow	
	4	Duties & Responsibilities of a Larder Chef	
I	5	Larder Staff Hierarchy:	
	6	Understanding the Different Roles Within the Larder Team.	
	7	Larder Sections: Exploring the various sections within a larder.	
		Practicum	6
	8	Menu I Greek Salad Avgolemono Ghee Rice Pilaf Grilled Greek Chicken Skewers Briami – Greek Oven Roasted Vegetables	
		CHARCUTIERIE	**15**
		Theory	9
	9	Introduction to Charcuterie and its Historical Significance	
	10	Different Types and Varieties Of Sausages	
	11	Casings: Natural and Synthetic Casings used for Sausages.	
II	13	Fillings: Types of Fillings that Create Unique Textures and Flavors.	
	14	Role of Additives and Preservatives in Charcuterie	
	15	Preservation Techniques: Forcemeats, Brines, Cures & Marinades	
	16	Iconic Cured Meats: Ham, Bacon & Gammon	
	17	Differences of Ham, Bacon & Gammon,	
	18	Processing Methods of Ham, Bacon, Green Bacon& Gammon,	

	19	Appropriate uses of Ham, Bacon, & Gammon, in Dishes	
	20	Galantines & Ballotines: Types and Techniques	
		Practicum	6
	21	Menu II Nicoise Salad Penne Arrabbiata Irish Stew Irish Soda Bread Apple Strudel	
	22	Menu III Waldorf Salad Penne Alfredo Grilled Fish with Lemon Butter Sauce Roasted Potatoes and Sauteed Vegetables Chocolate Mud Cake	
III		**BUFFET PREPARATION**	**15**
		Theory	9
	23	Principle of Buffet Presentation,	
	24	Types of Buffet Setup & Design	
	25	Menu Development for Buffet	
	26	Replenishment of Buffet and Enhanced Buffet Presentation	
		Practicum	6
	27	Menu IV Hawaiian Coleslaw Sea food Paella Roasted Chicken with Mushroom Sauce Jacket Potato and Buttered Vegetables Fruit Trifle	
	28	Menu V Chicken Manchow Soup Vegetable Fried Rice Schezwan Chicken Vegetable Manchurian Dates Pancakes	
IV		**SANDWICHES, APPETIZERS & GARNISHES**	**15**
		Theory	9
	29	Classification of Sandwiches	
	30	Parts of Sandwiches	
	31	Types of Bread.	
	32	Types of Filling	
	33	Spreads and Garnishes	
	34	Classification of Appetizers, Examples of Appetizers,	
	35	Classical Garnishes, Different Garnishes	
		Practicum	6
	36	Menu VI Canadian Cheese Soup Insalata Di Verdure Roasted Mushroom with Baked Parmesan Polenta Chicken Cacciatore Torta Di Mele	
	37	Menu VII Tivoli Salad Chowder Soup Chicken Steak with Pepper Cream with Roasted Potato and Assorted Vegetables	

		Cinnamon Pumpkin Muffins		
V		**ELEMENTS OF FOOD PRESENTATION AND PLATING TECHNIQUES**		**15**
		Theory		9
	38	Plate Selection and Size.		
	39	Colour Theory and Application.		
	40	Composition and Arrangement		
	41	Balance and Portion Control		
	42	Texture and Contrast.		
	43	Saucing Techniques (Swirls, Dots, Pools)		
	44	Building Height on the Plate		
	45	Garnishing Strategies (Edible Flowers, Herbs, Sauces)		
	46	Creating Visual Interest with Plating Tools.		
	47	Food Styling for Photographs		
		Practicum		6
	48	Menu VIII Caesar Salad Mexican Bean Stew Chicken Fajitas Arroz Con Pollo Mexican Flan		
	49	Menu IX Yam Khai Dao (Thai Fried Egg Salad) Tom Yum Kung Chicken Adobo Pad Thai Noodles Coconut Pancake		

References

- Gisslen, W. . Professional cooking (9th ed.). John Wiley & Sons.
- Leong, K. H., & Jung, S. . The complete guide to sauces: Mastering essential recipes and techniques for elevating everyday dishes (2nd ed.). Ryland Peters & Small.
- Beranbaum, D. . The bread bible (5th ed.). W. W. Norton & Company.
- The Culinary Institute of America . The professional chef (10th ed.). John Wiley & Sons.
- Ferris, R. . The art of plating: A guide to beautiful food presentation (1st ed.). Page Street Publishing.
- Ringer, M. . Charcuterie and salumeria: The craft of making sausages, terrines, and cured meats (1st ed.). Ten Speed Press.
- Grewe, R. . Professional cooking for food service (8th ed.). Prentice Hall.
- Corriher, S. O. . Cookwise: The secrets of how chefs cook (1st ed.). W. W. Norton & Company.
- Peterson, A. . Salt, fat, acid, heat: Mastering the elements of good cooking (1st ed.). Ten Speed Press.
- Gregoire, L. . Menu planning for foodservice establishments (7th ed.). John Wiley & Sons.

Online Resources:
- National Restaurant Association Educational Foundation https://chooserestaurants.org/
- Escoffier Online https://www.escoffier.edu/about/campuses/online-programs/
- Food & Wine https://www.foodandwine.com/

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed

CO-1	Describe the layout of a typical larder, including essential equipment and staff hierarchy.	R	PSO-4
CO-2	Apply the principles of buffet presentation to design and develop a menu for a specific buffet setup.	Ap	PSO-1,2
CO-3	Analyze the differences between brines, cures, and marinades, explaining their functions in charcuterie.	An	PSO-4
CO-4	Classify various types of sandwiches, appetizers, and garnishes based on their ingredients and applications.	U	PSO-1,5
CO-5	Evaluate the factors affecting meringue preparation and choose appropriate techniques for different uses.	E	PSO-4

R-Remember, U-Understand, Ap-Apply, An-Analyse, E-Evaluate, C-Create
Note: 1 or 2 COs/module
Name of the Course: FOOD AND BEVERAGE PRODUCTION IV
Credits: 3:0:1 (Lecture:Tutorial:Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Describe the layout of a typical larder, including essential equipment and staff hierarchy.	PO-4,3 PSO-4	R	C	L	P
CO-2	Apply the principles of buffet presentation to design and develop a menu for a specific buffet setup.	PO-2,4 PSO-1,2	Ap	C,P	L	P
CO-3	Analyze the differences between brines, cures, and marinades, explaining their functions in charcuterie.	PO-1,5 PSO-4	An	C	L	P
CO-	Classify	PO-1,3	U	C	L	P

4	various types of sandwiches, appetizers, and garnishes based on their ingredients and applications.	PSO-1,5					
CO-5	Evaluate the factors affecting meringue preparation and choose appropriate techniques for different uses.	PO-1,2 PSO-4	E	C	L	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	-	-	-	2	-	-	-	-	-	-	-	-	3	-
CO 2	3	2	-	-	-	-	3	2	-	-	-	-	-	-
CO 3	-	-	-	1	-	-	-	-	-	-	-	-	2	-
CO 4	3	-	-	-	2	-	1	-	2	-	-	2	-	-
CO 5	-	-	-	1	-	-	-	-	-	-	-	-	2	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK4DSCBHM202				
Course Title	ADVANCED BEVERAGE OPERATIONS				
Type of Course	DSC				
Semester	IV				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	3 hours	-	2 hours	5
Pre-requisites	1. UK3DSCBHM202				
Course Summary	This Course Covers the Knowledge and Skills Required Managing Food &Beverage Service, from Understanding Spirits and Cocktails to Operating a Bar and Planning Banquets and Buffets.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
		SPIRITS	**15**
		Theory	9
	1	Spirits - Introduction and Definition.	
	2	Types &Production Process of Whisky, Rum Gin,Brandy, Vodka, and Tequila	
I	3	Types and Production Process of Other Spirits- Liqueurs, Bitters	
	4	Glossary of Various Popular other Spirits	
		Practicum	6
	5	Service of Spirits	
	6	Service of Liqueurs	
		COCKTAILS	**15**
		Theory	9
	7	Cocktails – Definition and Classification	
	8	Cocktail Bar Equipment	
	9	Methods of Cocktail Preparation	
II	10	Service of Cocktails	
	11	Points To Be Considered While Preparing a Cocktail and Mocktails.	
	12	**Practicum**	6
	13	Cocktails Prepared Using Building and Stirring Method	
	14	Cocktails Prepared Using Shaken and Blending Method	
	15	Cocktails Prepared Using Muddling and Layering Method	
		BAR OPERATIONS	**15**
		Theory	9
	16	Types of Bars	
III	17	Area of Bar - Front Bar, Back Bar and Under Bar	
	18	Bar Equipment	
	19	Bar Stock, Bar Control	
	20	Opening& Closing Duties in a Bar	
		Practicum	6
	21	Setup of Dispense Bar	

	22	Choice of Standard Mocktails	
		MANAGING F&B BANQUETS	**15**
		Theory	9
	23	Banquet – Introduction and Definition	
	24	Types - Formal, Semi-Formal and Informal Banquet	
	25	Organization Chart of Banquet Department	
IV	26	Duties & Responsibilities of Banquet Manager and Banquet Waiters	
	27	Sales and Booking Procedure	
	28	Banquet Prospectus, Banquet Protocol, Banquet Menus	
	29	Space Area Requirement - Table Plans/Arrangement&Mise- En-Place	
	30	Toast Master - Introduction	
		Practicum	6
	31	Banquet Set Up for Different Functions - Demonstrations.	
	32	Banquet Forms and Formats	
		BUFFETS	**15**
		Theory	9
	33	Buffet - Introduction and Definition	
	34	Types of Buffets- Display, Sit Down, Fork, Finger, Cold Buffet, Breakfast Buffets	
V	34	Factors To Plan Buffets	
	35	Area Requirement, Planning and Organization	
	36	Buffet Menu Planning	
		Practicum	6
	37	Buffet Set up of Break Fast, Brunch, Lunch, Dinner - Demonstrations.	
	38	Create Sample Menu for Buffets Based on Functions	

References

- The Professional Bartender's Guide by J. S. Misan (Wiley).
- Bar Craft: A Manual for the Modern Mixologist by Dale DeGroff (Agate Publishing).
- The Bar and Beverage Program by John Hegarty & John Cousins (John Wiley & Sons).
- The World Encyclopedia of Cocktails by Gareth Evans (Dorling Kindersley).
- Event Management for Dummies by Laura Laumann & Elizabeth Harrison (John Wiley & Sons).
- Banquet Service Professional by National Restaurant Association Educational Foundation (National Restaurant Association Educational Foundation).
- On Food and Cooking: The Science and Lore of the Kitchen by Harold McGee (Scribner).
- The Science of Cooking by Stuart Farrimond (DK Publishing).
- The Joy of Cooking by Irma S. Rombauer & Marion Rombauer Becker (Scribner).
- The Professional Chef by The Culinary Institute of America (John Wiley & Sons).

Online Resources:

- International Bartenders Association: https://iba-world.com/
- National Restaurant Association Educational Foundation: https://chooserestaurants.org/programs/
- Society for Foodservice Management: https://shfm-online.org/
- About Cocktails: https://cocktailsandcocktalk.com/
- Allrecipes: https://www.allrecipes.com/recipes/

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Identify the Main Types of Spirits (Whiskey, Rum, Gin, Brandy,	Ap	PSO-1,4

	Vodka, Tequila) and their Production Processes.		
CO-2	Classify Different Types of Cocktails and Explain the Equipment Needed for their Preparation and Service.	U	PSO-4
CO-3	Apply the Knowledge of Banquet Organization, Including Sales, Booking Procedures, Menus, Protocol, and Space Layout.	Ap	PSO-2,5
CO-4	Analyze the Factors Influencing Buffet Planning and Choose Appropriate Layouts and Menus for Different Occasions.	An	PSO-1,2,5
CO-5	Evaluate Different Physical Layouts and Equipment Selections for Various F&B Outlet Functionalities.	E	PSO-4

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

Note: 1 or 2 COs/module

Name of the Course: FOOD AND BEVERAGE SERVICE IV

Credits: 3:0:1 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Identify the Main Types of Spirits (Whiskey, Rum, Gin, Brandy, Vodka, Tequila) and their Production Processes.	PO-1,4 PSO-1,4	Ap	C	L	P
CO-2	Classify Different Types of Cocktails and Explain the Equipment Needed for their Preparation and Service.	PO-1,4 PSO-4	U	C	L	P
CO-3	Apply the Knowledge of Banquet Organization, Including Sales, Booking Procedures, Menus, Protocol, and Space Layout.	PO-2,3 PSO-2,5	Ap	C,P	L	P

CO-4	Analyze the Factors Influencing Buffet Planning and Choose Appropriate Layouts and Menus for Different Occasions.	PO-1,2 PSO-1,2,5	An	C	L	P
CO-5	Evaluate the Effectiveness of Different Physical Layouts and Equipment Selections for Various F&B Outlet Functionalities.	PO-1,4 PSO-4	E	C	L	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	2	-	-	2	-	-	2	-	-	-	-	-	2	-
CO 2	-	-	-	1	-	-	-	-	-	-	-	-	2	-
CO 3	-	2	-	-	2	-	-	2	-	-	-	2	-	-
CO 4	2	2	-	-	1	-	2	2	-	-	-	2	-	-
CO 5	-	-	-	1	-	-	1	-	-	-	-	-	2	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar

- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK4DSEBHM201				
Course Title	FUNDAMENTALS OF ROOM DIVISION				
Type of Course	DSE				
Semester	IV				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	3 hours	-	2 hours	5
Pre-requisites	1. UK1DSCBHM103				
Course Summary	This Course Trains on Key Hotel Guest Service Procedures From Registration to Housekeeping, to Ensure a Positive Guest Experience.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
		REGISTRATION	**15**
		Theory	9
	1	Pre – Registration and Registration Process	
	2	Registration Records - Guest Registration Card (GRC) and Form C.	
I	3	Registration Procedure - Receiving and Identifying Guest, Registration Records, Room and Rate Assignment, Establishment the Mode of Settlement of Bills, Issue Room Keys, Fulfilling Special Requests.	
	4	Registration Procedure for Walk-in Guest, VIPs, Groups	
	5	Registration Procedure for, Scanty Baggage and Foreign Nationals.	
	6	Latest Trends – Self Registration, Smart Check-in	
		Practicum	6
	7	Preparing and Filling up GRC	
	8	Registration – Reservation Check-in, Walkin Registration using PMS.	
II		**KEYS AND KEY CONTROL PROCEDURES, CLERICAL WORK OF HOUSEKEEPING DEPARTMENT**	**15**
		Theory	9
	9	Types of Keys, Computerized Key Cards, and Key Control Procedure.	
	10	Daily Routines- Room Occupancy Report- Guest Room Inspection-	
	11	Daily Routines- Entering Checklist, Floor Register, Work Orders and Log Sheet.	
	12	Lost and Found- Procedure and Records.	
		Practicum	6
	13	Identification and Issuance of Keys	
	14	Clerical works in HK Department	
III		**VARIOUS GUEST SERVICES – OCCUPANCY STAGE**	**15**
		Theory	9
	15	Mail and Message Handling.	
	16	Safe Deposit Locker.	
	17	Guest Paging	
	18	Left Luggage Handling.	

	19	Wake-up Call.	
	20	Guest Complaint – Complaint Handling, Follow-up Procedures	
		Practicum	6
	21	Role Plays	
	22	Forms and Formats for Various Guest Service	
IV		**MAIDS SERVICE ROOM AND STANDARD SUPPLIES**	15
		Theory	9
	23	Location, Layout, and Essential Features	
	24	Chambermaid's Trolley	
	25	Standard Supplies	
	26	Identification of Different Linens	
	27	Linen Exchange Procedure	
	28	Flow Process of a Laundry – Industrial Visit	
		Practicum	6
	29	Identification of Different linens	
	30	Linen Exchange Procedure	
V		**COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES**	**15**
		Theory	9
	31	Composition, Care and Cleaning ofMetals and Glass	
	32	Composition, Care and Cleaning ofPlastics and Ceramics.	
	33	Composition, Care and Cleaning ofWood and Wall Finishes	
	34	Composition, Care and Cleaning ofFloor Finishes and Leather.	
		Practicum	6
	35	Care and Cleaning ofMetals and Glass	
	36	Care and Cleaning ofPlastics and Ceramics	
	37	Care and Cleaning ofFloor Finishes and Leather	

References
- Tewari, J. R. (2009). Hotel front office: Operations and management (2nd ed.). Oxford Higher Education.
- Ragubalan, G., Smrithee R (2015). Hotel Hotel Housekeeping Operations and management (3rd ed.). Oxford Higher Education.
- Castel, J., & Woods, R. H. Essentials of lodging management (6th ed.). Pearson Education.
- Cleveland, R., & Ingold, D. Hospitality management: An introduction (7th ed.). Pearson Education Limited.
- Gill, A., & Ingold, D. Event design and experience (2nd ed.). Routledge. (Chapter on Guest Services)
- Jackson, S., & Joppe, M. Managing hotel operations (8th ed.). Pearson Education Limited.
- Lehto, X. M., & O'Neill, M. Hospitality management: An introduction (7th ed.). Routledge.
- Lashley, C., & Morrison, A. In search of hospitality: Towards a new theory of tinkering and dwelling (2nd ed.). Routledge. (Chapter on Guest Services)
- Reynolds, P., & Raines, G. Hospitality marketing: The critical thinking approach (5th ed.). Pearson Education Limited. (Chapter on Guest Services)
- Schaefer, C. E., & Stevens, L. G. Reservations and front office procedures (12th ed.). Pearson Education Limited.
- Stafford, T. Event operations management (4th ed.). Routledge. (Chapter on Guest Services) 1
- Walker, J. R. The international encyclopedia of hospitality management (2nd ed.). Routledge. (Chapter on Guest Services)

Online Resources:
- American Hotel & Lodging Association (AH&LA): https://www.ahla.com/
- Cornell School of Hotel Administration - Knowledge Center: https://sha.cornell.edu/faculty-research/centers-institutes/chr/
- International Hospitality Institute (IHI): https://www.internationalhospitalityinstitute.com/about-us

- World Tourism Organization (UNWTO): https://www.unwto.org/
- Rooms Division Today: https://www.hrc-international.com/blogs/3/oqaase-what-is-room-division-management-in-hotel

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Apply Guest Registration Procedures to Receive and Register Guests, Assign Rooms, and Establish Billing Methods.	Ap	PSO-1,4
CO-2	Analyze daily reports and Guest Logs to accurately maintain Room Occupancy Records.	An	PSO-2,3
CO-3	Evaluate Guest Needs and Effectively Manage Services Like Mail Delivery, Wake-Up Calls and Complaint Resolution.	E	PSO-2,3
CO-4	Classify a well-organized Housekeeping Cart equipped with the necessary Supplies for efficient Room Cleaning.	U	PSO-4,6
CO-5	List different Hotel Room Surfaces (metal, glass, etc.) and select appropriate cleaning methods for each.	R	PSO-4,6

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

Note: 1 or 2 COs/module

Name of the Course: ACCOMMODATION OPERATIONSII

Credits: 3:0:1(Lecture:Tutorial:Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicu m (P)
CO-1	Apply Guest Registration Procedures to Receive and Register Guests, Assign Rooms, and Establish Billing Methods.	PO-1,4 PSO-1,4	Ap	P	L	P
CO-2	Analyze daily reports and Guest Logs to accurately maintain Room Occupancy Records.	PO-2,4 PSO-2,3	An	C,P	L	P
CO-3	Evaluate Guest Needs and Effectively Manage Services Like Mail Delivery, Wake-Up Calls and	PO-2,3,5 PSO-2,3	E	C,P	L	P

				C,P	L	P
CO-4	Classify a well-organized Housekeeping Cart equipped with the necessary Supplies for efficient Room Cleaning.	PO-4,5 PSO-4,6	U			
CO-5	List different Hotel Room Surfaces (metal, glass, etc.) and select appropriate cleaning methods for each.	PO-4,5 PSO-4,6	R	F,C	L	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	2	-	-	1	-	-	3	-	-	-	-	-	2	-
CO 2	-	2	2	-	-	-	-	3	-	2	-	-	-	-
CO 3	-	2	2	-	-	3	-	2	-	3	-	-	-	3
CO 4	-	-	-	2	-	3	-	-	-	-	-	-	3	3
CO 5	-	-	-	2	-	2	-	-	-	-	-	-	3	3

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK4SECBHM201				
Course Title	EVENT MANAGEMENT				
Type of Course	SEC				
Semester	IV				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	3	3 hours	-	-	3
Pre-requisites	1.Nill				
Course Summary	This Course Equips you with the Skills to Plan, Manage, and Market Successful Events, from Conferences to Sustainable Practices.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
		INTRODUCTION TO EVENTS	**9**
I	1	Introduction To Events: Scope And Nature of Events	
	2	Types of Events - Individual Events and Corporate Events	
	3	Conference, And Convention Centres,	
	4	Types Of Venues for Conducting Events	
	6	Key Steps to A Successful Event.	
		THE DYNAMICS OF EVENT MANAGEMENT	**9**
II	7	Art Of Event Planning and Organizing Events	
	8	Leadership And Participants Management	
	9	Managing People and Time	
	10	Site And Infrastructure Management.	
		MICE	
III	11	Introduction to MICE	
	12	Planning MICE	
	13	Components of the Conference Market	
	14	Characteristics of Conferences and Conventions.	
		EVENT MARKETING	**9**
	15	Event Marketing	
IV	16	Customer Care	
	17	Marketing Equipment's and Tools	
	18	Promotion, Media Relations, And Publicity	
	19	Event Co-Ordination	
	20	Visual And Electronic Communication.	
		EVENT TECHNOLOGY AND SUSTAINABLE EVENT PRACTICES	**9**
	21	Online Registration and Ticketing Platforms	
V	22	Audio-Visual Equipment and Stage Management	
	23	Virtual And Hybrid Events (Integrating Online and Offline Components)	
	24	Reducing Waste Generation (Reusable Items, Eco-Friendly Materials)	
	25	Lowering Energy Consumption (Venue Selection, Responsible Catering)	

	26	Minimizing Transportation Emissions (Green Travel Options, Carbon Offsets)	
	27	Social Responsibility Initiatives (Supporting Local Communities)	

References
- Getz, D. Event studies: Theory, research, and practice. Routledge.
- Goldblatt, J. Special events: Effective planning and management. John Wiley & Sons.
- James, C., & Gammel, P. Meetings & events technology. Routledge.
- Raines, J. The complete guide to event management. Kogan Page Publishers.
- Robertson, M. Festival and event management. Routledge.
- Saarinen, J. Towards a new definition of event tourism. In Events and place making: Theory and practice (pp. 3-16). Routledge.
- Getzman, M., & Iso-Ahola, S. E. The tourism experience: A phenomenological approach. Channel View Publications.
- Ritchie, B. W., & Ritchie, G. R. Yield management: Designing and delivering customer value in travel and hospitality. Routledge.
- Getz, D., & Page, S. Events, complexity, and change: Navigating change in a turbulent world. Routledge.
- Morgan, N., & Pritchard, A. Destination marketing: A Practicum guide. Routledge.

Online Resources:
- https://www.eventbrite.com/resources/ (Offers insights on event planning, promotion, and management)
- https://www.themeetingsindustry.org/industry-resources/jmic-overview/ (Provides news, resources, and research for the event industry)
- https://www.socialmediaexaminer.com/ (Offers guidance on using social media for event marketing)
- https://www.greenestmeetings.com/ (Promotes sustainable event practices)
- https://www.pcma.org/advertise-sponsorship/ (Features articles and insights on event management best practices)

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Define the different types of events (individual, corporate, conferences, etc.) and identify their unique features and similarities.	R	PSO-1,5
CO-2	Analyze the key steps involved in successful event planning and organization, including leadership, participant management, time management, and site/infrastructure management.	An	PSO-2,3,4
CO-3	Classify the components of the MICE (Meetings, Incentives, Conferences and Exhibitions) industry and recognize its role in supporting tourism.	An	PSO-1,5
CO-4	Apply marketing strategies like customer care, promotional tools, media relations, and visual communication to effectively promote an event.	Ap	PSO-1,2,4
CO-5	Evaluate the benefits of sustainable practices in events.	E	PSO-6

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

Note: 1 or 2 COs/module

Name of the Course: EVENT MANAGEMENT Credits: 3:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Define the different types of events (individual, corporate, conferences, etc.) and identify their unique features and similarities.	PO-1,3,5 PSO-1,5	R	C	L	-
CO-2	Analyze the key steps involved in successful event planning and organization, including leadership, participant management, time management, and site/infrastructure management.	PO-2,3,4 PSO-2,3,4	An	C	L	-
CO-3	Classify the components of the MICE (Meetings, Incentives, Conferences, Exhibitions) industry and recognize its role in supporting tourism.	PO-1,3,5 PSO-1,5	An	C	L	-
CO-4	Apply marketing strategies like customer care, promotional	PO-1,4 PSO-1,2,4	Ap	C,P	L	-

					C	L	-
	tools, media relations, and visual communicatio n to effectively promote an event.						
CO-5	Evaluate the benefits of sustainable practices in events.	PO-5 PSO-6	E		C	L	-

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	2	-	-	-	1	-	2	-	-	-	-	2	-	-
CO 2	-	2	2	2	-	-	-	2	-	1	-	-	2	-
CO 3	2	-	-	-	1	-	1	-	-	-	-	2	-	-
CO 4	1	2	-	2	-	-	1	2	-	-	-	-	1	-
CO 5	-	-	-	-	3	-	-	-	-	-	-	3	-	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓

CO 2	✓			✓
CO 3	✓	✓		✓
CO 4	✓			✓
CO 5	✓	✓		✓

Books Recommended

- Getz, D. Event studies: Theory, research, and practice. Routledge.
- Goldblatt, J. Special events: Effective planning and management. John Wiley & Sons.
- James, C., & Gammel, P. Meetings & events technology. Routledge.
- Raines, J. The complete guide to event management. Kogan Page Publishers.
- Robertson, M. Festival and event management. Routledge.
- Saarinen, J. Towards a new definition of event tourism. In Events and place making: Theory and practice (pp. 3-16). Routledge.
- Getzman, M., & Iso-Ahola, S. E. The tourism experience: A phenomenological approach. Channel View Publications.
- Ritchie, B. W., & Ritchie, G. R. Yield management: Designing and delivering customer value in travel and hospitality. Routledge.
- Getz, D., & Page, S. Events, complexity, and change: Navigating change in a turbulent world. Routledge.
- Morgan, N., & Pritchard, A. Destination marketing: A Practicum guide. Routledge.

Online Resources:
- https://www.eventbrite.com/resources/ (Offers insights on event planning, promotion, and management)
- https://www.themeetingsindustry.org/industry-resources/jmic-overview/ (Provides news, resources, and research for the event industry)
- https://www.socialmediaexaminer.com/ (Offers guidance on using social media for event marketing)
- https://www.greenestmeetings.com/ (Promotes sustainable event practices)
- https://www.pcma.org/advertise-sponsorship/ (Features articles and insights on event management best practices)

University of Kerala

Discipline	HOTEL MANAGEMENT
Course Code	UK4VACBHM201
Course Title	HOTEL MANAGEMENT SKILLSET
Type of Course	VAC
Semester	IV
Academic Level	200 - 299

Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	3	3 hours	-	-	3

Pre-requisites	1.Nill
Course Summary	This Course Equips you with Communication, Presentation, and Time Management Skills for Success in Professional and Personal Settings.

Detailed Syllabus:

Modules	Unit	Content	Hrs
I		**ETIQUETTE-IMPORTANCE IN PERSONAL AND PROFESSIONAL LIFE**	9
	1	Telephone Etiquette	
	2	Online Etiquette	
	3	Dress Code and Professional Appearance	
II		**GROUP DISCUSSION**	9
	4	Introduction and Definitions	
	5	Purpose and Types ofGroup Discussions	
	6	Characteristics of Effective Group Discussions	
	7	Dos and Don'ts of Participating inGroup Discussion	
III		**INTERVIEW SKILL AND RESUME WRITING**	9
	8	Interview Concept andDefinition,	
	9	Purpose/Objective ofInterview,	
	10	Types of Interviews	
	11	Guidelines for Successful Interview Preparation andExecution	
	12	Types of Resumes and Their Components	
	13	Crafting Effective Resumes: Structure, Format, and Layout	
	14	Practice in Resume Writing andDevelopment.	
IV		**PRESENTATION**	9
	15	Importance of Effective Presentations	
	16	Essentials for Successful Presentations	
	17	Utilizing PowerPoint forImpactful Presentations	
V		**STRESS AND TIME MANAGEMENT**	9
	19	Prioritization And Time Management Techniques,	
	20	Goal Setting.	
	21	Managing Workload,	
	22	Stress Identification and Reduction Techniques.	

References

- Knapp, M. L., & Knapp, K. K. (2022). Nonverbal communication in human interaction (11th ed.). Wadsworth Publishing Company.
- Netiquette Guide]). Emily Post Institute.

- Professional Dress Code Institute Professional Dress Code Institute.
- McLean, S. (2023). The basics of interpersonal communication (9th ed.). Routledge.
- Landis, D., & Poteet, G. M. (2023). The interview for human resource professionals: Competency-based selection and assessment (8th ed.). Pearson Education.
- Shapiro, L. L., & Crocker, P. (2021). The art of effective hiring: Building a better interview process (5th ed.). Routledge.
- Rathbone, C. (2022). Slide craft: The art of creating winning presentations (11th ed.). Pearson Education.
- McLean, P. D. (2023). The concise guide to stress management (8th ed.). Routledge.
- Seligman, M. E. P. (2021). Learned optimism: How to change your mind and your life (4th ed.). Knopf Doubleday Publishing Group.

Online Resources:
- MindTools - Communication Skills: https://www.mindtools.com/cawh8bu/communication-skills
- The Muse - Career Advice: https://www.themuse.com/
- JobScan - Resume Tips: https://www.jobscan.co/resume-scanner
- ZenBusiness - Starting a Business: https://www.zenbusiness.com/starting-a-startup/
- Harvard Business Review - Management Tips: https://hbr.org/

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Explain the principles of etiquette and their significance in both personal and professional life.	U	PSO-1,5
CO-2	Analyze the characteristics of effective group discussions and identify effective participation strategies.	An	PSO-3,5
CO-3	Build techniques for crafting effective resumes and prepare for successful job interviews.	Ap	PSO-6
CO-4	Create an impactful presentation using essential elements and leveraging tools like PowerPoint.	C	PSO-3,4
CO-5	Evaluate personal time management practices and utilize strategies to manage stress effectively.	E	PSO-2,3

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

Note: 1 or 2 COs/module

Name of the Course: HOTEL MANAGEMENT SKILLSETCredits: 3:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Explain the principles of etiquette and their significance in both personal	PO-1,5 PSO-1,5	U	C	L	-

CO						
CO-2	Analyze the characteristics of effective group discussions and identify effective participation strategies.	PO-2,3 PSO-3,5	An	C,M	L	-
CO-3	Build techniques for crafting effective resumes and prepare for successful job interviews.	PO-3,6 PSO-6	Ap	P	L	-
CO-4	Create an impactful presentation using essential elements and leveraging tools like PowerPoint.	PO-4 PSO-3,4	C	P	L	-
CO-5	Evaluate personal time management practices and utilize strategies to manage stress effectively.	PO-2,3 PSO-2,3	E	C,P	L	-

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	2	-	-	-	1	-	2	-	-	-	-	1	-	-
CO 2	-	-	1	-	1	-	-	-	-	2	-	1	-	-
CO 3	-	-	-	-	-	2	-	-	-	-	-	-	-	2

CO 4	-	-	2	2	-	-	-	-	-	2	-	-	2	-
CO 5	-	1	2	-	-	-	-	1	-	2	-	-	-	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK4VACBHM202				
Course Title	HOSPITALITY MARKETING				
Type of Course	VAC				
Semester	IV				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	3	3 hours	-	-	3
Pre-requisites	NIL				
Course Summary	This is a Course that Introduces Marketing Theories, Principles, and Concepts, and an Understanding of the Role of Marketing within a Hospitality Organization. The Focus is on Achieving a Competitive Advantage in a Dynamic Global Market.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
I		**BASICS OF MARKETING**	**9**
	1	Meaning, Definition, and Significance of Marketing	
	2	Core Concepts: Needs, Wants, Demand	
	3	Core Concepts: Product, Value and Satisfaction	
	4	Core Concepts: Exchange, Transactions, and Relationships	
	5	Marketing Philosophies: Manufacturing, Product, Selling, Marketing, And Societal Marketing Concepts	
II		**MARKETING ENVIRONMENT AND HOSPITALITY MARKETING MIX**	**9**
	6	Introduction to Marketing Environment	
	7	Micro-Environment	
	8	Macro-Environment	
	9	Introduction to Marketing Mix	
	10	The Four Ps of Marketing: Product, Price, Place and Promotion	
	11	Service Marketing Mix -Seven Ps	
	12	Characteristics of Service Marketing: Intangibility, Inseparability, Variability, and Perishability	
III		**MARKET SEGMENTATION**	**9**
	13	Target Marketing Process: Market Segmentation, Market Targeting, and Positioning	
	14	Market Segmentation - Need for Segmenting Markets	
	15	Market Segmentation: Geographic, Demographic, Psychographic, and Behavioural Segmentation	
	16	Market Targeting	
	17	Product Differentiation and Service Differentiation	
	18	Positioning	
IV		**CONSUMER BEHAVIOR AND LATEST TRENDS**	**9**
	19	Factors Influencing Consumer Buying Behaviour: Cultural, Social, Personal, And Psychological Factors.	

	20	Buying Decision Process: Need Recognition, Information Search, Evaluation of Alternatives, Purchase Decision, Post-Purchase Behaviour Post-Purchase Use and Disposal.	
	21	New Trends: The Impact of Technology on Consumer Behaviour	
	22	Online Purchase Decision Journeys, And the Influence of Social-Media.	
V		**DIGITAL MARKETING AND SOCIAL MEDIA STRATEGIES**	**9**
	23	roduction to Digital Marketing and Its Growing Importance	
	24	cial Media Marketing: Understanding Different Platforms (Facebook, Instagram, Etc.), Content Creation Strategies,	
	25	cial Media Advertising, and Community Engagement.	
	26	erging Trends: New Marketing Trends	
	27	e Use of Artificial Intelligence in Marketing.	

References

- Kotler, P., Keller, K. L., Burton, G., & Moriarty, S. E. (2023). Marketing management (16th ed.). Pearson Education Limited.

- Chaudhuri, A., & Holbrook, M. B. (2020). TheRoutledge companion to service marketing. Routledge.

- McDonald, M., & Payne, A. (2017). Consumer psychology (8th ed.). Routledge.

- Verhoef, P. C., Kannan, P. K., & Bucklin, R. E. (2020). Consumer behavior and marketing (7th ed.). Routledge.

- Chaffey, D., & Paterson, D. (2022). Digital marketing & ecommerce strategy (9th ed.). Pearson Education Limited.

- Kaplan, A. M. (2022). Social media marketing: The missing digital strategy (4th ed.). Kogan Page Publishers.

Online Resources:
- Khan Academy: Marketing https://www.khanacademy.org/college-careers-more/career-content/advertise-and-sell

- HubSpot Academy: https://academy.hubspot.com/

- Google Digital Garage: https://learndigital.withgoogle.com/digitalgarage

- Social media Today: https://www.socialmediatoday.com/

- Open Culture: https://www.openculture.com/ (Free marketing ebooks)

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Define the concept of marketing and illustrate the features of hospitality marketing.	R	PSO-1,4

CO-2	Explain the market segmentation in the field of hospitality industry	U	PSO-1,2,4
CO-3	Identify the importance of marketing mix with the help of hospitality elements	Ap	PSO-1,4
CO-4	Apply the marketing concept and manage in hotels and other hospitality sectors.	Ap	PSO-2,3,4
CO-5	Evaluate the impact of technology and social media on consumer purchase decisions.	E	PSO-4

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

Note: 1 or 2 COs/module

Name of the Course: HOSPITALITY MARKETING

Credits: 3:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Define the concept of marketing and illustrate the features of hospitality marketing.	PO-1,4 PSO-1,4	R	C	L	-
CO-2	Explain the market segmentation in the field of hospitality industry	PO-1,2 PSO-1,2,4	U	C	L	-
CO-3	Identify the importance of marketing mix with the help of hospitality elements	PO-1,4 PSO-1,4	Ap	C	L	-
CO-4	Apply the marketing concept and manage in hotels and other hospitality sectors.	PO-4 PSO-2,3,4	Ap	C,P	L	-
CO-5	Evaluate the impact of	PO-1,4 PSO-4	E	C	L	-

	technology and social media on consumer purchase decisions.						

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	2	-	-	2	-	-	2	-	-		-	-	2	-
CO 2	2	3	-	2	-	-	2	1	-	-	-	-	2	-
CO 3	1	-	-	2	-	-	1	-	-		-	-	3	-
CO 4	-	2	3	2	-	-	-	2	-	3	-	-	2	-
CO 5	1	-	-	1	-	-	1	-	-	-	-	-	2	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

SEMESTER V

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK5DSCBHM301				
Course Title	INTERNATIONAL CUISINES				
Type of Course	DSC				
Semester	V				
Academic Level	300 - 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	3 hours	-	2 hours	5
Pre-requisites	1. UK4DSCBHM201				
Course Summary	This Comprehensive International Cuisine Course Explores Culinary Traditions, Regional Influences, Staple Foods, Signature Dishes, Cooking Techniques, and Kitchen Management through Firsthand Preparation of Menus from Various Countries.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
		INTERNATIONAL CUISINE	**15**
		Theory	9
	1	Introduction, Geographic LocationandHistorical BackgroundofBritish, French, German,	
	2	Introduction, Geographic LocationandHistorical Backgroundof Spanish, Portuguese, Italian,	
I	3	Introduction, Geographic LocationandHistorical Backgroundof Mexican, Lebanese, Greek.	
	4	Staple Food with Regional Influences	
	5	Specialties of International Cuisine	
	6	Recipes of International Cuisine	
	7	Speciality Equipment in International Cuisine	
		Practicum	6
	8	Prepare and Present Three-Course Menu fromFrench Cuisine.	
		CHINESE	**15**
		Theory	9
	9	Introduction to Chinese Foods	
II	10	Historical Background.	
	11	Regional Cooking Styles.	
	12	Methods ofCooking	
		Practicum	6
	13	Prepare And Present Three-Course Menu from Chinese Cuisine.	
		KITCHEN STEWARDING	**15**
		Theory	9
III	14	Importance of Kitchen Stewarding.	
	15	Organization of the Kitchen Stewarding Department.	
	16	Equipment Found in Kitchen Stewarding Department.	
	17	Workflow in Kitchen Stewarding.	

	18	Garbage Disposal.	
		Practicum	6
	19	Prepare and Present Three-Course Menu from Indian Cuisine.	
IV		**STORES MANAGEMENT**	**15**
		Theory	9
	20	Stores Layout and Planning.	
	21	Standard Purchasing.	
	22	Purchase Specification.	
	23	Dealing with Suppliers.	
	24	Storage System andInventories	
	25	Records and Documentation	
	26	Computerized Material System	
		Practicum	6
	27	Prepare and Present Three-Course Menu from Lebanese Cuisine.	
	28	Prepare and Present Three-Course Menu from Thai Cuisine.	
V		**RESEARCH AND PRODUCT DEVELOPMENT**	**15**
		Theory	9
	29	Developing and Testing New Recipes	
	30	Food Trial	
		Practicum	6
	31	Prepare and Present Three-Course Menu from Italian Cuisine.	
	32	Prepare and Present Three-Course Menu from MexicanCuisine.	

References

1. Free **International Cuisine:**
   o Bergan, R. *The cookbook for everyone: International recipes for every occasion*. Weldon Owen.
   o Davidson, A. *The Oxford companion to food*. Oxford University Press.
2. **French Cuisine:**
   o Escoffier, A. *Le guide culinaire: A guide to the modern kitchen*. (H. P. Pellaprat, Trans.). Editions Flammarion.
   o Loubet, J., & Peters, J. *The complete bistro cookbook*. Random House.
3. **Mexican Cuisine:**
   o Bayless, R., & Rios, J. B. *Mexico: One plate at a time*. Clarkson Potter.
   o Kennedy, D. *Oaxaca al gusto: An introduction to Oaxacan cuisine*. Interlink Books.
4. **Chinese Cuisine:**
   o Anderson, E. N. *The food of China*. Yale University Press.
   o Hom, K., & Bruce, M. *Essential Asian ingredients: A guide to planning, buying, and using ingredients from China, Japan, Korea, and Southeast Asia*. Houghton Mifflin Harcourt.
5. **Italian Cuisine:**
   o Boni, A. *The Italian table: Cooking with family and friends*. Clarkson Potter.
   o Hazan, M. *The classic Italian cookbook: The art of Italian cooking and the secrets of regional Italian cooking*. Knopf Doubleday Publishing Group.
6. **Lebanese Cuisine:**
   o Anani, R. *Classic Lebanese cooking*. Phaidon Press.
   o Roden, C. *A new book of Middle Eastern food*. Knopf Doubleday Publishing Group.
7. **Kitchen Stewarding:**
   o Dougherty, M. *Culinary arts and sciences: An introduction for professional cooks*. Delmar Cengage Learning.
   o Gisslen, W. *Professional cooking for culinary students*. Wiley.
8. **Stores Management:**
   o Ellinger, A. E., & Kuntz, R. A. *Modern purchasing management*. Pearson.
   o Monczka, R. M., Handfield, R. B., Giunipero, L. C., & Patterson, J. L. *Purchasing and supply management*. Cengage Learning.

9. **Research and Product Development:**
   o Johnson, G., & Lisle, D. *Innovation in the food industry: New products, processes, and technologies*. Woodhead Publishing.
   o Sloan, A. *New product development in the food industry*. Wiley-Blackwell.

Online Resources:
- The International Food Standards: https://www.fao.org/fao-who-codexalimentarius/en/
- USDA Food Safety andInspection Service: https://www.fsis.usda.gov/
- National Restaurant Association: https://restaurant.org/
- Epicurious: https://www.epicurious.com/ (Recipes and Cooking Techniques)
- Serious Eats: https://www.seriouseats.com/ (Recipes and Food Science)

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	List key characteristics of various international cuisines (British, French, etc.)	R	PSO-1
CO-2	Analyse the influence of history and geography on regional Chinese cooking styles.Demonstrate proper organization and workflow procedures within a kitchen stewarding department.	An	PSO-1
CO-3	Apply effective purchasing strategies and manage inventory levels in a food service operation.	Ap	PSO-4
CO-4	Develop and test new recipes following established procedures for food trial evaluation.	Ap	PSO-2,5
CO-5	Classify the cultural influences and significance of chosen international cuisines.	U	PSO-1,6

R-Remember, U-Understand, Ap-Apply, An-Analyse, E-Evaluate, C-Create
Note: 1 or 2 COs/module
Name of the Course: FOOD AND BEVERAGE PRODUCTION V
Credits: 3:0:1 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	List key characteristics of various international cuisines (British, French, etc.)	PO 1,5 PSO 1	R	C	L	P
CO-2	Analyse the influence of	PO 1,2 PSO 1	An	C,P	L	P

	history and geography on regional Chinese cooking styles.Demonstrate proper organization and workflow procedures within a kitchen stewarding department.					
CO-3	Apply effective purchasing strategies and manage inventory levels in a food service operation.	PO 1,4 PSO 4	Ap	C,P	L	P
CO-4	Develop and test new recipes following established procedures for food trial evaluation.	PO 1,2 PSO 2,5	Ap	C	L	P
CO-5	Classify the cultural influences and significance of chosen international cuisines.	PO 1,5 PSO 1,6	U	C	L	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs andPOs:

	PSO 1	PSO 2	PSO 3	PSO 4	PSO5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	-	-	-	-	-	2	-	-	-	-	-	-	-
CO 2	3	-	-	-	-	-	2	-	-	-	-	-	-	-

CO 3	-	-	-	3	-	-	-	-	-	3	-	-	-	-
CO 4	-	3	-	-	2	-	2	-	-	-	-	3	-	-
CO 5	3	-	-	-	-	2	2	-	-	-	-	-	-	3

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK5DSCBHM302				
Course Title	SPECIALISED FOOD & BEVERAGE SERVICES				
Type of Course	DSC				
Semester	V				
Academic Level	300 - 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	3 hours	-	2 hours	5
Pre-requisites	1. UK4DSCBHM202				
Course Summary	This Course Covers Food and Beverage Service Skills from Food Preparation and Trolley Operation to Butler Service, Supervision, Beverage Control, and Menu Design.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
		GUERIDON SERVICE	**15**
		Theory	9
	1	Introduction	
	2	Types of Trolley.	
	3	Equipment Used on A Trolley.	
I	4	Maintenance of Trolley Equipment.	
	5	Safety in Guerdon Trolley.	
	6	Food Preparation Technique.	
		Practicum	6
	7	Trolley Service: Flambé Crepe Suzette	
	8	Trolley Service: Banana Flambé	
		BUTLER SERVICE	**15**
		Theory	9
	9	Introduction To Butler Service.	
	10	Roles and Responsibilities.	
	11	Ethical Consideration and Code Of Conduct.	
II	12	Techniques For Proving Personalised Service.	
	13	Protocol And Etiquette for Formal Dining.	
	14	Handling VIP Guest	
		Practicum	6
	15	Mock Formal VIP Dinner Set Up	
	16	VIP Service Table Set Up	
		SUPERVISORY FUNCTIONS	**15**
		Theory	9
III	17	Introduction.	
	18	Supervisory Functions in Food and Beverage Operations.	
	19	Briefing Allocation of Table	

	20	Checking Mis-En- Place and Mise En Scene	
	21	Handling Tips.	
	22	Stock Taking Requisition,	
	23	Sales Analysis	
	24	Cost Analysis	
	25	Handing Complains.	
	26	Training The Staff	
		Practicum	6
	27	Mock Restaurant Supervision Session	
	28	Stock Taking and Requisition Exercise	
	29	Handling Customer Complaints Role-play	
IV		**BEVERAGE CONTROL**	**15**
		Theory	9
	30	Objectives of Food Cost Control	
	31	The Essentials of a Control System.	
	32	Beverage Purchasing, Receiving, Storing, And Issuing.	
	33	Production Control	
	34	Standard Recipe	
	35	Standard Portion Size	
	36	Bar Frauds,	
	37	Books To Be Maintained.	
		Practicum	6
	38	Handling Customer Complaints in Bar Role-play	
	39	Menu Costing and Recipe Standardization Exercise	
V		**MENU MERCHANDISING AND MENU ENGINEERING**	**15**
		Theory	9
	40	Menu Control.	
	41	Menu Structure.	
	42	Menu Planning.	
	43	Constrains Of Menu Planning.	
	44	Pricing Of Menu.	
	45	Trolley Service: Flambé Crepe Suzette, Banana Flambé, Caesar Salad.	
	46	Butler Service, Room Management.	
		Practicum	6
	47	Menu Merchandising and Menu Engineering Exercise	
	48	Menu Planning and Pricing Exercise	

References
- Cassi, L. J. (Ed.). (The professional server: A comprehensive guide to food and beverage service). Pearson Education.
- Culinary Institute of America. (The professional chef). John Wiley & Sons.
- Davenport, L. (Ed.). (Service essentials: The foundations of professional service). Kogan Page Publishers.
- Ginn, M. A., & Stone, M. L. (Eds.). (Supervision: A hospitality perspective). Routledge.
- Hall, S. (Ed.). (Hospitality management: An introduction). SAGE Publications.
- National Restaurant Association Educational Foundation. (On premise food service management) [National Restaurant Association].
- Oliver, R. L. (Satisfaction: A behavioral perspective on customer service). McGraw-Hill Education.
- Russell, R. A., & Tomlinson, M. (Service quality in hospitality management). Routledge.

- Woods, R. H. (Beverage service essentials). Jones & Bartlett Learning.
- Woods, R. H. (Waiting: The art and science of people in line). Berrett-Koehler Publishers.

Online Resources:

- National Restaurant Association Educational Foundation: https://chooserestaurants.org/ - Provides resources on restaurant operations, management, and training.
- Society for Foodservice Management: https://shfm-online.org/ - Offers resources on foodservice best practices, education, and certification.
- American Hotel & Lodging Association: https://www.ahla.com/ - Provides resources on hospitality trends, operations, and advocacy.
- National Council on Hotel and Restaurant Education: https://www.hospitalitynet.org/organization/17001051.html - Offers resources on hospitality education, curriculum development, and industry collaboration.

Hospitality Online: https://www.hospitalitynet.org/ - Provides industry news, trends, and resources for hospitality professionals

Course Outcomes

No.	Upon Completion ofthe Course the Graduate will be able To	Cognitive Level	PSO Addressed
CO-1	IdentifyThe Proper Use and Maintenance Procedures for Guerdon Service Equipment, Prioritizing Safety.	Ap	PSO-4
CO-2	AnalyzeThe Roles and Responsibilities of a Butler, Considering Ethical Considerations and Proper Etiquette for Personalized Service.	An	PSO-6
CO-3	ApplySupervisory Skills in Food and Beverage Operations, Including Tasks Like Briefing Staff, Handling Complaints, And Analyzing Sales and Costs.	Ap	PSO-3
CO-4	EvaluateThe Effectiveness ofa Beverage Control System, Including Aspects Like Purchasing, Production Control, And Standard Recipes, To Minimize Bar Frauds.	E	PSO-1,6
CO-5	CreateA Basic Menu Structure That Incorporates Menu Engineering Principles to Consider Factors Like Cost Control.	C	PSO-4

R-Remember, U-Understand, Ap-Apply, An-Analyse, E-Evaluate, C-Create
Note: 1 or 2 COs/module
Name of the Course: FOOD AND BEVERAGE SERVICE V
Credits: 4:0:0 (Lecture:Tutorial:Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Identify The Proper Use and	PO-1,5 PSO- 4	Ap	P	L	-

	Maintenance Procedures for Guerdon Service Equipment, Prioritizing Safety.					
CO-2	Analyze The Roles and Responsibilities of a Butler, Considering Ethical Considerations and Proper Etiquette for Personalized Service.	PO- 1,2,5 PSO-6	An	C	L	-
CO-3	Apply Supervisory Skills in Food and Beverage Operations, Including Tasks Like Briefing Staff, Handling Complaints, And Analyzing Sales and Costs.	PO-3,4,6 PSO-3	Ap	P	L	-
CO-4	Evaluate the Beverage Control System, Including Aspects Like Purchasing, Production Control, And Standard Recipes, To Minimize Bar Frauds.	PO-1,2,5 PSO-1,6	E	C	L	-
CO-5	Create A Basic Menu Structure That Incorporates Menu Engineering Principles to	PO-1,4,5 PSO-4	C	C	L	-

	Consider Factors Like Cost Control.				

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	-	-	-	3	-	-	-	-	-	-	-	-	3	-
CO 2	-	-	-	-	-	3	-	-	-	-	-	-	-	3
CO 3	-	-	3	-	-	-	-	-	-	3	-	-	-	-
CO 4	3	-	-	-	-	3	2	-	-	-	-	-	-	3
CO 5	-	-	-	3	-	-	-	-	-	-	-	-	3	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

.

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK5DSCBHM303				
Course Title	ROOM DIVISION MANAGEMENT				
Type of Course	DSC				
Semester	V				
Academic Level	300 - 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	3 hours	-	2 hours	5
Pre-requisites	1.UK3DSCBHM203				
Course Summary	This Course Prepares Individuals for Hospitality Careers by Covering Hotel Operations, Security, Housekeeping Practices, and Flower Arranging.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
		NIGHT AUDIT	**15**
		Theory	9
	1	Definition – Audit and Night Audit	
I	2	Night Auditor - Duties and Responsibilities of Night Auditor	
	3	Night Audit Procedure	
		Practicum	6
	4	Perform a Mock Night Audit.	
	5	Prepares Sample Night Audit Reports	
		SAFETY AND SECURITY	**15**
		Theory	9
	6	Hotel Security System andStaff	
II	7	Safety Awareness andAccident Prevention	
	8	Fire Prevention andFire Fighting	
		Practicum	6
	9	Fire Safety Training andDrills	
	10	Safety Inspection and Hazard Identification	
		INTERIOR DECORATION	**15**
		Theory	9
	11	Windows and Window Treatment	
	12	Lighting and Lighting Fixtures	
III	13	Furniture and Fittings	
	14	Accessories	
		Practicum	6
	15	Design and Prepare a Miniature Room Model.	
	16	Design and Assemble Amenity Baskets for Hotel Rooms.	
		SUSTAINABLE HOUSEKEEPING PRACTICES	**15**
		Theory	9
IV	17	Energy Conservation in Hotels.	
	18	Water Conservation in Hotels.	
	19	Waste Management in Hotels.	

	20	Environment Friendly Housekeeping in Hotels	
		Practicum	6
	21	Identification of Energy Conservation Practices	
	22	Identification of Water Conservation Practices	
	23	Identification of Environmentally Friendly Cleaning Product	
		FLOWER ARRANGEMENT	15
		Theory	9
	24	Flower Arrangements in Hotels	
	25	Flower Arrangements Basics	
	26	Principles Of Flower Arrangement.	
V	27	Designing Flower Arrangement - Styles of Flower Arrangement	
	28	Purpose Of Flower Arrangement	
	29	Equipment And Materials Required.	
		Practicum	6
	30	Basic Flower Arrangement Demonstration	
	31	Create Flower Arrangements	

References

- Tewari, J. R. (2009). Hotel front office: Operations and management (2nd ed.). Oxford Higher Education.
- Ragubalan, G., Smrithee R (2015). Hotel Hotel Housekeeping Operations and management (3rd ed.). Oxford Higher Education.
- Castel, J., & Woods, R. H. Essentials of lodging management (6th ed.). Pearson Education.
- Cleveland, R., & Ingold, D. Hospitality management: An introduction (7th ed.). Pearson Education Limited.
- Gill, A., & Ingold, D. Event design and experience (2nd ed.). Routledge. (Chapter on Guest Services)
- Jackson, S., & Joppe, M. Managing hotel operations (8th ed.). Pearson Education Limited.
- Lehto, X. M., & O'Neill, M. Hospitality management: An introduction (7th ed.). Routledge.
- Lashley, C., & Morrison, A. In search of hospitality: Towards a new theory of tinkering and dwelling (2nd ed.). Routledge. (Chapter on Guest Services)
- Reynolds, P., & Raines, G. Hospitality marketing: The critical thinking approach (5th ed.). Pearson Education Limited. (Chapter on Guest Services)
- Schaefer, C. E., & Stevens, L. G. Reservations and front office procedures (12th ed.). Pearson Education Limited.
- Stafford, T. Event operations management (4th ed.). Routledge. (Chapter on Guest Services) 1
- Walker, J. R. The international encyclopedia of hospitality management (2nd ed.). Routledge. (Chapter on Guest Services)

Online Resources:
- American Hotel & Lodging Association (AH&LA): https://www.ahla.com/
- Cornell School of Hotel Administration - Knowledge Center: https://sha.cornell.edu/faculty-research/centers-institutes/chr/
- International Hospitality Institute (IHI): https://www.internationalhospitalityinstitute.com/about-us
- World Tourism Organization (UNWTO): https://www.unwto.org/
- Rooms Division Today: https://www.hrc-international.com/blogs/3/oqaase-what-is-room-division-management-in-hotel

Course Outcomes

No.	Upon Completion of The Course the Graduate Will Be Able To	Cognitive Level	PSO Addressed

CO-1	Explain The Purpose and Procedures Involved in Conducting aNight Audit for A Hotel.	U	PSO-2
CO-2	Identify And Implement Safety and Security Protocols Within a Hotel Environment.	Ap	PSO-6
CO-3	DecideThe Key Elements and Principles of Effective Interior Design for Hotel Spaces.	An	PSO-1
CO-4	AnalyseAnd Implement Sustainable Housekeeping Practices in Hotels to Minimize Environmental Impact.	An	PSO-6
CO-5	Create Basic Flower Arrangements Following Established Design Principles for Enhancing Hotel Aesthetics.	C	PSO-1,4

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

Note: 1 or 2 COs/module

Name of the Course: ACCOMMODATION OPERATIONS IV
Credits: 3:0:1 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Explain The Purpose and Procedures Involved in Conducting a Night Audit for A Hotel.	PO-1,2,4 PSO-2	U	P	L	P
CO-2	Identify And Implement Safety and Security Protocols Within a Hotel Environment.	PO-1,4,5 PSO-6	Ap	C	L	P
CO-3	Decide The Key Elements and Principles of Effective Interior Design for Hotel Spaces.	PO-1,3,4 PSO-1	An	C	L	P
CO-4	Analyse And Implement Sustainable Housekeeping Practices in Hotels to	PO-1,4,5 PSO-6	An	C	L	P

	Minimize Environmental Impact.				
CO-5	Create Basic Flower Arrangements Following Established Design Principles for Enhancing Hotel Aesthetics.	PO-1,4,5 PSO-1,4	C	P	L	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	-	3	-	-	-	-	-	3	-	-	-	-	-	-
CO 2	-	-	-	-	-	2	-	-	-	-	-	-	-	3
CO 3	3	-	-	-	-	-	3	-	-	-	-	-	-	-
CO 4	2	-	-	-	-	2	2	-	-	-	-	-	-	3
CO 5	3	-	-	3	-	-	3	-	-	-	-	-	3	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓

CO 2	✓			✓
CO 3	✓	✓		✓
CO 4	✓			✓
CO 5	✓	✓		✓

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK5DSCBHM304				
Course Title	HOTEL LAW AND ETHICS				
Type of Course	DSC				
Semester	V				
Academic Level	300 - 399				
Course Details	Credit	Lecture Per Week	Tutorial Per Week	Practicum Per Week	Total Hours/Week
	4	4 hours	-	-	4
Pre-requisites	1. Nil				
Course Summary	This Course Covers Law Basics, Licenses for Hospitality Businesses, Indian Contract Law, Consumer Protection, and Factory Regulations.				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**LAW AND SOCIETY**	**12**
	1	Meaning and Definition of Law	
	2	Evolution of Law	
	3	Need for and Importance of Law	
	4	Sources of Law	
	5	Classification of Law	
II		**HOTEL RESTAURANT LICENSES**	**12**
	6	License Permit	
	7	Procedure for Obtaining, Renewing Licenses	
	8	Suspension and Termination of Licenses	
	9	List of Licenses Required Opening and Operating Hotels and Restaurants.	
	10	Important Provision of Shops and Establishment - Act as Applicable to Hotels and Catering Establishments.	
	11	Intellectual Property Right (IPR) – Concept of IPR, Trademark, Patent	
III		**INDIAN CONTRACT ACT 1872**	**12**
	12	Formation of Contract – Definition-Agreement and Contract-	
	13	Classification of Contract- Offer and Acceptance-	
	14	Essential Elements of Contract	
	15	Capacity to Contract.	
	16	Contract of Bailment and Pledge –Definition, Kinds	
	17	Rights and Duties of Bailor and Bailee	
	18	Comparison with Bailment	
IV		**SALE OF GOODS ACT AND CONSUMER PROTECTION ACT**	**12**
	18	Sale of Goods Act 1930 - Contract of Sale of Goods	
	19	Agreement to Sales	

	20	Difference Between Contract of Sales of Goods and Agreement to Sales	
	21	Types of Goods-Conditions and Warranties	
	22	Rights and Duties of Buyer and Seller.	
	23	Consumer Protection Act 1986	
	24	Consumer Protection Councils	
	25	Consumer Rights-	
	26	Procedure for Redressal of Grievances	
V		**FACTORIES ACT**	**12**
	27	Definitions-Hazardous Process-	
	28	Machinery-	
	29	Manufacturing Process-	
	30	Worker-	
	31	Factory-	
	32	Occupier-The Inspecting Staff-	
	33	Inspectors- Powers of Inspectors	
	34	Provisions of The Factories Act Relating to Health, Safety, and Welfare of Workers	

References
- Legal Aspect for Hospitality and Tourism Industry—By Atul Bansal
- Hotel Law – By Amitabh Devendra
- Business Law- Kapoor N D
- Introduction to Law by D.C. Holland and Kumar Sangari (comprehensive overview of legal concepts and systems)
- LexisNexis Hospitality Law Manual (Practicum guide to legal issues in the hospitality industry)
- Indian Contract Act 1872 with Commentary and Cases (Bare Act with legal interpretations)
- The Sale of Goods Act, 1930 with Commentary and Cases (Bare Act with legal interpretations)
- The Consumer Protection Act, 2019 with Commentary and Cases (Bare Act with legal interpretations)
- The Factories Act, 1948 with Commentary and Cases (Bare Act with legal interpretations)

Online Resources
- https://lawmin.gov.in/
- https://www.americanbar.org/
- https://www.law.cornell.edu/
- https://www.wipo.int/
- https://consumerhelpline.gov.in/

Course Outcomes

No.	Upon Completion of the Course the Graduate will be Able to	Cognitive Level	PSO Addressed
CO-1	Adapt The Concept of Law, Its Evolution, and Its Importance in Society.	C	PSO-1
CO-2	Analyze The Process of Obtaining, Renewing, and Potentially Losing Licenses Required for Operating Hotels and Restaurants.	An	PSO-1,5

CO-3	Apply The Principles of The Indian Contract Act 1872 to Identify Essential Elements of A Contract and The Rights & Duties of Parties Involved.	Ap	PSO-1
CO-4	Evaluate The Differences Between A Contract of Sale and an Agreement to Sell Under The Sale of Goods Act 1930 and The Consumer Protection Act 1986	E	PSO-1
CO-5	Evaluate The Key Definitions and Provisions of The Factories Act Concerning Worker Safety and Well-Being.	E	PSO-1

R-Remember, U-Understand, Ap-Apply, An-Analyse, E-Evaluate, C-Create
Note: 1 Or 2 Cos/Module
Name Of the Course: HOSPITALITY LAW & ETHICS
Credits: 4:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Adapt The Concept of Law, Its Evolution, and Its Importance in Society.	PO-1 PSO-1	C	C	L	-
CO-2	Analyze The Process of Obtaining, Renewing, and Potentially Losing Licenses Required for Operating Hotels and Restaurants.	PO-1,5 PSO-1,5	An	C,F	L	-
CO-3	Apply The Principles of The Indian Contract Act 1872 to Identify Essential Elements of A Contract and The Rights & Duties of Parties Involved.	PO-1 PSO-1	Ap	C	L	-
CO-	Evaluate The	PO-1	E	C	L	-

4	Differences Between A Contract of Sale and an Agreement to Sell Under The Sale of Goods Act 1930 and The Consumer Protection Act 1986	PSO-1				
CO-5	Evaluate The Key Definitions and Provisions of The Factories Act Concerning Worker Safety and Well-Being.	PO-1 PSO-1	E	C	L	-

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	-	-	-	-	-	3	-	-	-	-	-	-	-
CO 2	2	-	-	-	2	-	-	2	-	-	-	1	-	-
CO 3	1	-	-	-	-	-	2	-	-	-	-	-	-	-
CO 4	2	-	-	-	-	-	2	-	-	-	-	-	-	-
CO 5	2	-	-	-	-	-	1	-	-	-	-	-	-	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

Books Recommended

- Legal Aspect for Hospitality and Tourism Industry—By Atul Bansal
- Hotel Law – By Amitabh Devendra
- Business Law- Kapoor N D
- Introduction to Law by D.C. Holland and Kumar Sangari (comprehensive overview of legal concepts and systems)
- LexisNexis Hospitality Law Manual (Practicum guide to legal issues in the hospitality industry)
- Indian Contract Act 1872 with Commentary and Cases (Bare Act with legal interpretations)
- The Sale of Goods Act, 1930 with Commentary and Cases (Bare Act with legal interpretations)
- The Consumer Protection Act, 2019 with Commentary and Cases (Bare Act with legal interpretations)
- The Factories Act, 1948 with Commentary and Cases (Bare Act with legal interpretations)

Online Resources

- https://lawmin.gov.in/
- https://www.americanbar.org/
- https://www.law.cornell.edu/
- https://www.wipo.int/
- https://consumerhelpline.gov.in/

University of Kerala

Discipline	HOTEL MANAGEMENT
Course Code	UK5DSCBHM305
Course Title	RESEARCH METHODOLOGY
Type of Course	DSC
Semester	V
Academic Level	300-399

Course Details	Credit	Lecture Per Week	Tutorial Per Week	Practicum Per Week	Total Hours/Week
	4	4 hours	-	-	4

Pre-requisites	1. NIL
Course Summary	This Course Covers the Entire Research Process, from Understanding its Fundamentals and Ethics to Formulating a Research Question, Designing a Study, Collecting, Analysing Data and Finally Writing A Report.

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**FUNDAMENTALS OF RESEARCH**	12
	1	Research Meaning, Characteristics,	
	2	Types and Relevance of Research.	
	3	Trend and Challenges with Special Reference to Tourism and Hotel Business.	
	4	Research Process.	
	5	Identification and Formulation of Research Problem.	
	6	Research Methodology: Meaning and Procedural Guidelines.	
	7	Literature Review: Meaning, Importance and Sources of Literature.	
II		**RESEARCH DESIGN.**	12
	8	Meaning of Research Design.	
	9	Need for Research Design.	
	10	Features of A Good Research Design.	
	11	Different Research Designs.	
	12	Sampling Design: The Concept of Sampling.	
	13	Aims of Sampling, Census Versus Sample Survey.	
	14	Steps in Sampling Design.	
	15	Characteristics of a Good Sample Design.	
	16	Criteria for Selecting a Sampling Procedure.	
	17	Sampling Techniques/Methods: Probability Sampling and Non-probability Sampling.	
III		**RESEARCH ETHICS**	12
	18	Ethical Principles in Hospitality Research	
	19	Informed Consent and Confidentiality	
	20	Avoiding Plagiarism and Maintaining Academic Integrity	
IV		**MEASUREMENT AND SCALING TECHNIQUES**	12
	21	Measurement in Research.	

	22	Sources of Error in Measurement.	
	23	Test of Sound Measurement.	
	24	Technique of Developing Measurement Tools.	
	25	Measurement Scales. Meaning of Scaling. Bases of Scales-Classification, Importance.	
	26	Scaling Techniques-Rating and Ranking.	
	27	Types of Scales.	
	28	Collection of Data- Nature, Sources of Data.	
	29	Methods of Data Collection	
V	**PROCESSING OF DATA CLASSIFICATION AND TABULATION**		**12**
	30	Interpretation of Data	
	31	Report Writing- Meaning.	
	32	Functions.	
	33	Types of Research Report.	
	34	Significance of Report Writing Report.	

References
- Tourism Research Methods by Elaine G. Robson (Specific to tourism research)
- Writing for Social Research by Carol Grbich (Research report writing)
- Business Research Methods by Donald R. Cooper and Pamela S. Schindler (General research methods)

Online Resources:
- APA Style Guide: https://apastyle.apa.org/ (Formatting)
- (TMRU): https://www.surrey.ac.uk/school-hospitality-tourismmanagement/research
- SurveyMonkey: https://www.surveymonkey.com/ (Data collection)

Course Outcomes

No.	Upon Completion of the Course the Graduate will be Able to	Cognitive Level	PSO addressed
CO-1	Define the Meaning, Characteristics, and Types of Research Relevant to the Tourism and Hospitality Business.	R	PSO-1,6
CO-2	Explain the Need for a Research Design and its Key Features, Including Different Types of Research Designs and Sampling Techniques.	U	PSO-1,2
CO-3	Apply Ethical Principles, Such as Informed Consent and Academic Integrity, While Conducting Research in Hospitality	Ap	PSO-1,5
CO-4	Analyze The Sources of Error in Measurement and Evaluate the Techniques for Developing Measurement Tools and Scales.	An	PSO-1,2
CO-5	Interpret Data and Create a Well-Structured Research Report Course.	U	PSO-1,2

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

Note: 1 Or 2 Cos/Module

Name Of the Course: RESEARCH METHODOLOGY

Credits: 4:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Define the Meaning, Characteristics, and Types of Research Relevant to the Tourism and Hospitality Business.	PO-1,5,6 PSO-1,6	R	C	L	-
CO-2	Explain the Need for a Research Design and its Key Features, Including Different Types of Research Designs and Sampling Techniques.	PO-1,2 PSO-1,2	U	C	L	-
CO-3	Apply Ethical Principles, Such as Informed Consent and Academic Integrity, While Conducting Research in Hospitality	PO-3,5 PSO-1,5	Ap	C	L	-
CO-4	Analyze The Sources of Error in Measurement and Evaluate the Techniques for Developing Measurement Tools and	PO-1,2 PSO-1,2	An	C	L	-

	Scales.					
CO-5	Interpret Data and Create a Well-Structured Research Report Course.	PO-1,2,4 PSO-1,2	U	C,P	L	-

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	2	-	-	-	-	1	3	-	-	-	-	-	-	2
CO 2	3	2	-	-	-	-	3	2	-	-	-	-	-	-
CO 3	3	-	-	-	2	-	3	-	-	-	-	2	-	-
CO 4	3	1	-	-	-	-	2	2	-	-	-	-	-	-
CO 5	3	2	-	-	-	-	3	2	-	-	-	-	-	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT
Course Code	UK5DSCBHM306
Course Title	HOTEL FACILITY PLANNING
Type of Course	DSC
Semester	V
Academic Level	300-399

Course Details	Credit	Lecture Per Week	Tutorial Per Week	Practicum Per Week	Total Hours/Week
	4	4 hours	-	-	4

Pre-requisites	1. Nil
Course Summary	This Course Covers Designing Hotels, Restaurants, and Kitchens, Including Space Planning, Building Concepts, Legal Aspects, and Project Management.

Detailed Syllabus:

Module	Unit	Content	Hrs
		HOTEL DESIGN	12
I	1	Introduction	
	2	Design Consideration.	
	3	Systematic Layout Planning.	
	4	Role of Vaastu Shastra in Building Design.	
	5	Key Terms Building Constructions.	
		RESTAURANT DESIGN	12
II	6	Introduction	
	7	Types of Restaurants and Their Themes	
	8	Designing and Planning A Restaurant	
	9	Bar Design	
		KITCHEN DESIGN	12
III	18	Introduction	
	19	Key Steps for Designing a Kitchen.	
	20	Equipment Requirement for Commercial.	
	21	Specification of Different Equipment's.	
	22	Layout of Commercial Kitchen: - Square, Rectangular, U Shape, L Shape, Parallel, Straight Line.	
		STORAGE FACILITIES, LAYOUT AND DESIGN	12
IV	23	Introduction	
	24	Food Store: Definition and Types	
	25	Layout of A Good Store	
	26	Cellar Facilities	
	27	Kitchen Stewarding	
		PROJECT MANAGEMENT	12
V	28	Introduction to Project and Project Management.	
	29	Network Analysis.	

	30	Basic Rules & Procedure for Network Analysis.	
	31	CPM and PERT	

References
- Hotel facility Planning, by Tarun Bansal, Oxford University Press
- A Guide to the Project Management Body of Knowledge (PMBOK Guide) by Project Management Institute (standardized guide to project management)
- Project Management for Dummies by Stanley E. Portman (straightforward introduction to project management concepts)

Online Resources
- Project Management Institute (PMI): https://www.pmi.org/
- Crash Course Project Management: https://www.coursera.org/learn/project-management

Course Outcomes

No.	Upon Completion of The Course the Graduate Will Be Able to	Cognitive Level	PSO Addressed
CO-1	Analyze the Key Design Considerations and Principles Used in Hotel Planning, Including Systematic Layout Planning and Vaastu Shastra	An	PSO-1,4
CO-2	Analyze the Different Types of Restaurants and Their Corresponding Themes, Applying Them to Design and Plan a Restaurant Layout.	An	PSO-1,4
CO-3	Create A Functional and Efficient Commercial Kitchen Layout Considering Equipment Requirements, Specifications, And Environmental Conditions.	C	PSO-1,4
CO-4	Evaluate The Different Storage Facilities Used in Hospitality Settings, Including Food Stores, Cellar Facilities, And Kitchen Stewarding Areas.	E	PSO-1,4
CO-5	Apply Project Management Techniques Such as Network Analysis (CPM And PERT) To Plan and Manage Hospitality Design Projects.	Ap	PSO-1,2,4

R-Remember, U-Understand, Ap-Apply, An-Analyse, E-Evaluate, C-Create
Note: 1 Or 2 Cos/Module
Name Of the Course: HOTEL FACILITY PLANNING
Credits: 4:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Analyze the Key Design Considerations and	PO-1,2 PSO-1,4	An	C	L	-

	Principles Used in Hotel Planning, Including Systematic Layout Planning and Vaastu Shastra				
CO-2	Analyze the Different Types of Restaurants and Their Corresponding Themes, Applying Them to Design and Plan a Restaurant Layout.	PO-1,2,4 PSO-1,4	An	C	L	-
CO-3	Create A Functional and Efficient Commercial Kitchen Layout Considering Equipment Requirements, Specifications, And Environmental Conditions.	PO-1,2 PSO-1,4	C	C,P	L	-
CO-4	Evaluate The Different Storage Facilities Used in Hospitality Settings, Including Food Stores, Cellar Facilities, And Kitchen Stewarding Areas.	PO-1,2 PSO-1,4	E	C	L	-
CO-5	Apply Project Management Techniques	PO-1,2,3 PSO-1,2,4	Ap	C,P	L	-

	Such as Network Analysis (CPM And PERT) To Plan and Manage Hospitality Design Projects.				

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	-	-	2	-	-	3	-	-	-	-	-	3	-
CO 2	3	-	-	2	-	-	3	-	-	-	-	-	3	-
CO 3	2	-	-	1	-	-	2	-	-	-	-	-	3	-
CO 4	3	-	-	1	-	-	2	-	-	-	-	-	2	-
CO 5	3	1	-	2	-	-	2	2	-	-	-	-	3	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓
CO 2	✓			✓

CO 3	✓	✓		✓
CO 4	✓			✓
CO 5	✓	✓		✓

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK5DSEBHM301				
Course Title	ESSENTIALS OF ACCOMMODATION OPERATIONS				
Type of Course	DSC				
Semester	III				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	3 hours	-	2 hours	5
Pre-requisites	1.UK2DSCBHM103				
Course Summary	This Course Prepares you for Hotel Operations by Covering Linen Management, Uniform Care, Laundry Procedures, Guest Billing, and Checkout Processes.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
		HOTEL LINEN & LINEN ROOM	**15**
		Theory	9
		Linen Room Organisation	
		Activities in the Linen Room	
		Location and Layout of the Linen Room	
		Selection and Storage of Linen	
		Classification and Size of Linen-Bed, Bath Linen and Table Linen.	
I		Linen Exchange – Procedure (Room Linen and Restaurant Linen)	
		Par Stock and Linen Control.	
		Duties and Responsibilities of Linen Room Staff, Linen Keeper, Linen Room Attendant	
		Practicum	6
		Design A Mock Linen Room Layout, Considering Storage Areas, Equipment Placement, And Workflow Efficiency.	
		Linen Inventory Management Exercise	
		SEWING ROOM, UNIFORMS AND UNIFORM ROOM	**15**
		Theory	9
		Activities in the Sewing Room	
		Sewing Area and Equipment Required	
		Job Specification of a Tailors or Seamstresses.	
II		Selection and Design of Uniforms	
		Issuing and Exchanging of Uniform	
		Practicum	6
		Familiarization of Sewing Room Equipment's and Materials	
		Identify and Understand the Functions of Various Sewing Room Equipment.	
		LAUNDRY& STAIN REMOVAL	**15**
III		**Theory**	9
		Laundry – Types of Laundries	
		Laundry Equipment's.	

		Laundry Process – Pre-Washing, Washing, Rinsing, Hydro-Extraction and Finishing.	
		Stain Removal – General Procedure for Stain Removal.	
		Identification and Classification of Stain	
		Dry Cleaning,	
		Handling Guest Laundry.	
		Practicum	6
		Identification of Various Stains	
		Practice Stain Removal Techniques	
IV		**FRONT OFFICE ACCOUNTING**	**15**
		Theory	9
		Functions of Front Office Accounting	
		Accounting Fundamentals - Guest and Non-Guest Accounts, Folios, Vouchers, Guest Ledgers, And City Ledgers.	
		Front Office Accounting Cycle– Creation, Maintenances and Settlement of Accounts,	
		Charge Privileges, Credit Monitoring.	
		Practicum	
		Prepare various Vouchers	6
		Prepare Folio and Post the Vouchers into Folios	
V		**CHECKOUT AND SETTLEMENTS**	**15**
		Theory	9
		Departure Procedures – Individual Guest and Group	
		Methods of Settlements - Cash and Credit Settlement,	
		Procedures for Accepting Travelers' Cheque, Foreign Currency, Credit Card	
		Potential Checkout Problems - Late Checkout, Long Ques at the Counter and Improper Posting.	
		Express Checkout and Self-Checkout	
		Practicum	6
		Settlement of Guest Account	
		Checkout of Guest using PMS.	

References

- Tewari, J. R. (2009). Hotel front office: Operations and management (2nd ed.). Oxford Higher Education.
- Ragubalan, G., Smrithee R (2015). Hotel Hotel Housekeeping Operations and management (3rd ed.). Oxford Higher Education.
- Cassell, P., & Gill, F. (2020). The Osborne Hotel, Restaurant & Catering Review: International Hospitality Management. Routledge.
- Gopi, M. M. (2018). Introduction To Hospitality Management. PHI Learning Private Limited.
- Heizer, J., Render, B., & Munson, R. S. (2017). Operations Management: Sustainability And Service. Pearson Education Limited.
- Jackson, S., & Shaw, G. (2017). Managing Hotel Operations. Routledge.
- Jeong, M. (2018). Essentials Of Hospitality Management. Routledge.
- Lockwood, A. (2013). The International Hospitality Industry. Routledge.
- Morgan, T. (2022). Introduction To Hotel Management. Taylor & Francis.
- Qu, H., & Li, W. (2016). Hospitality Distribution: Channel Management and Revenue Management. Routledge.
- Robson, B. (2019). International Hospitality Management: An Operations Perspective. Routledge.
- Singh, A., & Singh, T. (2019). Hotel front office operations. S. Chand Publishing.

Online Resources

- American Hotel & Lodging Association: https://www.ahla.com/
- Cornell School of Hotel Administration: https://sha.cornell.edu/
- EHotelier: https://academy.ehotelier.com/
- nternational Hospitality Review: https://www.emeraldgrouppublishing.com/journal/ihr
- The International Journal of Hospitality Management: https://www.sciencedirect.com/journal/journal-of-hospitality-and-tourism-management
- National Restaurant Association: https://restaurant.org/
- Skift: https://skift.com/
- Tourism Review: https://www.sciencedirect.com/journal/annals-of-tourism-research
- Travel + Leisure: https://www.travelandleisure.com/
- World Tourism Organization: https://www.unwto.org/

Course Outcomes

No.	Upon Completion of The Course the Graduate Will Be Able To	Cognitive Level	PSO Addressed
CO-1	Classify Different Types of Hotel Linens (Bed, Bath, Table) Based ontheir Sizes and Selection Criteria for Quality.	U	PSO-1,4
CO-2	Explain The Purpose and Importance of Uniforms in A Hotel, And Describe the Procedures For Issuing, Exchanging, And Maintaining Them.	U	PSO -1,6
CO-3	Identify Different Types of Stains and Choose Appropriate Stain Removal Methods Based on Their Classification.	Ap	PSO- 1,4
CO-4	Define The Key Functions of Front Office Accounting, Including Guest Accounts, Ledgers, And the Accounting Cycle for Guest Charges.	R	PSO -1,2
CO-5	ExamineVarious Checkout Settlement Methods (Cash, Credit, Direct Billing) And Procedures for Handling Traveler's Checks, Foreign Currency, And Credit Cards.	An	PSO -1,3

R-Remember, U-Understand, Ap-Apply, An-Analyse, E-Evaluate, C-Create
Note: 1 or 2 COs/module
Name of the Course: Credits: ACCOMMODATION OPERATIONS III
3:0:1 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Classify Different Types of Hotel Linens (Bed, Bath, Table) Based on Their Sizes and Selection Criteria for Quality.	PO-1 PSO-1,4	U	C,P	L	P
CO-2	Explain The Purpose and	PO-4 PSO -1,6	U	C,P	L	P

	Importance of Uniforms in A Hotel, And Describe the Procedures For Issuing, Exchanging, And Maintaining Them.					
CO-3	Identify Different Types of Stains and Choose Appropriate Stain Removal Methods Based on Their Classification.	PO-1,5 PSO- 1,4	Ap	C,P	L	P
CO-4	Define The Key Functions of Front Office Accounting, Including Guest Accounts, Ledgers, And the Accounting Cycle for Guest Charges.	PO-1,2 PSO -1,2	R	C,P	L	P
CO-5	Examine Various Checkout Settlement Methods (Cash, Credit, Direct Billing) And Procedures for Handling Traveler's Checks, Foreign Currency, And Credit Cards.	PO-2,4 PSO -1,3	An	C,P	L	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	2	-	3	-	1	3	2	-			-	2	1
CO 2	3	2	3	3	-	3	3	2		3-		-		2

CO 3	3	2	-	3	-	1	3	2	-			-	2	1
CO 4	2	-	-	3	-	1	2	-	-				2	1
CO 5	1	-	2	1	-	-	3	-		2			1	

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK5DSEBHM302				
Course Title	PROPERTY MANAGEMENT SYSTEM				
Type of Course	DSE				
Semester	V				
Academic Level	300 - 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	4 hours	-	-	4
Pre-requisites	1. Nil				
Course Summary	This Course Explores Food Preservation Techniques, Spoilage Factors, And Safety Measures To Extend Shelf Life And Ensure Safe Consumption.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
I		**INTRODUCTION TO PROPERTY MANAGEMENT SYSTEMS (PMS)**	12
	1	Definition and Importance of PMS	
	2	Role of PMS in Hotel Operations	
	3	Key Features of PMS	
	4	Benefits and Challenges of Implementing PMS	
	5	Future Trends in Property Management Systems	
	6	Common Modules in PMS	
II		**SELECTION OF PMS**	12
	7	Needs Assessment and Goal Setting	
	8	Vendor Selection Process	
	9	Budgeting and Resource Allocation	
	10	Hardware and Software Requirements	
	11	System Installation andSetup	
	12	Point of Sale (POS) Systems	
III		**RESERVATION MANAGEMENT**	12
	13	Introduction to Reservation Module	
	14	Creation of Reservation	
	15	Cancellation of Reservation	
	16	Amendment of Reservation	
	17	Guest Profile	
	18	Guest History and its Importance in PMS	
IV		**FRONT DESK OPERATIONS - REGISTRATION**	12
	19	Introduction to Front Desk Module	
	20	Reservation Check-In	
	21	Walkin Check-In	
	22	Room Change	
	23	Room and Rate Assignment	
	24	Guest Services using PMS	
V		**BILLING AND ACCOUNTING**	12

25	Introduction to Cashiering Module	
26	Posting Various Charges to guest and Non-Guest Folio	
27	Payment Processing Using Various Methods of Payment	
28	Settlement of Guest and Non-Guest Account	
29	Checkout and Transfer of Accounts	
30	Night Audit and Financial Reporting	
31	POS – KOT, Bill Printing and Settlement	

References

- Ingold, A., & Odgers, S. Hotel operations management: An introduction . Routledge.
- Munneke, H. F., & Heinzelmann, J. H. Information technology and tourism: A view from the business side. Springer.
- Castel, P., & Woods, M. New perspectives on hotel reservation systems. Channel View Publications.
- Jain, S. K. Front office operation in hotels. S. Chand Publishing.
- Verhoef, P. G., & Clock, E. G. Managing guest experience in tourism and hospitality. CABI.
- Jackson, S. Hotel revenue management: A Practicum guide. Routledge.
- Fitzsimmons, J. A., & Fitzsimmons, M. J. Service management: Operations, strategy, and information technology. McGraw-Hill Education.
- Reynolds, L., & Gannon, P. Hospitality marketing management. Routledge.
- Özkan, S. Financial management in the hospitality industry. Routledge.
- Castel, P., & Woods, M. Information technology & tourism: A view from the business side. Springer.

Online Resources:

- American Hotel & Lodging Association (AH&LA): https://www.ahla.com/
- Cornell University School of Hotel Administration: https://sha.cornell.edu/
- World Tourism Organization (UNWTO): https://www.unwto.org/
- Hospitality Net: https://www.hospitalitynet.org/
- Hotel Technology: https://hoteltechreport.com/news/tech-in-hospitality

Course Outcomes

No.	Upon Completion of The Course the Graduate Will Be Able To	Cognitive Level	PSO Addressed
CO-1	Define The Concept ofaProperty Management System (PMS) And Explain Its Importance in Hotel Operations	R	PSO-1
CO-2	Analyze The Factors Involved in Selecting A PMS, Including Needs Assessment, Vendor Evaluation, Budget Constraints, And Hardware/Software Requirements	An	PSO-1
CO-3	Apply Key Functionalities of A PMS For Reservation Creation, Cancellation, Amendments, And Guest Profile Management	Ap	PSO-1
CO-4	Create A Smooth Check-In Experience by Utilizing PMS Features for Registration, Room Assignment, And Guest Service Management.	C	PSO-1

| CO-5 | Evaluate PMS Functionalities Related to Guest Billing, Including Generating Invoices, Processing Payments, Handling Checkouts, And Night Audit Procedures | E | PSO-1 |

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

Note: 1 or 2 COs/module

Name of the Course: PROPERTY MANAGEMENT SYSTEMCredits: 4:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Define The Concept of a Property Management System (PMS) And Explain Its Importance in Hotel Operations	PO-1,5 PSO-1	R	C	L	-
CO-2	Analyze The Factors Involved in Selecting A PMS, Including Needs Assessment, Vendor Evaluation, Budget Constraints, And Hardware/Software Requirements	PO-1,5 PSO-1	An	C	L	-
CO-3	Apply Key Functionalities of A PMS For Reservation Creation, Cancellation, Amendments, And Guest Profile Management	PO-1,5 PSO-1	Ap	C	L	-
CO-4	Create A Smooth Check-In	PO-3,4,5 PSO-1	C	P	L	-

	Experience by Utilizing PMS Features for Registration, Room Assignment, And Guest Service Management.					
CO-5	Evaluate Various PMS Functionalities Related to Guest Billing, Including Generating Invoices, Processing Payments, Handling Checkouts, And Night Audit Procedures	PO-1,5 PSO-1	E	P	L	-

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	-	-	-	-	-	2	-	-	-	--	-	-	-
CO 2	3	-	-	-	-	-	2	-	-	-	-	-	-	-
CO 3	3	-	-	-	-	-	2	-	-	-	-	-	-	-
CO 4	3	-	-	-	-	-	3	-	-	-	-	-	-	-
CO 5	3	-	-	-	-	-	2	-	-	-	-	-	-	-

Correlation Levels:

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

Assessment Rubrics:

▪ Quiz / Assignment/ Quiz/ Discussion / Seminar

- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK5SECBHM301				
Course Title	BAKERY AND CONFECTIONARY				
Type of Course	SEC				
Semester	V				
Academic Level	300 - 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	3	3 hours	-	-	3
Pre-requisites	1. Nil				
Course Summary	This comprehensive baking and confectionery course explores the science behind the art, equips you with essential techniques, and empowers you to create delicious breads, pastries, candies, and more.				

Detailed Syllabus:

Modules	Unit	Content	Hrs
I		**Introduction to Baking and confectionery.**	9
	1	Overview of baking and confectionery as both an art and science.	
	2	Understanding the role of key ingredients.	
	3	The art of sweet confections: From chocolates to candies.	
	4	Basic techniques in sugar work: Temperature stages, crystallization, and preventing graininess.	
	5	An introduction to chocolate: Tempering and simple chocolate creations.	
II		**Basic Techniques and Equipment**	9
	6	Measuring and mixing techniques: The importance of accuracy.	
	7	Overview of essential baking and confectionery equipment.	
	8	Oven basics: Understanding how temperature and baking times affect outcomes.	
III		**Leavening Agents and Dough**	9
	9	Types of leavening agents: Biological, chemical, and physical.	
	10	Preparing and handling different types of dough: Yeast doughs, quick breads, and pastries.	
	11	Kneading, proofing, and fermentation basics.	
IV		**Baking Breads and Pastries**	9
	12	Basic bread-making techniques, from mixing to baking.	
	13	Creating flaky and tender pastries: Pie crusts, puff pastry, and croissants.	
	14	Variations of bread from around the world.	
V		**Cookies, Cakes, and Pies**	9
	15	The method of creaming: Making cookies and cakes.	
	16	The art of pie making: Crusts and fillings.	
	17	Decorating basics: Simple icing and frosting techniques.	
	18	Practicum Application	
	19	Students apply learned techniques to create a basic baked good or confectionery item.	
	20	Encouragement of creativity: Developing a unique recipe or a twist on	

		a classic.	

References
- The Professional Chef (9th Ed.). By Wayne Gisslen (Author). John Wiley & Sons.
- On Food and Cooking: The Science and Lore of the Kitchen (2nd Ed.). By Harold McGee (Author). Scribner.
- The New International Cookbook (Illustrated Ed.). By Elaine Corn (Author). Houghton Mifflin Harcourt.
- The Essential Baking Companion (3rd Ed.). By Dede Wilson (Author). Houghton Mifflin Harcourt.
- The Joy of Cooking (Revised Ed.). By Irma S. Rombauer & Marion Rombauer Becker (Authors). Scribner.
- The Complete Book of Herbs (2nd Ed.). By Lesley Bremness (Author). Dorling Kindersley.
- The Classic Indian Cookbook (2nd Ed.). By Julie Sahni (Author). Morrow Cookbook.
- Indian Food Made Easy (3rd Ed.). By Anjum Anand (Author). Penguin Random House.
- The Essential Indian Instant Pot Cookbook (1st Ed.). By Priya Krishna (Author). W. W. Norton & Company.
- The Curry Guy Easy Indian Cookbook (1st Ed.). By Dan Toombs (Author). Quadrille Publishing.

Online Resources:
- Allrecipes: https://www.allrecipes.com/recipes/
- BBC Good Food: https://www.bbcgoodfood.com/
- Budget Bytes: https://www.budgetbytes.com/
- Serious Eats: https://www.seriouseats.com/

The Spruce Eats: https://www.thespruceeats.com/

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Understanding ingredients.	U	
CO-2	Mixing Methods and Baking Principles	AP	
CO-3	Understanding Leavening Agents and Dough Development	AP	
CO-4	Bread Making Techniques and Pastry Dough	AP	
CO-5	Cookies and Cakes Making Techniques	C	

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

Note: 1 or 2 COs/module

Name of the Course: Credits: 4:0:0 (Lecture:Tutorial:Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicu m (P)
CO-1	Understanding ingredients.	-	U	F, C	L	-
CO-2	Mixing Methods and Baking Principles	-	AP	P	L	-
CO-3	Understanding Leavening	-	AP	P	L	-

	Agents and Dough Development				✓	
CO-4	Bread Making Techniques and Pastry Dough	-	AP	C	L	-
CO-5	Cookies and Cakes Making Techniques	-	C	P	L	-

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	1	-	-	-	-	-	2	-	-	-	--	-	-	-
CO 2	2	3	-	-	-	-	2	3	-	-	-	-	-	-
CO 3	-	-	1	-	-	-	-	-	-	3	-	-	-	-
CO 4	-	-	2	3	-	-	-	-	-	3	-	-	3	-
CO 5	-	1	-	-	-	-	-	2	-	-	-	-	-	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓

CO 2	✓			✓
CO 3	✓		145	✓
CO 4		✓		✓
CO 5		✓		✓

SEMESTER VI

University of Kerala

Discipline	HOTEL MANAGEMENT
Course Code	UK6DSEBHM301
Course Title	INDUSTRIAL EXPOSURE TRAINING IN CONCIERGE AND TRAVEL DESK
Type of Course	DSE
Semester	VI
Academic Level	300-399

Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	-	-	8 hours	8

Pre-requisites	1. Completion of first 5 semesters
Course Summary	This Industrial Exposure Training Program Provides Hotel Management Students with Practicum Insights into the Operations of Concierge and Travel Desk Services within the Hospitality Industry. Participants will Gain Hands-on Experience in Providing Exceptional Guest Services, Managing Travel Arrangements, and Enhancing the Overall Guest Experience.

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**INTRODUCTION TO CONCIERGE SERVICES:**	24
	1	Understanding The Role and Responsibilities of a Concierge.	
	2	Learning About the Importance of Customer Service and Guest Satisfaction.	
	3	Familiarization With the Tools and Resources Commonly Used by Concierge Staff.	
	4	Exploring Various Guest Requests and How to Fulfil Them Efficiently.	
	5	Practicing Effective Communication Skills and Etiquette in Guest Interactions.	
II		**TRAVEL DESK OPERATIONS:**	24
	6	Overview of the Travel Industry and Its Significance in Hospitality.	
	7	Understanding Different Travel Arrangements and Services Offered.	
	8	Learning to Use Reservation Systems and Booking Platforms Effectively.	
	9	Handling Inquiries and Providing Information Regarding Transportation, Tours and Local Attractions.	
	10	Practicing Itinerary Planning and Assisting Guests with Travel Plans.	
III		**GUEST EXPERIENCE ENHANCEMENT:**	24
	11	Identifying Opportunities to Enhance the Overall Guest Experience.	
	12	Learning Techniques to Anticipate and Fulfil Guest Needs Proactively.	
	13	Understanding Cultural Considerations and Preferences When Interacting with Guests.	
	14	Implementing Personalized Services to Create Memorable Experiences.	

	15	Handling Guest Feedback and Resolving Issues to Ensure Guest Satisfaction.	
IV		**OPERATIONAL EFFICIENCY AND TIME MANAGEMENT:**	**24**
	16	Developing Organizational Skills to Manage Tasks Efficiently.	
	17	Prioritizing Guest Requests and Managing Time Effectively.	
	18	Understanding The Importance of Teamwork and Collaboration in A Fast-Paced Environment.	
	19	Optimizing Workflow Processes to Minimize Waiting Times for Guests.	
	20	Learning To Handle Multiple Responsibilities Simultaneously Without Compromising Quality.	
V		**PROBLEM-SOLVING AND CRISIS MANAGEMENT:**	**24**
	21	Identifying Common Challenges Faced in Concierge and Travel Desk Operations.	
	22	Developing Strategies to Resolve Guest Complaints and Concerns Promptly.	
	23	Implementing Crisis Management Protocols for Unexpected Situations.	
	24	Practicing Decision-Making Skills Under Pressure While Maintaining Professionalism.	
	25	Conducting Post-Incident Analysis to Learn from Experiences and Improve Future Responses.	

Course Outcomes

No.	Upon Completion ofthe Course the Graduate will be Able to	Cognitive Level	PSO Addressed
CO-1	Access Guest Satisfaction with Travel Arrangements and Services Provided by The Hotel	C	PSO -1,2
CO-2	Analyse Visa Processing Items and Embassy Requirements for Different Countries to Advice Guest onthe Optimal Timing and Procedure for Obtaining their Visa	An	PSO- 2
CO-3	Evaluating Ticketing System and Suppliers to Ensure Competitive Pricing Reliabilities and Availability of Tickets for Guest	E	PSO -1,5
CO-4	Demonstrate Proficiency in Processing Currency Exchange Transaction for Guest	U	PSO -4
CO-5	Design Personalized Sightseeing Packages or Themed Tours for Guests Celebrating Special Occasions or Seeking Unique Travel Experiences, Enhancing the Hotel's Offerings and Guest Satisfaction.	C	PSO -5

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

Note: 1 Or 2 Cos/Module

Name Of the Course: INDUSTRIAL EXPOSURE TRAINING IN CONCIERGE AND TRAVEL DESK

Credits: 4:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Access Guest Satisfaction with Travel Arrangements and Services Provided by The Hotel	PO-2,4 PSO-1,2	C	C	-	P
CO-2	Analyse Visa Processing Items and Embassy Requirements for Different Countries to Advice Guest on the Optimal Timing and Procedure for Obtaining their Visa	PO-2 PSO-2	An	C	-	P
CO-3	Evaluating Ticketing System and Suppliers to Ensure Competitive Pricing Reliabilities and Availability of Tickets for Guest	PO-2 PSO-1,5	E	C	-	P
CO-4	Demonstrate Proficiency in Processing Currency Exchange Transaction for Guest	PO-5 PSO-4	U	P	-	P
CO-5	Design Personalized Sightseeing Packages or Themed Tours for Guests Celebrating Special Occasions or Seeking Unique Travel Experiences, Enhancing the Hotel's Offerings and Guest Satisfaction.	PO-2,3,6 PSO-5	C	C	-	P

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	2	2	-	-	-	-	2	2	-	-	-	-	-	-
CO 2	-	3	-	-	-	-	-	3	-	-	-	-	-	-
CO 3	2	-	-	-	1	-	2	-	-	-	-	3	-	-
CO 4	-	-	-	3	-	-	-	-	-	-	-	-	3	-
CO 5	-	2	-	-	3	-	-	2	-	-	-	2	-	-

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK6DSEBHM302				
Course Title	INDUSTRIAL EXPOSURE TRAINING IN SUPPORTING DEPARTMENT				
Type of Course	DSE				
Semester	VI				
Academic Level	300-399				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	-	-	-	8 hours
Pre-requisites	1. Completion of first 5 semesters				
Course Summary	This Industrial Exposure Training Program Offers Hotel Management Students a Comprehensive Understanding of the Various Supporting Departments Crucial for the Smooth Functioning of a Hotel. Participants will Gain Practicum Experience and Insights into Departments Such as Finance, Human Resources, Marketing, and Facilities Management, Essential for Effective Hotel Operations.				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**HUMAN RESOURCES DEPARTMENT**	24
	1	Understanding Job Descriptions and Specifications.	
	2	Assisting In Training Sessions for Staff Development.	
	3	Learning About Performance Evaluation Criteria.	
	4	Understanding Employee Engagement Initiatives.	
	5	Understanding Employee Rights and Responsibilities.	
II		**STORE DEPARTMENT**	24
	6	Participating in Stock-Taking Processes.	
	7	Stock Rotation and FIFO:	
	8	Learning About the Importance of FIFO (First In, First Out) Method.:.	
	9	Observing Waste Segregation Practices.	
	10	Learning About Recycling Initiatives.	
III		**PURCHASING DEPARTMENT**	24
	11	Learning about Different Procurement Methods.	
	12	Understanding Budgeting Techniques.	
	13	Participating in Supplier Performance Evaluations.	
	14	Understanding Contract Renewal Procedures.	
	15	Learning about Quality Assurance Certifications.	
IV		**SALES & MARKETING DEPARTMENT**	24
	16	Understanding Customer Segmentation.	
	17	Observing Promotional Campaign Planning.	
	18	Observing Sales Team Interactions with Clients.	
	19	Understanding Customer Retention Strategies.	
	20	Assisting in Coordinating Hotel Events.	

		SECURITY DEPARTMENT	24
	21	Understanding CCTV Monitoring Procedures.	
	22	Observing Emergency Evacuation Drills.	
V	23	Learning about Identifying Security Risks.	
	24	Observing Guest Safety Protocols.	
	25	Learning About Local Laws and Regulations Related to Hotel Security.	

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO Addressed
CO-1	Asses the effectiveness of human resource policies and practices in fostering a positive work environment employee satisfaction and productivity	E	PSO -3
CO-2	Evaluate the effectiveness of current security measures and protocols through regular inspection.	E	PSO -4
CO-3	Assess the impact the marketing efforts on guest satisfaction, occupancy rate, and revenue generation.	E	PSO -1
CO-4	Analyse the impact of purchasing decision on overall operations	An	PSO -2
CO-5	Demonstrate correct techniques for inspecting inventory to ensure quality and quantity standards	U	PSO -4

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

Note: 1 or 2 COs/module

Name of the Course: INDUSTRIAL EXPOSURE TRAINING IN SUPPORTING DEPARTMENT
Credits: 4:0:0 (Lecture: Tutorial:Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Asses the effectiveness of human resource policies and practices in fostering a positive work environment employee satisfaction and productivity	PO-4 PSO-3	E	C	-	P
CO-	Evaluate the	PO-5	E	C	-	P

2	effectiveness of current security measures and protocols through regular inspection.	PSO-4				
CO-3	Assess the impact the marketing efforts on guest satisfaction, occupancy rate, and revenue generation.	PO-2 PS0-1	E	C	-	P
CO-4	Analyse the impact of purchasing decision on overall operations	PO-4 PSO-2	An	C	-	P
CO-5	Demonstrate correct techniques for inspecting inventory to ensure quality and quantity standards	PO-5 PSO-4	U	P	-	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	-	-	2	-	-	-	-	-	-	3	-	-	-	-
CO 2	-	-	-	3	-	-	-	-	-	-	-	-	3	-
CO 3	2	-	-	-	-	-	2	-	-	-	-	-	-	-
CO 4	-	3	-	-	-	-	-	3	-	-	-	-	-	-
CO 5	-	-	-	3	-	-	-	-	-	-	-	-	3	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK6SECBHM301				
Course Title	INDUSTRIAL EXPOSURE TRAINING IN SKILL ENHANCEMENT PRACTICES				
Type of Course	SEC				
Semester	VI				
Academic Level	300 - 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	3			6 hours	6
Pre-requisites	Completion of first 5 semesters				
Course Summary	The Purpose of this Paper was to Identify the Techniques that the Hotel Industry Could Use to Maintain Training and Development of Their Employees and the Methods Used to Evaluate Training Programs.				

Detailed Syllabus:

Module	Unit	Content	Hrs
		LEARNING OF FRONT OFFICE OPERATION	**18**
I	1	Familiarisation Of Different Front Office Software	
	2	Reservation Procedure	
	3	Check In Procedure	
	4	Complaint Handling, Mail Handling	
	5	Check Out Formalities	
	6	Telephone Handling Techniques	
	7	Filling Of Different Formats	
	8	Concierge Services	
	9	Tour Packing & Costing	
		HOUSEKEEPING AND LAUNDRY OPERATIONS	**18**
II	10	Care And Cleaning of Different Surfaces: Glass Wiper, Floor Wiper, Room Freshener, Floor Duster, Table Duster, Microfiber Cloth,	
	11	Cleaning Guest Rooms	
	12	Making The Bed	
	13	Cleaning Public Area.	
	14	Laundry Equipment's & Uses	
	15	Flow Chart of Handling Guest Laundry.	
	16	Dry Cleaning	
	17	Linen Distribution System	
	18	Towel Art	
		BASIC FOOD OPERATION	**18**
III	19	Quality Food Production and Food Hygiene	
	20	Learning of Different Vegetable Cuts	
	21	Vegetable Carving	
	22	Different Salads & Dressing	

	23	Learning Bread Carving	
	24	Learning of Icing Methods	
	25	Functionality of Different Ingredients Used in Baking and Confectionery, Including Flour, Sugar, Fats, Leavening Agents	
	26	Create New Recipes, Flavors, and Presentations to Meet Customer Preferences and Market Trends.	
	27	Presentation of Foods and Garnishes	
IV		**LEARNING AND HANDLING FOOD AND BEVERAGE OPERATION**	**18**
	28	Identification of Service & Bar Equipment	
	29	Learning Of Styles of Service	
	30	Cleaning and Polishing of Silverware	
	31	Basic Cover Laying and Butler Service,	
	32	Dispense Bar Setups	
	33	Room Service Trolley and Tray Setups	
	34	HACCP (Hazard Analysis and Critical Control Points) Principles and Local Health Regulations.	
	35	Types of Beverages, Including Alcoholic and Non-Alcoholic Options, and Creating Innovative Cocktails.	
	36	Incorporating Sustainable Practices Such as Waste Reduction, Recycling, and Sourcing Local Ingredients to Minimize the Environmental Impact of Operations.	
V		**STANDARD OPERATING PROCEDURES OF TRAINING**	**18**
	37	Standard Operating Procedures of Training and Development in Hotel Industry	
	38	Preparation of Training Manual	
	39	Performance Appraisal System	
	40	Preparation of Duty Roaster	
	41	Filing	
	42	Participate Methods such as Performance Evaluations, Guest Feedback, and Employee Surveys.	
	43	Assist or Organise Orientation to The Hotel's Policies, Procedures, Facilities and Culture.	
	44	Learn to access external training resources, workshops, seminars, and online courses.	
	45	Assist feedback from employees and stakeholders to identify areas for improvement in training and development processes.	

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO Addressed
CO-1	Explain Accurate Reservation Forms Capturing Guest Details.	U	PSO -1
CO-2	Apply Industry Standard Cleaning Technique Used for Bed-Making and Clean Guest Rooms	Ap	PSO -4
CO-3	Demonstrate Proper Techniques for Various Vegetable Cuts.	U	PSO -4

| CO-4 | Demonstrate Proper Cleaning and Maintenance Techniques for F&B Service Equipment, Including Methods for Polishing Silverware | U | PSO -4 |
| CO-5 | Summarise The Standard Operation Procedures Followed in The Various Departments of a Hotel | U | PSO - 1,2,3,5 |

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

Note: 1 Or 2 Cos/Module

Name Of the Course: INDUSTRIAL EXPOSURE TRAINING IN CONCIERGE AND TRAVEL DESK

Credits: 4:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Explain Accurate Reservation Forms Capturing Guest Details.	PO-1 PSO-1	U	P	-	P
CO-2	Apply Industry Standard Cleaning Technique Used for Bed-Making and Clean Guest Rooms	PO-4 PSO-4	Ap	P	-	P
CO-3	Demonstrate Proper Techniques for Various Vegetable Cuts.	PO-4 PSO-4	U	P	-	P
CO-4	Demonstrate Proper Cleaning and Maintenance Techniques for F&B Service Equipment, Including Methods for Polishing Silverware	PO-4 PSO-4	U	P	-	P
CO-	Summarise	PO-5	U	C	-	P

5	The Standard Operation Procedures Followed in The Various Departments of a Hotel	PSO-1,2,3,5				

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

	PSO1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	-	-	-	-	-	2	-	-	-	-	-	-	-
CO 2	-	-	-	3	-	-	-	-	-	-	-	-	3	-
CO 3	3	-	-	-	-	-	2	-	-	-	-	-	-	-
CO 4	-	-	-	3	-	-	-	-	-	-	-	-	3	-
CO 5	2	2	2	-	1	-	2	2	-	3	-	-	-	-

Mapping of COs with PSOs and POs:

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK6DSCBHM301				
Course Title	**INDUSTRIAL EXPOSURE TRAINING IN FOOD PRODUCTION**				
Type of Course	**DSC**				
Semester	VI				
Academic Level	300-399				
Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	-	-	8 hours	8
Pre-requisites	1. Completion of first 5 semesters				
Course Summary	This Industrial Exposure Training Program Offers Hotel Management Students Practicum Insights into the Dynamic World of Food Production within the Hospitality Industry. Participants will gain Hands-on Experience in Kitchen Operations, Culinary Techniques and Quality Standards Essential for Success in Food Service Management.				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**INTRODUCTION TO FOOD PRODUCTION DEPARTMENTS**	24
	1	Understanding the Role of Food Production in The Hospitality Industry.	
	2	Familiarization with Kitchen Layout and Equipment	
	3	Introduction to Mise en Place	
	4	Ingredient Handling and Storage	
	5	Observation of Kitchen Operations and Workflow.	
II		**FOOD SAFETY AND HYGIENE**	24
	16	Proper Methods and Timing for Hand Hygiene to Prevent Cross-Contamination.	
	17	Training On Selecting, Using, And Disposing of Personal Protective Equipment (PPE) Correctly to Ensure Safety.	
	18	Safe Food Handling Practices	
	19	Cleaning and Sanitization Protocols	
	20	Strategies for Effective Pest Control and the Proper Disposal of Waste to Prevent Food borne Illnesses.	
III		**CULINARY TECHNIQUES**	24
	11	Knife Skills and Basic Food Preparation Techniques.	
	12	Cooking Methods and Their Applications (E.G., Grilling, Sautéing, Baking).	
	13	Introduction to Recipe Interpretation and Execution.	
	14	Hands-On Practice in Preparing Various Cuisines and Dishes.	
	15	Practicing Flavour Profiles and Seasoning Techniques.	
IV		**QUALITY STANDARDS AND CUSTOMER SERVICE**	24
	16	Importance of Maintaining Food Quality and Consistency.	

	17	Basics of Food Presentation, Plate Composition, and Garnishing Techniques.	
	18	Understanding Dietary Restrictions and Special Requests.	
	19	Handling Customer Feedback and Complaints Professionally.	
	20	Ensuring Customer Satisfaction Through Exemplary Service.	
V		**KITCHEN OPERATIONS MANAGEMENT**	**24**
	21	Organization and Time Management in The Kitchen.	
	22	Inventory Management and Stock Rotation.	
	23	Understanding Menu Planning and Costing.	
	24	Coordination and Communication within the Kitchen Team.	
	25	Adhering to Quality Standards and Portion Control.	

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO addressed
CO-1	Demonstrate proficiency in executing basic kitchen operations, including equipment handling, mise en place preparation, and ingredient storage, to maintain an efficient culinary environment.	U	PSO-4
CO-2	Apply comprehensive food safety and hygiene practices, including hand hygiene, PPE usage, and sanitation protocols, to prevent cross-contamination and foodborne illnesses effectively.	Ap	PSO -1,6
CO-3	Develop a variety of culinary techniques, such as knife skills, cooking methods, and seasoning applications, to prepare and present diverse cuisines and dishes with precision.	C	PSO -4
CO-4	Evaluate and enhance food quality, presentation, and service strategies, considering customer feedback and dietary needs, to ensure high standards of customer satisfaction.	E	PSO -1,6
CO-5	Discuss and manage kitchen operations, including inventory control, menu planning, and team coordination, to optimize productivity and uphold quality and portion standards.	C	PSO -2,5

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

Note: 1 or 2 COs/module

Name of the Course: INDUSTRIAL EXPOSURE TRAINING IN FOOD PRODUCTION
Credits: 4:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Demonstrate proficiency in executing basic kitchen operations, including equipment handling, mise en place preparation, and ingredient storage, to maintain an efficient culinary environment.	PO-1,5 PSO-4	U	P	-	P
CO-2	Apply comprehensive food safety and hygiene practices, including hand hygiene, PPE usage, and sanitation protocols, to prevent cross-contamination and food borne illnesses effectively.	PO-5 PSO-1,6	Ap	C	-	P
CO-3	Develop a variety of culinary techniques, such as knife skills, cooking methods, and seasoning applications, to prepare and present diverse cuisines and dishes with precision.	PO-1 PSO-4	C	P,C	-	P
CO-4	Evaluate food quality,	PO-4,5 PSO1,6	E	C	-	P

	presentation, and service strategies, considering customer feedback and dietary needs, to ensure high standards of customer satisfaction.					
CO-5	Discuss kitchen operations, including inventory control, menu planning, and team coordination, to optimize productivity and uphold quality and portion standards.	PO-2,3,4 PSO-2,5	C	C,P	-	P

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	-	-	-	3	-	-	-	-	-	-	-	-	3	-
CO 2	2	-	-	-	-	2	2	-	-	-		-	-	3
CO 3	-	-	-	3	-	-	-	-	-	-	-	-	3	-
CO 4	2	-	-	-	-	2	2	-	-	-	-	-	-	3
CO 5	-	3	-	-	2	-	-	3	-	-	-	3	-	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT
Course Code	UK6DSCBHM302
Course Title	INDUSTRIAL EXPOSURE TRAINING IN FOOD AND BEVERAGE SERVICE
Type of Course	DSC 16
Semester	VI
Academic Level	300-399

Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	-	-	8 hours	8

Pre-requisites	1. Completion of first 5 semesters
Course Summary	This Industrial Exposure Training Program Provides Hotel Management Students with Practicum Experience and Insights into the Dynamic World of Food and Beverage (F&B) Operations within the Hospitality Industry. Participants will Gain Hands-On Knowledge of Restaurant Management, Culinary Arts, Beverage Service, and Guest Satisfaction Strategies Essential for Success in F&B Management Roles.

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**INTRODUCTION TO FOOD AND BEVERAGE OPERATIONS**	24
	1	Restaurant Layout and Setup	
	2	Food Safety and Hygiene	
	3	Identifying Key Areas in The Restaurant	
	4	Customer Service Basics	
	5	Basic Knowledge of Food &Beverage Service	
II		**RESTAURANT OPERATIONS**	24
	6	Understanding Flavors and Seasoning	
	7	Menu Planning and Execution	
	8	Cleaning and Sanitizing Procedures	
	9	Introducing New Dishes and Specials	
	10	Specialty Cuisine and Trends	
III		**BEVERAGE SERVICE AND BAR OPERATIONS**	24
	11	Beverage Menu Design	
	12	Bar Setup and Equipment	
	13	Mixology and Drink Preparation	
	14	Alcohol Service Laws and Regulations	
	15	Wine Knowledge and Service	
IV		**RESTAURANT OPERATIONS MANAGEMENT**	24
	16	Reservation Systems	
	17	Staff Training and Development	
	18	Inventory Control and Management	
	19	Financial Management	
	20	Quality Assurance and Standards	

		GUEST SATISFACTION STRATEGIES	24
V	21	Feedback Collection and Analysis	
	22	Personalized Service	
	23	Conflict Resolution	
	24	Brand Representation	
	25	Continuous Improvement	

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO Addressed
CO-1	Design a functional restaurant layout considering traffic flow and guest experience.	C	PSO-1,3
CO-2	Distinguish between different food safety and hygiene protocols and explain their importance in preventing foodborne illnesses.	An	PSO -4,6
CO-3	Compare and contrast the functions of key areas in a restaurant and assess their impact on overall operations.	E	PSO -1,2
CO-4	Develop a script for basic customer service interactions, demonstrating techniques for active listening and exceeding guest expectations.	Ap	PSO -3
CO-5	Identify the main components of a menu (appetizers, entrees, desserts) and explain their role in menu planning and execution.	Ap	PSO -5

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

Note: 1 or 2 COs/module

Name of the Course: Credits: 4:0:0 (Lecture: Tutorial:Practicum)
INDUSTRIAL EXPOSURE TRAINING IN F AND B SERVICE

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Design a functional restaurant layout considering traffic flow and guest experience.	PO-1,3 PSO-1,3	C	C	-	P
CO-2	Distinguish between different food safety and hygiene protocols and	PO-5 PSO-4,6	An	C,F	-	P

CO							
	explain their importance in preventing food borne illnesses.						
CO-3	Compare and contrast the functions of key areas in a restaurant and assess their impact on overall operations.	PO-2 PSO-1,2	E	C	-	P	
CO-4	Develop a script for basic customer service interactions, demonstrating techniques for active listening and exceeding guest expectations.	PO-4 PSO-3	Ap	C	-	P	
CO-5	Identify the main components of a menu (appetizers, entrees, desserts) and explain their role in menu planning and execution.	PO-1 PSO-5	Ap	C	-	P	

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs :

	PSO1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	-	1	-	-	-	2	-		2	-	-		
CO 2	-	-	-	2	-	1	-	-	-	-		-	3	2
CO 3	2	1	-	-	-	-	2	3	-	-	-	-		

CO 4	-	-	3	-	-	-	-	-	-	3	-	-		
CO 5	-	-	-	-	2	-	-	-	-	-	-	2		

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	BMS HOTEL MANAGEMENT
Course Code	UK6DSCBHM303
Course Title	INDUSTRIAL EXPOSURE TRAINING IN ACCOMMODATION OPERATIONS
Type of Course	DSC
Semester	VI
Academic Level	300-399

Course Details	Credit	Lecture per week	Tutorial per week	Practicum per week	Total Hours/Week
	4	-	-	-	8 hours

Pre-requisites	1. Completion of first 5 semesters
Course Summary	This Industrial Exposure Training Program Provides Hotel Management Students with Practicum Experience and Insights into the Accommodation Operations of The Hospitality Industry. Participants will Gain Hands-on Knowledge of Hotel Room Management, Guest Services, And Housekeeping Procedures Essential for Success in Hotel Management Roles.

Detailed Syllabus:

Module	Unit	Content	Hrs
		INTRODUCTION TO HOTEL OPERATIONS	24
I	1	Overview of the Hospitality Industry	
	2	Understanding the Structure of a Hotel	
	3	Introduction to Hotel Departments and Their Functions	
	4	Importance of Customer Service in The Hospitality Industry	
	5	Basics of Front Office Management and Housekeeping Operations	
		FRONT OFFICE OPERATIONS	24
II	6	Front Office Organization and Structure	
	7	Reservation Procedures and Systems	
	8	Check-In And Check-Out Processes	
	9	Handling Guest Inquiries and Complaints	
	10	Billing and Payment Procedures	
		HOUSEKEEPING OPERATIONS	24
III	11	Housekeeping Department Organization and Structure	
	12	Room Cleaning Procedures and Standards	
	13	Laundry Management and Linen Control	
	14	Inventory Management of Cleaning Supplies	
	15	Maintenance And Upkeep of Guest Rooms and Public Areas	
		GUEST SERVICES AND COMMUNICATION	24
IV	16	Importance of Effective Communication in The Hospitality Industry	
	17	Handling Guest Requests and Special Requirements	
	18	Providing Personalized Service to Guests	
	19	Interacting With Guests Professionally and Courteously	
	20	Enhancing Guest Experience Through Proactive Service	

		PRACTICUM APPLICATION AND SKILLS DEVELOPMENT	24
V	21	Hands-On Experience in Front Office Operations	
	22	Participating In Room Inspections and Housekeeping Tasks	
	23	Shadowing Experienced Staff Members in Guest Interactions	
	24	Role-Playing Exercises for Handling Various Scenarios	
	25	Feedback And Reflection Sessions to Improve Skills and Knowledge	

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO Addressed
CO-1	Demonstrate Proficiency in Conducting Inventory Counts, Reconciling Discrepancies, And Updating Inventory Records Accurately in The Hotel's Property Management System (PMS) Or Inventory Management Software	U	PSO -4
CO-2	Demonstrate Proficiency in Conducting Quality Inspections of Guest Rooms, Public Areas, And Facilities According to Established Standards and Protocols	U	PSO -3
CO-3	Assess Guest Satisfaction Levels Based on Direct Feedback, Online Reviews, And Guest Surveys, Identifying Areas of Strength, and Opportunities for Improvement in Guest Interactions	E	PSO -1,5
CO-4	Apply Knowledge of Emergency Response Procedures to Effectively Respond to Incidents Such as Fires, Medical Emergencies, And Natural Disasters	Ap	PSO -6
CO-5	Apply Knowledge of Equipment Usage and Maintenance Requirements to Make Informed Decisions on Equipment Selection and Procurement	Ap	PSO4

R-Remember, U-Understand, Ap-Apply, An-Analyse, E-Evaluate, C-Create
Note: 1 Or 2 Cos/Module
Name Of The Course: Credits: 4:0:0 (Lecture: Tutorial:Practicum)
INDUSTRIAL EXPOSURE TRAINING IN ACCOMMODATION OPERATIONS

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Demonstrate Proficiency in Conducting Inventory Counts, Reconciling Discrepancies, And Updating Inventory	PO-4 PSO-4	U	P	-	P

	Records Accurately in The Hotel's Property Management System (PMS) Or Inventory Management Software					
CO-2	Demonstrate Proficiency in Conducting Quality Inspections of Guest Rooms, Public Areas, And Facilities According to Established Standards and Protocols	PO-2 PSO-3	U	C	-	P
CO-3	Assess Guest Satisfaction Levels Based on Direct Feedback, Online Reviews, And Guest Surveys, Identifying Areas of Strength, and Opportunities for Improvement in Guest Interactions	PO-2PSO-1,5	E	C	-	P
CO-4	Apply Knowledge of Emergency Response Procedures to Effectively Respond to Incidents Such as Fires, Medical Emergencies, And Natural Disasters	PO-4 PSO-6	Ap	F,P	-	P
CO-	Apply	PO-1,6	Ap	P	-	P

5	Knowledge of Equipment Usage and Maintenance Requirements to Make Informed Decisions on Equipment Selection and Procurement	PSO-4				

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs :

	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	-	-	-	3	-	-	-	-	-		-	-	3	
CO 2	-	-	3	-	-	-	-		-	3	-	-		
CO 3	2	-	-	-	1	-	2		-	-	-	3		
CO 4	-	-	-	-	-	2	-	-	-		-	-		3
CO 5	2	-	-	3	-	-	2	-	-	-	-		2	

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments

- Final Exam

Mapping of COs to Assessment Rubrics:

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

SEMESTER VII

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK7DSCBHM401				
Course Title	FOOD PRODUCTION MANAGEMENT				
Type of Course	DSC				
Semester	VII				
Academic Level	400-499				
Course Details	Credit	Lecture Per Week	Tutorial Per Week	Practicum Per Week	Total Hours/Week
	4	4 hours	-	-	4
Pre-requisites	1. UK4DSCBHM201				
Course Summary	This Course Explores Contemporary Food Trends, Sustainable Practices, Global Influences, Centralized Kitchens, Exotic Ingredients, Food Preservation Techniques and Food Waste Management.				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**INTRODUCTION TO LATEST TRENDS AND CONCEPTS**	12
	1	Lifestyle Cooking- Gluten Free, Sugar Free, Vegan	
	2	Slow Food Movement, Menu Examples	
	3	Sustainable Food & Beverage Production	
	4	Importance of Sustainability in Food Operations	
	5	Farm to Fork	
	6	Organic Food, Sustainable Culinary Practices, Waste Disposable	
	7	Anthropology of Food- Evolution of Modern Era	
	8	Food & Culture Relations (Religion, Geography, Influences)	
II		**CLOUD KITCHENS**	12
	9	Preparation of Food in Centralised Outlet	
	10	Advantages and Disadvantage of Centralised Outlet	
	11	Equipment Required	
	12	HACCP Procedures	
III		**EXOTIC HERBS**	12
	13	Exotic Herbs / Exotic Spices /Marinades / Condiments	
	14	Their Types	
	15	Importance	
	16	Usage in Cooking	
	17	Medicinal Properties	
	18	Therapeutic Properties	
IV		**FOOD PRESERVATION**	12
	14	Preservation Methods Using Natural Preservatives	
	15	Preservation Methods Using Chemical Preservatives	
	16	Dehydration	
	17	Jams and Jellies	

	18	Squash and Syrups	
	19	Dehydrated Foods	
V		**WASTE MANAGEMENT IN FOOD INDUSTRY**	**12**
	20	Understanding Food Waste	
	21	Environmental, Economic and Social Implications of Food Waste	
	22	Classification of Waste	
	23	Waste Management Techniques in Hotels	

References
- Arora, Krishna - Theory of Cookery-, Frank Bros., New Delhi 2009
- Philip, Thangam E- Modern Cookery, 5th edition, Anna Salai, Chennai 2009 Bali, Parvinder: Quantity Food Production Operations and Indian Cuisine oxford, London 2013
- Aggarwal, D.K., Kitchen Equipment & Design, Aman Publications, New Delhi, 2006.
- Vikas Singh, Text Boook Of food Production (BTK), Aman Pub., N. Delhi, 2011.
- Mcvety, Paul J- Fundamentals of menu planning-., 3rd edition John Wiley· & Sons, New Jersey
- Le Rol A.Polsom. The Professional Chef Bo Friberg (2002)
- Cessarani· & Kinton (2007). Theory of Catering. Hodder Education Publisher
- Fuller J. Barrie & Jenkins. Accompaniments & Garnishes from Walter Kinton R Cessarani V., Foskett D. (2000) Practicum Cookery· (9th edition) Hodder Education
- The Professional Pastry Chef, Fourth Edition· Wiley & Sons INC

Online Resources:
- The Association for Supply Chain Management (ASCM): https://www.ascm.org/
- MIT OpenCourseware: Introduction to Manufacturing Systems: https://ocw.mit.edu/courses/2-854-introduction-to-manufacturing-systems-fall-2016/ (This free course from MIT delves into manufacturing processes and systems design)
- Khan Academy: Operations Management: https://www.khanacademy.org/college-careers-more/career-content/manage-people-and-processes (Khan Academy offers free video tutorials and practice exercises on various POMS topics)

Course Outcomes

No.	Upon Completion of the Course the Graduate will Be Able to	Cognitive Level	PSO Addressed
CO-1	Define Lifestyle Cooking Trends Such as Gluten-Free, Sugar-Free, and Vegan Diets Through the Creation of Menu.	R	PSO-1
CO-2	Discuss Proficiency in Identifying and Operating the Equipment Required for Kitchen Operations.	C	PSO-1,4
CO-3	Analyse The Advantages and Limitations of Different Preservation Methods and Apply Them to Extend the Shelf Life of Various Food Products.	An	PSO-1

CO-4	Apply Demonstrate Proficiency in Garnishing Techniques, Enhancing The Visual Appeal of Dishes Through Creative Use of Edible Decorations.	Ap	PSO-1
CO-5	Develop Benefits of Spices and Their Potential Applications in Promoting Health and Wellness.	C	PSO-1

R-Remember, U-Understand, Ap-Apply, An-Analyse, E-Evaluate, C-Create
Note: 1 Or 2 Cos/Module
Name Of the Course: FOOD & BEVERAGE PRODUCTION MANAGEMENT
Credits: 4:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	Define Lifestyle Cooking Trends Such as Gluten-Free, Sugar-Free, and Vegan Diets Through the Creation of Menu.	PO-1,5 PSO-1	R	C	L	-
CO-2	Discuss Proficiency in Identifying and Operating the Equipment Required for Kitchen Operations.	PO-1,2 PSO-1,4	C	C,P	L	-
CO-3	Analyse The Advantages and Limitations of Different Preservation Methods and Apply Them to Extend the Shelf Life of Various Food Products.	PO-1,2 PSO-1	An	C,P	L	-
CO-4	Apply Demonstrate Proficiency in Garnishing Techniques,	PO-1,2 PSO-1	Ap	C	L	-

CO- 5	Develop Benefits of Spices and Their Potential Applications in Promoting Health and Wellness.	PO-1,5 PSO-1	C	C	L	-
	Enhancing The Visual Appeal of Dishes Through Creative Use of Edible Decorations.					

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	-	-	-	-	-	3	-	-	-	-	-	-	-
CO 2	3	-	-	2	-	-	3	-	-	-	-	-	2	-
CO 3	3	2	-	-	-	-	3	2	-	-	-	-	-	-
CO 4	3	2	-	-	-	-	3	2	-	-	-	-	-	-
CO 5	3	-	-	-	-	-	3	-	-	-	-	-	-	-

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam

- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK7DSCBHM402				
Course Title	FOOD AND BEVERAGE SERVICE MANAGEMENT				
Type of Course	DSC				
Semester	VII				
Academic Level	400-499				
Course Details	Credit	Lecture Per Week	Tutorial Per Week	Practicum Per Week	Total Hours/Week
	4	4 hours	-	-	4
Pre-requisites	UK5DSCBHM302				
Course Summary	This Food & Beverage Management Course Covers Purchasing, Inventory Control, Cost & Sales Concepts, Budgeting, and the Constraints & Considerations of Running a Food & Beverage Operation.				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**FOOD & BEVERAGE MANAGEMENT**	12
	1	Introduction	
	2	Constraints of Food & Beverage Management.	
	3	Cost & Market Orientation	
	4	Cost Structure & Profitability	
	6	Demand for Product, Capital Intensity, Nature of The Product	
II		**PURCHASING, RECEIVING STORING & ISSUING**	12
	7	The Nature of Purchasing	
	8	Duties and Responsibilities of Purchase Manager	
	9	Importance of Purchase Function.	
	10	The Purchasing Procedure	
	11	Standard Purchase Specification: Meaning & Objective	
	12	The Purchase Specification for Food & Beverages.	
III		**INVENTORY CONTROL**	12
	13	Stock Taking of Food & Beverages.	
	14	Techniques of Inventory Control,	
	15	Levels of Inventory.	
	16	Inventory Control Categories in F &B Service.	
	17	Inventory Control Procedure.	
IV		**COST AND SALES CONCEPTS & CONTROL**	12
	17	Definition of Cost, Elements of Cost, Classification of Cost,	
	18	Definition of Sales,	
	19	Various Sales Concept	
	20	Uses of Saes Concepts, Sales Mix.	
	21	Procedure of Cash Control, POS, Reports, Cash Handling, Thefts	
V		**BUDGET & BUDGETARY CONTROL**	12

	22	Define Budget and Budgetary Control-	
	23	Types of Budgets,	
	24	Key Features of Budget Framework	

References
- Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
- Food & Beverage Service –Lillicrap& Cousins
- Modern Restaurant Service –John Fuller
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner &Deegan

Online Resources:
- AHLA (https://www.ahla.com/) - Hospitality resources.
- National Restaurant Association (https://chooserestaurants.org/) - Restaurant education.
- The Caterer (https://www.thecaterer.com/) - Catering industry magazine.
- FSR Magazine (https://www.fsrmagazine.com/) - Restaurant news.
- Restaurant News (https://www.restaurantnews.com/) - Restaurant operations news.
- Khan Academy (https://www.khanacademy.org/college-careers-more/career-content/host-and-serve) - Hospitality video lectures.
- edX (https://www.edx.org/learn/management) - Food & beverage management course.
- Hospitality Online (https://www.hospitalityonline.com/) - Hospitality training.

Course Outcomes

No.	Upon Completion of The Course the Graduate Will Be Able to	Cognitive Level	PSO Addressed
CO-1	Explain The Constraints of Food & Beverage Management, Considering Factors Like Cost Structure, Profitability, and Market Demand.	U	PSO-1,2
CO-2	Analyze The Purchasing Process, Including the Duties of The Purchase Manager, Standard Purchase Specifications, and Receiving Procedures.	An	PSO-1,4
CO-3	Apply Inventory Control Techniques to Manage Food and Beverage Stock Levels Effectively.	Ap	PSO-4
CO-4	Evaluate Cost and Sales Concepts, Including Their Definitions and Control Procedures, to Optimize Profitability.	E	PSO-2
CO-5	Create a Basic Budget Framework for A Food and Beverage Operation.	C	PSO-2,6

R-Remember, U-Understand, Ap-Apply, An-Analyse, E-Evaluate, C-Create
Note: 1 Or 2 Cos/Module
Name Of the Course: FOOD AND BEVERAGE SERVICE MANAGEMENT
Credits: 4:0:0 (Lecture: Tutorial: Practicum)

CO	CO	PO/PSO	Cognitive	Knowledge	Lecture	Practicum

No.			Level	Category	(L)/Tutorial (T)	(P)
CO-1	Explain The Constraints of Food & Beverage Management, Considering Factors Like Cost Structure, Profitability, and Market Demand.	PO-1,2 PSO-1,2	U	C	L	-
CO-2	Analyze The Purchasing Process, Including the Duties of The Purchase Manager, Standard Purchase Specifications, and Receiving Procedures.	PO-1,3 PSO-1,4	An	C,P	L	-
CO-3	Apply Inventory Control Techniques to Manage Food and Beverage Stock Levels Effectively.	PO-1,2 PSO-4	Ap	C,P	L	-
CO-4	Evaluate Cost and Sales Concepts, Including Their Definitions and Control Procedures, to Optimize Profitability.	PO-1,2 PSO-2	E	C	L	-
CO-5	Create a Basic Budget Framework for A Food and Beverage Operation.	PO-1,3 PSO-2,6	C	C,F	L	-

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	-	3	-	-	-	-	-	3	-	-	-	-	-	-
CO 2	2	-	-	2	-	-	2	-	-	-	-	-	3	-
CO 3	2	-	-	3	-	-	3	-	-	-	-	-	2	
CO 4	3	3	-	-	-	-	3	3	-	-	-	-	-	-
CO 5	3	3	-	-	-	1	3	2	-	-	-	-	-	1

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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

University of Kerala

Discipline	HOTEL MANAGEMENT				
Course Code	UK7DSEBHM401				
Course Title	ACCOMMODATION OPERATIONS MANAGEMENT				
Type of Course	DSC				
Semester	VII				
Academic Level	300-399				
Course Details	Credit	Lecture Per week	Tutorial Per week	Practicum Per week	Total Hours/Week
	4	4 hours	-	-	4
Pre-requisites	UK3DSCBHM203				
Course Summary	This Course Covers Housekeeping Department Operations, Hotel Performance Evaluation, Budgeting and Yield Management.				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**PLANNING AND ORGANIZING THE HOUSEKEEPING DEPARTMENT**	12
	1	Area Inventory List.	
	2	Frequency Schedules.	
	3	Performance & Productivity Standards.	
	4	Standard Operating Manuals - Job Procedures.	
	5	Job Allocation and Work Schedules.	
	6	Calculating Staff Strength & Planning Duty Rosters.	
	7	Training in the H.K.D- Performance Appraisals.	
	8	Inventory levels for non-Recycles Items	
II		**EVALUATING HOTEL PERFORMANCE**	12
	9	Methods of Measuring Hotel Performance	
	10	Occupancy Percentage and Double Occupancy Percentage, Average Daily Rate, Average Room Rate Per Guest, Rev-Par	
	11	Practicum Problems in Finding Hotel Performance.	
III		**BUDGET AND BUDGETARY CONTROL**	12
	12	Budget Process.	
	13	Types of Budgets – Capital Budget-Operational Budget-Preopening Budget.	
	14	Purchasing Systems- Methods of Buying.	
	15	Stock Records- Issuing and Control	
IV		**HOUSEKEEPING IN OTHER INSTITUTION &PEST CONTROL**	12
	16	Housekeeping in other Institution – Hospital, Hostel, Universities, Residential homes, Art Gallery, Museum, Library, Offices.	
	17	Pest Control- Definition,	
	18	Common Pest and Control Methods	
	19	Pest Prevention	
V		**YIELD MANAGEMENT AND FORECASTING**	12

	20	Yield Management in Hotel Industry	
	21	Yield Management tools – Selective Overbooking, Differential Pricing, and Duration Control	
	22	Elements of Yield Management	
	23	Benefits of Yield Management	
	24	Yield Management Strategies	
	25	Forecasting and Benefits of Forecasting	

References

- Tewari, J. R. (2009). Hotel front office: Operations and management (2nd ed.). Oxford Higher Education.
- Ragubalan, G., Smrithee R (2015). Hotel Hotel Housekeeping Operations and management (3rd ed.). Oxford Higher Education.
- Cassell, P., & Gill, F. (2020). The Osborne Hotel, Restaurant & Catering Review: International Hospitality Management. Routledge.
- Gopi, M. M. (2018). Introduction To Hospitality Management. PHI Learning Private Limited.
- Morgan, T. (2022). Introduction To Hotel Management. Taylor & Francis.
- Qu, H., & Li, W. (2016). Hospitality Distribution: Channel Management And Revenue Management. Routledge.
- Robson, B. (2019). International Hospitality Management: An Operations Perspective. Routledge.
- Singh, A., & Singh, T. (2019). *Hotel front office operations*. S. Chand Publishing.

Online Resources

- American Hotel & Lodging Association: https://www.ahla.com/
- Cornell School of Hotel Administration: https://sha.cornell.edu/
- EHotelier: https://academy.ehotelier.com/
- nternational Hospitality Review: https://www.emeraldgrouppublishing.com/journal/ihr
- The International Journal of Hospitality Management: https://www.sciencedirect.com/journal/journal-of-hospitality-and-tourism-management
- National Restaurant Association: https://restaurant.org/

Course Outcomes

No.	Upon completion of the course the graduate will be able to	Cognitive Level	PSO Addressed
CO-1	List Key Elements of Planning and Organizing a Housekeeping Department Such as Area Inventory Lists and Standard Operating Procedures.	R	PSO-1,3
CO-2	Inspect Hotel Performance Metrics.	Ap	PSO-2,3
CO-3	Analyze and Differentiate Between Budget Types and Evaluate Their Roles in Housekeeping Operations.	An	PSO-3,4
CO-4	Choose Common Pest Control Methods and Prevention Strategies.	E	PSO-4,5
CO-5	Explain the Concept of Yield Management in the Hotel Industry, its Tools, Benefits, and Potential Strategies.	U	PSO-1,6

R-Remember, U-Understand, Ap-Apply, An-Analyse, E-Evaluate, C-Create
Note: 1 Or 2 Cos/Module
Name Of the Course: ACCOMMODATION OPERATIONS MANAGEMENT
Credits: 4:0:0 (Lecture: Tutorial: Practicum)

CO No.	CO	PO/PSO	Cognitive Level	Knowledge Category	Lecture (L)/Tutorial (T)	Practicum (P)
CO-1	List Key Elements of Planning and Organizing a Housekeeping Department Such as Area Inventory Lists and Standard Operating Procedures.	PO-1,2,4 PSO-1,3	R	C	L	-
CO-2	Inspect Hotel Performance Metrics.	PO-2,4 PSO-2,3	Ap	C	L	-
CO-3	Analyze and Differentiate Between Budget Types and Evaluate Their Roles in Housekeeping Operations.	PO-4 PSO-3,4	An	C	L	-
CO-4	Choose Common Pest Control Methods and Prevention Strategies.	PO-4,5 PSO-4,5	E	C	L	-
CO-5	Explain the Concept of Yield Management in the Hotel Industry, its Tools, Benefits, and Potential Strategies.	PO-1,3 PSO-1,6	U	C	L	-

F-Factual, C- Conceptual, P-Procedural, M-Metacognitive

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO 1	3	-	2	-	-	-	2	-	-	3	-	-	-	-
CO 2	-	3	2	-	-	-	-	3	-	3	-	-	-	-
CO 3	-	-	3	3	-	-	-	-	-	3	-	-	3	-
CO 4	-	-	2	3	2	-	-	-	-	3	-	2	3	-
CO 5	2	-	-	-	-	2	2	-	-	-	-	-	-	1

Correlation Levels:

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

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments
- Final Exam

Mapping of COs to Assessment Rubrics:

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