

“An Apprenticeship Embedded Degree Program (AEDP) Course Curriculum”

**For
Bachelor of Science (B. Sc.) in
Tourism & Hospitality Operations
(Faculty of Science)**

**Semester I, II (2025-26)
Semester III, IV (2026-27)
Semester V, VI (2027-28)**



**MAHARAJA GANGA SINGH UNIVERSITY
BIKANER, RAJASTHAN**

Syllabus Prepared and Checked by:

S.No	NAME	DESIGNATION	DEPARTMENT	INSTITUTION/ AFFILIATION
1	Dr. Abhilasha Alha	Professor, Convener, BOS	Home Science	Govt. M S College for Women, Bikaner
2	Dr. Nidhi Agarwal	Professor Member, BOS	Home Science	Govt. M S College for Women, Bikaner
3	Dr. Abha Ojha	Professor Member, BOS	Home Science	Govt. M S College for Women, Bikaner
4	Ms. Sunita Gahlot	Associate Professor Member, BOS	Home Science	Govt. M S College for Women, Bikaner

Scheme & Syllabus

For

B.Sc. in Tourism & Hospitality Operations

(Semester System)

The three-year, full-time BSc- Tourism & Hospitality Operations aims to impart information and offer a comprehensive approach to hospitality management & administration. This program's objective is to increase students' understanding and proficiency in the hospitality sector through a synthesis of strategic viewpoints and practical expertise.

Since it offers specializations in several areas of the hospitality industry together with apprenticeship training in the third year, BSc (Tourism & Hospitality Operations) has an advantage over other programs. The programs created to meet the needs of the students in accordance with UGC norms.

Objectives

The programme seeks to provide students with a foundational understanding of numerous courses in hospitality, tourism, and related industries with an emphasis on shaping them in accordance with market demands. The goals of this study programme are numerous:

- To instill in students a sense of professional ethics in accordance with the dynamics of the rapidly evolving Food Production and hospitality sector.
- Encourage young students to develop a sense of business and make them aware of the differences between management, food production, and hospitality.
- Learning focused on skills with the goal of teaching professional manners.
- Learn the fundamentals of hospitality and tourism using a holistic approach and a system of education based on values.

Eligibility

10+2 with Arts/ Science / Commerce.

Program Structure

B. Sc. in Tourism & Hospitality Operations

Curriculum Structure (Academic Year 2025-26)

I Semester										
Paper Code	Paper Name	Code	L	T	P	Total Credits	Maximum Marks		Total Marks	Minimum Passing Marks (%)
							Internal Marks	External Marks		
BTHO4.5AECT11	Environment Studies	AEC	2	0	0	2	-	50	50	36
BTHO4.5DCCT12	Foundation Course in Food Production	DCC	3	1	0	4	20	80	100	36
BTHO4.5DCCT13	Foundation Course in Food & Beverage Service	DCC	3	1	0	4	20	80	100	36
BTHO4.5DCCT14	Foundation Course in Front Office & Accommodation Operations	DCC	3	1	0	4	20	80	100	36
BTHO4.5DCCP12	Foundation Course in Food Production Lab	DCC	0	0	2	2	10	40	50	36
BTHO4.5DCCP13	Foundation Course in Food & Beverage Service Lab	DCC	0	0	2	2	10	40	50	36
BTHO4.5DCCP14	Foundation Course in Front Office & Accommodation Operations Lab	DCC	0	0	2	2	10	40	50	36
									Total Credits: 20	
									Total Marks: 500	

II Semester										
Paper Code	Paper Name	Code	L	T	P	Total Credits	Maximum Marks		Total Marks	Minimum Passing Marks (%)
							Internal Marks	External Marks		
BTHO4.5AECT21	General English or Hindi	AEC	2	0	0	2	-	50	50	36
BTHO4.5DCCT22	Basic Course in Food Production-II	DCC	3	1	0	4	20	80	100	36
BTHO4.5DCCT23	Basic Course in Food & Beverage Service-II	DCC	3	1	0	4	20	80	100	36
BTHO4.5DCCT24	Basic Course in Front Office & Accommodation Operations II	DCC	3	1	0	4	20	80	100	36
BTHO4.5DCCP22	Basic Course in Food Production-II Lab	DCC	0	0	2	2	10	40	50	36
BTHO4.5DCCP23	Basic Course in Food & Beverage Service-II Lab	DCC	0	0	2	2	10	40	50	36
BTHO4.5DCCP24	Basic Course in Front Office & Accommodation Operations II Lab	DCC	0	0	2	2	10	40	50	36
Total Credits: 20										
Total Marks: 500										

B.Sc. in Tourism & Hospitality Operations (AEDP)

III Semester										
Paper Code	Paper Name	Code	L	T	P	Total Credits	Maximum Marks		Total Marks	Minimum Passing Marks (%)
							Internal Marks	External Marks		
BTHO5AECT31	Elementary Computer	SDC	2	0	0	2	-	50	50	36
BTHO5DCCT32	Sanitation, Safety And Security in Hospitality Operations	DCC	3	1	0	4	20	80	100	36
BTHO5DCCT33	Tourism & Event Management	DCC	3	1		4	20	80	100	36
BTHO5DCCT34	Environmental Awareness of Travel And Tourism	DCC	3	1		4	20	80	100	36
BTHO5DCCP32	Sanitation, Safety And Security in Hospitality Operations Lab	DCC	0	0	0	2	10	40	50	36
BTHO5DCCP33	Tourism & Event Management Lab	DCC	0	0	2	2	10	40	50	36
BTHO5DCCP34	Environmental Awareness of Travel And Tourism Lab	DCC	0	0	2	2	10	40	50	36
									Total Credits: 20	
									Total Marks: 500	

IV Semester										
Paper Code	Paper Name	Code	L	T	P	Total Credits	Maximum Marks		Total Marks	Minimum Passing Marks (%)
							Internal Marks	External Marks		
BTH05AECT41	Indian Knowledge System	VAC	2	0	0	2	50	0	50	36
BTH05DCCT42	Food Production Operations	DCC	3	1	0	4	20	80	100	36
BTH05DCCT43	Food & Beverage Operations	DCC	3	1	0	4	20	80	100	36
BTH05DCCT44	Front Office & Accommodation Operations	DCC	3	1	0	4	20	80	100	36
BTH05DCCP42	Food Production Operations Lab.	DCC	0	0	2	2	10	40	50	36
BTH05DCCP43	Food & Beverage Operations Lab.	DCC	0	0	2	2	10	40	50	36
BTH05DCCP44	Front Office & Accommodation Operations Lab.	DCC	0	0	2	2	10	40	50	36
Total Credits: 20										
Total Marks: 500										

V Semester										
Paper Code	Paper Name	Code	L	T	P	Total Credits	Maximum Marks		Total Marks	Minimum Passing Marks (%)
							Internal Marks	External Marks		
BTHO5.5DCCP51	Apprenticeship	OJT	0		20	20	140*	360**	500	36
										Total Credits: 20
										Total Marks: 500

**Skill test to be conducted by the College*

***Apprenticeship Assessment conducted by Industry/Establishment and HEI (University/College)*

VI Semester										
Paper Code	Paper Name	Code	L	T	P	Total Credits	Maximum Marks		Total Marks	Minimum Passing Marks (%)
							Internal Marks	External Marks		
BTHO5.5DCCP61	Apprenticeship	OJT	0		20	20	140*	360**	500	36
										Total Credits: 20
										Total Marks: 500

**Skill test to be conducted by the College*

***Apprenticeship Assessment conducted by Industry/Establishment and HEI (University/College)*

Testing and Evaluation

There will be Internal Assessment for 30 marks and Final Semester-End Examination (External) will be for 120 marks in each course/paper.

Evaluation

Internal Assessment: 30 Marks

- a. Midterm Examination: 2 Exams of 20 Marks each to be conducted by the College / Department. Best marks obtained in any of the two, be counted for each course.
- b. Students' Participation in curricular, extra-curricular activities, class participation, attendance etc. shall account for 10 Marks.

External Assessment: 120 Marks

Scheme of Examination

There will be one theory paper and practical in each Semester. This will be of 6 credits of **6 hours per week**. A course will contain 5 units. The question paper shall contain three sections.

1. **Section A (10 marks)** shall contain 10 questions, two from each Unit. Each question shall be of 1 marks. All questions are compulsory. Section A will be prepared such that questions i to v are multiple choice questions while questions vi to x will be fill in the blank questions.
2. **Section B (25 marks)** shall contain 05 questions (two from each unit with internal choice). Each question shall be of 05 marks. The candidate is required to answer all 05 questions. The answers should not exceed 150 words.
3. **Section C (45 marks)** shall contain 5 questions, one from each Unit. Each question shall be of 15 Marks. The candidate is required to answer **any three** questions by selecting any three questions from different units. The answers should not exceed 400 words.

Note : The candidate is required to obtain 36% marks to pass in the Theory, Practical, internal assessment separately. In aggregate the candidate is required to score minimum 36% marks.

Apprenticeship

Apprenticeship Assessment will be conducted at Internal and external level.

Internal assessment will be conducted by the department/College. The Principal of the College shall appoint Internal Examiner for evaluation of skills learnt by the candidate through a Viva-Voce.

The industry establishment where the student is doing apprenticeship will be responsible for undertaking continuous evaluation of his/her performance. The Industry where the student is undergoing Apprenticeship will award External Evaluation marks and send it to the respective College in a sealed confidential envelope. The College Principal on receipt of these marks will keep the copy in safe custody and update the marks on University Portal, as and when required.

The duration of External examination shall be 3 hours.

On the basis of total marks (Internal and External) obtained, the student shall be awarded SGPA and CGPA under the formula specified for CBCS. Total Credits (All semesters) shall be 120 and Total Marks (All semesters) shall be 3000.

Semester-I

BTH04.5AECT12 Foundation Course in Food Production-I

Credits: 4

Subject Code: BTH04.5AECT12

S. No	Module Name	Outcomes
UNIT I	Introduction to Professional Cooking	● Explain history and origin of Modern cooking. ● Describe the attributes required for kitchen personnel. ● Explain the importance of personal hygiene. ● Understand the importance of uniform and protective clothing, ● Explain the aims and objective of cooking. ● Explain different types of cuisines available in the country and across the world. ● Elaborate the hierarchy of small, medium and large establishments. ● Discuss the roles and responsibilities of kitchen personnel. ● Describe Modern day staffing in hotels. ● Elaborate the scope in the tourism and hospitality industry.
UNIT II	Kitchen Equipment and Appliances	● Elaborate the basic terms used in the kitchen department. ● Explain coordination with other departments. ● Elaborate various appliances, tools and equipment required for preparation for and cooking of different dishes. ● Describe the operational and storage procedures of various appliances, tools, equipment and other sharp objects required for cooking ● Identify different types of Knives and Sharpening Skills, ● Explain cleaning and maintenance of different types of equipment. ● Explain different types of fuels along with their advantages and disadvantages
UNIT III	Food Preparation Activities	● Describe various food cooking methods: like ○ Boiling ○ Poaching ○ Blanching ○ Steaming ○ Stewing ○ Braising

S. No	Module Name	Outcomes
		○ Roasting ○ Grilling ○ Sautéing ○ Frying ○ Baking ○ Microwave Cooking ○ Infrared cooking ○ Sous Vide ○ Air Frying ● Discuss the units of measurements and culinary terms used for various food products ● Elaborate various methods of mixing and preparing the ingredients (like washing, peeling, etc.) for cooking along with their recipes. ● Describe various food preparation techniques (like marinating, chopping, etc.)
UNIT IV	Vegetable & Fruit, Stocks Cookery	● Discuss Classification of vegetables ● Explain the Pigments and colour changes. ● Explain the effects of heat on vegetables. ● Describe cuts of vegetables. ● Discuss Classification of fruits. ● Explain the uses of fruits in cookery. ● Discuss various types of Stocks and their classification. ● Elaborate Uses of stocks ● Describe the preparation, storage and precautions to be taken for stocks.
UNIT V	Soups, Sauces & Egg Cookery	● Explain various types of soups and their classification. ● Describe the procedure of Making a good soup. ● Describe various types of Mother Sauces and Derivatives of mother sauces. ● Describe Contemporary & Proprietary Sauces ● Explain the structure of egg. ● Explain the selection criteria and how to store eggs. ● Classify eggs on the basis of size and source. ● Describe the uses of Eggs.

BTHO4.5AECT12 Foundation Course in Food Production Lab-I

Credits: 2

Subject Code: BTHO4.5AECT12

S. No	Module Name	Outcomes
1	PRACTICAL	● Identify different types of Equipment. ● Use and handle Equipment. ● Demonstrate different types of Cuts of Vegetables. ● Apply appropriate practices to check the quality of different types of ingredients used in the recipe. ● Demonstrate how to perform basic tasks like mixing ingredients, grinding spices, preparing the dough, wrapping food items, etc. ● Demonstrate various cooking and presentation methods. ● Demonstrate type of cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonette, dices, cubes, shred, mirepoix. ● Demonstrate various cooking methods- Frying, Baking, Grilling, Poaching, Stewing, Braising, Boiling, Steaming Sautéing, Poeling, Searing ● Prepare Stocks- White, Brown, Fish & Vegetable ● Prepare Mother Sauces- Béchamel, Espagnole, Velouté, Hollandaise, Mayonnaise and Tomato Sauce ● Prepare Soups- Consommé, Cold and Broth ● Prepare Thick Soups- Puree, Velouté, Cream, Bisque and Chowder ● Demonstrate Egg Cookery- Boiled- Soft & Hard, Fried- Bulls Eyes, Over Easy, Continental and Masala Omelet, Scrambled, Encocotte ● Demonstrate preparation of Salads-Simple and Compound, Garden green, Waldorf salad, Russian salad, Coleslaw, Caesar, Nicoise salad ● Demonstrate Potato Cookery-Fried, Mashed, Roast, Boiled, Sauté, Baked ● Demonstrate Rice, Pasta & Millet Cookery- Drainage and Absorption Method, Al- dente, Fried Rice, Boiled Rice, Rice Pilaf, Herb Rice, Brown Rice, Biryani, Millet preparation, Traditional Cookery.

BTHO4.5AECT13 Foundation Course in Food & Beverage Service-I

Credits: 4

Subject Code: BTHO4.5AECT13

	Module/NOS Name, Code, Version	Outcomes
UNIT I	Introduction to Food & Beverage Service Industry	• Elaborate on the introduction of F & B Service industry. • Explain the Growth of Indian Hotels and Restaurants. • Elaborate on the hierarchy of Hotel/ Restaurant of small, medium, and large establishments. • Classify various Catering Operations and Establishment.
UNIT II	Scope of Food & Beverage Industry	• Elaborate on the scope for Food & Beverage Service personnel. • Describe the attributes required for Food and Beverage Service personnel. • Explain basic terminology used in Food and Beverage Service. • Explain the coordination of Food and Beverage with other departments.
UNIT III	Ancillary Services	• Explain different types of Ancillary sections. • Discuss Still room-functions, Equipment& its control. • Discuss Hotplate, its operations & Hotplate Terminology. • Discuss Pantry and its function. • Discuss Linen store
UNIT IV	Introduction to Menu	• Explain the origin of menu. • Elaborate different types of menus. • Explain order taking procedure (KOT, BOT etc) • Describe Menu Planning

UNIT V	Table Set Up	● Discuss different types of table arrangements. ● List various types and usage of crockery, cutlery, utensil, glassware, tableware, and service equipment. ● Explain the uses of side station. ● Explain various types of napkin-folding techniques. ● Discuss the importance of proper placement of menu card on the table. ● Discuss various styles of services used in different types of food & beverage outlets. ● Explain –Waiter service, Self-service, Assisted service etc.
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BTHO4.5AECT13 Foundation Course in Food & Beverage Service Lab – I

Credits: 2

Subject Code: BTHO4.5AECT13

	Modules	Outcomes
1	PRACTICAL	● Demonstrate Restaurant Etiquettes ● Demonstrate basic technical skills, interpersonal skills, taking booking, preparation of service, the order of service. ● Identify restaurant equipment. ● Differentiate between Mis-en-Place, Mise-en-Scene. ● Demonstrate Table laying - Simple Covers Ala' Carte & Table D' Hote' ● Prepare different types of Napkins folding. ● Demonstrate spreading & changing tablecloth. ● Demonstrate table layout for Lunch/Dinner. ● Arrange Sideboard/ Dummy Waiter. ● Carry out a Salver or Tray, Carrying Plates, Glasses and Other Equipment's ● Explain Rules for Laying Table - Laying Covers As Per Menus ● Write a Food KOT and BOT ● Demonstrate handling service gear, clearing an Ashtray, Crumbing, Clearance and Presentation of Bill ● Role play for Silver Service, American Service

BTHO4.5AECT14 Foundation Course in Front Office & Accommodation Operations-I**Credits: 4 Subject Code: BTHO4.5AECT14**

S. No	Modules	Outcomes
UNIT I	Introduction To Hospitality Industry	• Elaborate the hierarchy of small, medium and large establishments. • Discuss various service departments in the hotel, like Food & Beverage, Housekeeping, etc. • Elaborate the basic terminology used in the hospitality parlance. • Elaborate the job opportunities in the Tourism and Hospitality Industry • Explain essential attributes of a Front Office Professional
UNIT II	Introduction to Accommodations- Front Office and Housekeeping	• Elaborate on the functions of the front office department. • Draw the layout of the front office department. • Discuss the importance of wearing a designated uniform. • Explain inter and intra departmental coordination.
UNIT III	Prepare for Guests' Arrival	• Describe various types of rooms, facilities, tariffs (like BAR, Corporate, Contracted, Group, etc.), and meal plans applicable in the Hotel Industry. • Explain different types of room rates. • Elaborate different types of meal plans applicable to hotel. • Discuss various types of guests, such as business, leisure, etc. • Discuss the flow of guests in peak/lean season in the hotels. • Explain the significance of cross-checking occupancy status, room allocation status, arrival and departure timing, guest confirmation, VIP in-house, and events.

S. No	Modules	Outcomes
		- Describe the different vouchers used in front office (like Petty cash, Visitor's Paid out, etc.) - Explain the importance of taking care of special guest requirement, travel arrangements, and special welcome for VIPs. - Explain the front office guest cycle. - Explain different types of keys and the procedure to collect them.
UNIT IV	Introduction to Housekeeping	- Explain essential attributes required for Housekeeping Professional - Elaborate on the functions of the housekeeping department. - Draw the layout of the housekeeping department. - Explain inter and intra departmental coordination. - Elaborate the job opportunities in the Tourism and Hospitality Industry in accommodation operations.
UNIT V	Role of Housekeeping in Hospitality Operations	- Explain Scope and Significance of Housekeeping in Hospitality Industry - Explain the Role and Responsibilities of Housekeeping Department - Describe Housekeeping for Different Institutions- Airlines, Hospitals, Hostels and Corporate, Other Opportunities for Housekeepers - Elaborate the role of housekeeping control desk. - Explain Forms, formats, Records and Registers maintained at control desk. - Explain Lost and Found Procedure. - Discuss the importance of paying attention to collect the details about the guest room status/event before cleaning.

BTHO4.5AECT14 Foundation Course in Accommodation Operations Lab- I

Credits:2

Subject Code: BTHO4.5AECT14

S. No	Modules	Outcomes
1	Housekeeping Operations- Practical	• Explain Guest Room Supplies and demonstrate their Position in Standard Room, Suite Room, VIP and Single Lady Travelers' Room, Special amenities. • Demonstrate Maids' Trolley Setup, Contents with Placement • Draw Layout of housekeeping pantry • Demonstrate Placement of Equipment and Setup of Pantry • Identify Cleaning Equipment's- Manual and Mechanical • Identify cleaning agents. • Name various cleaning agents brand names. • Demonstrate the procedures for cleaning different areas/surfaces
2	Front office Operations- Practical	• Demonstrate Basic Manners, Attributes and Grooming Standards Required for accommodation operations. • Explain Different Types of Calls, Screening Practice. • Identify Equipment & Stationery used in front office and housekeeping. • Demonstrate Telephone Etiquettes and Telephone Handling • Practice on Cases Related to Front office & Other Departmental Communications • Mock Situations – Role – Plays

Semester-II

S. No	Modules	Outcomes
UNIT I	Introduction to Indian Cuisines	• Elaborate History of Indian Cuisine • Explain the Influence of Foreign & Religion • Explain the Features and Characteristics – Regional Nature, Geography, Heritage • Explain Indian Masala – Types, Blends & Usage • Describe different Cooking Methods and Techniques
UNIT II	(i) Gravies (ii) Indian Sweets	• Classify different types of gravies, Derivatives and Regional Gravies • Explain the Guidelines for Gravy Preparation. • Explain the Difference between Sauce and gravy • Explain History & Classification of Indian Sweets. • Describe different Ingredients and Equipment's used in preparation of Indian sweets. • List out the Festive and Regional Delicacies.
UNIT III	Tandoor Cookery	• Explain History of Tandoor. • Describe Manufacturing, Installation and Safety Guidelines • Explain different Methods of making Tandoor. • Describe the Materials required for making a tandoor. • Describe Installing /preparation of Tandoor. • Elaborate Equipment required for Tandoori cooking. • Elaborate precautions to be taken while lighting up the fire inside the tandoor. • Describe the techniques for controlling the temperature of a tandoor. • Employ appropriate techniques to prepare tandoor. • Describe the characteristics and types of tandoors. • Explain different types of fuel used in tandoors. • Explain the use and types of marinade used in roasted food products. • Explain the use of Accompaniments for Tandoori dishes. • Elaborate Variety of vegetable and meat cuts required. • Explain the different working temperatures for tandoor products.

S. No	Modules	Outcomes
UNIT IV	(i) Regional Cuisine – North (Punjab, Jammu & Kashmir, Rajasthan & Awadh)	● Explain Geographical Location, History & Staple Food ● Explain Seasonal Availability of Ingredients ● Elaborate Special Equipment's required to cook north Indian cuisine. ● Explain different Cooking Methods, ● List Festive Delicacies
	(ii) Regional Cuisine – South (Andhra Pradesh, Tamil Nadu, Kerala, Karnataka)	● Explain Geographical Location, History & Staple Food ● Explain Seasonal Availability of Ingredients. ● Elaborate Special Equipment's required to cook South Indian cuisine. ● Explain different Cooking Methods ● List Festive Delicacies
UNIT V	(i) Regional Cuisine – West (Maharashtra, Gujarat, Goa)	● Explain Geographical Location, History & Staple Food ● Explain Seasonal Availability of Ingredients. ● Elaborate Special Equipment's required to cook West Indian cuisine. ● Explain different Cooking Methods ● List Festive Delicacies
	(ii) Regional Cuisine – East (Bengal, Bihar, Odisha, Northeast)	● Explain Geographical Location, History & Staple Food ● Explain Seasonal Availability of Ingredients. ● Elaborate Special Equipment's required to cook East India cuisine. ● Explain different Cooking Methods ● List Festive Delicacies

BTH04.5AECT22 Basic Course in Food Production Lab - II

Credits: 2

Subject Code: BTH04.5AECT22

S. No	Modules	Outcomes
1	PRACTICAL	● Prepare the dough for Indian breads. ● Demonstrate how to prepare various kinds of Indian breads. ● Show how to marinade vegetables/cheese/paneer/meats to roast in the tandoor. ● Demonstrate the techniques to use skewers in tandoor ● Demonstrate 10 Menus based on Indian Starters (Kebabs) ● Regional Cuisine: North and South Indian Regional Cuisine as regarding ingredients used, traditional preparation methods, utensils and accompaniments. ○ Goa ○ Kashmir ○ Andhra Pradesh ○ Karnataka ○ Tamil Nadu ○ Bengal ○ Assam ○ Gujarat ○ Punjab ○ Rajasthan etc.,

BTHO4.5AECT23 Basic Course in Food & Beverage Service-II

Credits: 4

Subject Code: BTHO4.5AECT23

S. No	Modules	Outcomes
UNIT I	Interpersonal Skills	● Explain ○ Dealing With Incidents ○ Spillage ○ Returned Food ○ Lost Property ○ Illness ○ Alcohol over Consumption ○ Recording Incidents ○ Customer with Special Needs
UNIT II	Types of Meals	● Explain different types of Meals ○ Breakfast (English, American, Continental, Indian) Lunch, Brunch, Dinner, Supper, Afternoon Tea, High Tea, Low Tea
UNIT III	Control System	● Explain F & B Sales, Necessity and Function of Control System ● Describe F & B Control Cycle ● Explain Role of Cashier In F & B Controls ● List Cash Handling Equipment ● Describe Theft Control Procedures - Single K.O.T, Double K. O. T, Triplicate K.O.T & Four Copies K.O.T ● Explain Micros in F & B, Its Role and Importance
UNIT IV	Non-Alcoholic Beverages	● Classify Non-Alcoholic beverages (Nourishing/ Stimulating / Refreshing) ● Explain Tea - Origin & Manufacture, Types of Brands, Preparation & Service ● Explain Coffee - Origin & Manufacture, Types of Brands, Preparation ● Explain Nourishing - Cocoa & Malted Beverage - Origin & Manufacture, Types Of Brands ● Describe Refreshing – Juices, Aerated Drinks, Mixers (Tonic/ Lemonade/ Bitter Lemon), Squashes, Syrups, Mineral Water, Sparkling Water/Soda
UNIT V	(i)Room Service	● Explain Type of Room Service/Centralized/Decentralized/Decentralized Mobile, Room Service Menu ● Draw Room Service Hierarchy ● Explain Duties of Room Service Order Taker ● Describe various Forms and Formats ● Explain Trolleys and Tray Set up

S. No	Modules	Outcomes
	(ii)Kitchen Stewarding	● Explain Kitchen Stewarding & Organization Structure ● Draw Layout of Kitchen Stewarding ● Explain Wash Up-Methods Used ● Describe Different Kind of Chemical, and Dish Washing Machines ● Explain Cleaning Method of Silver/ EPNS, Stainless Steel, Copper, Brass

BTHO4.5AECT23 Basic Course in Food & Beverage Service Lab - II

Credits: 2

Subject Code: BTHO4.5AECT23

S. No	Modules	Outcomes
1	PRACTICAL	● Demonstrate ○ Layout of Breakfast (English, Continental, Indian and American) ○ Room Service Tray and Trolley Setup ○ Procedure For Service of a Meal ○ Taking Guest Reservations ○ Receiving & Seating of Guests ○ Order Taking & Recording ○ Order Processing (passing orders to the kitchen) ○ Sequence of Service ○ Presentation & Encashing the Bill ○ Presenting & Collecting Guest Comment Cards ○ Bidding Farewell to Guests ○ Non-Alcoholic Beverages, Service of Tea, Coffee, Soft Drinks, Squashes, Mineral Water and Specialty Coffee ○ Layout Activities of Pantry ○ Dish Washing Technique ○ Service Etiquettes

BTHO4.5AECT24 Basic Course in Front Office & Accommodation Operations-II

Credits: 4

Subject Code: BTHO4.5AECT24

S. No	Modules	Outcomes
UNIT I	Introduction to Guest Cycle	• Explain Guest Cycle, Stages of Guest Cycle (Pre-Arrival, Arrival, Occupancy, Departure, Post Departure)
UNIT II	Reservation	• Explain Functions of Reservation, Channels of Reservation • Explain different Sources of Reservation: ○ FIT ○ FFIT ○ Group ○ Travel Agents ○ Airlines ○ Corporate • Explain different types of Reservation- Guaranteed Reservations & Non-Guaranteed Reservations • Explain different types of Reservation Systems- Central Reservation Systems, Global Distribution Systems, Inter-sell Agencies, Property Direct, Reservations through the Internet, Computerized Reservation System, Future Blocks • Describe Reservation Process ○ In Person ○ Telephone ○ Email- Group & FIT • Describe Policies & Procedures for Confirmation, Amendment, Cancellation, Overbooking & No Show, Reservation Reports & Histories • Explain various Reservation Considerations: Legal Implications, Waiting Lists, Packages, and Potential Reservation Problems

UNIT III	Daily Routine Management	• Explain Guest Floor Etiquettes. • Explain the process of Guest Room Cleaning. • Explain the process of Handling VIP Guest Rooms, Long Staying Guests and Handling DND Rooms. • Describe Turndown Service, Second Service and Handling Guest Special Request • Explain the process of Guestroom Inspections • Explain public area cleaning.
UNIT IV	Stain Removal and Polishing Activities on the Floors and Surfaces	• Elaborate various types of surfaces, and appropriate polishing equipment along with the cleaning agents required for each surface • Explain the importance of inspecting the surface after cleaning and polishing • Describe specific methods to clean the surface according to the types of stains • Discuss the procedures of preparing various cleaning solutions and the importance of mixing appropriate amount of specific chemicals to prepare these solutions. • Elaborate the step-by-step cleaning procedures for different surfaces for both soft and stubborn stains • Identify different warning signs to be used • Describe the manual and mechanical procedure of polishing various surfaces • Explain the importance of using sealant and mopping the area after polishing
UNIT V	Care and Cleaning of Different Surfaces	• Explain the care and cleaning of different surfaces: Metals, Glass, Ceramics, Plastic, Rexene, Wood, Carpet, Upholstery, Wall and Floor Finishes

BTHO4.5AECT24 Basic Course in Front Office & Accommodation Operations- Lab II

Credits: 2

Subject Code: BTHO4.5AECT24

S. No	Modules	Outcomes
1	PRACTICAL	Demonstrate: • Procedure of Taking Reservations – in Person and on Telephones • Handling Guest Enquiries at Reservation • How to Convert inquiries into Valid Reservations • Practice on Room Management System, Reservation, Check in, Practical Situations & Guest Problems. • Amendments in Reservations, Cancellation, Room Availability Charts • Filling Up of Reservation Forms, Making Amendments & Cancellations. • Updating Reservations on the Computer-Actual Computer Lab Work on PMS. • Situations on Basis of Charging. • Practice on Cases Related to Front office & Other Departmental Communications • How to prepare a Tour Itinerary • Telephonic Conversations - Standard Phrases, Manners, Do's & Don'ts • Mock Situations – Role – Plays
2	PRACTICAL	• Demonstrate the Procedure of Taking Reservations – in Person and on Telephones • Demonstrate Handling Guest Enquiries at Reservation • Role Play on Standard Phrases, Manners, Do's & Don'ts • Role Plays on Mock Situations • Demonstrate Guest Room Cleaning: Bed Making, Bedroom Cleaning, Bathroom Cleaning, Turndown Service • Demonstrate Public Area Cleaning- Cleaning of Front Areas and Cleaning of Back of The House • Demonstrate the process of Guest Room Inspection.

Semester–III

BTHO5AECT32 Sanitation, Safety & Security in Hospitality Operations

Credits: 4

Subject Code: BTHO5AECT32

S. No	Modules	Outcomes
UNIT I	Introduction to Hygiene and Sanitation	• Explain Hygiene and Sanitation • Explain Food Safety and Standard Act 2006 (FSSAI) • Discuss the meaning of Food safety • Explain the Types and causes of food spoilage • Introduction to food standards • Discuss Common adulterants in food
UNIT II	Introduction to Safety & Security in Hospitality	• Importance of safety & security in hotels • Legal and ethical responsibilities • Role of security department • Coordination with local authorities
UNIT III	Safety & Security Management in Hotels	• Fire safety, electrical safety, kitchen safety, pool safety • Safety signage • Safety drills • Staff training programs • Access control, surveillance systems (CCTV, scanners), key control, guestroom security, baggage screening, handling VIPs & sensitive situations
UNIT IV	Risk & Emergency Management	• Identifying risks (natural disasters, theft, terrorism, accidents) • Crisis management planning; evacuation procedures • First aid and medical emergencies

UNIT V	Legal Aspects & Best Practices	● Laws related to hotel safety & guest protection ● Insurance ● Case studies of safety/security lapses ● Best practices from international hotel chains
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BTHO5AECT32 Sanitation, Safety & Security in Hospitality Operations Lab

Credits: 2

Subject Code: BTHO5AECT32

Modules	Outcomes
Practical	• Mock fire drill & evacuation plan • Role-play in handling guest emergencies • Preparation of hotel safety manual • Case study presentation on security breaches

BTHO5AECT33 Tourism & Event Management

Credits: 4

Subject Code: BTHO5AECT33

S. No	Modules	Outcomes
UNIT I	Introduction	• Travel Agencies and Tour Operators- meaning, concept, types and importance • Historical growth and development of travel agency • Tour operation Business, Linkages and Integrations in Travel Agency and Tour Operation • The future Role of Travel Intermediaries
UNIT II	Prepare for Tour Operations	• Explain government rules, and environmental, safety, and service quality standards to be followed while conducting a tour • Elaborate on the time management techniques • List tourism related products and services • Describe different tourist categories and relevant tour packages/travel plans • Explain the type tour and travel such as religious, cultural, heritage, leisure, etc. and respective accommodation arrangements to be made • Describe types of problems that may occur with travel and accommodation arrangements and effective ways to deal with them • State the significance of being updated with the latest information related to the place, tour site, and city • Discuss effective tour route planning techniques • Discuss the methods to identify tourists' preference or interests • Discuss itinerary alteration and tour planning procedures • Describe the effective ways to gather travel partner details • State the significance of pre-tour briefing and fulfillment of the required documents
UNIT III	Safety of Tourists	• Describe tourist handling techniques • Discuss the procedure to organize the tour transport to various locations • Describe the importance and procedure of issuing identification badges and safety equipment to the tourists • Discuss various types of risks involved in a tour, theft, robberies etc. at particular spots and respective safety measures to be taken. • Describe the Tourism and Hospitality Industry and its sub-sectors

UNIT IV	Introduction to Event Management	• Discuss the job role and job opportunity for a Meeting, Conference and Event Planner in the Tourism and Hospitality Industry • Elaborate the basic terminology used in the Tour Packaging
UNIT V	Planning Activities for the Event, Meeting or Conference	• Elaborate the standard procedures for organizing events, meetings and conference management • Elaborate the standard regulatory compliances at venues for events, meeting and conferences • Discuss the types of events, like theme based, traditional events etc. • Discuss the process of event management as well as its concept and designing procedure • Explain the process of client requirement analysis and defining the scope of work for the event, meeting or conference • Elaborate the procedure of preparing the event proposal • Describe the inspection methods of facilities at the venue • State the importance of informing access and restriction applicable for selected venue

BTH05AECT33 Tourism & Event Management Lab

Credits: 2

Subject Code: BTH05AECT33

S. No	Modules	Outcomes
I	Practical	• Various types of venues depending on the events, meetings and conference and the procedure of selecting appropriate venue • Elaborate the vendor selection and management procedures • Discuss various types of layout plan for the venue • Planning for a Meeting, Conference • Event Planner in the Tourism and Hospitality Industry

BTH05AECT34 Environmental Awareness of Travel & Tourism

Credits: 4

Subject Code: BTH05AECT34

S. No	Modules	Outcomes
UNIT I	Introduction to Environment & Ecology	• Basic concepts of environment, ecosystem, biodiversity • Environmental balance
UNIT II	Tourism & Environmental Interactions	• Positive & negative impacts of tourism on environment – natural, socio-cultural, economic
UNIT III	Sustainable Tourism	• Concept & principles of sustainable tourism, Carrying capacity, Eco-tourism
UNIT IV	Environmental Issues & Management in Tourism	• Pollution, deforestation • Waste management • Climate change • Case studies from Indian & global tourism • Environmental policies • Role of government, NGOs, UNWTO • Strategies for green practices
UNIT V	Emerging Trends	• Green hotels & resorts • Carbon-neutral travel • Use of renewable energy in tourism • Innovations in sustainable practices

BTHO5AECT34 Environmental Awareness of Travel & Tourism Lab

Credits: 2

Subject Code: BTHO5AECT34

S. No	Modules	Outcomes
I	Practical	• Field visits • Eco-tourism projects • Assignments on environmental issues in local tourism destinations

Semester–IV

BTH05AECT42 Food Production Operations

Credits: 4

Subject Code: BTH05AECT42

S. No	Modules	Outcomes
UNIT I	European Cuisine	• Explain History and Regions of European Cuisine (French, German, Italian, Spanish) • Describe Popular ingredients used in French cooking. • Explain Special equipment used in European cuisine. • Write popular European dishes.
UNIT II	Asian Cuisine	• Explain History and Regions of Asian Cuisine (Chinese, Japanese, Korean, Thai & Indonesian) • Describe Commonly used ingredients in Asian cuisine. • Explain Specialty dishes of Asian cuisine. • Describe various Tools and equipment's of Asian cuisine. • Explain Cooking Methods and Techniques used in Asian Cuisine
UNIT III	Mediterranean Cuisine	• Explain History and Regions of Mediterranean Cuisine (Lebanese, Turkish & Greek) • Identify Commonly used ingredients in Mediterranean cuisine. • Elaborate Specialty dishes of Mediterranean cuisine. • Select various Tools and equipment's of Mediterranean cuisine. • Explain Cooking Methods and Techniques used in Mediterranean Cuisine
UNIT IV	American Cuisine	• Explain History and Regions of American Cuisine (Mexican, USA & South American) • Describe Commonly used ingredients in American cuisine. • Explain Specialty dishes of American cuisine. • Describe various Tools and equipment's of American cuisine.
UNIT V	Herbs & Wine in Cooking	• Elaborate the Uses of Wine in Cooking • Classify different types of Herbs. • Describe the Uses of Herbs in Cooking

BTH05AECT42 Food Production- Lab

Credits: 2

Subject Code: BTH05AECT42

S. No	Modules	Outcomes
1	PRACTICAL	• Identify different types of equipment used in International Cooking • Prepare various types of Menu: ○ French ○ Italian ○ Spanish ○ German ○ Mexican ○ Thai ○ Japanese ○ Korean ○ Lebanese ○ Greek ○ Turkish ○ Indonesian

BTH05AECT43 Food & Beverage Service Operation

Credits: 4

Subject Code: BTH05AECT43

S. No	Modules	Outcomes
UNIT I	Alcoholic Beverages	• Introduce & Define Alcoholic beverages. • Classify Fermented Alcoholic beverages • Define and Explain fermentation & distillation
UNIT II	Wines	• Explain different terminologies associated with wine • Name and Explain Wine Producing Countries and Regions • Explain different types of Grapes. • Classify different types of Wines. • Describe the production process of Wines and Types (Table/Still/Natural, Sparkling, Fortified, Aromatized, Fruit Wines and Bitters) • Explain the storage of Wines, • Explain how to service wines, • Explain harmony of Food and Wine
UNIT III	World of Wines	Old World Wines • Explain the principal wine regions • Describe wine Laws • Name Grape Varieties • Explain the process of production and Brand names of France, Germany, Italy, Spain, Portugal New World Wines – Argentina, Australia, Canada, Chile, Colombia, India, Mexico, New Zealand, Peru, South Africa, United States
UNIT IV	Aperitifs	• Define Aperitifs • Explain different types of Aperitifs • Explain different types & brand names (Vermouth and Bitters)
UNIT V	Beer	• Define Beer • Explain manufacturing process of beer • Explain different types of Beer

		• Describe the process of storing beer. • Explain service of bottle Beer, Canned Beer and Draught Beer, • How to take care of Beer • Describe Beer Dispensing System • List Brand Names (National & International)
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BTH05AECT43 Food & Beverage Service- Lab

Credits: 2

Subject Code: BTH05AECT43

S. No	Modules	Outcomes
1	Food and Beverage Service Practical	Demonstrate: • Bar Equipments and Glassware • Bar Setup and Operations • Service of White Wines • Service of Red Wines • Service of Rose Wines • Service of Sparkling Wines • Service of Fortified Wines • Service of Bottled Beer • Service of Draught/Draft Beer • Practice on Menu- matching Wines with Food

BTHO5AECT44 Front Office & Accommodation Operations

Credits: 4

Subject Code: BTHO5AECT44

S. No	Module Name	Outcomes
UNIT I	Property Management System	• Explain: ○ Reservations Management Software, Rooms Management Software, Guest Accounting Management Software, General Management Software, Back Office Interfaces, System Interfaces
UNIT II	Registration: (i) Guest Arrival (ii) Emerging Trends in Front Office	• Explain different types of registration (Register & Guest Registration Card) • Explain Registration Procedure and Legal Implication (Foreigners, FIT's, FFIT) • Explain Process of Registration for Groups and FIT's, Procedure for a Fully Automated Front Office, • Explain different methods of Payments • Explain Self-Registration, In-Room Check-In, Web Check-In, Mobile and Apps Check-in, Express Check-in • Explain Innovative Check-out Options (In Room Guest Checkout, Express Check-Out, and Self-Check-Out)
UNIT III	Guest Departure Procedure & After Guest Departure	• Explain Departure Procedure: FIT, Group, Airline Crew, VIP Guests, Corporate Guests (at Bell Desk, At Reception, at Cashiers Desk) • Explain how to Maintain Guest History & Guest Feedback, • How to Handle Late Charges
UNIT IV	Front Office Accounting & Credit Control	• Explain the Front office Accounting Cycle: (Creation, Maintenance and Settlement of Accounts) • Describe different types of Postings • Elaborate Accounts Correction/Amendment, Accounts Allowance, Accounts Transfer • Describe different types of Folio (Non-Guest Folio, Guest Folio, Master Folio, Split Folio) • Explain different types of Voucher: (Correction Voucher, Paid Out Voucher, Cash Voucher, Allowance Voucher, Correction Voucher, Room Rate Change Voucher), City Ledger, Visitor Tabular Ledger • Explain Credit Control at Various Stages of Guest Cycle, Internal Control in Front Office (Front office Cash Sheet, Cash Banks, Petty Cash)

UNIT V	Night Auditing	• Elaborate Duties & Responsibilities of a night auditor • Explain night Auditing Procedure (Manual System, Semi-Automated System, Fully Automated System) • Explain the importance of Night Audit Reports • Describe various Reports by Night Auditor • Read the Flash Reports and the Night Audit
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S. No	Module Name	Outcomes
1	Front Office	• Preparing & Filling Up of Registration Card. • Role Play for Check-In of Different Types of Guests-FIT, Walk-In, VIP, Groups • Role Plays of Check-In of foreigners Using C-Form • Handling Room Keys (Issuing, Receiving, Missing Keys, Computerized Key Cards) • Operating PMS for Registration • Rooming a Guest, Dealing with Change of Room Request. • Handling Guest Enquiries at Reception & Guest Relations • Handling of Keys-Situations Related to Loss of Keys. • Role Play on Situation Handling Like Emergencies, Walking a Guest, Dealing With Overbooking Situations, Complaints • Identification of Vouchers • Use of F.O. Stationary during Arrival & Departure Process. • Reception and Concierge and Cash Counter Activities. • Departure Control Procedure • Express Check Out, Late Check Out • Role Plays of Check-Out Procedure • Mock Situations – Role – Plays • Preparation of Guest History Cards
2	Accommodation Operations	Demonstrate: • Guest Room Inspection • Public Area Inspection • Handling Checklist • Mini-Bar Management: Issue, Stock Taking, Checking Expiry Date (FIFO) • Cleaning Different Surfaces- Glass, Wood, Brass, Silver, Leather • Handling Guest Complaints • Role Play and Situation Handling Case Study • Model Guest Room Designing • Draw a Layout of Linen and Laundry room • Preparation of First aid Kit and Dealing with Different Emergency Situations

Semester–V & Semester- VI

COURSE TITLE:	Apprenticeship Training (40-45 Weeks)
OBJECTIVES:	The objective of apprenticeship training is to provide students with the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Apprenticeship training is also expected to provide the students the basis to identify their key operational areas of interest.