

B.VOC HOSPITALITY MANAGEMENT(1st Year)

SEMESTER -1(ODD)

FOUNDATION COURSE IN FRONT OFFICE- I(Theory and Practical)

CO 1	Introduction to tourism, hospitality and hotel industry, Types of accommodation and their size
CO 2	Brief introduction to hotel core areas with special reference to Front office
CO 3	Classification of hotels on the basis of size ,star, location & clientele
CO 4	Explain function areas, duties & responsibilities of front office department
CO 5	Describe different types of rooms and Bell desk functions ,procedures
CO 6	Explain layout of front office department and equipment used in the department
CO 7	How to fill up various Performa in the front office department
CO 8	Procedure of telephone handling
CO 9	Different role play done by the students : Reservation, Luggage handling, Message and mail handling and Paging

CREDIT- 4 THEORY PERIODS OF 45 MINTUES EACH PER WEEK AND 6 PRATICAL PERIODS OF 45 MINTUES EACH PER WEEK OVER A SEMESTER

B.VOC HOSPITALITY MANAGEMENT

SEMESTER -1(ODD)

FOUNDATION COURSE IN ACOMMODATION OPERATIONS- I(Theory and Practical)

CO 1	Explain the role of housekeeping in hospitality industry
CO 2	Explain the organization chart of the housekeeping department for small, medium and large hotel, Use of computer in housekeeping department
CO 3	Describe methods of cleaning and what are the equipments used in cleaning , Frequency of cleaning daily, periodic and special
CO 4	Familiarization with cleaning agent according to their classification , Selection of cleaning agents , their use and storage
CO 5	Explain care and cleaning of different surfaces like metals, glass , leather etc.
CO 6	Explain inter departmental relationship of housekeeping with other departments
CO 7	Know about Maid's Trolley setup
CO 8	Familiarizing with different types of guest rooms, their facilities and surfaces

CREDIT- 4 THEORY PERIODS OF 45 MINTUES EACH PER WEEK AND 6 PRATICAL PERIODS OF 45 MINTUES EACH PER WEEK OVER A SEMESTER

Class: B.VOC.-HOSPITALITY MANAGEMENT

FOOD & BEVERAGE PRODUCTION(Theory and Practical)

SEMESTER : 1 (111)

CO 1	Describe the attitude & behavior of food staff, personal hygiene, uniform & protecting cloth in production lab.
CO2	Give deep knowledge of vegetable pigments, vegetable cuts & department hierarchy.
CO3	Describe soup ,stock & sauces (types, preparation, storage ,care & precautions).
CO 4	Explain cooking methods-roasting,grilling,frying,boiling,broiling,poaching,baking etc.
CO 5	Describe different commodities–fats& oils, raising agents, shortening agents (meaning, advantages ,uses).
CO 6	Describe thickening agents, sugar (role ,types & cooking method)
Co 7	DEMONSTRATION ON preparation of stock & soup, sauces.
Co 8	Demonstration & preparation of salad & salad dressing .
CO 9	Demonstration & preparation of different vegetables.

Credit - 4 THEORY PERIODS OF 45 MINUTES EACH PER WEAK OVER A SEMESTER

Credit – 3 PRACTICAL PERIODS OF 45 MINUTES EACH PER WEAK OVER A SEMESTER

FOOD & BEVERAGE SERVICE(Theory and Practical)

SEMESTER : 1 (112)

CO 1	Introduction about the hotel industry, growth, development in India.
CO 2	TO give knowledge -Types of F& B operation, structure of the catering establishment.
CO 3	Explain -Departmental organizational chart , describe the staff duties & responsibilities at various level.
CO 4	Describe the attributes of waiter & knowledge about inter & intra department relationship.
CO 5	Deep knowledge about various food outlets.
CO 6	Introduce with different service Equipment, furniture, fixture & fittings etc. in an outlet.
CO 7	Napkin fold-rose, pouch, butterfly, shirt, cone etc.
CO 8	Service of different malt beverages, on alcoholic beverages.
Co 9	Demonstration on stacking dummy waiter.

Credit - 4 THEORY PERIODS OF 45 MINUTES EACH PER WEAK OVER A SEMESTER

Credit – 3 PRACTICAL PERIODS OF 45 MINUTES EACH PER WEAK OVER A SEMESTER

Class: B.VOC.-HOSPITALITY MANAGEMENT

FOOD & BEVERAGE PRODUCTION(Theory and Practical)

SEMESTER : 2 (118)

CO1	Gives deep knowledge of soup & sauces(recipe, garnish & difference).
CO2	Describe all basic condiments &spices (uses, method, role).
CO 3	Explore the area of kitchen, its organization & layout.
CO4	Describe the sale control ,methods ,cash handling .
CO5	Give knowledge about rice ,cereals,& pulses (use, cooking method) .
CO6	Demonstration on rice dishes- fried rice boiled rice, mustard rice, biryani, lemon rice etc..
CO 7	Demonstration on vegetables-mix veg, Dum aloo, vegetable jal friji etc.
Co 8	Demonstration on paneer recipes-shaahi paneer , paneer butter masala ,kadai paneer, matar paneer etc.
Co9	Demonstration on sweets-hot ,cold, Indian & bakery.

Credit - 4 THEORY PERIODS OF 45 MINUTES EACH PER WEAK OVER A SEMESTER

Credit – 3 PRACTICAL PERIODS OF 45 MINUTES EACH PER WEAK OVER A SEMESTER

Class: B.VOC.-HOSPITALITY MANAGEMENT

FOUNDATION COURSE IN TOURISM(Theory)

SEMESTER : 2 (124)

CO 1	Describe the tourism, tourism development, system & organization.
CO 2	Explain -Tourism service (transport, accommodation), informal services, subsidiary services.
CO 3	Describe –tour operator(types, function),travel agencies(types, function) ,guide& escort.
CO 4	Explain the geography & tourism, environment & ecology concept.
CO 5	Give deep knowledge of marketing & communication, personality development.
CO6	Introduces tourism cultural heritage, religions of india tourism.
CO 7	Explain the social, environmental & political impacts.

Credit - 4 THEORY PERIODS OF 45 MINUTES EACH PER WEAK OVER A SEMESTER

Class: B.VOC.-HOSPITALITY MANAGEMENT

Class: B.VOC.-HOSPITALITY MANAGEMENT

FOOD & BEVERAGE SERVICE(Theory and Practical)

SEMESTER : 2 (119)

CO1	Gives deep knowledge of menu planning, French classical menu, types, cover & accompaniments.
CO2	Describe all types of services which are most common in F & B outlets.
CO 3	Explore the area of meals & planning of meal at various events & function.
CO4	Describe the sale control ,methods ,cash handling .
CO5	Give knowledge about sale record systems & formats use in hotel.
CO6	Napkin fold-fan, bird, red bishop etc.
Co 7	Service of special food & beverages(nuts ,fruits, dessert).
Co 8	Demonstration on telephone handling.
Co9	Procedure for service of a meal(reservation, receiving a guest, seating order taking, order processing, sequence, presentation & encharging the bill, collect guest comment card, seeing off the guest.

Credit - 4 THEORY PERIODS OF 45 MINUTES EACH PER WEAK OVER A SEMESTER

Credit – 3 PRACTICAL PERIODS OF 45 MINUTES EACH PER WEAK OVER A SEMESTER

B.VOC HOSPITALITY MANAGEMENT

SEMESTER -2 (Even)

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS- II(Theory and Practical)

CO 1	Introduction to room layout and guest supplies, Types of beds and mattresses
CO 2	Front of the house, Back of the house area cleaning and Area cleaning of guest rooms
CO 3	Describe the records maintain at housekeeping department
CO 4	Pest control and preventative measures taken for pest control
CO 5	Define key and types of keys, Key control and know about computerized key cards
CO 6	Servicing guest rooms(Checkout/Occupied and Vacant), Bed making procedure, Bathroom cleaning
CO 7	Procedure of lost and found, Guest handling procedure and Complaint handling
CO 8	Guest room inspection procedure, Handling room linen and guest supplies

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B.VOC HOSPITALITY MANAGEMENT

SEMESTER -2 (Even)

FOUNDATION COURSE IN FRONT OFFICE OPERATIONS- II(Theory and Practical)

CO 1	Introduction to tariff structure and different types of tariff
CO 2	Introduction to guest cycle and stages of guest cycle in brief , Front office coordination with other departments
CO 3	What is reservation, explain the modes and importance of reservation, Cancellation, Amendments and Overbooking
CO 4	Room selling techniques, Arrivals ,preparing for guest arrivals at reservation and front office
CO 5	Relevant records for registration of guest like Fits, Groups ,Air crews, Guest complaint , Complaint handling
CO 6	Create and update guest profiles, How to check in a walk in guest& reserved guest
CO 7	Make an add on reservation, How to maintain guest history
CO 8	Procedure for verify a key, Program me keys continuously

CREDIT- 4 THEORY PERIODS OF 45 MINTUES EACH PER WEEK AND 6 PRATICAL PERIODS OF 45 MINTUES EACH PER WEEK OVER A SEMESTER

Class: B.Voc—Hospitality Management
Subject: Nutrition-Theory
Semester-II—Even

CO1	Basic Aspects: Definition of the terms Health, Nutrition and Nutrients , Balanced diet: Definition and Importance
CO2	Importance of Food- (Physiological, Psychological and social function of food) in maintaining good health , RDA for various nutrients- age, gender, physiological state
CO3	Classification of nutrients. Energy: Definition of Energy and units of its measurement (Kcal)
CO4	Energy contribution from –Carbohydrates, Significance of dietary fiber and Proteins
CO5	Energy contribution from – Fat, Cholesterol- Dietary sources and the Concept of dietary and blood cholesterol
CO6	Factors affecting energy requirements, Concept of BMR, SDA
CO7	Thermodynamic action of food, Dietary sources of energy, Functions of role of water in maintaining health (water balance)
CO8	Concept of energy balance and the health hazards associated with Underweight, Overweight
CO9	Macro Nutrients: Carbohydrates –Definition, Classification (mono, Di and polysaccharides), Dietary Sources, Functions
CO10	Lipids- Definition, Classification: Saturated and unsaturated fats, Dietary Sources, Functions, Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health
CO11	Proteins- Definition, Classification based upon amino acid composition, Dietary sources, Functions

CO12	Methods of improving quality of protein in food (Special emphasis on Soya proteins and whey proteins)
CO13	Food Sources, function and significance of : Fat soluble vitamin-- Vitamin A, Vitamin D, Vitamin E, Vitamin K, Vitamin C, Thiamine

CREDITS—6 THEORY PERIODS OF 45 MINUTES EACH PER WEEK OVER THE SEMESTER