



GOVERNMENT OF KARNATAKA

**NATIONAL EDUCATION POLICY 2020
(NEP 2020)**

Report on

**Proposed Curricular Framework for Four Years Graduate
Program in Universities of Karnataka State under NEP-2020
in
HOTEL MANAGEMENT**

Submitted to

**Karnataka State Higher Education Council
Government of Karnataka
Bengaluru**

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SUBMITTED BY

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PREFACE

Education is fundamental for achieving full human potential, developing an equitable and novel society, and promoting national development. Providing access to quality education is the key to India’s continued ascent, and leadership on the global stage in terms of economic growth, social justice and equality, scientific advancement, national integration, and cultural preservation. Universal high-quality education is the best way forward for developing and maximizing our country's rich talents and resources for the good of the individual, the society, the country, and the world. India will have the highest population of young people in the world over the next decade, and our ability to provide high-quality educational opportunities to them will determine the future of our country.

The world is undergoing rapid changes in the knowledge landscape. With various dramatic scientific and technological advances, such as the rise of big data, machine learning, and artificial intelligence, many unskilled jobs worldwide may be taken over by machines, while the need for a skilled workforce, particularly involving multidisciplinary abilities across the sciences, social sciences, and humanities, will be increasingly in greater demand. With climate change, increasing population, and depleting natural resources, there will be a sizeable shift in how we meet the need for garment resulting in the need of new skilled labour. As India moves towards becoming a developed country as well as among the three largest economies in the world we need to upskill our younger workforce with relevant skills to employ them to benefit societies.

With the quickly changing employment landscape and global ecosystem, it is becoming increasingly critical that children not only learn, but more importantly learn how to learn. Education thus, must move towards less content, and more towards learning about how to think critically and solve problems with sustainable principles in their respective domains.

Hospitality management is a career path that typically falls under the hotels, resorts, and lodging industry. It involves overseeing the daily administrative, operational and commercial tasks of businesses like hotels, resorts, restaurants, catering establishments, shops, casinos, amusement parks and many other related businesses. From the big hotel chains to the smallest dining establishments, they are all part of the hospitality industry.

Proposing and developing a curriculum for Hotel Management is unique in several ways. The designed curriculum in Hotel Management program attributes to change the age-old paradigms in learning and utilizing knowledge. The proposed curricular framework designed by the subject expert committee was headed by eminent academicians in the field of Hospitality Management.

The valuable support from the subject experts from various reputed universities and institutions has helped to draft and prepare the framework to implement the New Education Policy for the benefit of the students in the field of Hospitality.

We take this opportunity to thank the authorities of Government of Karnataka and Karnataka Higher Education Council for giving us this opportunity to be a part of framing and implementation of the curriculum for Hotel Management under National Education Policy 2020.

CONTENT

Sl. No.	Particulars	Page No.
1	Preamble	
2	Duration of Program, Credits requirements and Options	
3	Proposed curriculum structure for Undergraduate Hotel Management Program	
4	Semester-wise course framework and distribution of papers	
5	Program structure for Hotel Management Program	
6	Program Outcomes and Job Opportunities	
7	Proposed core syllabus for Hotel Management Program	
8	Proposed Details of Papers for First and Second semester for Hotel Management Program	
9	Subject Expert Committee Members	

PREAMBLE

The Curriculum designed by the Subject Expert Committee in trajectory with National Education Policy 2020 guidelines aims to provide a framework for understanding the hospitality industry by sensitizing students to the conceptual, visual, and perceptual process. The framed syllabus and the course policy are learner-centric with varying levels of skills in each academic year. Program structure and selected courses give diverse choices of subjects in tune with the changing trends in hospitality and tourism industries under the Choice Based Credit System.

The Indian hospitality industry has emerged as one of the key drivers of growth among the services sector in India. Considering this growth in the coming years, the industry needs professionals with in-depth knowledge & skills having the ability to bring in significant changes. Therefore, the Hotel Management course curriculum is designed to create market-ready professionals with upgraded, updated, and creative operational and managerial capabilities. As envisioned in the National Education Policy 2020 the syllabus offers holistic education and all-round development in undergraduate studies under Choice Based System, the main objective of 'Hospitality Studies' is to articulate the students about the fundamentals of Hospitality services. Hospitality, as a profession, includes the entire process of guest service relevant to all the stages of a guest cycle. This course will provide an overview of Hospitality operations and management and elaborate on different aspects like culinary, guest service management, Food and beverage service, Housekeeping, Tourism, Guest behaviors, Sustainability, and allied subjects.

Subject experts teaching post-graduate and under-graduate courses from various universities and colleges have contributed to preparing the curriculum - were instrumental in framing this new curriculum and sustainable education with regional, national, and global competitive knowledge in addition to best employable skills. The course curriculum presented in the following pages conforms to the general guidelines of the NEP 2020 scheme, semester schedule, evaluation criteria and course credit structure of the Hotel Management Program. It comprises 188 credits shared over 38 core papers, 7 open electives, 4 discipline electives, 8 languages, 11 skill enhancement courses. Courses on life skills, Constitution of India, Environmental Studies are included as per the UGC directives.

DURATION OF PROGRAMS, CREDITS REQUIREMENTS AND OPTIONS

The undergraduate degree should be three- or four-year, with multiple entries and exit options within this period. The four-year multidisciplinary Hotel Management programme should be the preferred option as it provides the opportunity to experience the full range of holistic and multidisciplinary education, focusing on major and minor subjects as per the student's preference.

Thus, the undergraduate programmes shall extend over four academic years (Eight Semesters) with multiple entries and exit options. The students can exit after the completion of one academic year (Two semesters) with the Certificate in Hotel Management; Diploma in Hotel Management after the study of Two academic years (Four Semesters); and BSc in Hotel Management after the completion of Three academic years (Six Semesters). The successful completion of Four Years undergraduate Programmes would lead to Bachelor's degrees in Hotel Management. Each semester shall consist of at least 16 weeks of study with a minimum of 90 working days (excluding time spent for the conduct of final examination of each semester).

The credit requirements are as follows.

Exit with	Minimum Credit Requirement*	NSQF Level
Certificate at the Successful Completion of First Year (Two Semesters) of Four Years Multidisciplinary Hotel Management Program	48	5
A Diploma at the Successful Completion of the Second Year (Four Semesters) of Four Years Multidisciplinary Hotel Management Program	96	6
BSc in Hotel Management at the Successful Completion of the Third Year (Six Semesters) of Four Years Multidisciplinary Hotel Management Program	140	7
Bachelor's degree in a Discipline at the Successful Completion of the Four Years (Eight Semesters) Multidisciplinary Hotel Management Program	180	8

*Details of courses to be successfully completed equal to minimum credits requirement are described later

Proposed Curriculum Structure for Undergraduate Program In Bachelors of Hotel Management

Sem	Discipline core (DSC) (Credits) (L+T+P)	Discipline Elective (DSE) / Open Elective (OE) (Credits) (L+T+P)	Ability Enhancement Compulsory courses (AECC), Languages (Credits) (L+T+P)		Skill Enhancement Courses (SEC)			Total Credits
					Skill Based (Credits) (L+T+P)	Value Based (Credits) (L+T+P)		
1	HM C-1 Food & Beverage Production – I (4+2) (4+0+4)	OE-1 (3) (3+0+0) For BHM Students	Language 1 – 1 (3) (4+0+0)		SEC 1: Hotel Information System (2) (2+0+0)	Yoga (1) (0+0+2)	Health & Wellness (1) (0+0+2)	25
	HM C-2 Accommodation Operations – I (4+2) (4+0+4)		Language 2 - 1 (3) (4+0+0)					
2	HM C-3 Food & Beverage Service – I (4+2) (4+0+4)	OE-2 (3) (3+0+0) For BHM Students	Language 1 – 2 (3) (4+0+0)	Environ mental Studies (2) (2+0+0)		Sports (1) (0+0+2)	NCC / NSS / R&R (S&G) / Cultural (1) (0+0+2)	25
	HM C-4 Accommodation Operations – II (4+2) (4+0+4)		Language 2 - 2 (3) (4+0+0)					
Exit Option with Certificate in Hotel Management (With the completion of courses equal to a minimum of 48 Credits)								
3	HM C-5 Food & Beverage Service –II (4+2) (4+0+4)	OE-3 (3) (3+0+0) For BHM Students	Language 1 – 3 (3) (4+0+0)	Constitu tion of India (2) (2+0+0)		Sports (1) (0+0+2)	NCC / NSS / R&R (S&G) / Cultural (1) (0+0+2)	25
	HM C-6 Accommodation		Language 2 - 3 (3) (4+0+0)					

	Operations – III (4+2) (4+0+4)							
4	HM C-7 Food & Beverage Service –II (4+2) (4+0+4) HM C-8 Accommodation Operations – III (4+2) (4+0+4)	OE-4 (3) (3+0+0) For BHM Students	Language 1 – 4 (3) (4+0+0) Language 2 - 4 (3) (4+0+0)		SEC 2: Hospitality & Tourism Marketing (2) (2+0+0)	Sports (1) (0+0+2)	NCC / NSS / R&R (S&G) / Cultural (1) (0+0+2)	25
Exit Option with Diploma in Hotel Management (With the completion of courses equal to a minimum of 96 Credits)								
5	HM C-9 Core area Specialization - Food & Beverage Production / Food & Beverage Service / Housekeeping / Front Office (4) (0+0+8) HM C-10 Facilities Management (4) (4+0+0) HM C- 11 Hotel Costing (4) (4+0+0)	HME 1: Travel & Tourism Management / Airlines and Airport Management (3) (3+0+0) Research Methodology (3) (3+0+0)			SEC 3: Professional Communication (2) (2+0+0)	Sports (1) (0+0+2)	NCC / NSS / R&R (S&G) / Cultural (1) (0+0+2)	22
6	Students opting to quit after 3 Years with a BSc Degree in Hotel Management must undergo an internship of 6 Months in their 6th Semester.			Industrial Training (Logbook + Viva) (12 Credit) Project - Research on any Hospitality or Allied sectors (8 Credit)				20

Exit Option with BSc Degree in Hotel Management Degree (With the completion of courses equal to a minimum of 140 Credits)

Students opting for an award of Bachelor of Hotel Management Degree must continue with theory and practical classes in the 6th Semester and undergo their internship in the 8th semester.

	<p>HM C - 12 Food and Beverage Management - Production (4+2) (4+0+4)</p> <p>HM C - 13 Food and Beverage Management - Service (4+2) (4+0+4)</p> <p>HM C - 14 Hospitality Law & Ethics (3) (4+0+0)</p> <p>HM C - 15 Strategic Management for Hospitality and Tourism (4) (4+0+0)</p>							22
7	<p>HM C - 16 Hotel Property Management System (4+2) (4+0+4)</p> <p>HM C - 17 Accommodations Management (4+2) (4+0+4)</p> <p>HM C - 18 Management Principles and Practices (4) (4+0+0)</p>	<p>HM E-2: Hygiene & Food Safety / Food Science & Nutrition (3) (3+0+0)</p>			<p>SEC-4: Entrepreneurship Development (2) (2+0+0)</p>			24

	HM C - 19 Hospitality Brand Management (3) (3+0+0)							
	Industrial Training (Logbook + Viva) (12 Credit)							20
	Project - Research on any Hospitality or Allied sectors (8 Credit)							
Award of Bachelor of Hotel Management, BHM (With the completion of courses equal to a minimum of 180 Credits)								
8	HM C - 20 Food and Beverage Management - Production (4+2) (4+0+4)							
	HM C - 21 Food and Beverage Management - Service (4+2) (4+0+4)		Hotel Revenue Management (3) (3+0+0)					22
	HM C - 22 Hospitality Law & Ethics (3) (4+0+0)							
	HM C - 23 Strategic Management for Hospitality and Tourism (4) (4+0+0)							
Award of Bachelor of Hotel Management, BHM (With the completion of courses equal to a minimum of 180 Credits) for students joining back after receiving BSc Degree in Hotel Management in the past.								

ELIGIBILITY FOR ADMISSION:

A candidate who has passed two years Pre-University Examination conducted by the Pre-University Education Board in the State of Karnataka or any other examination considered as equivalent thereto shall be eligible for admission to these Programs.

Lateral Entry

It is optional to the candidate to exit or not, after two, four and six semesters of the undergraduate Program with Certificate, Diploma and BSc Degree in Hotel Management, respectively. He/she will be eligible to rejoin the Program at the exit level to complete either the diploma, degree, or the bachelor's degree. Further, all the candidates will be awarded bachelor's degrees on successful completion of Four academic years (Six Semesters) of the undergraduate Programs.

A student will be allowed to enter/re-enter only at the Odd Semester and can only exit after the Even Semester. Re-entry at various levels as lateral entrants in academic Programs should be based on the earned credits and proficiency test records.

PRACTICAL TRAINING AND PROJECT REPORTS:**Internship:**

The course being a professional course, the students are required to undergo an Industrial Training in the 6th Semester if they wish to opt for a BSc in Hotel Management degree and in the 8th Semester in case, they opt for a Bachelor in Hotel Management degree.

The objective of the training is to introduce the students to the operational aspects of a star hotel (4 star and above) and he/she is preferably exposed to the four core departments specially to gain operational and managerial skills required to effectively manage a hotel. The minimum duration of the training is six months.

PROGRAM OUTCOMES, EXIT OPTIONS AND JOB OPPORTUNITIES

A) Name of the Degree: Bachelors in Hotel Management

B) Specialization: F&B Production, F&B Service, Housekeeping, Front Office

Program Outcome (POs)

Upon successful completion of Hotel Management Course, the student should be able to:

PO 1: Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and industry.

PO 2: Apply the concepts and skills necessary to achieve guest satisfaction.

PO 3: Demonstrate leadership and teamwork to achieve common goals.

PO 4: Conduct him/herself in a professional and ethical manner, and practice industry-defined work ethics.

PO 5: Communicate effectively and confidently in the classroom, community and industry.

PO 6: Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.

PO 7: Lead with the knowledge that the foundation of hospitality and tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.

PO 8: Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.

PO 9: Demonstrate ability to perform basic, supervisory and managerial level job functions in hotel, restaurant and tourism careers.

PO 10: Evaluate diversity and ethical considerations relevant to the hospitality industry.

PROGRAM SPECIFIC OUTCOMES (PSOs)

PSO 1: To develop the right skills necessary in hospitality and allied industries so as to meet the requirements according to the industry expectations.

PSO 2: To encourage and Incubate Entrepreneurship skills business Management, P&L Analysis for, Revenue Management,

PSO 3: To develop the required skills in communication for a better career in the Hospitality Industry.

PSO 4: To provide the basic knowledge in Health, hygiene, food safety & nutrition in line with HACCP, FSSAI and other International standards.

PSO 5: To enable the candidates to manage any emerging hospitality areas, medical tourism, Event Management, Facilities Management and other allied areas.

PSO 6: To understand the concepts and application of managerial, financial, computer and technical skills that are needed to be successful within the hospitality industry

Career Opportunities

Students enrolled within Hotel Management program can take a number of courses that focus on a variety of core and allied industries. Ranging from Culinary Specialist to Food, Wine and Beverage Pairing to Convention Sales and Management, this program expose students to varying industry aspects that can be useful in their future careers in hospitality industry.

Keep in mind that the job possibilities listed are not the only hospitality-related occupations you can pursue, as they are ever-changing and progress is based on current trends, outlooks and more. A few of the job opportunities that hotel management graduates can pursue have been sorted by the following industries:

Guest Relations	Food & Beverage	Tourism	Event Planning	Entertainment & Leisure
Front Office Manager	Restaurant Manager	Travel Agent	In-House Event Planner	Casino Host
Housekeeping Manager	Catering Assistant	Tour Guide	Conference Organizer	Spa Director
Sommelier	Culinary Specialists	Marketing and Public Relations	Bridal Consultant	Theme Park Manager

ACKNOWLEDGEMENT

Preparing a syllabus is a daunting task and comes with a huge responsibility as it ultimately includes information that will facilitate the academic success of students. Therefore, on behalf of the Karnataka State Higher Education Council (KSHEC), we would like to acknowledge and show our gratitude to the Subject Expert Committee responsible for the formation of the Syllabus for Hotel Management Program as per the New Education Policy 2020. The guidance received from Dr B. Thimmegowda, Vice Chairman and Dr Tejaswini Yakkundimath, Special Officer, KSHEC, Bengaluru carried us through all the stages resulting in the formation of a good quality, upgraded and updated syllabus. Additionally, we would also like to thank Mr Somnath Mukherjee - General Manager-Taj West End, Bangalore and Area Director- Karnataka, Mr. Ralin Cunha Gomes - Associate Vice President Human Resources South India Sri Lanka Maldives Malaysia London - Taj Hotels Resorts And Palaces, Mr. Arulmani - Corporate Director - Learning & Development - The Indian Hotels Company Limited (IHCL), Ms Nayana Khanna- Learning & Development Manager at Indian Hotels Company Ltd, Mr Sandeep Narang, Executive Chef – Taj West End and Ms Nidhi Berry- Head Revenue Management Bangalore and Director Of Revenue - Taj Yeshwantpur for updating us the current realities in the hospitality industry and accordingly provide us valuable inputs for framing the syllabus. A Special thanks to Prof. Bhaskar Sailesh, Professor of Hospitality and Sustainable Tourism, Acharya Institute of Management and Sciences, Bangalore for working on the technical and operational aspects of the syllabus. His sincerity and smart work aided us in designing the entire syllabus and submit the same within the deadline. We would also like to show our gratitude to Prof Karthikeyan Kumar, Head - School of Hospitality & Tourism, Acharya Institute of Management and Sciences, Bengaluru, Prof Vishnu Jingade, Professor of Hospitality Management, Acharya Institute of Management and Sciences, Bangalore and Prof Paul P Jose, Professor of Hospitality Management, T. John College of Hotel Management, Bengaluru for their expertise and valuable inputs in the syllabus.

Course Details

COURSE DETAILS OF HOTEL MANAGEMENT PROGRAM											
Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits	
							IA	Exam	Total		
I	L1-1	AECC	Theory	Language 1	1 x 4	1 x 2	40	60	60	3	
	L2- 1	AECC	Theory	Language 2	1 x 4	1 x 2	40	60	60	3	
	HM C 1 (T)	DSC	Theory	Food & Beverage Production - I	1 x 4	1 x 2	40	60	60	4	
	HM C 1 (P)	DSC	Practical	Food & Beverage Production - I	1 x 4	1 x 4	25	25	25	2	
	HM C 2 (T)	DSC	Theory	Accommodation Operations - I	1 x 4	1 x 2	40	60	60	4	
	HM C 2 (P)	DSC	Practical	Accommodation Operations - I	1 x 4	1 x 4	25	25	25	2	
	VB 1	VB	Practical	Physical Education - Yoga	1 x 2	.-	25	25	25	1	
	VB 2	VB	Practical	Physical Education - Health & Wellness	1 x 2	.-	25	25	25	1	
	SEC 1	SEC	Theory	Hospitality Information System	1 x 2	2	40	60	60	2	
	OE 1	OE	Theory	For BHM Students (To be opted from OEC subjects offered by other courses)	1 x 3	1 x 2	40	60	100	3	
	TOTAL										25
		OE 1*	OE	Theory	Service Quality Management / Housekeeping Decorations / Food & Nutrition	1 x 3	1 x 2	40	60	100	3*
				*For Non BHM Students							

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination	Credits
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							Evaluation			
							IA	Exam	Total	
II	L1- 2	AECC	Theory	Language 1	1 x 4	1 x 2	40	60	60	3
	L2- 2	AECC	Theory	Language 2	1 x 4	1 x 2	40	60	60	3
	HM C 3 (T)	DSC	Theory	Food & Beverage Service - I	1 x 4	1 x 2	40	60	60	4
	HM C 3 (P)	DSC	Practical	Food & Beverage Service - I	1 x 4	1 x 4	25	25	25	2
	HM C 4 (T)	DSC	Theory	Accommodation Operations - II	1 x 4	1 x 2	40	60	60	4
	HM C 4 (P)	DSC	Practical	Accommodation Operations - II	1 x 4	1 x 4	25	25	25	2
	VB 3	VB	Practical	Physical Education - Sports	1 x 2	-	25	25	25	1
	VB 4	VB	Practical	Physical Education - NCC / NSS / R&R (S & G) / Cultural	1 x 2	-	25	25	25	1
	AECC 1	AECC	Theory	Environmental Studies	1 x 2	2	40	60	60	2
	OE 2	OE	Theory	For BHM Students (To be opted from OEC subjects offered by other courses)	1 x 3	1 x 2	40	60	100	3
	TOTAL									25
	OE 2*	OE	Theory	Tour Operations Management / Hygiene & Food Safety / Tourism and Climate Change	1 x 3	1 x 2	40	60	100	3*
*For Non BHM Students										
Exit Option with Certificate in Hotel Management (With the completion of courses equal to a minimum of 48 Credits)										

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation	Credits
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							IA	Exam	Total	
III	L1- 3	AECC	Theory	Language 1	1 x 4	1 x 2	40	60	60	3
	L2- 3	AECC	Theory	Language 2	1 x 4	1 x 2	40	60	60	3
	HM C 5 (T)	DSC	Theory	Food & Beverage Service - II	1 x 4	1 x 2	40	60	60	4
	HM C 5 (P)	DSC	Practical	Food & Beverage Service - II	1 x 4	1 x 4	25	25	25	2
	HM C 6 (T)	DSC	Theory	Accommodation Operations - III	1 x 4	1 x 2	40	60	60	4
	HM C 6 (P)	DSC	Practical	Accommodation Operations - III	1 x 4	1 x 4	25	25	25	2
	VB 5	VB	Practical	Physical Education - Sports	1 x 2	-	25	25	25	1
	VB 6	VB	Practical	Physical Education - NCC / NSS / R&R S & G) / Cultural	1 x 2	-	25	25	25	1
	AECC 2	AECC	Theory	Constitution of India	1 x 2	2	40	60	60	2
	OE 3	OE	Theory	For BHM Students (To be opted from OEC subjects offered by other courses)	1 x 3	1 x 2	40	60	100	3
	TOTAL									25
	OE 3*	OE	Theory	*For Non BHM Students	1 x 3	1 x 2	40	60	100	3*

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
							IA	Exam	Total	
IV	L1- 4	AECC	Theory	Language 1	1 x 4	1 x 2	40	60	60	3

L2- 4	AECC	Theory	Language 2	1 x 4	1 x 2	40	60	60	3
HM C 7 (T)	DSC	Theory	Food & Beverage Production - II	1 x 4	1 x 2	40	60	60	4
HM C 7 (P)	DSC	Practical	Food & Beverage Production - II	1 x 4	1 x 4	25	25	25	2
HM C 8 (T)	DSC	Theory	Accommodation Operations - IV	1 x 4	1 x 2	40	60	60	4
HM C 8 (P)	DSC	Practical	Accommodation Operations - IV	1 x 4	1 x 4	25	25	25	2
VB 7	VB	Practical	Physical Education - Any Sport	1 x 2	-	25	25	25	1
VB 8	VB	Practical	Physical Education - NCC / NSS / R&R (S & G) / Cultural	1 x 2	-	25	25	25	1
SEC 2	SEC	Theory	Hospitality & Tourism Marketing	1 x 2	2	40	60	60	2
OE 4	OE	Theory	For BHM Students (To be opted from OEC subjects offered by other courses)	1 x 3	1 x 2	40	60	100	3
TOTAL									25
OE 4*	OE	Theory	For Non BHM Students	1 x 3	1 x 2	40	60	100	3*
Exit Option with Diploma in Hotel Management (With the completion of courses equal to a minimum of 96 Credits)									

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
							IA	Exam	Total	

V	HM C 9 (P)	DSC	Practical	Core area Specialization - Food & Beverage Production / Food & Beverage Service / Housekeeping / Front Office	1 x 4	1 x 8	50	50	50	4
	HM C 10	DSC	Theory	Facilities Management	1 x 4	1 x 2	40	60	60	3
	HM C 11	DSC	Theory	Hotel Costing	1 x 4	1 x 2	40	60	60	3
			Theory	Research Methodology	1 x 3	1 x 2	40	60	60	3
	HME 1	DSE	Theory	Elective I - Travel & Tourism Management / Airlines and Airport Management	1 x 3	1 x 2	40	60	60	3
	SEC 3	SEC	Theory	Professional Communication	1 x 2	1 x 2	40	60	60	2
	VB 9	VB	Practical	Physical Education - Any Sport	1 x 2	.-	25	25	25	1
	VB 10	VB	Practical	Physical Education - NCC / NSS / R&R (S & G) / Cultural	1 x 2	.-	25	25	25	1
	TOTAL									22

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
							IA	Exam	Total	
VI	HM C 12	DSC	Industrial Training	6 Months Industrial Practicum						
				Industrial Training (Logbook + Viva)	.-	.-	150	50	200	12
				Project - Research on any Hospitality and Allied sectors	.-	.-	100	50	150	8

Students opting to quit after 3 Years with a BSc Degree in Hotel Management must undergo an internship of 6 Months in their 6th Semester.

TOTAL						250	100	350	20
Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
HM C 13 (T)	DSC	Theory	Food and Beverage Management - Production	1 x 4	1 x 2	40	60	60	4
HM C 13 (P)	DSC	Practical	Food and Beverage Management - Production	1 x 4	1 x 2	25	25	25	2
HM C 14 (T)	DSC	Theory	Food and Beverage Management - Service	1 x 4	1 x 2	25	25	25	4
HM C 14 (P)	DSC	Practical	Food and Beverage Management - Service	1 x 4	1 x 2	25	25	25	2
HM C 15	DSC	Theory	Hospitality Law & Ethics	1 x 4	1 x 2	40	60	60	3
HM C 16	DSC	Theory	Strategic Management for Hospitality and Tourism	1 x 4	1 x 2	40	60	60	4
AECC 3	AECC	Theory	Hotel Revenue Management	1 x 3	1 x 2	40	60	60	3
TOTAL									22

Exit Option with BSc Degree in Hotel Management Degree (With the completion of courses equal to a minimum of 140 Credits)

Students opting for an award of Bachelor of Hotel Management Degree must continue with theory and practical classes in the 6th Semester and undergo their internship in the 8th semester.

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
							IA	Exam	TOTAL	
VII	HM C 17 (T)	DSC	Theory	Hotel Property Management System	1 x 4	1 x 2	40	60	60	4
	HM C 17 (P)	DSC	Practical	Hotel Property Management	1 x 4	1 x (3/4)	25	25	25	2

			System							
HM C 18 (T)	DSC	Theory	Accommodations Management	1 x 4	1 x 2	40	60	60	4	
HM C 18 (P)	DSC	Practical	Accommodations Management	1 x 4	1 x 2	25	25	25	2	
HM C 19	DSC	Theory	Management Principles and Practices	1 x 4	1 x 2	40	60	60	4	
HM C 20	DSC	Theory	Hospitality Brand Management	1 x 3	1 x 2	25	25	25	3	
HME 2	DSE	Theory	Elective II - Hygiene & Food Safety / Food Science & Nutrition	1 x 3	1 x 2	40	60	60	3	
SEC 4	SEC	Theory	Entrepreneurship Development	1 x 2	1 x 2	40	60	60	2	
TOTAL									24	

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
							IA	Exam	TOTAL	
VIII	HM C 21	DSC	Industrial Training	6 Months Industrial Practicum						
				Industrial Training (Logbook + Viva)	.-	.-	150	50	200	12
				Project - Research on any Hospitality and Allied sectors	.-	.-	100	50	150	8
	TOTAL						250	100	350	20

Award of Bachelor of Hotel Management, BHM (With the completion of courses equal to a minimum of 180 Credits)									
Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
						IA	Exam	TOTAL	
HM C 22 (T)	DSC	Theory	Food and Beverage Management - Production	1 x 4	1 x 2	40	60	60	4
HM C 22 (P)	DSC	Practical	Food and Beverage Management - Production	1 x 4	1 x 2	25	25	25	2
HM C 23 (T)	DSC	Theory	Food and Beverage Management - Service	1 x 4	1 x 2	25	25	25	4
HM C 23 (P)	DSC	Practical	Food and Beverage Management - Service	1 x 4	1 x 2	25	25	25	2
HM C 24	DSC	Theory	Hospitality Law & Ethics	1 x 3	1 x 2	40	60	60	3
HM C 25	DSC	Theory	Strategic Management for Hospitality and Tourism	1 x 4	1 x 2	40	60	60	3
AECC 4	AECC	Theory	Hotel Revenue Management	1 x 4	1 x 2	40	60	60	4
TOTAL									22
TOTAL CREDITS									188
Award of Bachelor of Hotel Management, BHM (With the completion of courses equal to a minimum of 180 Credits) for students joining back after receiving BSc Degree in Hotel Management in the 6th Semester.									

1st SEMESTER

Name of the Program: Hotel Management Course Code: HM C 1 (T) Course category: Discipline Core Course Name of the Course: Food & Beverage Production-I (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
4 Credits	4 Hrs	52 Hrs
Course Learning Objectives: a. Elaborate on the evolution of the culinary industry b. Explain the use and characteristics of food commodities c. Evaluate the various kitchen safety and security measures d. Acquire necessary knowledge required for a career in the field of culinary		

Course Outcomes: On successful completion of the course, the students will be able to

- a. Explain the Origin and Evolution of Modern Cookery
- b. Identify various tools used for cooking
- c. Elaborate on the role and importance of various cooking ingredients
- d. Analyse the basic food nutrients and its role
- e. Assess the importance of kitchen safety measures
- f. Elucidate the importance of waste management in kitchen

UNIT-1: INTRODUCTION TO THE ART OF COOKERY

No of Hours: 10

- 1.1 Introduction to Culinary
- 1.2 Evolution of Global Food Culture
- 1.3 Kitchen hierarchy and Job Description & Specification
- 1.4 Identification of Kitchen equipment, utensils, layout
- 1.5 Aims, Objectives, Principles & Methods of Cooking Food
- 1.6 Types of Cooking Fuels
- 1.7 Personal Hygiene & Kitchen Ethics

UNIT-2: FOOD COMMODITIES

No of Hours: 12

- 2.1 Classification, Origin & Cuts of fruits and vegetables
- 2.2 Role of Fats and Oils used in Cookery
- 2.3 Spices and Herbs used in Indian Cuisine
- 2.4 Role of Indian Grains, Pulses, Condiments, Herbs & Spices in cookery
- 2.5 Classification, Composition & Preparation of Eggs
- 2.6 Classification & Cuts of Fish, Meats (Beef, Lamb, Pork & Poultry)
- 2.7 Cleaning and pre-preparation of food commodities
- 2.8 Basics of Food Nutrition

UNIT-3: KITCHEN SAFETY AND QUALITY CONTROL

No of Hours: 10

- 3.1 Introduction to FSSAI &HACCP
- 3.2 Kitchen Safety measures (Fire Safety & Handling Fire Extinguishers)
- 3.3 Anatomy, Classification& Handing of kitchen Knives
- 3.3 Food Safety &Preservation Techniques
- 3.4 Purchase Quality & Storage of Food Products – Meat, Fish, Vegetable, Fruits Etc.
- 3.5 Kitchen Waste Management
- 3.6 Basic First Aid

UNIT 4 -FUNDAMENTALS OF INDIAN COOKERY

No of Hours: 20

- 4.1 Introduction to Indian Food Culture
- 4.2 Heritage of Indian Cuisine
- 4.3 Masalas used in Indian cookery (Wet & Dry)
- 4.4 Blending of spices and concept of Masala Preparations
- 4.5 Indian Gravies & Curries
- 4.6 Thickening and Coloring Agents, Flavouring Agents
- 4.7 Indian Culinary Glossary Terms and Popular dishes
- 4.8 Emerging Trends in Indian Cuisine
- 4.9 Indian Regional, Traditional & Comfort Foods
- 4.10 Traditional Homestyle Indian cooking – Concepts, Demand & Emerging trends

<p>Name of the Program: Hotel Management Course Code: HM C 1 (P) Course category: Discipline Core Course Name of the Course: Food & Beverage Production-I (Practical)</p>		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs	52 Hrs

Course Learning Objectives:

- a. Acquire knowledge and skills in the areas of culinary operations and management
- b. Get familiar with the latest up-to-date food preparation skills and techniques required for culinary operations

Course Outcomes: On successful completion of the course, the Students will be able to

- a. Demonstrate the basic cuts of Meats, Poultry, vegetables and fruits
- b. Demonstrate basic cooking techniques used in commercial kitchens
- c. Prepare culinary delicacies belonging to various Indian Cuisines

WEEK 1: Basic Cooking Methods and Pre-Preparations – Cuts of Vegetables (Julienne, Jardinière, Macedoine, Brunoise, Paysanne, Dices, Cubes, Shred, Mirepoix, etc.)

- 1) Blanching
- 2) Boiling
- 3) Sautéing
- 4) Frying (Deep Frying & Sallow Frying)
- 5) Steaming

WEEK 2: Basic Cooking Methods and Pre-Preparations - Cuts of Chicken & Fish

- 1) Roasting
- 2) Braising
- 3) Broiling
- 4) Stewing
- 5) Sous Vide

WEEK 3: Egg Cookery

Demonstration and Preparation of Egg dishes

- 1) Boiled Egg (Soft & Hard)
- 2) Fried Egg (Easy Over, Bull's Eye, double fried Etc.)
- 3) Scrambled Egg
- 4) Poached Egg (Egg Benedict)
- 5) Omelette (Plain, Stuffed, Rolled, Spanish)

WEEK 4: South Indian Breakfast preparation (4 dishes with Accompaniments)

WEEK 5: North Indian Breakfast preparation (4 dishes with Accompaniments)
WEEK 6: Karnataka Cuisine - 4 Course Menu with Accompaniments
WEEK 7: Punjabi Cuisine - 4 Course Menu with Accompaniments
WEEK 8: Awadhi Cuisine - 4 Course Menu with Accompaniments
WEEK 9: Hyderabad Cuisine - 4 Course Menu with Accompaniments
WEEK 10: Chettinad Cuisine - 4 Course Menu with Accompaniments
WEEK 11: Kerala Cuisine - 4 Course Menu with Accompaniments
WEEK12: Bengali Cuisine - 4 Course Menu with Accompaniments
WEEK13: Tandoori Preparation - 3 kebabs, 3 Indian Breads (Naan, Roti & Laccha paratha)
<p>Suggestive Readings:</p> <ol style="list-style-type: none"> 1.Theory of Cookery by Krishna Arora 2. Food Production Operations by Chef Parvinder S. Bali 3. Practical Professional Cookery by Cracknell and Kaufmann 4. Catering Management by Mohini Sethi & Surjeet Malhan 5. Indian Food: A Historical Companion by Achaya KT 6. Food: A Culinary History by Jean-Louis Flandrin 7. The Theory of Catering by Victor Ceserani, David Foskett <p>Note: Any other Latest Edition of reference/textbooks can be included.</p>

Name of the Program: Hotel Management Course Code: HM C 2 (T) Course category: Discipline Core Course Name of the Course: Accommodation Operations - I (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
4 Credits	4 Hrs	52 Hrs

<p>Course Learning Objectives:</p> <ol style="list-style-type: none"> a. To provide students with a systematic approach to managing accommodation operations in the hospitality industry. b. To prepare students with what it takes to direct the day-to-day operations of this vital department, from “big picture” management down to technical details.
<p>Course Outcomes: On successful completion of the course, the students will be able to</p> <ol style="list-style-type: none"> a. Explain the meaning and evolution of Hospitality and Tourism Industry b. Compare the various types of Hotels, Guest rooms and Tariff plans c. Describe the various functional areas of the accommodations department d. Highlight the importance of intra & inter departmental coordination e. Identify various Guest services challenges faced by accommodations personnel
<p>UNIT-1: INTRODUCTION TO HOSPITALITY INDUSTRY No of Hours: 12 Hrs</p>
<ol style="list-style-type: none"> 1.1 Meaning, Definition & Origin of Hospitality Industry 1.2 Importance of Travel & Tourism sector for hotels 1.3 Evolution & Growth of Global & Indian Hospitality Industry 1.4 Classification of Accommodation facilities 1.5 Types of Guest Rooms 1.6 Core and Non-Core departments of a hotel 1.7 Organizational structure of a hotel 1.8 Role of Information Technology in Accommodation operations 1.9 Careers in Accommodations department
<p>UNIT- 2: INTRODUCTION TO ACCOMMODATIONS DEPARTMENT (FRONT OFFICE) No of Hours: 14 Hrs</p>
<ol style="list-style-type: none"> 2.1 Functional Areas, Sections and Layouts of Hotel Front Office 2.2 Front Office Department Hierarchy 2.3 Duties and Responsibilities of Front Office Personnel 2.4 Qualities of Front Office Personnel 2.5 Front Office Communication 2.6 Interdepartmental Coordination & Communication

2.7 Introduction to Room Tariffs
UNIT- 3: INTRODUCTION TO ACCOMMODATIONS DEPARTMENT (HOUSEKEEPING) No of Hours: 14 Hrs
3.1 Functional Areas, Sections and Layouts of Housekeeping 3.2 Qualities of Front Office Personnel 3.3 Responsibilities and Functions of Housekeeping personnel 3.4 Role of Housekeeping in Allied Industries 3.5 Housekeeping Organizational Structure 3.6 Inter departmental Coordination 3.7 Job description and specification of housekeeping personnel
UNIT- 4: SUSTAINABILITY IN ACCOMMODATIONS DEPARTMENT No of Hours: 14
4.1 Sustainability in Accommodation operations 4.2 Environment policy related to hotels 4.3 Introduction & concept of eco-friendly practices in hotels 4.4 Energy, Water & Landscape management in hotels 4.5 Cleaning Agents used in hotels – Types & Uses 4.6 Characteristics of a good cleaning agent 4.7 Eco-friendly cleaning procedures 4.8 Sustainable use of and disposal of cleaning agents
Suggestive Readings: 1. Managing Front Office Operations – Michael L Kasavanna & Richard M.Brooks 2. Front Office Operations and Management - Jatashankar R. Tiwari 3. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley 4. Hotels for Tourism Development – Dr. Jagmohan Negi 5. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George 6. Green Housekeeping - By Christina Strutt
Online Resources 1. Hotel Housekeeping Duties: A Day in the Life By Hotel Tech Report

<https://hoteltechreport.com/news/hotel-housekeeping-duties>

2. Role of Housekeeping in Guest Satisfaction and Repeat Business

by Himanshu Rajak

<https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>

3. Top issues and solutions for your housekeeping department

by Larry Mogelonsky

<https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

4. 100 Hotel Trends You Need to Watch in 2021 & Beyond

By Jordan Hollander

<https://hoteltechreport.com/news/100-hotel-trends>

5. How a PMS Can Transform the Way You Look at Hotel Front Office Technology

By Hotelogix

<https://www.hotelnewsresource.com/article105518.html>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management		
Course Code: HM C 2 (P)		
Course category: Discipline Core Course		
Name of the Course: Accommodation Operations - I (Practical)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs	52 Hrs

<p>Course Learning Objectives:</p> <ul style="list-style-type: none"> a. To provide students with a systematic approach to managing accommodation operations in the hospitality industry. b. To prepare students with what it takes to direct the day-to-day operations of this vital department, from “big picture” management down to technical details.
<p>Course Outcomes: On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> a. Develop a smart personality in tune with the hospitality industry standards b. Efficiently handle guest requirements and complaints c. Perform guest reservation and registration functions
<p>WEEK 1: Personal Hygiene, Grooming and Etiquette</p>
<p>WEEK 2: Positive Body language</p>
<p>WEEK 3: Welcoming / Greeting the guest</p>
<p>WEEK 4: Countries, Capitals & Currencies of the world</p>
<p>WEEK 5: Official Airlines of the world, Important Tourism destinations of the World</p>
<p>WEEK 6: Luggage handling – FIT, Walk-Ins, Corporate, Crew and Groups + Preparing Errand Cards for each</p>
<p>WEEK 7: Identification and usage of Cleaning Chemicals</p>
<p>WEEK 8: Identification of Housekeeping Equipment</p>
<p>WEEK 9: Bed Making Part 1</p>
<p>WEEK 10: Bed Making Part 2</p>
<p>WEEK 11: Identification and maintenance of Guest & Non-Guest Linen</p>
<p>WEEK 12: Glossary Terms Part 1 (Front Office)</p>
<p>WEEK 13: Glossary Terms Part 2 (Housekeeping)</p>

Suggestive Readings:

1. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
2. Front Office Operations and Management - Jatashankar R. Tiwari
3. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
4. Hotels for Tourism Development – Dr. Jagmohan Negi
5. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
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<https://www.hotelnewsresource.com/article105518.html>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: SEC 1 Course category: Skill Enhancement Courses Name of the Course: Hospitality Information System		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	2 Hrs	28 Hrs
Course Learning Objectives: a. Acquire basic theoretical knowledge pertaining to computer systems used in hotels b. Analyze current requirements for opting & implementing software systems relevant to hotel operations		
Course Outcomes: On successful completion of the course, the students will be able to a. Identify various applications in hotel information system b. Evaluate factors to be considered for software and hardware installation c. Assess the criteria to be considered while evaluating vendor proposals d. Analyze various means of managing multi-processor environment e. Explain various methods of posting entries to accounts		
UNIT-1: SELECTING AND IMPLEMENTING COMPUTER SYSTEMS No of Hours: 10 Hrs		
1.1. Analyzing Current Information Needs 1.2. Collecting Sales Information 1.2. Establishing System Requirements 1.4. Proposals From Vendors 1.5. Contract Negotiations 1.6. Installation Factors		
UNIT- 2: INFORMATION SYSTEMS No of Hours: 08 Hrs		

<p>2.1. MIS Design and Function 2.2. Managing Multi-Processor Environments 2.2. MIS Security Issues 2.4. Selecting Hardware and Software 2.5. HIS Applications</p>
<p>UNIT- 3: FRONT OFFICE MODULE No of Hours: 10 Hrs</p>
<p>3.1 Computer based Reservation Systems 3.2 Room & Rate Assignment 3.3 In-House Guest Information Functions 3.4 Types of Accounts 3.5 Posting entries to Accounts 3.6 Night Audit Routine 3.7 Account Settlement and Reports</p>
<p>Suggestive Readings:</p> <ol style="list-style-type: none">1. Computers in Hotels – Concepts & Applications by Partho Pratim Seal2. Hotel Front Office Operations & Management by Jatashankar Tewari2. Computer Applications in Tourism and Hospitality Industry by Bilal Sheikh <p>Note: Any other Latest Edition of reference/textbooks can be included.</p>

Name of the Program: Hotel Management Course Code: OE 1* Course category: Open Elective 1 Name of the Course: Service Quality Management		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs
Course Learning Objectives: <p>To gain a general understanding of the theoretical concepts as well as their practical applications so as to improve the quality of day-to-day business operations</p>		
Course Outcomes: On successful completion of the course, the students will be able to <ol style="list-style-type: none"> a. Explain the concept of Service Quality Management b. Evaluate the pros & cons of Quality Management c. Elaborate on the principles of Leadership d. Elucidate on Strategic Business Models in Service industry e. Analyze Service Quality Gaps in Service sectors f. Assess the role of people in Quality Management 		
UNIT-1: INTRODUCTION TO QUALITY MANAGEMENT No of Hours: 10 Hrs		
1.1 Introduction to the concept of Quality 1.2 Background & History 1.3 Traditional Vs Non-Traditional Approaches to Quality 1.4 Tangible Vs Intangible Benefits 1.5 Deming's 14 Points for Transformation 1.6 Customers & Quality 1.7 Role of Internal & External Customers		

<p>UNIT- 2: LEADERSHIP IN QUALITY MANAGEMENT</p> <p>No of Hours: 15 Hrs</p> <p>2.1 Principles of Leadership</p> <p>2.2 Leadership Decision Making</p> <p>2.3 Strategic Objectives of Businesses</p> <p>2.4 Business Processes - Planning, Control & Capability</p> <p>2.5 Managing Variation Reduction using SPC</p> <p>2.6 The Transactional Supplier Relationship Model</p> <p>2.7 Partnering beyond the Supply Chain</p>
<p>UNIT- 3: PEOPLE IN QUALITY MANAGEMENT</p> <p>No of Hours: 15 Hrs</p> <p>3.1 Respect for Individuals</p> <p>3.2 Empowerment, Motivation, Participation and Teamwork</p> <p>3.3 Ethics and Corporate Social Responsibility</p> <p>3.4 Learning, Change and Process Improvement</p> <p>3.5 Delivering and Measuring Service Quality</p> <p>3.6 Service Quality gaps</p> <p>3.7 Implementing Quality Management</p>
<p>* For Non BHM Students</p> <p>Suggestive Readings:</p> <ol style="list-style-type: none"> 1. Quality Management by Graeme Knowles 2. Service Quality Management in Hospitality, Tourism, and Leisure by Mok Connie 3. Service Quality Management in Hospitality and Tourism by Metti M.C <p>Note: Any other Latest Edition of reference/textbooks can be included.</p>

Name of the Program: Hotel Management Course Code: OE 1* Course category: Open Elective 1 Name of the Course: Housekeeping Decorations		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs
Course Learning Objectives: <ul style="list-style-type: none"> a. To become aware of the planning principles for designing various interior spaces b. To gain better understanding of Space designing and management c. To apply one's aesthetics and creative abilities in making attractive and functional interiors. 		
Course Outcomes: On successful completion of the course, the students will be able to <ul style="list-style-type: none"> a. Explain the basic concepts of design b. Elaborate on the principles and elements of design c. Design layouts of Rooms, Restaurants, Lobby and other guest areas of a hotel d. Illustrate on colour wheels and colour combinations e. Explain various types of lighting f. Elucidate on different types of walls, furnishes and furniture 		
UNIT-1: INTRODUCTION TO INTERIOR DECORATION No of Hours: 10 Hrs		
1.1 Concepts and definition of Design 1.2 Design: Structural & Decorative 1.3 Elements of Design 1.4 Principles of Design		
UNIT- 2: LAYOUT OF ROOMS & COLOR SCHEMES No of Hours: 15 Hrs		

- 2.1 Classification of Rooms
- 2.2 Basic furniture layout plan
- 2.3 Layout of rooms
- 2.4 Layouts of Food and Beverage outlets
- 2.5 Introduction to Colour
- 2.6 Colour wheel
- 2.7 Classification and importance of Colours
- 2.8 Colour Schemes

UNIT- 3: LIGHTING, FURNITURE AND FURNISHINGS

No of Hours: 15 Hrs

- 3.1 Introduction to Light
- 3.2 Classification of Lighting
- 3.3 Use of Light in various areas of the hotel
- 3.4 Introduction to Wall coverings
- 3.5 Types of Windows
- 3.6 Types of floor finishes (hard – granite, marble, tile, semi hard – rubber linoleum, cork, Wood, Soft-carpet and types of carpets, rugs, durries)

*** For Non BHM Students**

Suggestive Readings:

1. Hotel, hostel and hospital housekeeping, Branson and Lennox
2. Hotel Housekeeping – Operations and Management, G.Raghubalan and Smritee Raghubalan, Oxford University Press
3. The Professional Housekeeper – Schneider, Tucker and Scoviak
4. Housekeeping Operations, Design and Management – Malini Singh, Jaya B George, Jaico Publishers
5. Interior Design and Decoration – P. Seetharaman and ParveenPannu, CBS Publishers

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: OE 1* Course category: Open Elective 1 Name of the Course: Food & Nutrition		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs
Course Learning Objectives: a. To familiarize students with fundamentals of food, nutrients and their relationship to Health b. To create awareness with respect to deriving maximum benefit from available food resources		
Course Outcomes: On successful completion of the course, the students will be able to a. Analyze the relation between food, nutrition, and health b. Elaborate on the functions of Food c. 3. Elucidate on the importance of Nutrition & Diet		
UNIT-1: Basic concepts in food and nutrition No of Hours: 10 Hrs		
1.1 Relationship between food, nutrition and health 1.2 Functions of Food-Physiological, Psychological and Social 1.3 Nutrition and Diet 1.4 Water as an essential nutrient		
UNIT-2: Nutrients and Food Groups No of Hours: 20 Hrs		
2.1 Carbohydrates, lipids and proteins 2.2 Vitamins & Minerals 2.3 Cereals & Pulses 2.4 Fruits and vegetables 2.5 Milk & Milk Products		

2.6 Meat, poultry and fish
2.7 Fats & Oils

UNIT- 3: Methods of Cooking and Preventing Nutrient losses
No of Hours: 10 Hrs

3.1 Dry, moist, frying and microwave cooking
3.2 Advantages, disadvantages and the effect of various methods of cooking on nutrients
3.3 Minimizing nutrient losses

*** For Non BHM Students**

Suggestive Readings:

1. Food Nutrition and Health by Clydesdale Fergus M
2. Encyclopedia of Food Nutrition Dietetics & Health by Bhavana Sabarwal
3. Food, Nutrition And Health by Beena Mathur
4. Principles of food sanitation - Marriott hotels
5. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard Linton

Note: Any other Latest Edition of reference/textbooks can be included.

2nd SEMESTER

Name of the Program: Hotel Management Course Code: HM C 3 (T) Course category: Discipline Core Course Name of the Course: Food & Beverage Service - I (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
4 Credits	4 Hrs	52 Hrs
Course Learning Objectives: a. To gain an insight of the Global Hospitality and Catering industry b. To understand the functioning of the Food & Beverage Service Department in Hotels.		
Course Outcomes: On successful completion of the course, the students will be able to a. To understand the importance of the Food & Beverage Service department b. Describe a structure of the Food and Beverage Service sequence c. Understand the scope of F & B and its role in Hotel Industry d. Explain the various F & B Outlets in a hotel e. Discuss the F & B Industry and its components f. Explain the Role of F & B Service department		
UNIT-1: OVERVIEW OF HOSPITALITY & CATERING INDUSTRY No. of Hours: 15 Hrs		
1.1 Introduction to the Hospitality Industry and growth of the industry in India 1.2 Role of the Catering Establishment in the Travel and Tourism industry 1.3 History and achievements of accomplished hospitality brands/ leaders in India and abroad 1.4 Employment opportunities in Hospitality Industry 1.5 Types of Food & Beverage operations 1.6 Classification of catering operations - Commercial, Residential, Non-Residential, Welfare /Industrial and Institutional/Transport & Structure of the Catering Industry		

<p>1.7 Organization of Food & Beverage department of a hotel</p> <p>1.8 Principal staff of various types of Food & Beverage operations</p> <p>1.9 Duties & responsibilities of Food & Beverage Service personnel</p> <p>1.10 French terminologies related to Food & Beverage</p> <p>1.11 Attributes of F&B Service personnel</p> <p>1.12 Inter departmental and intra department co- ordination</p>
<p>UNIT- 2: FOOD SERVICE AREAS AND EQUIPMENT USED</p> <p>No of Hours: 15 Hrs</p>
<p>2.1 Specialty Restaurants</p> <p>2.2 Coffee Shop</p> <p>2.3 In Room Dining (IRD)</p> <p>2.4 Banquet</p> <p>2.5 Live Kitchen</p> <p>2.6 Bar & Lounge</p> <p>2.7 Butler Service</p> <p>2.8 Pantry, Food Pick-Up area, Stores, Linen Room, Kitchen Stewarding</p> <p>2.9 Cutlery & Crockery</p> <p>2.10 Glassware & Hollow ware</p> <p>2.11 Food service Trolleys</p> <p>2.12 French glossary related to the above</p>
<p>UNIT- 3: NON-ALCOHOLIC BEVERAGES</p> <p>No of Hours: 10 Hrs</p>
<p>3.1 Classification of Non-Alcoholic Beverages</p> <p>3.2 Tea - History, Origin, Manufacture, Types and Brands</p> <p>3.3 Coffee - History, Origin, Manufacture, Types and Brands</p> <p>3.4 Cocoa and Malted Beverages - Origin and manufacture</p> <p>3.5 Preparation of different types of coffee - Recipe and Ingredients</p> <p>3.6 Juices and Aerated beverages - History, Origin, Manufacture, Types and Brands</p> <p>3.7 Service of non-alcoholic Beverage</p>
<p>UNIT- 4: INTRODUCTION TO ALCOHOLIC BEVERAGES</p> <p>No of Hours: 10 Hrs</p>
<p>4.1 Alcohols – Meaning & Definition</p> <p>4.2 Classification of Alcoholic Beverages</p> <p>4.3 Fermentation process of Alcohols</p>

4.4 Distillation process – Pot Still & Patent Still

4.5 Alcohol Consumption - Responsible drinking, Abuse of alcoholic beverages

4.5 Alcohol Consumption & its impact on Human health

Suggestive Readings:

Food & Beverage Service Training Manual- By Sudhir Andrews

Food & Beverage Service by R Singaravelan

The Steward by Peter Diaz

Food & Beverage Service by Anil Sagar

The World Atlas of Coffee – James Hoffman

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM C 3 (P) Course category: Discipline Core Course Name of the Course: Food & Beverage Service - I (Practical)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs	52 Hrs
Course Learning Objectives: a. To gain an insight of the Global Hospitality and Catering industry b. To understand the functioning of the Food & Beverage Service Department in Hotels.		
Course Outcomes: On successful completion of the course, the students will be able to a. To understand the importance of the Food & Beverage Service department b. Describe a structure of the Food and Beverage Service sequence c. Understand the scope of F & B and its role in Hotel Industry d. Explain the various F & B Outlets in a hotel e. Discuss the F & B Industry and its components f. Explain the Role of F & B Service department		
WEEK 1: Familiarization of F&B Service department		
WEEK 2: Food & Beverage Service Etiquette		
WEEK 3: Familiarization of F&B Service Equipment		
WEEK 4: Care & Maintenance of Food & Beverage Service Equipment		
WEEK 5: Basic Technical Skills - Handling Service Gear, Carrying a tray or salver		
WEEK 6: Basic Technical Skills - Laying a Tablecloth, Changing a tablecloth during service		

WEEK 7: Basic Technical Skills - Organizing side station, Napkin Folds, Service of water,
WEEK 8: Basic Technical Skills - Sequence of Food Service
WEEK 9: Basic Technical Skills - Sequence of Food Service
WEEK 10: Tea– Preparation & Service
WEEK 11: Coffee – Preparation & Service
WEEK 12: Coffee – Preparation & Service
WEEK 13: Service of other Non- alcoholic Beverages
<p>Suggestive Readings:</p> <ol style="list-style-type: none"> 1. The Ultimate Encyclopedia of Wine, Beer, Spirits and Liqueurs- Stuart Walton and Brian Glover 2. Food & Beverage Service Operations- Dennis & Lillicarp 3. Food & Beverage Service Operations and Management - R. Singaravelavan 4. The Ultimate Encyclopedia of Wine, Beer, Spirits and Liqueurs by Brian Glover and Stuart Walton <p>Note: Any other Latest Edition of reference/textbooks can be included.</p>

Name of the Program: Hotel Management Course Code: HM C 4 (T) Course category: Discipline core Courses Name of the Course: Accommodation Operations - II (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	4 Hrs	52 Hrs
Course Learning Objectives: <ul style="list-style-type: none"> a. To understand the basic accommodation operations in hotels and identify the associated challenges. b. To acquire theoretical and practical operational knowledge of the key sub sections of accommodations department. c. To illustrate the complexities and demands of working in the industry through the scope of accommodations operations. 		
Course Outcomes: On successful completion of the course, the students will be able to <ul style="list-style-type: none"> a. Explain the basic concepts of accommodation processes b. Explain the significance of accommodation operations in allied sectors c. Analyse the various operational processes in accommodations sector d. Evaluate the changing trends in accommodations operations e. Appreciate the role of accommodations personnel during pandemics and natural & manmade disasters 		
UNIT-1: FRONT OFFICE PROCESSES IN ACCOMMODATIONS DEPARTMENT No of Hours: 10 Hrs		
1.1 Guest Cycle 1.2 Types, Modes & Sources of Reservation 1.3 Processing Reservation Requests 1.4 Guest Registration & Check-In 1.5 Guest Services & Complaints 1.6 Guest Check-out and Settlement		

<p>1.7 Potential Check-out Problems & Solutions</p> <p>1.8 Post Check-out Services</p>
<p>UNIT- 2: HOUSEKEEPING PROCESSES IN ACCOMMODATIONS DEPARTMENT</p> <p>No of Hours: 22 Hrs</p>
<p>2.1 Guest Rooms - Types and Layouts</p> <p>2.3 Cleaning Schedule - Daily, Monthly and Annually</p> <p>2.4 Types of Cleaning agents & Cleaning equipment</p> <p>2.5 Storage, Upkeep & Maintenance of Chemicals & Equipment</p> <p>2.6 Cleaning of Guest Rooms and Public Areas</p> <p>2.7 Pest control, Hygiene & sanitation</p> <p>2.8 Key Operations in Housekeeping</p> <ul style="list-style-type: none"> - Interdepartmental Co-ordinations - Communication with Guests - Inter & Intra Departmental Communication - Preparation of Daily routines - Key Control & Security - Lost & Found - Linen & Uniform room - Layouts & Operations - Laundry operations - Guest Laundry, Room Linens, F & B Linens, etc
<p>MODULE 3: SAFETY AND SECURITY IN HOTELS</p> <p>No of Hours: 10 Hrs</p>
<p>3.1 Hotel security Staff & Systems</p> <p>3.2 Role of Accommodation department personnel</p> <p>3.3 OSHA Guidelines for Workplace Safety</p> <p>3.3 Security & Control of Room Keys</p> <p>3.4 Fire Safety – Classification of Fire, SOPs in the event of Fire</p> <p>3.5 Accidents – Accidents in Hotels, Accident Report</p> <p>3.6 First Aid – First Aid Box, first-aid for some common problems</p> <p>3.7 Handling unusual events and emergencies – Terrorism, Robbery & Theft</p>
<p>MODULE 4: CHANGING TRENDS IN ACCOMMODATIONS DEPARTMENT</p>

No of Hours: 10 Hrs

- 4.1 Trend management in hotel accommodations
- 4.2 Hygiene & Sanitization aspects of accommodations
- 4.3 Sustainability in Housekeeping
- 4.4 Ergonomics in Housekeeping
- 4.5 Automation in Housekeeping
- 4.6 Horticulture and Landscaping
- 4.7 Role of Accommodations personnel during Pandemics
- 4.8 Role of Accommodations personnel in the event of a natural or manmade disasters

Suggestive Readings:

1. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
2. Front Office Operations and Management - Jatashankar R. Tiwari
3. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
4. Hotels for Tourism Development – Dr. Jagmohan Negi
5. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
6. Green Housekeeping - By Christina Strutt

Online Resources

1. Hotel Housekeeping Duties: A Day in the Life
By Hotel Tech Report
<https://hoteltechreport.com/news/hotel-housekeeping-duties>
2. Role of Housekeeping in Guest Satisfaction and Repeat Business
by Himanshu Rajak
<https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>
3. Top issues and solutions for your housekeeping department
by Larry Mogelonsky
<https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

4. 100 Hotel Trends You Need to Watch in 2021 & Beyond

By Jordan Hollander

<https://hoteltechreport.com/news/100-hotel-trends>

5. How a PMS Can Transform the Way You Look at Hotel Front Office Technology

By Hotelogix

<https://www.hotelnewsresource.com/article105518.html>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM C 4 (P) Course category: Discipline core Courses Name of the Course: Accommodation Operations - II (Practical)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs	52 Hrs
Course Learning Objectives: a. To understand the basic accommodation operations in hotels and identify the associated challenges. b. To acquire theoretical and practical operational knowledge of the key sub sections of accommodations department. c. To illustrate the complexities and demands of working in the industry through the scope of accommodations operations.		
Course Outcomes: On successful completion of the course, the students will be able to a. Develop a smart personality in tune with the hospitality industry standards b. Efficiently handle guest requirements and complaints c. Perform various housekeeping operational tasks and deliver superior quality services		
WEEK 1: Reservations - Taking down reservations for FIT, FFIT, Corporate guests, Groups & Crews		
WEEK 2: Check In processes - Filling Registration Forms for FIT, FFIT & Corporate guests		
WEEK 3: Check In processes - Filling Registration Forms for Groups & Crews		
WEEK 4: Check-out processes - Guest Check-out and Settlement procedures		
WEEK 5: Role play: Accepting / Rejecting a Reservation, Checking-In & Checking-out a guest		
WEEK 6: Role play: Handling Special Requests, Guest Services & Complaints		

WEEK 7: Cleaning procedures – Bathroom cleaning & Glass cleaning
WEEK 8: Cleaning procedures – Area cleaning - Rooms & Public Areas
WEEK 9: Towel Art - Lotus flower towel design, Flower in vase towel design, Peacock towel design, Bird towel design
WEEK 10: Towel Art - Elephant towel design, Towel flower basket design, Towel swans. Swan basket towel design
WEEK 11: Identification of various wall covering
WEEK 12: Identification of various floor surfaces
WEEK 13: Forms & Formats used in Accommodations department
<p>Suggestive Readings:</p> <ol style="list-style-type: none"> 1. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks 2. Front Office Operations and Management - Jatashankar R. Tiwari 3. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley 4. Hotels for Tourism Development – Dr. Jagmohan Negi 5. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George 6. Green Housekeeping - By Christina Strutt <p>Online Resources</p> <ol style="list-style-type: none"> 1. Hotel Housekeeping Duties: A Day in the Life By Hotel Tech Report https://hoteltechreport.com/news/hotel-housekeeping-duties 2. Role of Housekeeping in Guest Satisfaction and Repeat Business by Himanshu Rajak https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/ 3. Top issues and solutions for your housekeeping department

by Larry Mogelonsky

<https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

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Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: OE 2* Course category: Open Elective Courses Name of the Course: Tour Operations Management		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs
Course Learning Objectives: a. To enable students to gain an insight into the framework of various aspects of tour operations management. b. To develop skills to analyze the current and upcoming travel and hospitality trends and plan strategies to capitalize on the same.		
Course Outcomes: On successful completion of the course, the students will be able to a. Explain the basic concepts of Travel b. Identify major travel destinations worldwide c. Elaborate on the basics of itinerary planning d. Explain the concept of Tour packages e. Design strategies to market tourism products		
UNIT-1: INTRODUCTION TO TRAVEL AND TOURISM		No of Hours: 10 Hrs
1.1 Basic Concepts of Travel and Tourism 1.2 Origin growth and development of Global Tourism 1.3 Linkage between Hospitality & Tourism 1.4 Travel Agencies & Tour Operators 1.5 Major Travel destinations of the World 1.6 Sustainable Tourism and its significance		

UNIT- 2: TRAVEL OPERATIONS	No of Hours: 15 Hrs
2.1 Transport Systems – Air, Rail, Road, Waterways 2.2 Traditional and Supplementary Accommodation 2.2 Major Travel Destinations of the World 2.3 Introduction to Travel Itineraries 2.4 Basic Components of an Itinerary 2.5 Challenges associated with Itineraries 2.6 Tour Package - Meaning and Types 2.7 Sources and Modes of Travel reservations 2.8 MICE Tourism	
UNIT- 3: TOUR MANAGEMENT	No of Hours: 15 Hrs
3.1 Tour Escorts and Tour Managers 3.2 Butler's Model and Leiper's Model of Tourism 3.3 Travel Behaviour 3.4 Marketing Travel Destinations 3.5 Segmenting the Travel Market 3.6 Passports & Visas 3.7 Travel Formalities	
<p>* For Non BHM Students</p> <p>Suggestive Readings:</p> <p>Hotel for Tourism Development- Dr Jagmohan Negi Profiles of Indian Tourism – Shalini Singh Tourism Today – Ratnadeep Singh Dynamics of Tourism – Pushpinder S Gill</p> <p>Note: Any other Latest Edition of reference/textbooks can be included.</p>	

Name of the Program: Hotel Management Course Code: OE 2 Course category: Open Elective Courses Name of the Course: Hygiene & Food Safety		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs
Course Learning Objectives: <ol style="list-style-type: none"> a. To enable students to gain an insight into the framework of various aspects of Food Safety and Hygiene b. To develop skills for maintaining appropriate hygienic conditions in commercial and non-commercial catering establishments 		
Course Outcomes: On successful completion of the course, the students will be able to <ol style="list-style-type: none"> a. Explain the basic concepts of Travel b. Identify major travel destinations worldwide c. Elaborate on the basics of itinerary planning d. Explain the concept of Tour packages e. Design strategies to market tourism products 		
UNIT-1: INTRODUCTION TO FOOD HYGIENE AND SANITATION No of Hours: 05 Hrs		
1.1 Importance of hygiene in catering establishments 1.2 Sanitation and its importance 1.3 Common Foodborne microorganisms 1.4 Role of microorganisms in food & beverage operations 1.5 Sustainable Development Goals 1.6 Water, Sanitation and Health 1.7 Global Scenario of Malnutrition		
UNIT- 2: Food Contamination and Spoilage No of Hours: 20 Hrs		

- 2.1 Types of Contaminants n Foods
- 2.2 Signs of spoilage in common foods
- 2.3 Reasons for Food Spoilage
- 2.4 Source of Food contamination
- 2.5 Food-borne illnesses
- 2.6 Types of Eating Disorders and their Symptoms
- 2.7 Food Preparation and Storage

UNIT- 3: Safe Food operations

No of Hours: 15 Hrs

- 3.1 Receiving and Inspecting Food deliveries
- 3.2 Food storage techniques
- 3.3 Minimizing microbial load
- 3.4 Common faults in food faults
- 3.5 Protective display of foods
- 3.6 Rules to be observed during food service

*** For Non BHM Students**

Suggestive Readings:

- 1. Food hygiene and sanitation - S. Roday
- 2. Managing food hygiene - Nicholas John
- 3. Food hygiene for food handlers - Jill Trickett
- 4. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard Linton

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: OE 2* Course category: Open Elective Courses Name of the Course: Tourism and Climate Change		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs
Course Learning Objectives: <ul style="list-style-type: none"> a. To Understand the relationship and mutual impacts of tourism and climate change b. Evaluate climate change mitigation/adaptation strategies within the tourism sector c. Assess the future challenges in tourism related to climate change 		
Course Outcomes: On successful completion of the course, the students will be able to <ul style="list-style-type: none"> a. Illustrate the basic processes behind global warming and climate change b. Evaluate the new realities of climate change with respect to tourism industry c. Explain the human influence on climate change d. Assess the impact of climate change on tourism supply e. Evaluate the demand implications of climate induced environmental changes on tourism f. Identify mitigation strategies in the tourism transport sector g. Analyze the pro-environmental behaviour of tourists h. Identify tourism and climate change related Knowledge gaps and Research needs 		
UNIT-1: Climate change and its implications for the Tourism No of Hours: 08 Hrs		
<ul style="list-style-type: none"> 1.1 The New Realities of Tourism in an Era of Global Climate Change 1.2 Distinguishing Weather, Climate, and Climate Change 1.3 Human Influence on Climate Change 1.4 Global and Regional Climate Change in the 21st Century 		

<p>UNIT- 2: Impacts and Adaptation at Tourism Destinations No of Hours: 16 Hrs</p>
<p>2.1 Impacts on Tourism Supply 2.2 Adaptation to Climate Change 2.3 Consumer Response to a Changing Climate 2.4 Demand Implications of Climate-induced Environmental Change 2.5 Current CO2 Emissions and Radiative Forcing from Tourism 2.6 Emissions Related to Individual Holiday</p>
<p>UNIT- 3: Mitigation Policies and Measures No of Hours: 16 Hrs</p>
<p>3.1 Mitigation in the transport sector - Air, Surface, Water 3.2 Destination Mobility Management 3.3 Tourism Establishments - Mitigation Options & Emissions Management 3.4 The Role of Tour Operators and other Organizations 3.5 Tourist Behaviour - Consumer Choices & Carbon Offsetting 3.6 Knowledge Gaps and Research Needs</p>
<p>* For Non BHM Students</p> <p>Suggestive Readings:</p> <ol style="list-style-type: none"> 1. Climate Change and Tourism by Becken Susanne 2. Tourism, Climate Change and Sustainability by Maharaj Vijay Reddy 3. Climate Change and Tourism by Kalacas Maria Rellie B. 4. Tourism and Climate Change by Scott Daniel 5. Sustainable Tourism - A Global Perspective by Rob Harris, Tony Griffin & Peter Williams <p>Note: Any other Latest Edition of reference/textbooks can be included.</p>