

**THE MAHATMA GANDHI UNIVERSITY  
UNDERGRADUATE PROGRAMMES  
(HONOURS) SYLLABUS  
MGU-UGP (Honours)**

**(2024 Admission Onwards)**



**Faculty: Tourism and Hospitality Studies**

**Expert Committee: Tourism**

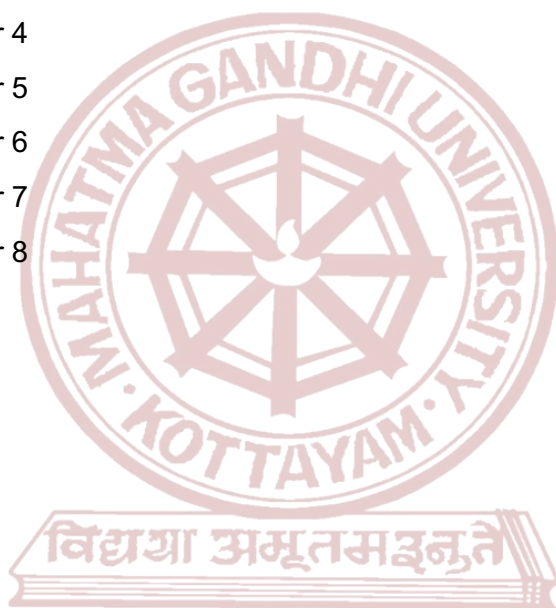
**Programme: Bachelor of Science (Honours)**

**Hotel Management and Culinary Arts**

**Mahatma Gandhi University  
Priyadarshini Hills  
Kottayam – 686560, Kerala, India**

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**MGU-UGP (HONOURS)**

## Syllabus

## Preface

This syllabus serves as a comprehensive guide to the curriculum designed to equip students with the essential knowledge and skills required to excel in the dynamic field of hotel management. In today's globalized world, the hospitality industry plays a pivotal role in catering to the diverse needs of travelers and patrons, making hotel management a rewarding and challenging career path.

The Hotel Management Program is meticulously crafted to provide students with a blend of theoretical understanding and practical experience essential for success in this multifaceted industry. Through a combination of classroom lectures, hands-on training, industry exposure, and interactive learning experiences, students will develop a holistic understanding of various aspects of hotel operations, management principles, guest services, and hospitality trends.

This syllabus outlines the key components, learning objectives, and assessment methods of each course offered within the program. It emphasizes the development of critical thinking, problem-solving abilities, leadership skills, and a customer-centric mindset, all of which are crucial for thriving in the competitive landscape of the hospitality sector.

As the hospitality industry continues to evolve, this syllabus remains dynamic, reflecting the latest trends, innovations, and best practices in hotel management. It is our commitment to providing students with a contemporary education that prepares them to navigate the complexities of the industry and emerge as competent professionals capable of making meaningful contributions to the field.

We encourage students who successfully completed 12th Standard to approach their studies with enthusiasm, dedication, and a spirit of inquiry. By actively engaging with the curriculum, seeking out opportunities for practical application, and embracing continuous learning, students will be well-equipped to embark on a fulfilling career journey in hotel management.

## Expert Committee & External Experts

SL NO:	NAME OF THE EXPERT	DESIGNATION & INSTITUTION	MOBILE NO:	EMAIL ADDRESS
1	Mrs. Surya	Tourism BOS-UG & PG Chairperson	9446611079	suryasthottam@gmail.com
2	Dr. Shyla Hameed	Master Trainer/ Assistant Professor, MES College, Nedumkandam	8606093919	shylaishan@gmail.com
3	Mr. Jothis Thampi	FYUGP Program Chairperson- HOD- Mount Royal College	8078297343	jothisthampi@gmail.com
4	Mr. George Chacko	Course Parameter Expert- PRINCIPAL- Munnar Catering College, Munnar.	9447706660	principal@munnarcateringcollege.edu.in
5	Mr. Sharud J Thomas	Internal Subject Expert - Lecturer- Munnar Catering College, Munnar	9061800647	sharud@munnarcateringcollege.edu.in
6	Mr. Shibu George	Internal Subject Expert- PRINCIPAL- Munnar Catering College, Cochin	9446089873	<a href="mailto:principalcochin@munnarcateringcollege.edu.in">principalcochin@munnarcateringcollege.edu.in</a>
7	Mr. Tissan J Thachankary	Subject Expert- External, CHAIRMAN Royal Group of Hotels & Resorts	9895027242	tissanjoseph@icloud.com

## Syllabus Index

Name of the Major: **Hotel Management and Culinary Arts**

### Semester: 1

Course Code	Title of the Course	Type of the Course DSC, MDC, SEC etc.	Credit	Hours/ week	Hour Distribution /week			
					L	T	P	O
MG1DSCHMC100	Introduction to hospitality operations-I (Food & Beverage)	DSC A	4	5	3		2	
MG1MDCHMC100	Eco Friendly practices in Hospitality Industry	MDC	3	4	2		2	

L — Lecture, T — Tutorial, P — Practical/Practicum , O — Others

### Semester: 2

Course Code	Title of the Course	Type of the Course DSC, MDC, SEC etc.	Credit	Hours/ week	Hour Distribution /week			
					L	T	P	O
MG2DSCHMC100	Introduction to Hospitality Operations – II (Rooms Division)	DSC A	4	5	3		2	
MG2MDCHMC100	Basic Management Principles	MDC	3	4	2		2	

## Semester: 3

Course Code	Title of the Course	Type of the Course DSC, MDC, SEC etc.	Credit	Hours/ week	Hour Distribution /week			
					L	T	P	O
MG3DSCHMC200	Food production Operations-1	DSC A	4	5	3		2	
MG3DSCHMC201	Food and Beverage Service Operation - I	DSC A	4	5	3		2	
MG3DSCHMC202	Introduction to Airline and Travel Industry (Minor for Others)	DSC B	4	5	3		2	
MG3DSEHMC200	Rooms Division Operation-I	DSE	4	4	4			2
MG3DSEHMC201	Restaurant Management		4	4	4			2
MG3DSEHMC202	Hotel Engineering And Maintenance		4	4	4			2
MG3MDCHMC200	Hospitality Marketing	MDC	3	3	3			
MG3VACHMC200	Hospitality Etiquettes	VAC	3	3	3			

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# Syllabus

## Semester: 4

Course Code	Title of the Course	Type of the Course DSC, MDC, SEC etc.	Credit	Hours/ week	Hour Distribution /week			
					L	T	P	O
MG4DSCHMC200	Food Production Operation -II	DSC A	4	5	3		2	
MG4DSCHMC201	Food and Beverage Service Operation II	DSC A	4	5	3		2	
MG4DSCHMC202	Introduction to Airline and Travel Industry (Minor for Others)	DSC C	4	5	3		2	
MG4DSEHMC200	Rooms Division Operations-II	DSE	4	4	4			2
MG4DSEHMC201	Professional Bartending		4	4	4			2
MG4DSEHMC202	Laundry Management		4	4	4			2
MG4SECHMC200	Business Communication	SEC	3	3	3			
MG4VACHMC200	Leadership skills	VAC	3	3	3			
MG4INTHMC200	Internship	INT	2					

**MGU-UGP (HONOURS)**

# Syllabus

## Semester: 5

Course Code	Title of the Course	Type of the Course DSC, MDC, SEC etc.	Credit	Hours/ week	Hour Distribution /week			
					L	T	P	O
MG5DSCHMC300	Quantity Food Production	DSC A	4	5	3		2	
MG5DSCHMC301	Bakery and Confectionary	DSC A	4	5	3		2	
MG5DSEHMC300	Sustainable Tourism Development	Any Three DSE	4	4	4			
MG5DSEHMC301	Hotel Law		4	4	4			
MG5DSEHMC302	Emotional intelligence at Workplace		4	4	4			
MG5DSEHMC303	Cruise Line Operations		4	4	4			
MG5DSEHMC304	Global Tourism Insights		4	4	4			
MG5DSEHMC305	Retail Management		4	4	4			
MG5SECHMC300	Garde Manger		SEC	3	3	3		

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# Syllabus



## Semester: 6

Course Code	Title of the Course	Type of the Course DSC, MDC, SEC etc.	Credit	Hours/ week	Hour Distribution /week			
					L	T	P	O
MG6DSCHMC300	Bar and Beverage Management	DSC A	4	4	4		0	
MG6DSCHMC301	Advanced Culinary Operations	DSC A	4	5	3		2	
MG6DSEHMC300	Rooms Division Management	Any Two DSE	4	5	3		2	
MG6DSEHMC301	Computer Applications in Hospitality Industry		4	5	3		2	
MG6DSEHMC302	Management For Chefs		4	5	3		2	
MG6DSEHMC303	Gourmet Bakery Techniques		4	5	3		2	
MG6SECHMC300	Hotel Facility Planning	SEC	3	3	3			
MG6VACHMC300	Stress Management	VAC	3	3	3			



**MGU-UGP (HONOURS)**

# Syllabus

## Semester: 7

Course Code	Title of the Course	Type of the Course DCC MDC, SEC etc.	Credit	Hours/ week	Hour Distribution /week			
					L	T	P	O
MG7DCCHMC400	Human Resource Management	DCC	4	4	4			
MG7DCCHMC401	Event Management	DCC	4	5	3		2	
MG7DCCHMC402	Hospitality Financial Management	DCC	4	4	4			
MG7DCEHMC400	Tourism Management	DCE	4	4	4			
MG7DCEHMC401	Customer Relation Management	DCE	4	4	4			
MG7DCEHMC402	Training, Learning and Development	DCE	4	4	4			



## Semester: 8

### MGU-UGP (HONOURS)

Course Code	Title of the Course	Type of the Course DSC, MDC, SEC etc.	Credit	Hours/ week	Hour Distribution /week			
					L	T	P	O
MG8DCCHMC400	Brand Management	DCC	4	5	3		2	
MG8DCCHMC401	Emerging Trends in Sales and Marketing	DCC	4	5	3		2	
MG8PRJHMC400	Project	PRJ	12					
MG8INTHMC400	Internship	INT	12					



**SEMESTER - 1**

**MGU-UGP (HONOURS)**

**Syllabus**



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Introduction to Hospitality Operations I (Food &amp; Beverage)</b>					
<b>Type of Course</b>	<b>DSC A</b>					
<b>Course Code</b>	<b>MG1DSCHMC100</b>					
<b>Course Level</b>	<b>100-199</b>					
<b>Course Summary</b>	This course will enable the student to understand the basic culinary and F&B service concepts.					
<b>Semester</b>	1	Credits			4	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	Total Hours
		3		1		75
<b>Pre-requisites</b>	BASIC LANGUAGE PROFICIENCY					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains *	PO No
1	To understand the term cookery and apply hygiene practices while cooking	U	1, 3
2	To understand the organizational hierarchy and responsibilities	An	1,5
3	To analyse & execute the basic principles of kitchen	An	1, 2
4	To understand the growth of hotel industry	A	1, 2
5	To familiarize the students with F&B equipments and their uses	An	1, 2

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Introduction to Cookery</b>	<b>12</b>	
1.1	Introduction to the Hospitality Industry.	1	1
1.2	Introduction to Cookery- History & Growth.	3	2,3
1.3	Origin of modern cookery & Introduction to Indian Cookery.	2	1
1.4	Importance of Hygiene in Hospitality Industry– Personal Hygiene, Personal Ethics, Environmental Hygiene, Food Hygiene.	3	2, 3
1.5	Safety procedures in handling kitchen equipment, Best practices followed in Industry, Importance of Protective clothing in Catering Industry.	3	1, 2
<b>2</b>	<b>Kitchen Organisation and Coordination with other departments:</b>	<b>13</b>	
2.1	Organizational Hierarchy of kitchen.	2	2
2.2	Duties & Responsibilities of Kitchen Personnel	7	2
2.3	Interdepartmental coordination of the Kitchen Department.	4	1
<b>3</b>	<b>Introduction to Catering and food service industry</b>	<b>20</b>	
3.1	Introduction to Food Service Industry - Growth of Hotel Industry in India	2	4
3.2	Role of Catering Establishment in Travel/Tourism Industry	2	4, 2
3.3	Classification of Food Service Industry- Commercial sector, Non-commercial sector/Welfare sector, Transport catering	2	4
3.4	Career Prospects in the Catering & Food Service Industry.	2	2
3.5	Organizational hierarchy in Food and Beverage service department	2	2
3.6	Food and Beverage Service personnel (French, English & American terminologies)	2	4

3.7	Duties and responsibilities of Food and Beverage service personnel	3	4, 2
3.8	Attributes of F & B service personnel	2	2
3.9	Interdepartmental coordination of the Food and Beverage Service department.	3	2
<b>4</b>	<b>Food Production &amp; Service (Practical)</b>	<b>30</b>	
4.1	Identification and Uses of Kitchen Equipments	2	4
4.2	Pre preparation of Ingredients- Vegetables	2	4
4.3	Stock - Method of preparation & Types	3	4
4.4	Mother Sauce - Method of preparation & Types	8	4
4.6	Identification Of F&B Service Equipments <ul style="list-style-type: none"> <li>• Furniture</li> <li>• Linen</li> <li>• Crockery Or Chinaware</li> <li>• Silverware</li> <li>• Glassware</li> <li>• Modern Equipments</li> </ul>	15	4
<b>5</b>	<b>TEACHER SPECIFIC CONTENT</b>		



**MGU-UGP (HONOURS)**

## Syllabus

<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>	
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>
	Internal Test	
	Assignment	
	<b>Total</b>	<b>25</b>
	<b>Practical CCA- 15 Marks</b>	
	<b>PRACTICAL ASSESSMENT CCA</b>	<b>MARKS DISTRIBUTION</b>
	Practical Task	
	Practical Record Preparation	
	Viva Voce	
Grooming		
<b>Total</b>	<b>15</b>	



**MGU-UGP (HONOURS)**

# Syllabus

**B. End Semester Evaluation ( ESE) - Theory****Written Test- 50 Marks – 1.5 Hours Examination**

Descriptive Type	Word Limit	No of question to be answered	Marks
Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10
<b>TOTAL</b>			<b>50</b>

**Practical ESE- 35 Marks – 1.5 Hour Examination**

PRACTICAL ASSESSMENT ESE	MARKS DISTRIBUTION
Practical Task	14
Practical Record Preparation	8
Viva Voce	8
Grooming	5
<b>Total</b>	<b>35</b>


**MGU-UGP (HONOURS)****References**

1. Modern Cookery(Vol.1) for teaching and trade – Philip E Thangam
2. Theory of cookery - Krishna Arora
3. Food & Beverage - Vara Prasad
4. Food & Beverage service – R. Singaravelan

**SUGGESTED READINGS**

1. Food production Operations - Parvinder S. Bali
2. Food & Beverage service – Vijay Dhawan



	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>						
<b>Course Name</b>	<b>Eco- Friendly Practices in Hospitality Industry</b>					
<b>Type of Course</b>	<b>MDC</b>					
<b>Course Code</b>	<b>MG1MDCHMC100</b>					
<b>Course Level</b>	<b>100-199</b>					
<b>Course Summary</b>	The students will be exposed to the hotel environment and the eco-friendly products and practices followed in the industry. They will acquire knowledge about the different types of pollution control processes, adequate waste management procedures which in turn will lead them to implementing and using green concepts.					
<b>Semester</b>	1	Credits			3	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		2	0	1	0	60
<b>Pre-requisites, if any</b>	The students should have an understanding of the importance of a healthy environment and sustainable measures to protect the environment.					

### MGU-UGP (HONOURS) COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains *	PO No
1	Get awareness of environmentally friendly practices in hotels and Eco-Tourism	U	1, 2
2	To acquire knowledge on different pollution control techniques ,Waste Management and water conservation methods.	A, An	4,5, 6
3	To acquire knowledge and practical experience in Waste management, Water conservation and making Eco-Friendly Vegetable Garden	C, A	9, 10
4	Summarise the importance of environment	U	3

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

MODULE	Course description	Hrs	CO No.
<b>1</b>	<b>Introduction to Environmental Studies, Eco-Friendly practices and Eco-Tourism</b>	<b>12</b>	
1.1	Environmental Studies - Meaning, Definition and Importance.	3	1
1.2	Eco friendly practices in hotels - Introduction, Importance. Latest Environmental practices in hotels.	6	1,3
1.3	Eco-Tourism - Significance, Opportunities and Challenges.	3	1,2
<b>2</b>	<b>Pollutions and Waste management Practices in Hotels</b>	<b>18</b>	
2.1	Air pollution and Noise Pollution-Meaning,Causes,Effects and Control techniques	5	2
2.2	Water Pollution-Meaning.causes,effects ,Water conservation methods and Rain Water Harvesting	8	2
2.3	Waste Management practices in Hotels -Meaning and Importances.	5	1,2
<b>3</b>	<b>Practicals- Waste Reduction methods, Water conservation and Gardening</b>	<b>30</b>	
3.1	Waste Reduction methods-Measuring daily waste and provide awareness to others to reduce wastes	8	1, 2
3.2	Water Conservation techniques-Checking leaking taps and make awareness to conserve water by recycling and rainwater water harvesting	7	2
3.3	Gardening- Making Vegetable gardens by student groups.	15	1, 2, 3
<b>4</b>	<b>Teacher Specific content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>											
<b>Assessment Types</b>	<p style="text-align: center;"><b>Continuous Comprehensive Assessment (CCA) - Theory</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">CRITERIA</th> <th style="width: 50%;">MARKS DISTRIBUTION</th> </tr> </thead> <tbody> <tr> <td>Internal Test</td> <td></td> </tr> <tr> <td>Assignment</td> <td></td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: center;"><b>15</b></td> </tr> </tbody> </table>	CRITERIA	MARKS DISTRIBUTION	Internal Test		Assignment		<b>Total</b>	<b>15</b>			
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Grooming												
<b>Total</b>	<b>15</b>											

**MGU-UGP (HONOURS)**

# Syllabus

**B. End Semester Evaluation ( ESE) - Theory****Written Test- 35 Marks- 1.5 Hours Examination**

Descriptive Type	Word Limit	No of question to be answered	Marks
Short Answer	50 Words	6 out of 10	6*2= 12
Short Essays	200 Words	3 out of 5	3*5 = 15
Essays	350 Words	1 out of 2	1*10 = 8
<b>TOTAL</b>			<b>35</b>

**Practical ESE – 35 Marks – 1.5 Hours Examination**

PRACTICAL ASSESSMENT ESE	MARKS DISTRIBUTION
Practical Task	14
Practical Record Preparation	8
Viva Voce	8
Grooming	5
<b>Total</b>	<b>35</b>

**References**


1. Environmental Science by Miller T. G.
2. Environmental Science by Jyoti Sinha
3. Introduction to Hospitality By John R.
4. Hotel Management & Operations by Michael J.



**SEMESTER - 2**

**MGU-UGP (HONOURS)**

**Syllabus**

	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Introduction to Hospitality Operations – II (Rooms Division)</b>					
<b>Type of Course</b>	<b>DSC A</b>					
<b>Course Code</b>	<b>MG2DSCHMC100</b>					
<b>Course Level</b>	<b>100-199</b>					
<b>Course Summary</b>	This course combines essential skills of both front office and housekeeping operations and helps the students to gain experience in functional areas of Front Office and guest handling. It helps a student to understand the basic operations of housekeeping like room facilities and knowledge about cleaning agents.					
<b>Semester</b>	II	Credits		4	Total Hours	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical		Others
		3		1		75
<b>Pre-requisites, if any</b>	The student should have basic knowledge about hospitality operations					

### MGU-UGP (HONOURS) COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To understand the origin of hotel industry and the basic operations of Rooms Division Department	U	1
2	To understand the various functional areas of Rooms Division and coordination with other departments	U	1
3	Exhibit professionalism and etiquettes required of Rooms Division Personnel	A	5
4	To differentiate between types of Meal Plan, types of rooms and guest arrival procedures	An	3
5	Create organisational charts depicting the lines of responsibility among positions and departments.	C	2

6	Identify different cleaning equipments and agents	S	2
<b>*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)</b>			

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Introduction to Rooms Division</b>	<b>15</b>	
1.1	Origin & Evolution of Hotel Industry	3	1
1.2	Qualities & Attributes of Front Office & Housekeeping Personnel	2	3
1.3	Organisational Hierarchy of Front Office & Housekeeping Department	3	5
1.4	Duties & Responsibilities of Front Office & Housekeeping Personnel	3	5
1.5	Coordination between Rooms Division and other departments.	2	2
1.6	Layout of lobby and Housekeeping department	2	2
<b>2</b>	<b>Front Office Operations</b>	<b>15</b>	
2.1	Functions of Bell Desk	4	2
2.2	Types of rooms	4	4
2.3	Types of Meal Plans	2	4
2.4	Activities of Reservation & Front Desk for Guest Arrival	5	4
<b>3</b>	<b>Housekeeping Operations</b>	<b>15</b>	
3.1	Mechanical & Manual equipments	5	6
3.2	Use and care	3	6
3.3	Selection Criteria	2	6
3.4	Cleaning agents – Classification & Selection	5	6

<b>4</b>	<b>Practical</b>	<b>30</b>	
4.1	Greeting & Welcoming the guest	5	3
4.2	Handling Reservation Enquiry	5	3
4.3	Telephone Handling Procedure	5	4
4.4	Guest Arrival Procedure - FIT & Luggage Handling	5	4
4.5	Facilities of Guestroom – Twin Room & Suite Room	5	6
4.6	Identification of Cleaning Equipments & Agents	5	6
<b>5</b>	<b>Teacher Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>												
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Grooming													
<b>Total</b>	<b>15</b>												



## B. End Semester Evaluation ( ESE) - Theory

Written Test- 50 Marks - 1.5 Hours Examination

Descriptive Type	Word Limit	No of question to be answered	Marks
Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10
TOTAL			50

Practical ESE: 35 Marks - 1.5 Hours Examinations

PRACTICAL ASSESSMENT ESE	MARKS DISTRIBUTION
Practical Task	14
Practical Record Preparation	8
Viva Voce	8
Grooming	5
Total	35

MGU-UGP (HONOURS)

### References

1. Hotel & Hospitality Operations – Raghupalan
2. Hotel Housekeeping – Sudhir Andrews
3. Hotel Front Office: Operations & Management – Jatashankar Tewari
4. Front Office Management – S.K. Bhatnagar

### SUGGESTED READINGS

1. Hotel Housekeeping – Sudhir Andrews
2. Hotel Front Office: Operations & Management – Jatashankar Tewari



## Mahatma Gandhi University Kottayam

<b>Programme</b>						
<b>Course Name</b>	<b>Basics of Management Principles</b>					
<b>Type of Course</b>	<b>MDC</b>					
<b>Course Code</b>	<b>MG2MDCHMC100</b>					
<b>Course Level</b>	<b>100-199</b>					
<b>Course Summary</b>	The course intends to familiarise the students with basic knowledge about managerial concepts. It also aims to improve the skills of students in planning, organizing, staffing, coordinating and controlling. The students will be knowledgeable to make prompt decisions in different situations.					
<b>Semester</b>	II	Credits			3	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		2		1		60
<b>Pre-requisites, if any</b>	Students should have basic knowledge in Inter and Intra Personal Communication Skills					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcomes	Learning Domains	PO No
1	Demonstrate and understand management terms.	<b>U</b>	1,2
2	Are able to classify and adopt different plans and organisational structure .	<b>A</b>	1,2,3
3	Develop skills to analyse different control techniques	<b>An</b>	10,6
4	Adopt attitudes and behaviour to coordinate with different departments.	<b>C</b>	4,5,9

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Introduction to Management</b>	<b>11</b>	
1.1	Meaning and nature. Difference between management and administration. Levels of management.	4	1,2
1.2	Management as a science, art and profession. Scientific management principles by F.W. Taylor	3	1,2
1.3	Henry Fayol's 14 principles of management	4	1,2
<b>2</b>	<b>Planning &amp; Organization</b>	<b>19</b>	
2.1	Meaning, Importance, Characteristics of planning	3	1,2
2.2	Steps in planning - Benefits and limitations.	3	1,2
2.3	Decision making – Meaning, Types of decisions	4	1,2
2.4	Organization- Meaning, Importance and Process.	3	2
2.5	Organizational structure – Line organization, Line and staff organization, Functional organization, Network organization	3	2
2.6	Centralized and decentralized organization. Span of control.	3	2,3
<b>3</b>	<b>Manpower Planning Exercise</b>	<b>30</b>	
3.1	Staffing – Meaning, Definition and Process.	6	2,3
3.2	Delegation of Authority –Meaning and Importance.	4	2,3
3.3	Directing - Meaning and Elements of directing.	4	4
3.4	Controlling – Definition, Need for control, Steps in control process.	6	3
3.5	Coordination – Meaning and techniques for effective coordination	5	4
3.6	Management by Objective (MBO) - Definition and Scope	5	1,4
<b>4</b>	<b>Teachers Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>		
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>	
	Internal Test		
	Assignment		
	<b>Total</b>	<b>15</b>	
	<b>Practical CCA- 15 Marks</b>		
	<b>PRACTICAL ASSESSMENT CCA</b>	<b>MARKS DISTRIBUTION</b>	
	Practical Task		
	Practical Record Preparation		
Viva Voce			
Grooming			
<b>Total</b>	<b>15</b>		
<b>B. End Semester Evaluation ( ESE) - Theory</b>			
<b>Written Test- 35 Marks - 1.5 Hours Exam</b>			
<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
Short Answer	50 Words	6 out of 10	6*2= 12
Short Essays	200 Words	3 out of 5	3*5 = 15
Essays	350 Words	1 out of 2	1*10 = 8
<b>TOTAL</b>			<b>35</b>
<b>Practical ESE- 35 Marks - 1.5 Hours Examination</b>			
<b>PRACTICAL ASSESSMENT ESE</b>	<b>MARKS DISTRIBUTION</b>		
Practical Task	<b>14</b>		

	<b>Practical Record Preparation</b>	<b>8</b>
	<b>Viva Voce</b>	<b>8</b>
	<b>Grooming</b>	<b>5</b>
	<b>Total</b>	<b>35</b>

## References

- 1) T. N. Chhabra: Principles and Practice of Management,
- 2) Dhanpat Rai & Co. Harold Koontz: Essentials of Management,
- 3) George Robert Terry: Principles of Management



**MGU-UGP (HONOURS)**

# Syllabus



**SEMESTER - 3**

**MGU-UGP (HONOURS)**

**Syllabus**



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Food Production Operation - I</b>					
<b>Type of Course</b>	<b>DSC A</b>					
<b>Course Code</b>	<b>MG3DSCHMC200</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	Learners will be exposed to the required international standards by inculcating necessary knowledge, skill and mind-set which will assist them both on professional & personal fronts. It teaches many tricks of the trade and will fuel a desire in students to take up kitchen operations as an exciting career.					
<b>Semester</b>	III	Credits			4	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	Total Hours
		3		1		75
<b>Pre-requisites</b>	The students should have basic culinary knowledge as well as hygiene practices which has to be carried over in this course.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To understand the role of ingredients in cooking and to be able to apply this knowledge while cooking	U	1,3
2	To illustrate different methods of cooking.	An	1,2
3	To build and develop the periodical of soup and sauces	An	1,2
4	Explanation of brigade system & foundation ingredients	A	1,5,10
5	Compiling & interpretation of a simple 4 course menu	C,S	1,2,6,10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

### Content for Classroom transaction (Sub-units)

Module	Course description	Hrs	CO No
<b>1</b>	<b>AIMS &amp; OBJECTIVES OF COOKERY AND ROLE OF INGREDIENTS</b>	<b>16</b>	
1.1	Aims and objectives of cooking food Action of heat on carbohydrates, fat, proteins, minerals and vitamins	2	1
1.2	Shortenings (Fats & Oils): <ul style="list-style-type: none"> <li>● Role of Shortenings</li> <li>● Varieties of Shortenings</li> <li>● Advantages and Disadvantages of using various Shortenings</li> <li>● Fats &amp; Oil – Types, varieties</li> </ul>	3	1,5
1.3	Raising Agent & Leavening Agent (yeast): <ul style="list-style-type: none"> <li>● Structure of Yeast</li> <li>● Classification of Raising or Leavening Agents</li> <li>● Role of Raising Leavening Agents</li> <li>● Actions and Reactions</li> </ul>	4	1,5
1.4	Thickening Agents (flour): <ul style="list-style-type: none"> <li>● Structure of Wheat</li> <li>● Types of Wheat</li> <li>● Types of Flour</li> <li>● Processing of Wheat – Flour</li> <li>● Uses of Flour in Food Production</li> <li>● Cooking of Flour (Starch)</li> <li>● WAP of flour.</li> </ul>	4	1,5
1.5	Sweetening agent: (Sugar): <ul style="list-style-type: none"> <li>● Importance of Sugar</li> <li>● Types of Sugar</li> <li>● Cooking of Sugar – various</li> </ul>	3	1,5
<b>2</b>	<b>PRINCIPLES OF COOKING</b>	<b>10</b>	



2.1	<p>Method Of Cooking:</p> <ul style="list-style-type: none"> <li>● Roasting</li> <li>● Grilling</li> <li>● Frying</li> <li>● Baking</li> <li>● Broiling</li> <li>● Poaching</li> <li>● Boiling</li> <li>● Principles of different cooking methods</li> <li>● Precautionary Measures to be followed while cooking</li> <li>● Selection of food for different methods of cooking</li> </ul>	4	2
2.2	<p>Vegetable And Fruit Cookery:</p> <ul style="list-style-type: none"> <li>● Introduction – Classification of vegetables</li> <li>● Different Cuts of vegetables</li> <li>● Pigments and colour changes</li> <li>● Effects of heat on vegetables</li> <li>● Classification of fruits</li> <li>● Uses of fruit in cookery</li> </ul>	3	2
2.3	<p>Egg Cookery:</p> <ul style="list-style-type: none"> <li>● Introduction to egg cookery</li> <li>● Structure of an egg</li> <li>● Selection criteria of egg</li> <li>● Uses of egg in cookery</li> </ul>	3	2,6
<b>3</b>	<p><b>STOCK, SAUCE, SOUP, SALAD</b> <b>INTRODUCTION TO BAKERY &amp; CONFECTIONERY</b></p>	<b>19</b>	
3.1	<p>Stocks:</p> <ul style="list-style-type: none"> <li>● Definition of stock</li> <li>● Types of stock</li> <li>● Preparation of stock</li> <li>● Recipes</li> <li>● Storage of stocks</li> <li>● Uses of stocks</li> <li>● Care and precautions</li> </ul>	3	3,6
3.2	<p>Sauces:</p> <ul style="list-style-type: none"> <li>● Classification of sauces</li> <li>● Recipes for mother sauces</li> <li>● Derivatives of mother sauces</li> <li>● Storage &amp; precautions</li> </ul>	3	3,6
3.3	<p>Soups:</p> <ul style="list-style-type: none"> <li>● Classification with examples</li> <li>● Basic recipes of international soup</li> </ul>	2	3,6
3.4	<p>Salad:</p> <ul style="list-style-type: none"> <li>● Definition</li> <li>● Part of salad</li> <li>● Types of salad</li> <li>● Salad dressing- Types</li> </ul>	3	3,6

3.5	Introduction to bakery and confectionery Bakery Organizational Structure.	1	4
3.6	Aims & Objectives of Baking. Introduction of equipment and their uses	2	4
3.7	Role of ingredients used in bakery and confectionery: <ul style="list-style-type: none"> <li>• Flour</li> <li>• Sugar</li> <li>• Yeast</li> <li>• Salt</li> <li>• Milk</li> <li>• Water</li> <li>• Egg</li> <li>• Fat</li> </ul>	5	4,2
<b>4</b>	<b>FOOD PRODUCTION OPERATION I (PRACTICAL)</b>	<b>30</b>	
4.1	Egg cookery - Preparation of egg dishes: <ul style="list-style-type: none"> <li>• Boiled ( Soft &amp; Hard)</li> <li>• Fried ( Sunny side up, Single fried, Bull's Eye, Double fried)</li> <li>• Poached</li> <li>• Scrambled</li> <li>• Omelette (Plain, Stuffed, Spanish)</li> <li>• En cocotte (Eggs Benedict)</li> </ul>	6	1,5
4.2	Simple potato preparations: <ul style="list-style-type: none"> <li>• Baked potatoes</li> <li>• Mashed potatoes</li> <li>• French fries</li> <li>• Roasted potatoes</li> <li>• Boiled potatoes</li> <li>• Lyonnaise potatoes</li> <li>• Allumettes</li> </ul>	6	1,5
4.3	Vegetable preparations: <ul style="list-style-type: none"> <li>• Boiled vegetables</li> <li>• Glazed vegetables</li> <li>• Fried vegetables</li> <li>• Stewed vegetables</li> </ul>	6	1,5
4.4	Simple Salads & Soups: <ul style="list-style-type: none"> <li>• Cole slaw,</li> <li>• Potato salad,</li> <li>• Beetroot salad,</li> <li>• Green salad</li> <li>• Fruit salad</li> </ul>	6	1,5

4.5	Demonstration & Preparation of simple menu: <ul style="list-style-type: none"> <li>• Soup</li> <li>• Appetizer</li> <li>• Main course</li> <li>• Desert</li> </ul>	6	1,3,5
5	<b>Teachers Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Total	25		
	<b>Practical CCA- 15 Marks (HONOURS)</b>			
	<b>PRACTICAL ASSESSMENT CCA</b>		<b>MARKS DISTRIBUTION</b>	
	Practical Task			
	Practical Record Preparation			
	Viva Voce			
	Grooming			
	Total		15	
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	Written Test- 50 Marks - 1.5 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20

Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10
TOTAL			50
<b>Practical ESE: 35 Marks - 1.5 Hours Examinations</b>			
PRACTICAL ASSESSMENT ESE		MARKS DISTRIBUTION	
Practical Task		14	
Practical Record Preparation		8	
Viva Voce		8	
Grooming		5	
Total		35	

### References

1. Modern Cookery(Vol.1) for teaching and trade – Philip E Thangam
2. Theory of cookery - Krishna Arora

### SUGGESTED READINGS

1. Food production Operations - Parvinder S Bali

# Syllabus



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Food and Beverage Service Operation - I</b>					
<b>Type of Course</b>	<b>DSC A</b>					
<b>Course Code</b>	<b>MG3DSCHMC201</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	This Course will enable the students to understand the basic F&B Service Concepts.					
<b>Semester</b>	III	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		3		1		75
<b>Pre-requisites</b>	Basic English Language Proficiency & Passion towards Customer Service Industry.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Illustrate the different types of F&B services with examples	U	1,2
2	Students will familiarize with the French Classical menu and attain capability to compile a menu by themselves.	An	1,5,7
3	Analyse different types of breakfast	An	1,3,5
4	Knowledge about Non – Alcoholic beverages and its classifications	A	1,10
5	Students will be exposed to all different aspects of an event organisation such as Booking, Event Planning and executing an event as per customer requirements	C	1,2,5
<p><b>*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)</b></p>			

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Types of service and menu and Menu Planning</b>	<b>18</b>	
1.1	Table Service- French, Russian, English, American, Silver	3	1
1.2	Assisted service- Buffet, Carvery, Cafeteria and Self Service	3	1
1.3	Specialized service-Gueridon, Automated, Tray, Trolley etc	2	1
1.4	Types of menus and Basics of Menu Design	1	1,2
1.5	French Classical Menu - 17 courses	2	1,2
1.6	Concept & Guidelines on Menu Planning	2	1,2
1.7	Menu Terminologies	1	1,2
1.8	Food and its Accompaniments	2	1,2
1.9	Cover set up for Different Menus	2	1,2
<b>2</b>	<b>Breakfast and Banquet Operations</b>	<b>17</b>	
2.1	Types of Breakfast– Continental, English, American, Indian and Buffet	3	1,3
2.2	Cover set up and service	2	1,3
2.3	Types of functions and Menus	2	5
2.4	Booking procedure with forms and formats- BFP, Booking Diary, Function of the Day,	2	5
2.5	Banquet seating calculation and Seating Plans	2	5
2.5	Introduction to Buffett and Types of Buffets	1	5
2.6	Buffet Equipments	3	5
2.7	Types of Buffet services– Finger, Fork, Sit down	2	5
<b>3</b>	<b>Non Alcoholic Beverages</b>	<b>10</b>	
3.1	Classification	2	4
3.2	Hot Beverages – Tea, Coffee, Cocoa - Types, Production, Brand names and Service	4	4

3.3	Cold Beverages – Water, Juices, Milk based, Syrups, Squashes, Aerated Types Brands and Service Standards	4	4
<b>4</b>	<b>PRACTICALS</b>	<b>30</b>	
4.1	Compiling of a menu in French		1, 2, 5
4.2	Cover Set up, Service sequence.		1,2,5
4.3	Silver service, Pre plated service		1,2,5
4.4	BFP Compiling		1, 2,5
4.5	Service of non-alcoholic beverages		1, 2,5
4.6	Setting of Different Banquet set-ups		1, 2,5
<b>5</b>	<b>Teachers Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>	
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>
	Internal Test	
	Assignment	
	<b>Total</b>	<b>25</b>
	<b>Practical CCA- 15 Marks</b>	
<b>PRACTICAL ASSESSMENT CCA</b>		<b>MARKS DISTRIBUTION</b>
Practical Task		
Practical Record Preparation		
Viva Voce		
Grooming		

<b>Total</b>		<b>15</b>	
<b>B. End Semester Evaluation ( ESE) - Theory</b>			
<b>Written Test- 50 Marks - 1.5 Hours Examination</b>			
<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10
<b>TOTAL</b>			<b>50</b>
<b>Practical ESE: 35 Marks - 1.5 Hours Examinations</b>			
<b>PRACTICAL ASSESSMENT ESE</b>		<b>MARKS DISTRIBUTION</b>	
Practical Task		14	
Practical Record Preparation		8	
Viva Voce		8	
Grooming		5	
<b>Total</b>		<b>35</b>	

## References

1. F&B service training manual - Sudheer Andrews
2. Food & Beverage - Vara Prasad
3. Food & Beverage service – R. Singaravelan
4. Food & Beverage Service Operation – Manoj Kumar Yadav
5. F & B Service –9th edition - Dennis Lillicrap

## SUGGESTED READINGS

Food & Beverage service – Vijay Dhawan

# Syllabus





## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Introduction to Airline and Travel Industry</b>					
<b>Type of Course</b>	<b>DSC B</b>					
<b>Course Code</b>	<b>MG3DSCHMC202</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	This course will enable to students to Learn about the basic skills and competencies involved in working within the aviation industry and an understanding of how the industry operates in its different forms by studying the course Introduction to Airline Industry					
<b>Semester</b>	III	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		3		1		75
<b>Pre-requisites</b>	Students should have proficiency in English language as the course involves reading and understanding scientific materials. He/she should foster a curiosity driven approach to learning					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Students will get an exposure and understanding of Airport and Airline Operations	K,U	3,4,8,9,10

2	Students will get an insight to the Government regulations with in the Industry	U,I	1,3,5,6,7
3	Students will learn about the regulations on Foreign Currency exchange	U,S	1,3,5,6,7
4	Students will be apart of practical exercise of the various processes in Airport	U,S	4,5,6,7
<b>*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)</b>			

## COURSE CONTENT

Module	Course Description	Hrs	CO No.
<b>1</b>	<b>Introduction to Airline Industry</b>	<b>15</b>	
1.1	Commercial Aviation-Air Taxi Operations-	3	1
1.2	Private Operation- Airport Handling	3	1
1.3	Airlines Terminal and Operational Management	3	1
1.4	Domestic- International Departure Formalities, Security Check-In. Hand Baggage Screening Personal Frisking- Boarding the Plane	3	1,2
1.5	Ground Announcements Handling of Delayed Flight-Disruptive Flights	3	1,4
<b>2</b>	<b>Travel Documents and Processes</b>	<b>15</b>	
2.1	Travel Documents- Passport – Visa	5	2

2.2	Tim- Currency Regulations-IATA Rate of Exchange Banker's Buying Rate- Banker's selling rate-Currency Conversion	5	3
2.3	Departure Control System-ATC	5	2
<b>3</b>	<b>Travel agent and Tourism Management</b>	<b>15</b>	
3.1	Travel Agent Management- Travel Partners IATA Approved Travel Agency Appointment and Control Bank guarantee.	5	2
3.2	Customer Service-Service Provider Training and Development of Travel agent-GDS.	3	1,2
3.3	Tourism Management- Domestic and International Tourism.	3	1,3
3.4	Discover India-Government Regulations on Tourism Management.	2	2
3.5	Exploring new Destinations-Foreign Currency Earner	2	3
<b>4</b>	<b>Practicals</b>	<b>30</b>	
4.1	Airport Operations Handling	15	1,2,3,4
4.2	Departure Control System	15	1,2,3,4
<b>5</b>	<b>Teachers Specific Assessment</b>		

## Syllabus

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>Role play,</li> <li>Critical thinking,</li> <li>Teamwork, and</li> <li>Leadership skills.</li> </ul>
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	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>		
	<table border="1" style="margin: auto;"> <tr> <td style="width: 50%;">CRITERIA</td> <td style="width: 50%;">MARKS DISTRIBUTION</td> </tr> </table>	CRITERIA	MARKS DISTRIBUTION
CRITERIA	MARKS DISTRIBUTION		

<b>Assessment Types</b>	Internal Test			
	Assignment			
	<b>Total</b>	<b>25</b>		
	<b>Practical CCA- 15 Marks</b>			
	<b>PRACTICAL ASSESSMENT CCA</b>		<b>MARKS DISTRIBUTION</b>	
	Practical Task			
	Practical Record Preparation			
	Viva Voce			
	Grooming			
	<b>Total</b>	<b>15</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	<b>Written Test- 50 Marks - 1.5 Hours Examination</b>			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10	
<b>TOTAL</b>			<b>50</b>	
<b>Practical ESE: 35 Marks - 1.5 Hours Examinations</b>				
<b>PRACTICAL ASSESSMENT ESE</b>		<b>MARKS DISTRIBUTION</b>		
Practical Task		<b>14</b>		
Practical Record Preparation		<b>8</b>		
Viva Voce		<b>8</b>		
Grooming		<b>5</b>		
<b>Total</b>		<b>35</b>		

## References

1. IATA Manual on Diploma in Travel & Tourism Management

1. ICAO Manuals

	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Rooms Division Operation I</b>					
<b>Type of Course</b>	<b>DSE</b>					
<b>Course Code</b>	<b>MG3DSEHMC200</b>					
<b>Course Level</b>	<b>200- 299</b>					
<b>Course Summary</b>	The course is structured to cover basic principles of hotel classification, activities in guest cycle and registration and reservation procedures. To gain intensive knowledge about guest room as well as public area cleaning.					
<b>Semester</b>	III	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		4	0	0	2	60
<b>Pre-requisites, if any</b>	Students should have a fundamental level knowledge of Rooms Division Operation					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Identify hotels based on their classification criteria	U	1,2
2	Develop proficiency in guest cycle and registration activities	A	2,3
3	Analyse reservation management processes	An	4
4	Develop qualities in guest room and public area cleaning	A	1,2,5
5	Plan and execute cleaning activities and handle front desk processes like reservation etc.	C	1,2,3

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Classification of Hotels</b>	<b>15</b>	
1.1	Classification of Hotels – Size, Star, Location, Clientele, Ownership, Level of Service	5	1
1.2	Heritage Hotels & Supplementary Accommodation	5	1
1.3	Basis of charging; Types of Discounted rates	5	2
<b>2</b>	<b>Guest Cycle &amp; Registration Activities</b>	<b>15</b>	
2.1	Guest Cycle – Pre arrival, Arrival, During the Stay, Departure & Post Departure	5	2
2.2	Registration – Systems, Procedures & Records	3	2
2.3	During the stay activities – Mail & Message Handling, Key Control, Complaint Handling, Guest History	2	2
2.4	Reservations – Modes, Sources, Types, Systems; Cancellation, Amendment & Overbooking	5	3
<b>3</b>	<b>Cleaning Activities, Public area Cleaning &amp; Records</b>	<b>15</b>	
3.1	Room Cleaning Procedure, Bed making	3	4
3.2	Evening Service & Turndown Service, Guest room inspection	3	4
3.3	Cleaning of Lobby , Restaurant , Bar and Banquet, Cloak room and swimming pool	3	4
3.4	VIP List & Call Register	3	4
3.5	Guest Message Register & Maintenance Register	3	5
<b>4</b>	<b>Guest Experiences</b>	<b>15</b>	

4.1	Designing a tour package	3	4
4.2	Guest Arrival Procedure - VIP	2	4
4.3	Handling Reservation – In person and Telephonic, Left luggage procedure, handling scanty baggage	2	4
4.4	Sample Guest Room Layout	2	4
4.5	Room Cleaning Procedure; Bedmaking; Placement of Amenities , Evening service , second service	4	5
4.6	Public area cleaning , VIP room servicing, Inspection checklist	2	5
5	<b>Teachers Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Seminar			
	<b>Total</b>	<b>30</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	6 out of 10	6*5 = 30
	Essays	350 Words	2 out of 5	2*10 = 20
	<b>TOTAL</b>			<b>70</b>

## References

1. Hotel & Hospitality Operations – Raghupalan
2. Hotel Housekeeping – Sudhir Andrews
3. Hotel Front Office: Operations & Management – Jatashankar Tewari
4. Front Office Management – S.K. Bhatnagar

## SUGGESTED READINGS

Textbook of Hotel Front Office Management & Operations – Manoj Kumar Yadav



**MGU-UGP (HONOURS)**

# Syllabus





## Mahatma Gandhi University Kottayam

<b>Programme</b>	BSc (Hons) Hotel Management and Culinary Arts					
<b>Course Name</b>	Restaurant Management					
<b>Type of Course</b>	DSE					
<b>Course Code</b>	MG3DSEHMC201					
<b>Course Level</b>	200-299					
<b>Course Summary</b>	This Course will offer an insight to students with regards to the management aspects of F&B Operations.					
<b>Semester</b>	III	Credits			4	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	Total Hours
		4	0	0	2	60
<b>Pre-requisites</b>	Students should require intermediate knowledge about F&B operations.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Gain knowledge of the method of preparing and serving gueridon dishes	U	1,2
2	To be able to understand Budgeting and different types of Budgets	An	1,7,10
3	To familiarise with costing dynamics of Hospitality Industry	An	1,2,7,10
4	To learn about menu engineering and their actions	A	1,10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>GUERIDON SERVICE</b>	<b>10</b>	
1.1	Introduction and history	2	1,2
1.2	Flaming and heating equipments	2	1,2
1.3	Set up of a gueridon service	3	1,2
1.4	Flambeing and items that can be offered from a gueridon trolley	3	1,2
<b>2</b>	<b>BUDGETARY CONTROL:</b>	<b>20</b>	
2.1	Definition and Objectives of Budget	4	2,3
2.2	Key Factors and Framework of Budget	4	2,3
2.3	Types of Budget	3	2,3
2.4	Define Budgetary Control	4	2,3
2.5	Budgetary Control	5	2,3
<b>3</b>	<b>COST</b>	<b>15</b>	
3.1	<ul style="list-style-type: none"> <li>● Cost Dynamics</li> <li>● Elements of Cost</li> <li>● Classification of Cost</li> </ul>	3	2,3,4
3.2	<ul style="list-style-type: none"> <li>● Variance Analysis</li> <li>● Standard Cost</li> <li>● Standard Costing</li> <li>● Cost Variances</li> <li>● Material Variances</li> <li>● Labour Variances</li> <li>● Overhead Variance</li> <li>● Fixed Overhead Variance</li> <li>● Sales Variance</li> <li>● Profit Variance</li> </ul>	4	2,3,4
3.3	<ul style="list-style-type: none"> <li>● Break Even Analysis</li> <li>● Breakeven Chart</li> <li>● P V Ratio</li> <li>● Contribution</li> <li>● Marginal Cost</li> <li>● Graphs</li> </ul>	4	2,3,4

3.4	<b>MENU ENGINEERING:</b> Definition and objectives of menu engineering Analysis and action	4	2,3,4
4	MAKING OF GUERIDON DISHES <ul style="list-style-type: none"> <li>• PAPAYA BOAT</li> <li>• STEAK DIANE</li> <li>• CREPE SUZETTE</li> <li>• SHRIMP COCKTAIL</li> <li>• PLATED PINEAPPLE</li> </ul>	15	1,2,3,4
5	<b>Teacher Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Seminar			
	<b>Total</b>	<b>30</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	6 out of 10	6*5 = 30
	Essays	350 Words	2 out of 5	2*10 = 20
	<b>TOTAL</b>			<b>70</b>

## References

1. Food & Beverage - Vara Prasad
2. Food & Beverage service – R. Singaravelan
3. Food & Beverage Service - John Cousins, Dennis Lillicrap


## SUGGESTED READINGS

1. Food & Beverage service – Bobby George



MGU-UGP (HONOURS)

# Syllabus

	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Hotel Engineering and Maintenance</b>					
<b>Type of Course</b>	<b>DSE</b>					
<b>Course Code</b>	<b>MG3DSEHMC202</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	This course provides students with the essential skills to effectively manage and maintain diverse hotel facilities, focusing on the efficient operation of building systems and sustainable practices.					
<b>Semester</b>	III	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		4	0	0	2	60
<b>Pre-requisites, if any</b>	The student should have an intermediate level knowledge of the operational departments in a hotel.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Understand the maintenance and operation of hotel facilities, including HVAC systems, plumbing, electrical systems, etc.	U	1,2,3
2	Apply problem-solving skills to identify, diagnose, and address issues related to hotel engineering and maintenance, ensuring prompt resolution and minimal disruption to guest services.	A	2,3,6
3	Implement preventive maintenance programs and schedules,	E	2,4,5
4	Develop sustainable practices considering environmental impact, waste reduction to promote responsible and eco-friendly hotel operations.	C	2,4,5,6

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>MAINTENANCE &amp; FUELS</b>	<b>15</b>	
1.1	Types of maintenance; Preventive and Breakdown maintenance	2	1,3
1.2	Contract Maintenance – Types of contract	2	1,3
1.3	Types of fuels – Solid, Liquid, Gas, Electricity	3	1,4
1.4	Characteristics of an ideal fuel; Calorific Value of fuels	2	1,4
1.5	LPG and its properties; Precautions while handling LPG	3	1,4
1.6	Gas banks – Location, Types of manifolds	2	1,4
1.7	Heat & Temperature – Methods of Heat Transfer	1	1,4
<b>2</b>	<b>ELECTRICITY &amp; WATER SYSTEM</b>	<b>15</b>	
2.1	Fundamentals of Electricity – Insulator, Conductor, Potential Difference, Resistance	3	2
2.2	Electric Circuits – Open, Closed; AC & DC, Single phase and Multiphase: Short Circuit – OCPD: Fuse, MCB, Earthing	2	2
2.3	Types of lighting; External lighting	1	2
2.4	Hard & Soft Water – Water softening method (Zeolite Process / Base Exchange Method / Permutit Process)	2	4
2.5	Cold & Hot Water Distribution System	2	4
2.6	Swimming Pool Maintenance	2	4
2.7	Flushing cisterns, taps, traps and valves	3	4

<b>3</b>	<b>REFRIGERATION &amp; AIR CONDITIONING</b>	<b>15</b>	
3.1	Basic principles of refrigeration	2	3
3.2	Types of Refrigerating Units used in hotels	2	3
3.3	Vapour Compression & Vapour Absorption System	4	3
3.4	Basic concepts of Air conditioning	4	3
3.5	Working principle - Central Air Conditioners & Unit type Air conditioners	3	3
<b>4</b>	<b>EQUIPMENT MAINTENANCE</b>	<b>15</b>	
4.1	Identifications of tools and equipments	1	3
4.2	Usage of Fire Extinguisher	2	3
4.3	Maintenance of Refrigerators and Chillers	2	3
4.4	Components of Wastewater Treatment - Sewage Treatment Plant	2	4
4.5	Components & Maintenance of Diesel Generator	1	4
4.6	Maintenance of Boiler System	1	3
4.7	Conducting Energy Audits	2	4
4.8	Building Management System	2	4
4.9	Emergency Response Procedures & Protocol	2	3
<b>5</b>	<b>Teacher Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Seminar			
	<b>Total</b>	<b>30</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	6 out of 10	6*5 = 30
	Essays	350 Words	2 out of 5	2*10 = 20
	<b>TOTAL</b>			<b>70</b>

## MGU-UGP (HONOURS)


### References

1. Hotel Engineering – Tarun Bansal
2. Hotel Engineering – Sujit Ghosal

### SUGGESTED READINGS

1. Textbook of Hotel Engineering – Prof. R.C. Gupta



	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>						
<b>Course Name</b>	<b>Hospitality Marketing</b>					
<b>Type of Course</b>	<b>MDC</b>					
<b>Course Code</b>	<b>MG3MDCHMC200</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	The students will be knowledgeable about different marketing concepts and Marketing mix. They will also get information regarding Market Segmentation ,Consumer Behaviour ,Product Development and Emerging Trends in Hospitality Industry.					
<b>Semester</b>	III	Credits			3	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		3	0	0	0	45
<b>Pre-requisites, if any</b>	The students should have a good command of English Language and an Interest in Marketing					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Define different marketing concepts and compare different marketing mix	U	1, 2
2	Make use of bases of market segmentation and utilize marketing positioning	A	3, 4, 5
3	Classify , Compare and Assess Consumer behaviour	E	5,9
4	Change and Improve Products and Combine Marketing Trends for development	C	6,10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Introduction to Hospitality Industry</b>	<b>16</b>	
1.1	Introduction to Hospitality Industry, Meaning, Definition, Importance	5	1
1.2	Marketing -Meaning, Definition, Importance and Concepts,functions and Marketing Mix	6	1
1.3	Emerging trends in Hospitality Marketing	5	1
<b>2</b>	<b>Market segmentation and Marketing of Products</b>	<b>17</b>	
2.1	Market Segmentation - Meaning, Definition and Bases of Segmentation,Steps and Market Positioning	6	1,2
2.2	Marketing of Products -meaning,definition and types of products. Product Development -Meaning, Definition, Importance and Product Development Process	8	1,2
2.3	Product Life Cycle-Meaning, Definition, Advantages and Limitations	3	1,2
<b>3</b>	<b>Consumer Behaviour and Buying Process</b>	<b>12</b>	
3.1	Consumer Behaviour- Meaning Definition, Features and Benefits	4	1,3
3.2	Factors Influencing Consumer Behaviour	3	3
3.3	Types of Consumer Behaviour and Consumer Buying Process	5	3
<b>4</b>	<b>Teacher specific content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Total	25		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 50 Marks- 1.5 Hours Examination			
	Descriptive Type	Word Limit	No of question to be answered	Marks
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10	
<b>TOTAL</b>			<b>50</b>	

### References-

- 1.Philip Kotler-Principles of Marketing
- 2.R. Srinivasan- Marketing Management
- 3.P. Sundararajan-Marketing Management

**MGU-UGP (HONOURS)**

**Syllabus**

		<b>Mahatma Gandhi University</b> <b>Kottayam</b>				
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Hospitality Étiquettes</b>					
<b>Type of Course</b>	<b>VAC</b>					
<b>Course Code</b>	<b>MG3VACHMC200</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	The student is able to familiarise and understand hospitality etiquettes. Personal Grooming ,Professional Attire, Positive Body Language, Meeting,Telephone and Email communication etiquettes.					
<b>Semester</b>	III	Credits			3	Total Hours
<b>Course Details</b>	Learning Approach	Lecture 3	Tutorial 0	Practical 0	Others 15	
<b>Pre-requisites, if any</b>	The students should possess a basic knowledge of, and have an interest in learning different etiquettes.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Define, and classify various types of hospitality etiquettes.	U	1,2
2	Develop and make use of telephonic , work-place and e-mail etiquettes.	A	3,4
3	Recommend and decide International , corporate and meeting Etiquette.	E	4, 6,8
4	Design communication etiquettes . Formulate global etiquettes and develop professionalism.	C	1, 9,10
<b>*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)</b>			

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Introduction to Hospitality Etiquettes</b>	<b>17</b>	
1.1	<b>Hospitality Etiquettes-</b> Meaning, Types of Etiquette.	3	1
1.2	<b>Importance of Grooming and Personal Hygiene</b> in the Hospitality Industry	3	1
1.3	<b>Clothing Etiquette/Professional attire</b> -Male and Female Employees	3	1
1.4	<b>Workplace Etiquette:</b> Etiquette for Personal Contact- Personal Appearance, Gestures, Postures, Facial Expressions, Eye-contact, Space distancing - Business etiquettes in 21st century - professional advantages: Need And importance of professionalism	5	2
1.5	<b>Dining Etiquette:</b> Basics of Dining Etiquettes; Basic essentials of dining table etiquettes - Napkin Etiquette, seating arrangements, laying the table, how to use Cutlery,	3	1,2,3
<b>2</b>	<b>Communicative Etiquette</b>	<b>15</b>	
2.1	<b>Communication Etiquette</b> - Meaning and Importance The Etiquette of Customer Service: Meaning, Importance and How to Greet Clients With Warmth & Friendliness.	3	4
2.2	<b>Meeting Etiquette</b> – Meaning, Codes of Conduct while attending Meetings	2	1,2
2.3	<b>Telephone Etiquette:</b> Telephone Communication Techniques - Placing Telephone calls, Answering Calls, Transferring Calls, Placing Calls on Hold.	4	1,2
2.4	<b>Handling Rude Callers:</b> Tactful Responses, Developing Cell Phone Etiquettes; Voicemail Etiquette; Telephonic Courtesies	3	1,2
2.5	<b>E-Mail Etiquette:</b> Significance of Netiquette, E-mail: Way of professional communication, Basic Email Etiquettes: Proper Grammar, Spelling, Punctuation, Styling and Formatting, Body of Email, Response, Privacy	3	1,2
<b>3</b>	<b>International Étiquette</b>	<b>13</b>	
3.1	<b>Corporate Etiquette</b> – Meaning, Do's and Don'ts	3	1,2,3

3.2	<b>International Etiquettes</b> -Body Posture & Behaviour, Do's and Don'ts;	3	1,2,3
3.3	<b>Role Play</b> - Different Countries Dining Etiquettes and Meeting Etiquettes,Group Discussion.	7	1,2,3,4
3.4	Industrial visit- Students are encouraged to visit an operational Hotel to get an exposure to the real time operations of a Hotel. This should add more value to the program	15	1
<b>4</b>	<b>Teachers Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	<b>Total</b>	<b>25</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 50 Marks- 1.5 Hours Examination			
<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>	
Short Answer	50 Words	10 out of 15	10*2= 20	
Short Essays	200 Words	4 out of 6	4*5 = 20	
Essays	350 Words	1 out of 3	1*10 = 10	
<b>TOTAL</b>			<b>50</b>	

## References

1. Business Etiquette and Professionalism - Kay Dupon
2. Addressing Overseas Business Letters - Derek Allen
3. Business Etiquette -Shital Kakkar Mehra



**SEMESTER - 4**

**MGU-UGP (HONOURS)**

**Syllabus**





## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Food Production Operation II</b>					
<b>Type of Course</b>	<b>DSC A</b>					
<b>Course Code</b>	<b>MG4DSCHMC200</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	At the end of this course, students will acquire knowledge about the basic raw materials, meat, & poultry which is being used in the Industry along with its nutritional value which will help them in preparation of recipes. They will also know about the basic preparation of bread and pastries as this course emphasizes both.					
<b>Semester</b>	IV	Credits			4	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	Total Hours
		3		1		75
<b>Pre-requisites</b>	The students should have basic knowledge about dairy, meat and poultry products Students should also be able to interrelate with Food Production Operation 1					

## Syllabus

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To acquire knowledge on basic commodities and their utilization	U	1,6
2	Familiarize with the classification of basic dairy products and their utilization	An	1,2
3	To illustrate the different cuts of meat and poultry and apply this knowledge through practical	A	3,7,10



4	To Obtain basic knowledge on Breads and Pastry & applying these techniques in production	U	1,2,3
5	Construction of menu & improvising it.	C,S	1,8,10
<b>*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)</b>			

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>BASIC CONDIMENTS, RICE, CEREALS &amp; PULSES</b>	<b>15</b>	
1.1	RICE,CEREALS & PULSES <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Classification and identification</li> <li>• Cooking of rice, cereals and pulses</li> <li>• Varieties of rice and other cereals</li> </ul>	5	1
1.2	CONDIMENTS & SPICES <ul style="list-style-type: none"> <li>• Introduction to Indian food</li> <li>• Spices used in Indian cookery</li> <li>• Role of spices in Indian cookery</li> <li>• Indian equivalent of spices (names)</li> </ul>	5	1
1.3	MASALAS: <ul style="list-style-type: none"> <li>• Blending of spices</li> <li>A. Different masalas used in Indian cookery <ul style="list-style-type: none"> <li>• Wet masalas</li> <li>• Dry masalas</li> </ul> </li> <li>C. Composition of different masalas</li> <li>• Varieties of masalas available in regional areas</li> <li>E. Special masala blends</li> </ul>	5	1
<b>2</b>	<b>BASIC COMMODITIES</b>	<b>15</b>	
2.1	Milk: <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Processing of Milk</li> <li>• Pasteurisation – Homogenisation</li> <li>• Types of Milk – Skimmed and Condensed</li> <li>• Nutritive Value</li> </ul>	5	1,2,5
2.2	Cream: <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Processing of Cream</li> <li>• Types of Cream</li> </ul>	3	1,2,5

2.3	<p>Cheese</p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Processing of Cheese</li> <li>• Types of Cheese</li> <li>• Classification of Cheese</li> <li>• Curing of Cheese</li> <li>• Uses of Cheese</li> </ul>	5	1,2,5
2.4	<p>Butter:</p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Processing of Butter</li> <li>• Types of Butter</li> </ul>	2	1, 2,5
3	<p><b>MEAT COOKERY, PRINCIPLES OF BAKERY &amp; CONFECTIONERY</b></p>	<b>15</b>	
3.1	<p>MEAT AND POULTRY:</p> <ul style="list-style-type: none"> <li>• Introduction to meat cookery</li> <li>• Cuts of beef/veal</li> <li>• Cuts of lamb/mutton</li> <li>• Cuts of pork</li> <li>• Variety meats (offals)</li> <li>• Poultry (With menu examples of each)</li> </ul>	5	1,3
3.2	<p>FISH COOKERY</p> <ul style="list-style-type: none"> <li>• Introduction to fish cookery</li> <li>• Classification of fish with examples</li> <li>• Cuts of fish with menu examples</li> <li>• Selection of fish and shellfish</li> <li>• Cooking of fish (effects of heat)</li> </ul>	2	1,3
3.3	<p>BREAD:</p> <ul style="list-style-type: none"> <li>• Principles of bread making,</li> <li>• Simple yeast bread,</li> <li>• Role of ingredients in bread making,</li> <li>• Baking temperature and its importance.</li> </ul>	3	1,2,4
3.4	<p>METHOD OF BREAD MAKING</p> <ul style="list-style-type: none"> <li>• Steps in bread making,</li> <li>• Methods of bread making,</li> <li>• Bread faults: (internal &amp; external)</li> </ul>	2	1,2,4

3.5	<b>PASTRY:</b> A. Short crust B. Danish C. Choux D. Hot water/Rough puff E. Puff or layer F. Filo or phyllo G. Flaky pastry • Recipes and methods of preparation • Differences • Uses of each pastry	3	1,2,4
4	<b>FOOD PRODUCTION OPERATION II (PRACTICAL)</b>	<b>30</b>	
4.1	<b>Meat</b> • Identification of various cuts, Carcass demonstration • Preparation of basic cuts-Lamb and Pork Chops Tornado, Fillet, Steaks and Escalope • Fish-Identification & Classification • Cuts and Folds of fish • Identification, Selection and processing of Meat, Fish and poultry. • Slaughtering and dressing	15	3,5
4.2	<b>Preparation of menu</b>  <b>Salads &amp; soups-</b> Waldorf salad, Fruit salad, Russian salad, Salad Nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) <b>International soups</b> <b>Chicken, Mutton and Fish Preparations</b> Fish Orly, A la Anglaise, Colbert, Meunière Poached, Baked Entrée-Lamb Stew, Hot Pot, Shepherd's pie, Grilled Steaks & Lamb/Pork chops, Roast chicken, Grilled chicken, Leg of Lamb, Beef <b>Simple potato preparations</b> Basic potato dishes <b>Vegetable preparations</b> Basic vegetable dishes <b>Cuisine based cookery</b> Rice dishes, Breads, Main course, Basic Vegetables, <b>Paneer Preparations</b>	15	5

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>		
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>	
	Internal Test		
	Assignment		
	<b>Total</b>	<b>25</b>	
	<b>Practical CCA- 15 Marks</b>		
	<b>PRACTICAL ASSESSMENT CCA</b>	<b>MARKS DISTRIBUTION</b>	
	Practical Task		
	Practical Record Preparation		
	Viva Voce		
Grooming			
<b>Total</b>	<b>15</b>		
<b>B. End Semester Evaluation ( ESE) - Theory</b>			
<b>Written Test- 50 Marks - 1.5 Hours Examination</b>			
<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10
<b>TOTAL</b>			<b>50</b>
<b>Practical ESE: 35 Marks - 1.5 Hours Examinations</b>			
<b>PRACTICAL ASSESSMENT ESE</b>	<b>MARKS DISTRIBUTION</b>		
Practical Task	<b>14</b>		

	<b>Practical Record Preparation</b>	<b>8</b>
	<b>Viva Voce</b>	<b>8</b>
	<b>Grooming</b>	<b>5</b>
	<b>Total</b>	<b>35</b>

## References

1. Modern Cookery(Vol.1) for Teaching and Trade – Philip E. Thangam
2. Theory of cookery - Krishna Arora
3. International Cuisine & Food Production – Parvinder. S. Bali

## SUGGESTED READINGS

1. Food production Operations - Parvinder S Bali
2. Modern Cookery(Vol.2) for Teaching and Trade – Philip E Thangam



**MGU-UGP (HONOURS)**

# Syllabus



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Food and Beverage Service Operation II</b>					
<b>Type of Course</b>	<b>DSC A</b>					
<b>Course Code</b>	<b>MG4DSCHMC201</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	This Course will enable students to understand the methods of Distillation and details of Alcoholic Beverages.					
<b>Semester</b>	IV	Credits			4	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	Total Hours
		3		1		75
<b>Pre-requisites</b>	Students should have basic knowledge on F&B Service standards					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To learn the process of liquor preparation.	U	1, 2
2	To understand the manufacturing process of whiskey ( scotch), Tennessy, Bourbon etc.,	An	1,7,10
3	To analyse and execute the processing of brandy ( Cognac, Armagnac, Calvados, Cider)	An	1,2,7,10
4	Enable students to understand preparation of rum and gin.	A	1,10
5	To be able to understand the standards in service of Alcoholic beverages.	U	1,5

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Alcoholic Beverages</b>	<b>10</b>	
1.1	Introduction	1	1
1.2	Pot still distillation	2	1
1.3	Patents still distillation	2	1
1.4	Proof systems	2	1
1.5	Liqueurs Introduction, Manufacture, Brand names with base, color, flavor, countries	3	1
<b>2</b>	<b>Spirits- Whisky, Brandy, Rum, Gin, Vodka, Tequila &amp; Other Spirits</b>	<b>25</b>	
2.1	<b>Introduction to the World of Whisky</b>	2	2
2.2	Scotch Whisky - Manufacturing, Types, Regions, Brands	3	2
2.3	Irish Whisky – History, Manufacture, Brands	2	2
2.4	American Whiskey – History, Manufacture, Types, Brands	2	2
2.5	Brand names – Canadian, Indian	1	2
2.6	Introduction and History of Brandy	1	2
2.7	Cognac - Manufacturing, Region, Types, Brands	2	2
2.8	Other Brandies – Armagnac, Grappa, Calvados – Basic knowledge	2	2
2.9	Introduction, History, Manufacture, Styles of Rum with Brand names and countries of Origin	2	2
2.10	Introduction, History, Manufacture, Types of Gin with Brand names and countries of Origin	2	2



2.11	Introduction, History, Manufacture, Brand names with countries, Flavoured vodkas	2	2
2.12	Introduction, History, Manufacture, Styles of Tequila with Brand names	2	2
2.13	<b>Other spirits</b> <ul style="list-style-type: none"> <li>• Absinthe</li> <li>• Ouzo</li> <li>• Slivovitz</li> <li>• Akvavit</li> <li>• Feni</li> <li>• Arrack</li> <li>• Schnapps</li> </ul>	2	2
<b>3</b>	<b>Tobacco</b>	<b>10</b>	
3.1	Introduction to Tobacco	1	2,3,4
3.2	Health Hazards in usage of Tobacco	2	2,3,4
3.3	Cigar – Manufacture, Parts, Colors, Shapes, Storage. Brands and Service	5	2,3,4
3.4	Cigarette – Manufacture, Parts, Brands & Service	2	2,3,4
<b>4</b>	<b>PRACTICALS</b>	<b>30</b>	
4.1	Service of spirits and liqueurs	25	5
4.2	Service of cigars and Cigarettes	5	5
<b>5</b>	<b>Teachers Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>	
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>
	Internal Test	
	Assignment	
	<b>Total</b>	<b>25</b>



<b>Assessment Types</b>	<b>Practical CCA- 15 Marks</b>			
	<b>PRACTICAL ASSESSMENT CCA</b>		<b>MARKS DISTRIBUTION</b>	
	Practical Task			
	Practical Record Preparation			
	Viva Voce			
	Grooming			
	<b>Total</b>		<b>15</b>	
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	<b>Written Test- 50 Marks - 1.5 Hours Examination</b>			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	4 out of 6	4*5 = 20
	Essays	350 Words	1 out of 3	1*10 = 10
	<b>TOTAL</b>			<b>50</b>
	<b>Practical ESE: 35 Marks - 1.5 Hours Examinations</b>			
<b>PRACTICAL ASSESSMENT ESE</b>		<b>MARKS DISTRIBUTION</b>		
Practical Task		<b>14</b>		
Practical Record Preparation		<b>8</b>		
Viva Voce		<b>8</b>		
Grooming		<b>5</b>		
<b>Total</b>		<b>35</b>		

## References

1. F&B service training manual - Sudheer Andrews
2. Food & Beverage - Vara Prasad
3. Food & Beverage service – R. Singaravelan
4. Food & Beverage Service Operation – Manoj Kumar Yadav
5. F & B Service – Suman Kumar Sharma



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Introduction to Airline and Travel Industry</b>					
<b>Type of Course</b>	<b>DSC B</b>					
<b>Course Code</b>	<b>MG4DSCHMC202</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	This course will enable to students to Learn about the basic skills and competencies involved in working within the aviation industry and an understanding of how the industry operates in its different forms by studying the course Introduction to Airline Industry					
<b>Semester</b>	IV	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		3		1		75
<b>Pre-requisites</b>	Students should have proficiency in English language as the course involves reading and understanding scientific materials. He/she should foster a curiosity driven approach to learning					

### **COURSE OUTCOMES (CO)**

<b>CO No.</b>	<b>Expected Course Outcome</b>	<b>Learning Domains</b>	<b>PO No</b>
1	Students will get an exposure and understanding of Airport and Airline Operations	K,U	3,4,8,9,10

2	Students will get an insight to the Government regulations with in the Industry	U,I	1,3,5,6,7
3	Students will learn about the regulations on Foreign Currency exchange	U,S	1,3,5,6,7
4	Students will be apart of practical exercise of the various processes in Airport	U,S	4,5,6,7
<b>*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)</b>			

## COURSE CONTENT

Module	Course Description	Hrs	CO No.
<b>1</b>	<b>Introduction to Airline Industry</b>	<b>15</b>	
1.1	Commercial Aviation-Air Taxi Operations-	3	1
1.2	Private Operation- Airport Handling	3	1
1.3	Airlines Terminal and Operational Management	3	1
1.4	Domestic- International Departure Formalities, Security Check- In. Hand Baggage Screening Personal Frisking- Boarding the Plane	3	1,2
1.5	Ground Announcements Handling of Delayed Flight-Disruptive Flights	3	1,4
<b>2</b>	<b>Travel Documents and Processes</b>	<b>15</b>	
2.1	Travel Documents- Passport – Visa	5	2

2.2	Tim- Currency Regulations-IATA Rate of Exchange Banker's Buying Rate- Banker's selling rate-Currency Conversion	5	3
2.3	Departure Control System-ATC	5	2
<b>3</b>	<b>Travel agent and Tourism Management</b>	<b>15</b>	
3.1	Travel Agent Management- Travel Partners IATA Approved Travel Agency Appointment and Control Bank guarantee.	5	2
3.2	Customer Service-Service Provider Training and Development of Travel agent-GDS.	3	1,2
3.3	Tourism Management- Domestic and International Tourism.	3	1,3
3.4	Discover India-Government Regulations on Tourism Management.	2	2
3.5	Exploring new Destinations-Foreign Currency Earner	2	3
<b>4</b>	<b>Practicals</b>	<b>30</b>	
4.1	Airport Operations Handling	15	1,2,3,4
4.2	Departure Control System	15	1,2,3,4
<b>5</b>	<b>Teachers Specific Assessment</b>		


## Syllabus

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>Role play,</li> <li>Critical thinking,</li> <li>Teamwork, and</li> <li>Leadership skills.</li> </ul>								
	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b> <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="width: 50%;">CRITERIA</th> <th style="width: 50%;">MARKS DISTRIBUTION</th> </tr> </thead> <tbody> <tr> <td>Internal Test</td> <td></td> </tr> <tr> <td>Assignment</td> <td></td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: center;"><b>25</b></td> </tr> </tbody> </table>	CRITERIA	MARKS DISTRIBUTION	Internal Test		Assignment		<b>Total</b>	<b>25</b>
CRITERIA	MARKS DISTRIBUTION								
Internal Test									
Assignment									
<b>Total</b>	<b>25</b>								

<b>Assessment Types</b>	<b>Practical CCA- 15 Marks</b>		
	<b>PRACTICAL ASSESSMENT CCA</b>		<b>MARKS DISTRIBUTION</b>
	Practical Task		
	Practical Record Preparation		
	Viva Voce		
	Grooming		
	Total		15
	<b>B. End Semester Evaluation ( ESE) - Theory</b>		
	<b>Written Test- 50 Marks - 1.5 Hours Examination</b>		
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>
Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10
<b>TOTAL</b>			<b>50</b>
<b>Practical ESE: 35 Marks - 1.5 Hours Examinations</b>			
<b>PRACTICAL ASSESSMENT ESE</b>		<b>MARKS DISTRIBUTION</b>	
Practical Task		14	
Practical Record Preparation		8	
Viva Voce		8	
Grooming		5	
Total		35	

## References

1. IATA Manual on Diploma in Travel & Tourism Management
3. ICAO Manuals

	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Rooms Division Operation II</b>					
<b>Type of Course</b>	<b>DSE</b>					
<b>Course Code</b>	<b>MG4DSEHMC200</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	This course combines theoretical knowledge with practical skills, preparing students for roles that require a comprehensive understanding of Front Office Accounting and Laundry & Linen Room Operations					
<b>Semester</b>	IV	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		4			2	60
<b>Pre-requisites, if any</b>	The students should have an intermediate level knowledge of Rooms Division Operations					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Compare processes in handling different guest settlement methods, ensuring accurate and efficient check-out processes.	U	1,2,3
2	Identify night auditing processes, including transaction verification, closing and opening financial days	A	2,5,6
3	Analyse the entire flow process of hotel laundry operations, including the equipment used, to maintain a seamless and effective laundry service.	An	1,2,3,
4	Create the art of flower arrangement, including different styles, equipment usage, and selecting suitable flowers	C	3,5,7
5	Discuss the emergency situations in a hotel and analyse the PMS operations in a hotel	C,An	3,5,6

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Guest Departure &amp; Night Auditing</b>	<b>15</b>	
1.1	Guest Departure Process	4	1
1.2	Methods of Guest Settlement; Check out options	4	1
1.3	Credit Control Policy	3	1
1.4	Night Auditing – Functions & Systems	4	1
<b>2</b>	<b>Front Office Accounting &amp; PMS</b>	<b>15</b>	
2.1	Accounting Fundamentals	5	2
2.2	Guest & Non guest Accounts	2	2
2.3	Introduction to Property Management System; Need & Importance of PMS in Hotel	5	2
2.4	Modules of PMS	3	2
<b>3</b>	<b>Linen Room &amp; Laundry</b>	<b>15</b>	
3.1	Linen Room – Layout, Equipment, Types of Hotel Linen. Activities	2	3
3.2	Linen Discard Management	3	3
3.3	Equipments of Laundry; Flow Process	4	3
3.4	Advantages & Disadvantages of OPL	3	3

3.5	Flower Arrangement- Styles, Equipment, Flowers	3	3
<b>4</b>	<b>Guest Experiences and Processes</b>	<b>15</b>	
4.1	PMS Applications -Reservation, Registration, Cashiering, Checkout	2	5
4.2	Room Shifting Procedure	1	5
4.3	Room Escorting Procedure	1	5
4.4	Room Orientation Procedure	1	5
4.5	Handling Emergency Situations – Theft, Bomb Threat, Fire etc	2	5
4.6	Identification of Hotel Linen	1	4
4.7	Linen Exchange Procedure	1	4
4.8	Laundry Service Procedure	2	4
4.9	Stain Removal – Identification, Removal, General Principles	1	4
4.10	Flower Arrangement – Principles, Styles	1	4
4.11	Laundry Visit	2	4
<b>5</b>	<b>Teacher Specific Content</b>		

### MGU-UGP (HONOURS)

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>	
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>
	Internal Test	
	Assignment	
	Seminar	
	<b>Total</b>	<b>30</b>



<b>Assessment Types</b>	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	6 out of 10	6*5 = 30
	Essays	350 Words	2 out of 5	2*10 = 20
<b>TOTAL</b>			<b>70</b>	

### References

1. Hotel & Hospitality Operations – Raghupalan
2. Hotel Housekeeping – Sudhir Andrews
3. Hotel Front Office: Operations & Management – Jatashankar Tewari
4. Front Office Management – S.K. Bhatnagar


### SUGGESTED READINGS

1. Textbook of Front Office Management & Operations – Sudhir Andrews



**MGU-UGP (HONOURS)**

# Syllabus

	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Professional Bartending</b>					
<b>Type of Course</b>	<b>DSE</b>					
<b>Course Code</b>	<b>MG4DSEHMC201</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	This Course will enable the students to learn about various Alcoholic Beverages. It will also allow students to learn about Fermentation and Distillation processes. In addition, It exposes students to the art of Free pour, Mixology and Basic Techniques of Flaring.					
<b>Semester</b>	IV	Credits			4	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	Total Hours
		4			2	60
<b>Pre-requisites</b>	Basic Working Knowledge in Bar & Beverage Operations.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To understand different types of bar operations	U	1,3,5
2	To understand the bar organization hierarchy and explain their duties & responsibility	An	1,2,5,10
3	To analyse basic principles of bar license	An	1,2,10
4	Students will get an understanding of Standard Operating Procedure in Bar Operations.	A	1,2
5	Students will get an insight on the Do's and Don'ts in Bar Operations as well as an exposure to facing challenges at work.	U	1,5

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>BAR</b>	<b>10</b>	
1.1	Introduction and definition of Bar	2	1
1.2	Types of Bar (Introduction and definition) I. Cocktail Bar II. Dispense Bar	4	1
1.3	Bar layout – Physical layout of Bar I. Area of bar II. Front Bar III. Back bar IV. Under bar V. Bar equipment VI. Bar stock	4	1
<b>2</b>	<b>MANNING IN A BAR</b>	<b>10</b>	
2.1	Hierarchy	1	1,2
2.2	Job description	4	1,2
2.3	Duty roster	2	1,2
2.4	Attributes of Bar Staff	3	1,2
<b>3</b>	<b>BAR OPERATIONS</b>	<b>25</b>	
3.1	Bar licensing	3	1,3
3.2	Opening & Closing Duties	3	1,3
3.3	Microbrewery	3	3
3.4	New trends in bar	3	1,3
3.5	Preventing trouble, Complaints and Refusal of Service, Potential Problem Situations, Reacting to Trouble Recording Incidents	5	1,3
3.6	Developing efficiency ( Optimization of Personnel Productivity)	4	1,3
3.7	Standard Operating Procedure of Bar Operations	4	1,3

<b>4</b>	<b>COCKTAIL PREPARATIONS</b> Classic & Innovative Cocktail Preparation ( 10 Classic & 2 Innovative) Basic bar flaring moves (Guest lectures depending upon the skill set available) Juggling/Field visit	<b>15</b>	1,3,4
<b>5</b>	<b>Teacher Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Seminar			
	<b>Total</b>	<b>30</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	6 out of 10	6*5 = 30
	Essays	350 Words	2 out of 5	2*10 = 20
	<b>TOTAL</b>			<b>70</b>



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Laundry Management</b>					
<b>Type of Course</b>	<b>DSE</b>					
<b>Course Code</b>	<b>MG4DSEHMC202</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	To Develop a strong knowledge level of the operations of on premises and off premises laundry, laundry related services , records, equipments and stain removal practices					
<b>Semester</b>	IV	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		4			2	60
<b>Pre-requisites, if any</b>	Basic knowledge about hotel housekeeping activities and understanding that guest satisfaction is one of the key factors in hospitality sector					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Understanding the various types of laundry and different equipments utilised	U	1,2
2	To develop knowledge in laundry cycle process and maintaining records	A	3,4
3	Handling of guest laundry and learning importance of effective communication in this activity	A	5,6
4	Creating awareness of the importance of energy conservation and new techniques and trends in commercial laundry operations	C	5,8
5	Explaining different components in laundry activities and practical knowledge of stain removers	E	5,7

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Organizational structure</b>	<b>15</b>	
1.1	Layout of laundry	5	1
1.2	Hierarchy and job responsibilities of Laundry staff	3	1
1.3	Laundry equipments and its usages	5	1
1.4	On premises laundry and off premises laundry , advantages and disadvantages	2	1
<b>2</b>	<b>Laundry location and Design</b>	<b>15</b>	
2.1	Laundry layout and operational areas	4	2
2.2	Laundry cycle, Laundry agents	3	2
2.3	Laundry services and records: collection ,sorting, monogramming , spotting , washing .drying , ironing ,storing, despatching	4	2
2.4	Linen discard management	4	2
<b>3</b>	<b>Valet service</b>	<b>15</b>	
3.1	Guest laundry flow, guest laundry documents Handle guest linen	5	3
3.2	Stain , classification , removal	5	3
3.3	Wash care instructions	2	3
3.4	Dry cleaning: instructions & practices	3	3
<b>4</b>	<b>Practicals</b>	<b>15</b>	
4.1	In house laundry service procedure	2	4

4.2	Use of Laundry Equipment	5	4
4.3	Stain removal , Laundry Visit	8	4
5	<b>TEACHERS SPECIFIC CONTENT</b>		


<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Seminar			
	Total	30		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	6 out of 10	6*5 = 30
	Essays	350 Words	2 out of 5	2*10 = 20
	<b>TOTAL</b>			<b>70</b>

### References

- 1.A Guide to Laundry Work- Mary Devore
- 2.Textile and Laundry in Hotel Industry
- 3.Hotel Housekeeping Operation and Management – Reghubalan and Smritee Reghubalan



	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Business Communication</b>					
<b>Type of Course</b>	<b>SEC</b>					
<b>Course Code</b>	<b>MG4SECHMC200</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	At the end of this course, students will be able to understand the professional way to communicate, Draft a Business mail and Interview handling					
<b>Semester</b>	IV	Credits		3	Total Hours	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical		Others
		3				45
<b>Pre-requisites, if any</b>	Basic reading, writing and speaking skill and interest in study					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Students should be able to understand the basics of communication	U,K	4
2	Students should be able to compose meaningful letters in required format and apply techniques at interviews	A,E	4
3	Students must be able to explain and evaluate communication in group activities.	E,An	5
4	Students should be able to improve the communication skill and minimize the barriers of communication	S,C	10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**



## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Communication</b>	<b>12</b>	
1.1	Communication – Introduction, Definitions, Process of communication.	02	1
1.2	Types of communication- upward, downward, horizontal, vertical and diagonal, verbal, nonverbal, oral and written. Interpersonal communication - one way/ two way.	02	1
1.3	Mediums of communication.	02	1
1.4	Written communication- Business reports, business representations, formal letters	03	1
1.5	Drafting effective letters, formats, style of writing, Use of jargons.	03	1
<b>2</b>	<b>Interview Preparation and Process</b>	<b>14</b>	
2.1	Interviews - Types and uses	02	2
2.2	Techniques of handling interviews of different types.	02	2
2.3	Group discussion, Stress interview, Aptitude tests	03	2
2.4	Traits of a good interviewee, Resume and Job applications	02	2
2.5	Pronunciation, stress, invocation, rhythm	02	2
2.6	Body Language -Greetings, First name, handshakes, some polite expressions, apologies, remarks, etiquette and manners.	03	3
<b>3</b>	<b>Public Addressing</b>	<b>19</b>	
3.1	Speeches- Drafting, a speech, presentation, Personal grooming, Paragraphs and creative writing, Extempore speaking.	03	3
3.2	Group presentation	02	3
3.3	Realizing the difference between a team and a group	02	3
3.4	Audience orientation, group projects, Planning a presentation - Mind Mapping, Theme, Subject	03	3

3.5	Handling questions and feedback.	02	3
3.6	Communication-Importance-Message Component, Communication and Information, Conflict and its Resolution,	03	4
3.7	Communication and Empathy	02	4
3.8	Aids and Barriers to Communication. Listening skills: Aids and Barriers	02	4
<b>4</b>	<b>Teachers Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	<b>Total</b>	<b>25</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
written Test- 50 Marks- 1.5 Hours Examination				
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	4 out of 6	4*5 = 20
	Essays	350 Words	1 out of 3	1*10 = 10
	<b>TOTAL</b>			<b>50</b>

### References

1. (Following any standard reference format like APA, MLA, Chicago....)  
(Repeat for 5 Modules each of Minimum 15 hrs and Maximum 20 hrs Duration)

### SUGGESTED READINGS

1. Essentials of Business Communications by Mr. K. Kumar Raj
2. Business Communication by Chand Publications
3. The Art and Science of Business Communication by Mr. Pearson

	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Leadership Skills</b>					
<b>Type of Course</b>	<b>VAC</b>					
<b>Course Code</b>	<b>MG4VACHMC200</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	At the end of this course, student will be able to understand the roles and importance of leadership, Organizational Behaviour, developing the personality as a good leader towards the organisation					
<b>Semester</b>	IV	Credits			3	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		3				45
<b>Pre-requisites, if any</b>	Basic communication leadership and managerial skills.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Students should be able to understand the needs, values and classifications of leadership	U,K	5,10
2	Students should be able to analyse the relationship between Qualities, Roles, Objectives and Advantages of Leadership	S,An	6
3	Students are able to distinguish the Organizational structure and Organisational Behaviour	E,U	2
4	Students will be able to design groups in an organization and improve the quality of leadership	A,C	1,8
*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)			

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Leadership</b>	<b>23</b>	
1.1	Leadership– Introduction, meaning and definition of Leadership	04	1
1.2	Types of Leadership- Democratic leadership, Autocratic Leadership, Laissez faire Leadership (delegative), Situational Leadership, Transactional Leadership, Transformational Leadership	05	1
1.3	Theories of leadership – Leader Member Exchange Theory, Fiedler’s Contingency Theory	04	1
1.4	Role of Leadership Hospitality Industry	03	2
1.5	Characteristics and Qualities of a Good Leader	03	2
1.6	Objectives, Advantages, and Importance of Leadership	04	2
<b>2</b>	<b>Organizational Behaviour</b>	<b>10</b>	
2.1	Organisational Behaviour – Meaning, Needs, objectives and importance, Organizational Structure and Learning styles	04	3
2.1	Personality, Attitude, Development of Attitudes and Values, Stress management	03	3
2.2	Process and Importance of Perception in an Organization	03	3
<b>3</b>	<b>Group Dynamics</b>	<b>12</b>	
3.1	Motivation and Leadership, Need Theories of Motivation, Importance of Motivation, Moral and Productivity, Effective Leadership	04	4
3.2	Group dynamics- Groups in an Organization, Team Work, Influences, Group Behaviour	04	4
3.3	Organizational Change, Culture, Conflicts and effectiveness	04	4
<b>4</b>	<b>Teachers Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Total	25		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
written Test- 50 Marks- 1.5 Hours Examination				
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	4 out of 6	4*5 = 20
	Essays	350 Words	1 out of 3	1*10 = 10
	<b>TOTAL</b>			<b>50</b>

### References

1. (Following any standard reference format like APA, MLA, Chicago....)  
(Repeat for 5 Modules each of Minimum 15 hrs and Maximum 20hrs Duration)

### SUGGESTED READINGS

- . Organizational Leadership by John S. Burns
- a. Leaders Eat Last by Simon Sinek
- b. Leadership in Organizations by Pears Publications

Syllabus



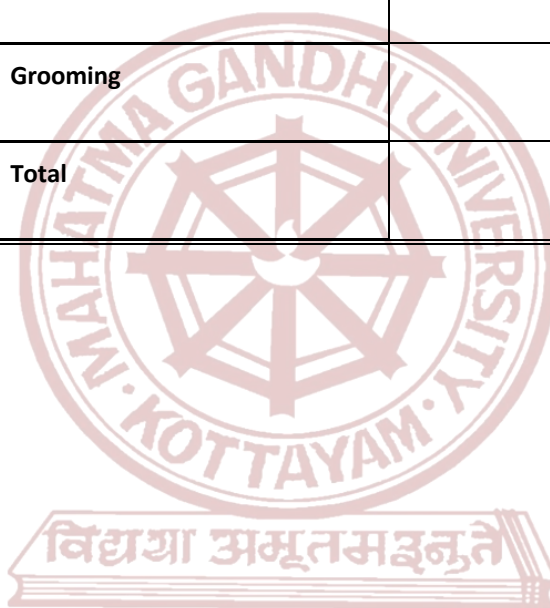
## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Two weeks Internship</b>					
<b>Type of Course</b>	<b>Internship</b>					
<b>Course Code</b>	<b>MG4INTHMC200</b>					
<b>Course Level</b>	<b>200-299</b>					
<b>Course Summary</b>	With this two weeks Industrial Training in a Hotel, students will get an understanding of operational aspects of a Hotel and give them an opportunity to connect learned theory to real time operations					
<b>Semester</b>	IV	Credits			2	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
<b>Pre-requisites, if any</b>	Students should be enrolled for Bsc Hotel Management and Culinary Arts.					

## Syllabus

	<b>A.Continuous Comprehensive Assessment (CCA)</b>	
	<b>15- Marks</b>	
	<b>ASSESSMENT CCA</b>	<b>MARKS DISTRIBUTION</b>
	Training Report Preparation	8
	Log Book Preparation	7
	<b>Total</b>	<b>15</b>

<b>Assessment Types</b>	<b>B. End Semester Evaluation ( ESE)</b>	
	35- Marks	
	<b>ASSESSMENT ESE</b>	<b>MARKS DISTRIBUTION</b>
	Training Log Book	10
	Training Report	10
	Viva Voce	10
	Grooming	5
<b>Total</b>	<b>35</b>	



**MGU-UGP (HONOURS)**

# Syllabus



**SEMESTER - 5**

**MGU-UGP (HONOURS)**

**Syllabus**





## Mahatma Gandhi University Kottayam

<b>Programme</b>	BSc (Hons) Hotel Management and Culinary Arts					
<b>Course Name</b>	Quantity Food Production					
<b>Type of Course</b>	DSC A					
<b>Course Code</b>	MG5DSCHMC300					
<b>Course Level</b>	300-399					
<b>Course Summary</b>	The student will be exposed to various regional cuisines of India & how it is being adapted in Quantity food production. It refers to the process of preparing and serving large quantities of food. The primary goal is to efficiently produce high-quality meals in sufficient quantities while maintaining consistency and adherence to nutritional standards. This process requires careful planning, standardized recipes, and effective communication.					
<b>Semester</b>	V		Credits		4	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	Total Hours
		3		1		75
<b>Pre-requisites</b>	Basic Food Production knowledge					

## Syllabus

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Recalling of states and giving elaborate information of their cuisine	U	1,6,7,9
2	Compiling of menu by using the basic principles	An	1,2,10
3	Providing elaborate information on purchase quotations and indenting	A	1,2,10

4	To understand, utilize and elaborate on appetizers and garnishes	U	1,2
5	To compile and create dishes of regional cuisine	C,S	1,7
<b>*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)</b>			

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>REGIONAL INDIAN CUISINE</b>	<b>20</b>	
1.1	<p>Introduction to Regional Indian Cuisine</p> <p>A. Heritage of Indian Cuisine</p> <p>B. Factors that affect eating habits in different parts of the country</p> <p>C. Cuisine and its highlights of different states/regions/communities to be discussed under:</p> <ul style="list-style-type: none"> <li>● Geographic location</li> <li>● Historical background</li> <li>● Seasonal availability</li> <li>● Special equipment</li> <li>● Staple diets</li> <li>● Specialty cuisine for festivals and special occasions</li> </ul>	5	1,2
1.2	<p>STATES:</p> <ul style="list-style-type: none"> <li>● Andhra Pradesh</li> <li>● Bengal</li> <li>● Goa</li> <li>● Gujarat</li> <li>● Karnataka</li> <li>● Kashmir</li> <li>● Kerala</li> <li>● Madhya Pradesh</li> <li>● Maharashtra</li> <li>● North Eastern States</li> <li>● Punjab</li> <li>● Rajasthan</li> <li>● Tamil Nadu</li> <li>● Uttar Pradesh/Uttaranchal</li> </ul>	10	1

1.3	<p>COMMUNITIES:</p> <ul style="list-style-type: none"> <li>● Parsee</li> <li>● Chettinad</li> <li>● Hyderabad</li> <li>● Lucknow</li> <li>● Avadhi</li> <li>● Malbari/Syrian Christian</li> <li>● Bohri</li> </ul> <p>DISCUSSIONS:</p> <ul style="list-style-type: none"> <li>● Indian Breads</li> <li>● Indian Sweets</li> <li>● Indian Snacks.</li> </ul>	5	1
2	<b>MENU PLANNING</b>	<b>10</b>	
2.1	<p>Basic principles of menu planning – recapitulation</p> <ul style="list-style-type: none"> <li>● Points to consider in menu planning for various volume feeding outlets such as</li> <li>● Industrial</li> <li>● Institutional</li> <li>● Mobile Catering Units</li> </ul>	5	1,2
2.2	<p>Planning menus for</p> <ul style="list-style-type: none"> <li>● School/college students</li> <li>● Industrial workers</li> <li>● Hospitals</li> <li>● Outdoor parties</li> <li>● Theme dinners</li> <li>● Transport facilities, cruise lines, airlines, railway</li> <li>● Nutritional factors for the above</li> </ul>	5	1,2
3	<b>QUANTITY FOOD PRODUCTION EQUIPMENT</b>	<b>15</b>	
3.1	<p>EQUIPMENT:</p> <ul style="list-style-type: none"> <li>● Equipment required for mass/volume feeding</li> <li>● Heat and cold generating equipment</li> <li>● Care and maintenance of this equipment</li> <li>● Modern developments in equipment manufacture</li> </ul>	5	2,3
3.2	<p>INDENTING:</p> <ul style="list-style-type: none"> <li>● Principles of Indenting for volume feeding</li> <li>● Portion sizes of various items for different types of volume feeding</li> <li>● Modifying recipes for indenting for large scale catering</li> <li>● Practical difficulties while indenting for volume feeding</li> </ul>	5	2,3

3.3	<b>QUANTITY PURCHASE &amp; STORING:</b> <ul style="list-style-type: none"> <li>• Introduction to purchasing</li> <li>• Purchasing system</li> <li>• Standard Purchase specifications</li> <li>• Purchasing techniques</li> <li>• Storing and their types</li> </ul>	5	3
<b>4</b>	<b>QUANTITY FOOD PRODUCTION (PRACTICAL)</b>	<b>30</b>	
4.1	<b>REGIONAL MENUS FROM THE FOLLOWING STATES:</b> <ul style="list-style-type: none"> <li>• Bengal</li> <li>• Goa</li> <li>• Awadi</li> <li>• Karnataka</li> <li>• Kashmir</li> <li>• Kerala</li> <li>• Punjab</li> <li>• Rajasthan</li> <li>• Tamil Nadu</li> </ul>	25	1,2,5
4.2	<b>Preparation of Basic Masalas</b> <ul style="list-style-type: none"> <li>• Dry Masalas &amp;</li> <li>• wet Masalas</li> </ul> <p>Making the students familiar with Different thickening agents used in different Regional cuisines.</p>	5	5
<b>5</b>	<b>Teacher Specific Content</b>		

MGU-UGP (HONOURS)

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b> <table border="1"> <thead> <tr> <th>CRITERIA</th> <th>MARKS DISTRIBUTION</th> </tr> </thead> <tbody> <tr> <td>Internal Test</td> <td></td> </tr> <tr> <td>Assignment</td> <td></td> </tr> <tr> <td><b>Total</b></td> <td><b>25</b></td> </tr> </tbody> </table>	CRITERIA	MARKS DISTRIBUTION	Internal Test		Assignment		<b>Total</b>	<b>25</b>
CRITERIA	MARKS DISTRIBUTION								
Internal Test									
Assignment									
<b>Total</b>	<b>25</b>								

<b>Assessment Types</b>	<b>Practical CCA- 15 Marks</b>		
	<b>PRACTICAL ASSESSMENT CCA</b>		<b>MARKS DISTRIBUTION</b>
	Practical Task		
	Practical Record Preparation		
	Viva Voce		
	Grooming		
	Total		15
	<b>B. End Semester Evaluation ( ESE) - Theory</b>		
	<b>Written Test- 50 Marks - 1.5 Hours Examination</b>		
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>
Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10
<b>TOTAL</b>			<b>50</b>
<b>Practical ESE: 35 Marks - 1.5 Hours Examinations</b>			
<b>PRACTICAL ASSESSMENT ESE</b>		<b>MARKS DISTRIBUTION</b>	
Practical Task		14	
Practical Record Preparation		8	
Viva Voce		8	
Grooming		5	
Total		35	

## References

1. Modern Cookery(Vol.2) for Teaching and Trade – Philip E. Thangam
2. Quantity Food Production –Parvinder S. Bali

## SUGGESTED READINGS

1. Food Production Operations - Parvinder S. Bali



## Mahatma Gandhi University Kottayam

<b>Programme</b>	BSc (Hons) Hotel Management and Culinary Arts					
<b>Course Name</b>	Bakery and Confectionary					
<b>Type of Course</b>	DSC A					
<b>Course Code</b>	MG5DSCHMC301					
<b>Course Level</b>	300-399					
<b>Course Summary</b>	To be able to apply different mixing techniques, baking processes and predict their outcomes. To demonstrate proper production stages for breads and pastries using fundamental baking techniques. At the end of this course students will be able to create a recipe for the needed quantity.					
<b>Semester</b>	V	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		3		1		75
<b>Pre-requisites</b>	The students should have basic Bakery and Confectionery knowledge.					

## Syllabus

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To understand the basics of bakery operations and to utilize it in their practical session with innovations	U	1,10
2	At the end of this course, Students will be able to innovate and develop desserts and cakes.	C	1,2, 3,10
3	To identify the manufacturing of chocolates and determine their types	An	1,2,10

4	To prepare cookies and breads and initiate new innovations.	C	1,10,2,3
5	To build their knowledge on pastries and to be able to plan a menu for required quantity	C,S	1,2,3,10
<b>*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)</b>			

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>ICINGS &amp; TOPPINGS</b>	<b>15</b>	
1.1	ICINGS AND TOPPINGS <ul style="list-style-type: none"> <li>• Varieties of icings</li> <li>• Using icings</li> <li>• Difference between icings &amp; Toppings Recipes</li> </ul>	10	1,5
1.2	MERINGUES <ul style="list-style-type: none"> <li>• Making of Meringues</li> <li>• Factors affecting the stability</li> <li>• Cooking Meringues</li> <li>• Types of Meringues</li> <li>• Uses of Meringues</li> </ul>	5	1,5
<b>2</b>	<b>CAKE MAKING &amp; FROZEN DESSERTS</b>	<b>15</b>	
2.1	CAKES: <ul style="list-style-type: none"> <li>• Ingredients used in cake making</li> <li>• Methods of cake making</li> <li>• Cake faults</li> </ul>	10	2,5
2.2	FROZEN DESSERTS: <ul style="list-style-type: none"> <li>• Types and classification of Frozen desserts</li> <li>• Ice-creams – Definitions</li> <li>• Methods of preparation</li> <li>• Additives and preservatives used in Ice-cream manufacturing</li> </ul>	5	2
<b>3</b>	<b>CHOCOLATE</b>	<b>15</b>	
3.1	INTRODUCTION <ul style="list-style-type: none"> <li>• History</li> <li>• Sources</li> </ul>	5	3
3.2	PROCESSING OF CHOCOLATE <ul style="list-style-type: none"> <li>• Manufacturing &amp; Processing of Chocolate</li> <li>• Types of chocolate</li> </ul>	5	3



3.3	<p>APPLICATION OF CHOCOLATE</p> <ul style="list-style-type: none"> <li>• Tempering of chocolate</li> <li>• Cocoa butter,</li> <li>• White chocolate and its applications</li> </ul>	5	3,4
4	<p><b>BASIC &amp; ADVANCE BAKERY AND CONFECTIONERY (PRACTICALS)</b></p>	30	
4.1	<p>Simple cookies- Preparation of simple cookies like:</p> <ul style="list-style-type: none"> <li>• Nan-khatai</li> <li>• Golden goodies</li> <li>• Swiss tart</li> <li>• Chocolate chip cookies</li> <li>• Chocolate fingers</li> </ul>	5	3,4
4.2	<p>Bakery and Patisseries –</p> <ul style="list-style-type: none"> <li>• Bread making</li> <li>• Preparation of simple enriched bread recipes</li> <li>• Bread Loaf</li> <li>• Bread rolls</li> <li>• French bread, etc.</li> </ul>	10	4
4.3	<p>Pastry – preparation of dishes using varieties of pastry:</p> <ul style="list-style-type: none"> <li>• Shortcrust jam tart</li> <li>• Turnover</li> <li>• Laminated</li> <li>• Palmier</li> <li>• Kara biscuit</li> <li>• Danish</li> <li>• Cream horns</li> <li>• Choux paste</li> <li>• Eclairs</li> <li>• Profiterole</li> </ul>	10	5
4.4	<p>Preparation of simple cake recipes:</p> <ul style="list-style-type: none"> <li>• Sponge Genoise</li> <li>• Fatless</li> <li>• Swiss roll</li> <li>• Fruit cake</li> <li>• Rich cake</li> <li>• Madeira</li> </ul>	5	1,2,5
5	<p><b>Teacher Specific Content</b></p>		



<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>		
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>	
	Internal Test		
	Assignment		
	<b>Total</b>	<b>25</b>	
	<b>Practical CCA- 15 Marks</b>		
	<b>PRACTICAL ASSESSMENT CCA</b>	<b>MARKS DISTRIBUTION</b>	
	Practical Task		
	Practical Record Preparation		
	Viva Voce		
Grooming			
<b>Total</b>	<b>15</b>		
<b>B. End Semester Evaluation ( ESE) - Theory</b>			
<b>Written Test- 50 Marks - 1.5 Hours Examination</b>			
<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10
<b>TOTAL</b>			<b>50</b>
<b>Practical ESE: 35 Marks - 1.5 Hours Examinations</b>			
<b>PRACTICAL ASSESSMENT ESE</b>	<b>MARKS DISTRIBUTION</b>		
Practical Task	<b>14</b>		

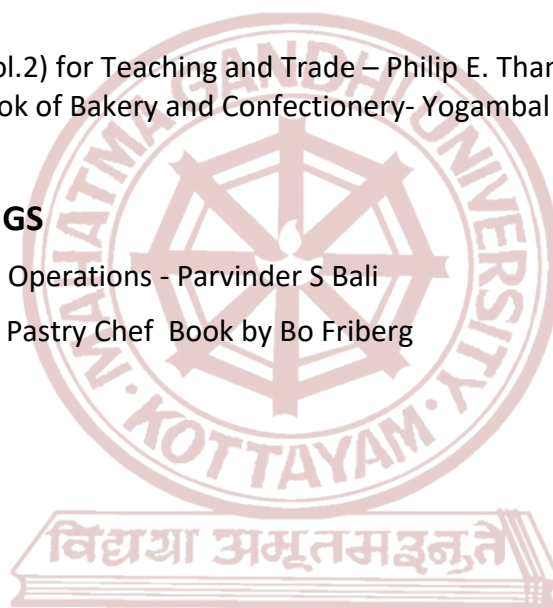
	<b>Practical Record Preparation</b>	<b>8</b>
	<b>Viva Voce</b>	<b>8</b>
	<b>Grooming</b>	<b>5</b>
	<b>Total</b>	<b>35</b>

## References

1. Modern Cookery (Vol.2) for Teaching and Trade – Philip E. Thangam
2. PHI Learning Textbook of Bakery and Confectionery- Yogambal Ashokkumar


## SUGGESTED READINGS

1. Food production Operations - Parvinder S Bali
2. The Professional Pastry Chef Book by Bo Friberg



**MGU-UGP (HONOURS)**

# Syllabus

	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Sustainable Tourism Development</b>					
<b>Type of Course</b>	<b>DSE</b>					
<b>Course Code</b>	<b>MG5DSEHMC300</b>					
<b>Course Level</b>	<b>300-399</b>					
<b>Course Summary</b>	This course will familiarize the student about sustainable tourism and its importance. Students also get knowledge about socio, cultural, economic and environmental aspects. In addition, students get information about climate change, tourist behaviour, Environmental certificates, Government Policy and Emerging trends.					
<b>Semester</b>	V	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		4				60
<b>Pre-requisites, if any</b>	Students should have basic tourism knowledge and interest in sustainable development practices					

### MGU-UGP (HONOURS) COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Define sustainable tourism, Explain Swachh Bharat Mission, Outline History and Evolution of Sustainable Tourism	K,U	1
2	Make use of Principles, Identify Role of Sustainability, Principles for Hotel Improvement	A	2,3
3	Classify, Category and distinguish Socio, Cultural, Economic and Environmental Aspects	An	4,5,
4	Evaluate Impact of Climate Change in Sustainable Tourism	E	8,5

5	Apply Environmental Certificates, Assess Emerging Trends in Sustainable Tourism and modify strategies.	C	5,9,10
<b>*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)</b>			

## COURSE CONTENT

Module	Course description	Hours	CO No.
<b>1</b>	<b>Introduction to Sustainable Tourism</b>	<b>15</b>	
1.1	Introduction to Sustainable Tourism-Definition, Meaning, Importance of Sustainable Tourism	5	1
1.2	Principles of Sustainable Tourism, Concepts and Benefits of Swachh Bharat Mission	5	1,2
1.3	Historical Context and Evolution of Sustainable Tourism.	5	1,2
<b>2</b>	<b>Sustainability and Hospitality Industry, Tourist behaviour and education, Climate change and sustainable tourism</b>	<b>18</b>	
2.1	Role of Sustainability in Hospitality Industry. Understanding Tourists attitudes and behaviour, Educational programs for sustainable tourism	5	1,2
2.2	Sustainability Management Principles for Hotels-For Improvement, Reporting, Communication and Promotion.	8	2
2.3	Mandatory Sustainable Parameters for Star Classification of Hotels in India. Climate change and Sustainable Tourism-Impact of climate change on tourism	5	2,4
<b>3</b>	<b>Socio, Cultural Aspects, Economic Dimensions and Environmental Considerations</b>	<b>15</b>	
3.1	Socio -Cultural Aspects –Community Engagement and Empowerment, Preservation of Local Cultures and Heritage, Social Responsibility in Tourism Development	5	3

3.2	Economic Dimensions-Economic benefits and challenges of tourism, Strategies for promoting local economic development. Balancing economic growth with environmental and social concerns.	5	3
3.3	Environmental Considerations-Impact of tourism on Ecosystems, Conservation and Biodiversity in Tourist Destinations., Sustainable practices in waste management and energy consumption.	5	3
<b>4</b>	<b>Environmental Accreditation Certificates, Government Policy and Planning, Emerging Trends in Sustainable Tourism.</b>	<b>12</b>	
4.1	Environmental Certifications-Ecotel-5 Globes, LEED, TERI, ISO14001,BIO Hotels, LEAF, Green Building concept.	4	5
4.2	Government Policies, Planning and managing sustainable tourism destinations.	4	5
4.3	Technology and Innovations in Sustainable Tourism, Global trends in shaping the future of Sustainable Tourism	4	5
<b>5</b>	<b>Teacher specific content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Seminar			
	Total	30		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>

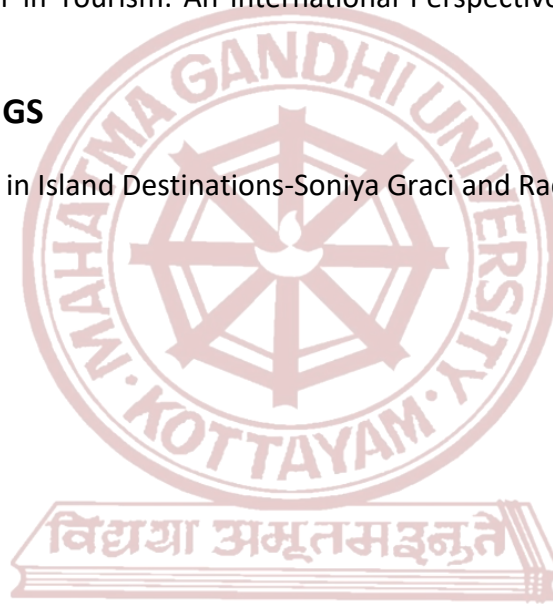
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	6 out of 10	6*5 = 30
	Essays	350 Words	2 out of 5	2*10 = 20
	TOTAL			70

### References

1. Sustainable Tourism- Theory and Practice - David Weaver and Laura
2. Sustainable Tourism Management – John Swarbrooke
3. Consumer Behaviour in Tourism: An International Perspective- Susan Horner and John Swarbrooke

### SUGGESTED READINGS

1. Sustainable Tourism in Island Destinations-Soniya Graci and Rachel Dodds.



**MGU-UGP (HONOURS)**

# Syllabus



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Hotel Law</b>					
<b>Type of Course</b>	<b>DSE</b>					
<b>Course Code</b>	<b>MG5DSEHMC301</b>					
<b>Course Level</b>	<b>300-399</b>					
<b>Course Summary</b>	To make the students understand the law governing hotel and catering establishments. Understand the rights, duties and responsibilities of management and employees of a hotel.					
<b>Semester</b>	V	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		4				60
<b>Pre-requisites, if any</b>	Students should be able to understand the basic concepts in Law.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Understand the meaning of hotels and different types of hotels.	U	1
2	Describe Labour laws and Industrial Disputes..	A	2, 6
3	Categorise the formation, registration and dissolution of Trade Union .and Explain the importance of EPF and ESI in an Organisation	An	1,10,8
4	Recommend the importance of Gratuity and Compensation in an industry.	E	10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**



## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Introduction to Hotel Industry</b>	<b>12</b>	
1.1	<ul style="list-style-type: none"> <li>Introduction, Types of Hotels</li> </ul>	3	1
1.2	<ul style="list-style-type: none"> <li>Associations governing hotel industry</li> </ul>	3	1
1.3	<ul style="list-style-type: none"> <li>Study of fixation of tariff for various taxes-Luxury, Expenditure, Sales and Surcharge</li> </ul>	2	1
1.4	<ul style="list-style-type: none"> <li>Licenses and permits required to operate hotel and catering establishments</li> </ul>	4	1
<b>2</b>	<b>Labour Law and Industrial Dispute Act 1947</b>	<b>20</b>	
2.1	<ul style="list-style-type: none"> <li>Labour law-Definition and importance</li> </ul>	2	2
2.2	<ul style="list-style-type: none"> <li>Working condition, Welfare, Health and Safety Measures.</li> </ul>	10	2
2.3	<ul style="list-style-type: none"> <li>Industrial Dispute Act 1948-Introduction, Definition of Strike, Lock-out &amp; Lay-Off</li> </ul>	4	2
2.4	<ul style="list-style-type: none"> <li>Authorities for the Settlement of Industrial Dispute</li> </ul>	4	2
<b>3</b>	<b>EPF ACT 1952 &amp; ESI ACT 1948</b>	<b>15</b>	
3.1	Employees Provident Fund Act 1952-Applicability, Types of Provident Fund, PF Contribution rate and UAN.	7	3
3.2	<ul style="list-style-type: none"> <li>The Employees State Insurance Act 1948-Introduction</li> </ul>	2	3
3.3	<ul style="list-style-type: none"> <li>Definition of contribution, Dependent and Insured Person.</li> </ul>	2	3
3.4	<ul style="list-style-type: none"> <li>Powers and Duties of ESI Corporation</li> </ul>	4	3
<b>4</b>	<b>Trade Union Act and Gratuity Act</b>	<b>13</b>	
4.1	<ul style="list-style-type: none"> <li>Trade Union Act 1926-Scope, Procedure for the registration of Trade Union.</li> </ul>	3	3,4
4.2	<ul style="list-style-type: none"> <li>Rights and Privileges of Registered Trade Union, Dissolution of Trade Union</li> </ul>	4	3,4



4.3	<ul style="list-style-type: none"> <li>The Payment of Gratuity Act 1972-Rights and obligation of employee and employer.</li> </ul>	3	3,4
4.4	<ul style="list-style-type: none"> <li>The Workmen Compensation Act 1923 -Scope, Liability of employers</li> </ul>	3	3,4

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>Role play,</li> <li>Critical thinking,</li> <li>Teamwork, and</li> <li>Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>		
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>	
	Internal Test		
	Assignment		
	Seminar		
	<b>Total</b>	<b>30</b>	
	<b>B. End Semester Evaluation ( ESE) - Theory</b>		
	written Test- 70 Marks - 2 Hours Examination		
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>
	Short Answer	50 Words	10 out of 15
	Short Essays	200 Words	6 out of 10
	Essays	350 Words	2 out of 5
	<b>TOTAL</b>		<b>70</b>

### References

1. Personnel Management and HRD Management -Subbarao
2. Personal Management -C B Mamonnia
3. Personal Management and Industrial Relations -P C Thiruppathi



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>				
<b>Course Name</b>	<b>Emotional Intelligence at Work</b>				
<b>Type of Course</b>	<b>DSE</b>				
<b>Course Code</b>	<b>MG5DSEHMC302</b>				
<b>Course Level</b>	<b>300-399</b>				
<b>Course Summary</b>	At the end of this course, the learner will gain knowledge about the concepts of emotional intelligence. The learner will be able to explain the components of emotional competencies. The learner will learn how to manage emotions and acquire different strategies to improve emotional intelligence. She/he will be able to apply emotional intelligence in different settings ranging from educational, personal, health and workplace settings.				
<b>Semester</b>	V	Credits		4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	
<b>Pre-requisites, if any</b>	The Students should have an open and broader approach towards the course to understand and apply the principles of the course at work and life.				

## Syllabus

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To help students learn the concept of Emotional Intelligence (EI)	U	1
2	To become acquainted with the models of EI and their assessment	I	1,2
3	To learn ways of managing emotions	S	4,5

4	To learn strategies to improve EI	E	3,8
<b>*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)</b>			

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Introduction to Emotional Intelligence</b>	<b>5</b>	
1.1	Introduction & Objectives	2	1
1.2	Nature & Characteristics of Emotions	3	1
<b>2</b>	<b>Emotional Competencies</b>	<b>15</b>	
2.1	What are Emotional Competencies - The Emotional Competence Model	2	2
2.2	The Emotional Competencies 1. Self-awareness 2. Self-regulation 3. Self-motivation 4. Social Awareness 5. Social Skills	4	2
2.3	Recognition and Understanding of Emotions in Oneself and Others 1. What does it mean to Identify and Understand Emotions? 2. Emotional Awareness in Oneself 3. Emotional Awareness in Others	4	2
2.4	Relationship between Emotions, Thinking & Behaviour	5	2
<b>3</b>	<b>Models of Emotional Intelligence</b>	<b>20</b>	
3.1	Ability Model of Emotional Intelligence 1. Assessment Tools based on the Ability Model of EI	4	2
3.2	Trait Model of Emotional Intelligence 1. Assessment Tools based on the Trait Model of E	4	2
3.3	Genos Model of Emotional Intelligence 1. Assessment Tools based on the Genos Model of E	5	2

3.4	Mixed Model of Emotional Intelligence Bar-On Model of EI 1. Assessment Tools based on Bar On Model of EI 2. Performance Model of EI 3. Assessment Tools based on Performance Model of EI	6	2
3.5	Summary	1	2
<b>4</b>	<b>Management of Emotions</b>	<b>20</b>	
4.1	Objectives	2	3,4
4.2	Emotions and Self-control 1. Meaning and Importance of Self-control 2. Strategies to Develop Self-control	8	3,4
4.3	Emotions and Assertiveness 1. Meaning and Importance of Assertiveness 2. Strategies to Develop Assertiveness	8	3,4
4.4	Summary	2	3,4
<b>5</b>	<b>Teacher Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Seminar			
	<b>Total</b>	<b>30</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20

	Short Essays	200 Words	6 out of 10	6*5 = 30
	Essays	350 Words	2 out of 5	2*10 = 20
	TOTAL			70

### References

Emmerling, R.J. and Goleman, D.: Emotional intelligence: issues and common misunderstandings.

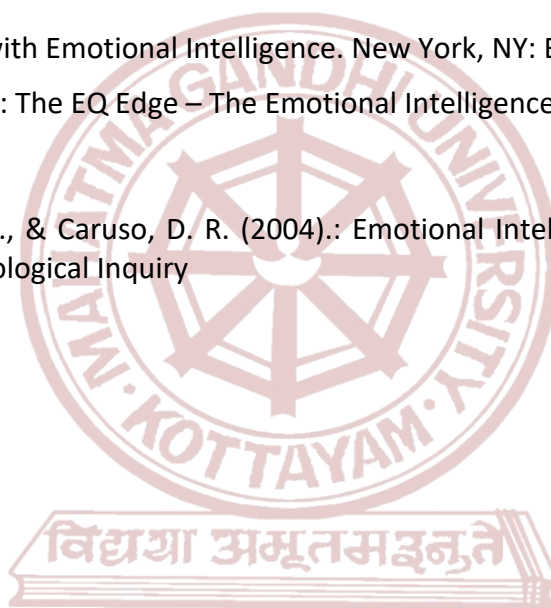
Gerald Mount: The Role of Emotional Intelligence in Developing International Business Capability

Goleman, D.: Working with Emotional Intelligence. New York, NY: Bantam.

Stein, S. J., & Book, H. E.: The EQ Edge – The Emotional Intelligence and Your Success

### SUGGESTED READINGS

Mayer, J. D., Salovey, P., & Caruso, D. R. (2004): Emotional Intelligence: Theory, Findings, and Implications. Psychological Inquiry



**MGU-UGP (HONOURS)**

# Syllabus



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Cruise Line Operations</b>					
<b>Type of Course</b>	<b>DSE</b>					
<b>Course Code</b>	<b>MG5DSEHMC303</b>					
<b>Course Level</b>	<b>300-399</b>					
<b>Course Summary</b>	The Cruise Line Operations course equips students with a solid foundation in theoretical concepts and practical skills, preparing them for diverse roles within the cruise industry.					
<b>Semester</b>	V	Credits		4	Total Hours	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical		Others-Practicum
		4				60
<b>Pre-requisites, if any</b>	The students should have a good command of the English language as communication plays a major role in cruise operations. Students should also possess an interest in the tourism or hospitality sector.					

## Syllabus

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To demonstrate an understanding of the historical evolution of the cruise industry.	U	1,3
2	To create an awareness of living conditions for on board crew and the amenities available in crew quarters	C	1,5,10

3	Students will exhibit exemplary professional behavior on-board, adhering to a code of ethics for crewmembers.	A	1,2
4	To develop the ability to create a positive guest experience through personalized service approaches.	An	1,2
5	Students will apply their knowledge and skills in real-world scenarios.	C,S	1,5
<b>*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)</b>			

## COURSE CONTENT

Module	Course Description	Hrs	CO No.
<b>1</b>	<b>Introduction to the Industry</b>	<b>15</b>	
1.1	<b>Historical evolution</b> <ul style="list-style-type: none"> <li>● Exploration and Discovery Voyages</li> <li>● Luxury Cruises in the 19th Century</li> </ul>	3	1
1.2	<b>Economic</b> <ul style="list-style-type: none"> <li>● Job Creation and Employment</li> <li>● Contribution to GDP in Cruise Ports</li> </ul>	3	1
1.3	Cruise Lines International Association (CLIA)	3	1
1.4	International Maritime Organization (IMO)	3	1
1.5	Travel Agencies and Booking Platforms <ul style="list-style-type: none"> <li>● Online Travel Agents</li> <li>● Cruise specialists and Travel Agents</li> </ul>	3	1
<b>2</b>	<b>Living On Board</b>	<b>15</b>	
2.1	Types of Crew Accommodations Officer Cabins, Crew Cabins, Staff Cabins Accommodations for Different Ranks	5	2,5
2.2	Living Conditions and Facilities Shared vs. Single Occupancy Amenities in Crew Quarters	5	2,5
2.3	Recreation Facilities Crew Lounges and Common Areas Onboard Activities for Crew	2	2,5



2.4	Safety and Emergency Procedures Fire Safety Protocols Emergency Evacuation Plans for Crew	3	2,5
<b>3</b>	<b>Working On-board</b>	<b>15</b>	
3.1	Recruitment Strategies Hiring Processes for Different Positions Qualifications and Skills Required	3	3,5
3.2	Onboard Training Programs Initial Training for New Crew Members Ongoing Professional Development	3	3,5
3.3	Onboard Training Programs Initial Training for New Crew Members Ongoing Professional Development	3	3,5
3.4	Onboard Training Programs Initial Training for New Crew Members Ongoing Professional Development	3	3,5
3.5	Professional Behavior Onboard Code of Ethics for Crew Members Representing the Cruise Line's Image	3	3,5
<b>4</b>	<b>Customer Service at Sea</b>	<b>15</b>	
4.1	Creating a Positive Guest Experience Personalized Service Approaches Anticipating and Exceeding Guest Needs	5	4,5
4.2	Empathy and Emotional Intelligence Understanding Passenger Perspectives Handling Emotional Situations	5	4,5
4.3	<b>Conflict Resolution Skills</b> <ul style="list-style-type: none"> <li>● Resolving Issues Amicably</li> <li>● Turning Negative Experiences into Positive ones</li> </ul>	5	4,5
<b>5</b>	<b>Teacher Specific Content</b>		
	<b>Practicum to develop skills</b>	30	



	<b>Research Project</b> <ul style="list-style-type: none"> <li>Students familiarize themselves and prepare a Project report based on the cruise line industry. Understand the current trends, challenges, and issues.</li> <li>Reach out to academic advisors or career services at educational institutions who can provide guidance on finding opportunities and may have connections with organizations related to cruise line operations</li> </ul>	20	5
	<b>Case Studies of Passenger Complaints:</b> <b>Analyze real or hypothetical complaints, encouraging students to propose resolutions.</b>	10	3,4,5

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>Role play,</li> <li>Critical thinking,</li> <li>Teamwork, and</li> <li>Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>																						
	<table border="1"> <thead> <tr> <th>CRITERIA</th> <th>MARKS DISTRIBUTION</th> </tr> </thead> <tbody> <tr> <td>Internal Test</td> <td></td> </tr> <tr> <td>Assignment</td> <td></td> </tr> <tr> <td>Seminar</td> <td></td> </tr> <tr> <td><b>Total</b></td> <td><b>30</b></td> </tr> </tbody> </table>	CRITERIA	MARKS DISTRIBUTION	Internal Test		Assignment		Seminar		<b>Total</b>	<b>30</b>												
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<b>TOTAL</b>			<b>70</b>																				

## References

- "The Business of Shipping" by Ira Breskin
- "Cruise Ship Tourism" by Ross A. Klein
- "Cruise Operations Management: Hospitality Perspectives" by Philip Gibson


## SUGGESTED READINGS

- "Cruise Confidential: A Hit Below the Waterline: Where the Crew Lives, Eats, Wars, and Parties – One Crazy Year Working on Cruise Ships" by Brian David Bruns
- "Cruise Business Development: Safety, Product Design and Human Capital" by Alexis Papathanassis and Justin Hastings



**MGU-UGP (HONOURS)**

# Syllabus

	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Global Tourism Insight</b>					
<b>Type of Course</b>	<b>DSE</b>					
<b>Course Code</b>	<b>MG5DSEHMC304</b>					
<b>Course Level</b>	<b>300-399</b>					
<b>Course Summary</b>	The course covers a wide range of topics related to Global Tourism, including History and Importance . It also explains about Tourism Culture,Sustainable Tourism, Marketing,Tourism Trends and Innovations,Future of Tourism,Ethical Issues.					
<b>Semester</b>	V	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture 4	Tutorial	Practical	Others	
<b>Pre-requisites, if any</b>	Basic knowledge about travel and tourism.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To get knowledge about global tourism and its importance, history and evolution.	U	1,2
2	To know different tourism cultures,marketing strategies and promotional activities .	A	1,2
3	To get information about sustainable tourism and it's different practices	An	1,3,9,7
4	To know about new trends like adventure,health and ethnic tourism	E	3,6
5	To provide opportunities to get new ideas about future of global tourism and to solve ethical issues	C	9,10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Introduction to Global Tourism</b>	<b>5</b>	
1.1	Definition, Scope, Importance of Tourism in the Global Economy	1	1
1.2	Historical Evolution of Tourism, Development and Major Milestones in Global Tourism	2	1
1.3	Tourism Geography-Understanding tourist destinations worldwide, Factors influencing destinations popularity	2	1
<b>2</b>	<b>Tourism Culture ,Tourism Marketing and Tourism Promotion</b>	<b>15</b>	
2.1	<b>Tourism culture</b> -Impact of tourism on local culture,Cultural sensitivity and sustainable tourism practices	5	2
2.2	<b>Tourism marketing</b> -Strategies for promoting destinations,Role of technology in tourism marketing	5	2
2.3	<b>Tourism promotion</b> - Role of modern technology in tourism promotion marketing	5	2
<b>3</b>	<b>Sustainable Tourism</b>	<b>20</b>	
3.1	Evolution,Concepts,Principles of Sustainable tourism	5	3
3.2	Planning,Issues and Challenges,Techniques for Sustainable Development	8	3
3.3	Environmental Issues and Models of Ecotourism Development	7	3
<b>4</b>	<b>Tourism Trends, Innovations &amp; Ethical Issues</b>	<b>20</b>	
4.1	Adventure Tourism-Definition,Concepts,Classification (surface,air and water) Guiding Principles	3	4
4.2	Health Tourism - Concepts,Introduction to Nature Living, Physical and Mental Well-being, Medical Tourism	3	4
4.3	Rural and Ethnic Tourism- Concepts,Difference with Other Rural Tourism, Village Tourism,Govt.of India Policy on Rural tourism.	3	4
4.4	Anticipated changes and trends - growing interest in the off-the-beaten-path destinations, sustainable tourism practices, personalized and unique travel experiences	3	5


4.5	Opportunities and challenges in the evolving tourism landscape	4	5
4.6	Ethical issues in tourism - Ethical considerations in tourism, Balancing economic benefits with cultural and environmental preservation	4	5
5	<b>Teachers Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Seminar			
	<b>Total</b>	<b>30</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	6 out of 10	6*5 = 30
	Essays	350 Words	2 out of 5	2*10 = 20
	<b>TOTAL</b>			<b>70</b>

## References

1. Successful Tourism Management by Mr. Prannath Seth.
2. Tourism Development By. Mr. R. Gartner.
3. Adventure Tourism and Sports By. Mr. Jagmohan Negi.
4. An introduction to Travel and Tourism.

	<b>Mahatma Gandhi University Kottayam</b>				
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>				
<b>Course Name</b>	<b>Retail Management</b>				
<b>Type of Course</b>	<b>DSE</b>				
<b>Course Code</b>	<b>MG5DSEHMC305</b>				
<b>Course Level</b>	<b>300-399</b>				
<b>Course Summary</b>	To develop knowledge of contemporary retail management operations at the strategic level and to analyse the processes of retail management.				
<b>Semester</b>	V	Credits		4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture 4	Tutorial	Practical	
<b>Pre-requisites, if any</b>	A basic knowledge of marketing products and services				

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Demonstrate comprehensive knowledge of the retail environment and hospitality retail services	U	1,2
2	Identify merchandising pricing objectives and strategies, and grasp the nuances of retail pricing strategies equipping them to make informed pricing decisions.	A	1,2,8
3	Analyse the nature and scope of retail marketing, formulate retail promotion programs, and create promotional budgets.	An,C	1,2,4,5
4	Assess retail store operations, including store administration, inventory management, and maintenance/security protocols.	E	1,2,5,6,9
5	Predict consumer behaviour and the dynamics specific to the food industry, preparing them for roles in this specialized sector.	C	1,2,6,7,8

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>RETAIL ENVIRONMENT</b>	<b>15</b>	
1.1	Introduction; Understanding Retail Terminology	5	1
1.2	Organised v/s Unorganised Retail; Structure of Organised Retail	3	1
1.3	Hospitality Retail Services	3	1
1.4	Major Retail Players in Hospitality – India & International	4	1
<b>2</b>	<b>PURCHASING &amp; PRICING</b>	<b>15</b>	
2.1	Merchandising Pricing - Objectives; External Factors Affecting Pricing	5	2
2.2	Pricing strategies <ul style="list-style-type: none"> <li>• Everyday pricing</li> <li>• Competitive pricing</li> <li>• Market oriented pricing</li> <li>• Price skimming</li> </ul>	5	2
2.3	Retail Pricing Strategies <ul style="list-style-type: none"> <li>• Mark up pricing</li> <li>• Vendor pricing</li> <li>• Psychological pricing</li> </ul>	5	2
<b>3</b>	<b>RETAIL MARKETING &amp; PROMOTION</b>	<b>15</b>	
3.1	Nature & Scope; Market strategies	2	3
3.2	Understanding the Retail Customer <ul style="list-style-type: none"> <li>• Demographic analysis</li> <li>• Population Analysis</li> <li>• Consumer Behaviour</li> </ul>	3	3



3.3	Retail Promotion Mix <ul style="list-style-type: none"> <li>• Retail Promotion Programme</li> <li>• Retail Advertising Media</li> <li>• Promotional Budget</li> </ul>	5	3
3.4	Customer Services <ul style="list-style-type: none"> <li>• Complaint Handling</li> <li>• Understanding Quality Gaps</li> <li>• Service Recovery</li> </ul>	5	3
<b>4</b>	<b>RETAIL OPERATIONS</b>	<b>15</b>	
4.1	Elements / Components of Retail Store Operation , Store administration ,Inventory management	3	4,5
4.2	Store Manager - Responsibilities ,Store Maintenance & Security	3	4 5
4.3	FOOD RETAILING , Introduction, Scope & Importance	3	4 5
4.4	Psychology of Food Habits ,Food Advertising & Promotion	3	4 5
4.5	Consumer Behaviour & Retail Dynamics in Food Industry	3	4 5
<b>5</b>	<b>TEACHER SPECIFIC CONTENT</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>	
<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>
Internal Test	
Assignment	
Seminar	



<b>Assessment Types</b>	<b>Total</b>	<b>30</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	6 out of 10	6*5 = 30	
Essays	350 Words	2 out of 5	2*10 = 20	
<b>TOTAL</b>				<b>70</b>

### References

1. Retail Management - Berman & Evarv
2. Hospitality Retail Management – Conrad Lashley

### SUGGESTED READINGS

1. Retail Management – U.C Mathur



**MGU-UGP (HONOURS)**

# Syllabus



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Garde Manger</b>					
<b>Type of Course</b>	<b>SEC</b>					
<b>Course Code</b>	<b>MG5SECHMC300</b>					
<b>Course Level</b>	<b>300-399</b>					
<b>Course Summary</b>	Garde manger course provides training in preparing marinades, sauces, dressings, cold meats and seafood, cold soups, pates, terrines, galantines and cold mousses, among other dishes. The course also covers nutrition, food safety and cooking fundamentals. Students learn to arrange food aesthetically, add decoration to plates and assemble dishes on a buffet.					
<b>Semester</b>	V	Credits			3	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	Total Hours
		3				45
<b>Pre-requisites</b>	The students should have basic knowledge about food production operation 1 and 2 .					

MGU-UGP (HONOURS)

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To classify the larder department and analyse the layout of larder control	U	1,2,3,4
2	To be able to understand the types and making process of sausage and forcemeat	An	1,2,10
3	To analyse the preparation of mousse, ham, bacon, galantine etc.	An	1,7,9
4	Identify types of bread and develop the sandwich making process.	C	1,2,3,9

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>LARDER CONTROL</b>	<b>15</b>	
1.1	LAYOUT & EQUIPMENT: <ul style="list-style-type: none"> <li>• Introduction of Larder Work</li> <li>• Definition</li> <li>• Equipment used in larder</li> <li>• Layout of a typical larder with equipment and various sections</li> </ul>	5	1,2
1.2	TERMS & LARDER CONTROL: <ul style="list-style-type: none"> <li>• Common terms used in Larder and Larder control</li> <li>• Essentials of Larder Control</li> <li>• Importance of Larder Control</li> <li>• Devising Larder Control Systems</li> <li>• Leasing with other Departments</li> <li>• Yield Testing</li> </ul>	5	1,2
1.3	DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF <ul style="list-style-type: none"> <li>• Functions of the Larder</li> <li>• Hierarchy of Larder Staff</li> <li>• Sections of the Larder</li> <li>• Duties &amp; Responsibilities of larder Chef</li> </ul>	5	1,2
<b>2</b>	<b>CHARCUTERIE</b>	<b>15</b>	
2.1	SAUSAGE: <ul style="list-style-type: none"> <li>• Introduction to charcuterie</li> <li>• Sausage – Types &amp; Varieties</li> <li>• Casings – Types &amp; Varieties</li> <li>• Fillings – Types &amp; Varieties</li> <li>• Additives &amp; Preservatives</li> </ul>	5	2

2.2	<p><b>FORCEMEATS:</b></p> <ul style="list-style-type: none"> <li>• Types of forcemeats</li> <li>• Preparation of forcemeats</li> <li>• Uses of forcemeats</li> </ul> <p><b>BRINES, CURES &amp; MARINADES:</b></p> <ul style="list-style-type: none"> <li>• Types of Brines</li> <li>• Preparation of Brines</li> <li>• Methods of Curing</li> <li>• Types of Marinades</li> <li>• Uses of Marinades</li> <li>• Difference between Brines, Cures &amp; Marinades</li> </ul>	5	1,2
2.3	<p><b>HAM, BACON &amp; GAMMON:</b></p> <ul style="list-style-type: none"> <li>• Cuts of Ham, Bacon &amp; Gammon.</li> <li>• Differences between Ham, Bacon &amp; Gammon</li> <li>• Processing of Ham &amp; Bacon</li> <li>• Green Bacon</li> <li>• Uses of different cuts</li> </ul> <p><b>GALANTINES:</b></p> <ul style="list-style-type: none"> <li>• Making of galantines</li> <li>• Types of Galantine</li> <li>• C. Ballotines</li> </ul>	5	1,2
3	<p><b>CHAUD FROID, PÂTES &amp; SANDWICHES</b></p>	<b>15</b>	
3.1	<p><b>PATES:</b></p> <ul style="list-style-type: none"> <li>• Types of Pate</li> <li>• Pate de foie gras</li> <li>• Making of Pate</li> <li>• Commercial pate and Pate Maison</li> <li>• Truffle – sources, Cultivation and uses and Types of truffle.</li> </ul>	3	3
3.2	<p><b>MOUSE &amp; MOUSSELINE:</b></p> <ul style="list-style-type: none"> <li>• Types of mousse</li> <li>• Preparation of mousse</li> <li>• Preparation of mousseline</li> <li>• Difference between mousse and mousseline</li> </ul>	3	2,3
3.3	<p><b>CHAUD FROID:</b></p> <ul style="list-style-type: none"> <li>• Meaning of Chaud Froid</li> <li>• Making of chaufroid &amp; Precautions</li> <li>• Types of chaufroid</li> <li>• Uses of chaufroid</li> </ul>	3	2,4

3.4	<b>ASPIC &amp; GELEE:</b> <ul style="list-style-type: none"> <li>• Definition of Aspic and Gelee</li> <li>• Difference between Aspic and Gelee</li> <li>• Making of Aspic and Gelee</li> <li>• Uses of Aspic and Gelee</li> </ul>	3	2,3
3.5	<b>SANDWICHES</b> <ul style="list-style-type: none"> <li>• Parts of Sandwiches</li> <li>• Types of Bread</li> <li>• Types of filing – classification</li> <li>• Spreads and Garnishes</li> <li>• Types of Sandwiches</li> <li>• Making of Sandwiches</li> <li>• Storing Sandwiches.</li> </ul>	3	4
4	<b>Teachers Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	<b>Total</b>	<b>25</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 50 Marks- 1.5 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	4 out of 6	4*5 = 20
	Essays	350 Words	1 out of 3	1*10 = 10
	<b>TOTAL</b>			<b>50</b>

## References

1. Garde Manger: Cold Kitchen Fundamentals
2. Garde Manger: The Art and Craft of the Cold Kitchen (Culinary Institute of America)
3. Theory of Cookery - Krishna Arora

## SUGGESTED READINGS

1. Professional Garde Manger - A Comprehensive Guide to Cold Food Preparation by L Sackett (Author)



**MGU-UGP (HONOURS)**

# Syllabus



**SEMESTER - 6**

**MGU-UGP (HONOURS)**

**Syllabus**



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Bar and Beverage Management</b>					
<b>Type of Course</b>	<b>DSC A</b>					
<b>Course Code</b>	<b>MG6DSCHMC300</b>					
<b>Course Level</b>	<b>300-399</b>					
<b>Course Summary</b>	Students will learn and familiarize themselves with different methods of cocktail making and bar operations					
<b>Semester</b>	VI	Credits			4	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	Total Hours
		4				60
<b>Pre-requisites</b>	Students should have basic F&B operations knowledge from previous semester courses.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To understand the origin and identifying the duties and the responsibilities of a barman	U	1,3
2	To be able to analyse the inventory control and to learn about stock taking as well as bin cards.	An	1,5,10
3	To analyse and execute the method of cocktail preparations.	E	1,2,3
4	Identifying Point of sales, Opening & Closing duties in a Bar.	A	1,2,6
5	Take part in identifying mixology of cocktail and mocktail	An	1,3,10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**



## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Introduction to Bar Operations and Cocktails</b>	<b>22</b>	
1.1	Types of Bars	2	1
1.2	Organization hierarchy & duties & responsibilities	3	1
1.3	Layout of Bar	3	1
1.4	Equipment and ingredients	3	1
1.5	Opening & closing duties	3	1
1.6	<b>Cocktails</b> – introduction, parts (base, modifier etc), methods (stir, shaken etc) families (cobblers, crustas, daisies, nogs, fixes, flips, puffs, sangarees, slings, smashes, bucks, coladas, Collins, coolers, fizzes, highballs, juleps, shooters, punches, rickeys, sours, toddies) Terms (dash, zest, on the rocks, naked etc) popular cocktails (classic, modern, variations)	8	1,2
<b>2</b>	<b>Bar and beverage management</b>	<b>10</b>	
2.1	Compiling various wine and drink lists	2	1,2
2.2	Inventory, Storage,	2	1,2
2.3	Bar stocktaking and inventory, Inventory control stock levels	2	1,2
2.4	Bar frauds and best practices	2	1,2
2.5	Books and records in bar	2	1,2
<b>3</b>	<b>Bar Control system</b>	<b>13</b>	
3.1	Introduction to Bar Control Systems	1	1,2,3
3.2	Managing Cost & Revenue	2	1,2,3
3.3	Stock control	2	1,2,3
3.4	Opening & Closing duties in bar	2	1,2,3
3.5	Receiving, checking, storing, issuing Controls	2	1,2,3
3.6	Cellar management	2	1,2,3

3.7	Point of sale (POS)	2	1,2,3
<b>4</b>	<b>COCKTAILS AND MOCKTAILS</b>	<b>15</b>	
4.1	List of cocktails - Bloody Mary, Moscow Mule, Pink Lady, Rusty Nail, Screwdriver, Tequila Sunrise, Old fashioned, Cuba Libre, Blue Lagoon, Long Island Iced Tea, Cosmopolitan, Caipiroshka, Mai tai, Mojito, Mint Julep, Planter's Punch, Pina Colada, and SideCar. Motivate and create innovation as a part of the mixology method practicals Demonstration of Mocktails	15	6

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Seminar			
	Total	30		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	6 out of 10	6*5 = 30
	Essays	350 Words	2 out of 5	2*10 = 20
	<b>TOTAL</b>			<b>70</b>

## References

1. Cocktail & Punches – Sue Michalski
2. Cocktail Recipes – Bewe Packer
3. F&B service Training Manual - Sudheer Andrews
4. Food & Beverage - Vara Prasad
5. Food & Beverage Service – R. Singaravelan

## SUGGESTED READINGS

1. Food & Beverage Service – Vijay dhawan



MGU-UGP (HONOURS)

# Syllabus



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Advanced Culinary Operations</b>					
<b>Type of Course</b>	<b>DSC A</b>					
<b>Course Code</b>	<b>MG6DSCHMC301</b>					
<b>Course Level</b>	<b>300-399</b>					
<b>Course Summary</b>	Culinary management endows a student with skills to become an expert in culinary arts, business acumen, and effective leadership. Staying adaptable to industry changes and continuously seeking improvement will contribute to long-term success in the field.					
<b>Semester</b>	VI	Credits			4	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	Total Hours
		3		1		75
<b>Pre-requisites</b>	The students should have intermediate culinary knowledge .					

### MGU-UGP (HONOURS)

#### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcomes	Learning Domains	PO No
1	To be able to calculate the recipe ingredients according to the quantity needed	U	1,2,7,10
2	To design and plan according to concept needed and to improvise if needed	C	1,2,8,10
3	Observe and enforce basic hygiene practices to create systematic maintenance of equipments	A	1,2,7,10
4	To compile a menu along with accompaniments in necessary quantity with calculations	C,S	1,2,10
5	To create recipes and innovate recipes	C,S	1,2,10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>CULINARY MATH AND RECIPES</b>	<b>20</b>	
1.1	Basic calculations, Ratios, decimals & percentages Calculating food cost Calculating food cost percentage.	5	1,4,5
1.2	A.P.Q (As Purchased Quantity) E.P.C (Edible Portion Cost) R.C.F (Recipe conversion factor)	10	1,4,5
1.3	Recipe cost, standardized recipe Yield percentage	5	1,4,5
<b>2</b>	<b>DESIGNING OF KITCHEN LAYOUTS</b>	<b>15</b>	
2.1	Concepts & Theme development Kitchen planning as per the theme	10	2,3
2.2	Menu planning as per the theme with the equipment required. Manpower, workflow and materials flow	5	2,3
<b>3</b>	<b>KITCHEN STEWARDING (18 &amp; SCULLERY)</b>	<b>10</b>	
3.1	Kitchen hygiene & sanitation Different types of detergents & chemicals used	5	2,3
3.2	Upkeep of kitchen equipments & the operations back area Daily, periodic & annual maintenance	2	2, 3
3.3	Storing and their types Required temperatures for storing Equipment for checks & maintenance of temperatures Records maintained for storage temperatures Why thawing & freezing is done	3	2,3,4,5
<b>4</b>	<b>ADVANCE CULINARY (PRACTICALS)</b>	<b>30</b>	

4.1	Practical's consisting of Menus (French, Chinese, Mexican & Italian). <ul style="list-style-type: none"> <li>• Menu to include Classical Appetizers, Salads, Soups, Main course with appropriate accompaniments, Breads &amp; Dessert.</li> <li>• Frozen desserts (Ice-Cream) - Method of preparation</li> <li>• Practical Menu set up and execution of a Seven (7) course Menu</li> <li>• Appetizer, salad, soup with Bread Rolls, Vegetable, Fish,</li> <li>• Main course: Beef/Poultry/Mutton/Pork/Veal/Lamb</li> <li>• Appropriate accompaniment &amp; Dessert (Any Hot/cold Pudding)</li> </ul>	10	1,3,4
4.2	<b>GALATINES:</b> <ul style="list-style-type: none"> <li>• Making Of Galatines,</li> <li>• Types of Galatines,</li> <li>• Ballotines</li> </ul>	10	1,3,5
4.3	<b>PATES :</b> <ul style="list-style-type: none"> <li>• Types Of Pates,</li> <li>• Pate De braised meat, Making Of Pate</li> <li>• Commercial Pate and Pate Maison</li> <li>• Truffle-sources, cultivation &amp; Types of Truffles, Chaud froid &amp; forcemeats</li> <li>• Advanced Bakery &amp; Confectionary Preparations.</li> </ul>	10	
5	<b>Teachers Specific Content</b>		
<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>		


	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b> <table border="1" data-bbox="501 1624 951 1845"> <thead> <tr> <th>CRITERIA</th> <th>MARKS DISTRIBUTION</th> </tr> </thead> <tbody> <tr> <td>Internal Test</td> <td></td> </tr> <tr> <td>Assignment</td> <td></td> </tr> <tr> <td><b>Total</b></td> <td><b>25</b></td> </tr> </tbody> </table> <p data-bbox="501 1883 794 1912"><b>Practical CCA- 15 Marks</b></p> <table border="1" data-bbox="501 1937 1370 2000"> <thead> <tr> <th>PRACTICAL ASSESSMENT CCA</th> <th>MARKS DISTRIBUTION</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>		CRITERIA	MARKS DISTRIBUTION	Internal Test		Assignment		<b>Total</b>	<b>25</b>	PRACTICAL ASSESSMENT CCA	MARKS DISTRIBUTION		
CRITERIA	MARKS DISTRIBUTION													
Internal Test														
Assignment														
<b>Total</b>	<b>25</b>													
PRACTICAL ASSESSMENT CCA	MARKS DISTRIBUTION													

<b>Assessment Types</b>	Practical Task			
	Practical Record Preparation			
	Viva Voce			
	Grooming			
	<b>Total</b>	<b>15</b>		
<b>B. End Semester Evaluation ( ESE) - Theory</b>				
Written Test- 50 Marks - 1.5 Hours Examination				
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	4 out of 6	4*5 = 20
	Essays	350 Words	1 out of 3	1*10 = 10
	<b>TOTAL</b>			<b>50</b>
Practical ESE: 35 Marks - 1.5 Hours Examinations				
	<b>PRACTICAL ASSESSMENT ESE</b>		<b>MARKS DISTRIBUTION</b>	
	Practical Task		14	
	Practical Record Preparation		8	
	Viva Voce		8	
	Grooming		5	
	<b>Total</b>		<b>35</b>	

## References

1. Modern Cookery (Vol.1) for Teaching and Trade – Philip E Thangam
2. Theory of Cookery - Krishna Arora



	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Rooms Division Management</b>					
<b>Type of Course</b>	<b>DSE</b>					
<b>Course Code</b>	<b>MG6DSEHMC300</b>					
<b>Course Level</b>	<b>300-399</b>					
<b>Course Summary</b>	This course combines theoretical knowledge with practical skills, preparing students for management level operations in rooms division					
<b>Semester</b>	VI	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		3		1		75
<b>Pre-requisites, if any</b>	The students should have an intermediate level knowledge of Rooms Division Operations about the aspects of Registration, Reservation, Linen & Laundry and other activities					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Assess and apply various approaches for establishing room rates and evaluating front office operations	U	1,2,3
2	Differentiate between types of budgets and understand the budget cycle.	A	1,3,5
3	Apply yield management techniques to real world scenarios, demonstrating the ability to set dynamic pricing, allocate resources effectively, and adjust strategies based on demand fluctuations.	E	1,3,5,6
4	Set and maintain performance standards and productivity standards for effective housekeeping operations.	E	2,5,6
5	Develop and implement effective housekeeping budgets, incorporating cost control practices.	C	5,6,7



**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>EVALUATING FRONT OFFICE OPERATIONS &amp; YIELD MANAGEMENT</b>	<b>15</b>	
1.1	Establishing Room Rates – Market based Approach, Cost Based Approach, Hubbart’s Formula	3	1
1.2	Forecasting Room Availability – Forecast Formula; Useful Forecasting data	2	1
1.3	Factors for Evaluating Front Office Operations; ARR, RevPAR,ARRPG, Occupancy statistics	2	1
1.4	Types of budget; Budget cycle; Budgetary Control; Traditional Budgeting v/s Zero Based Budgeting	4	2
1.5	Yield management – Concept & Importance; Elements of Yield management	2	3
1.6	Measuring Yield; Potential High & Low Demand Tactics	2	3
<b>2</b>	<b>HOUSEKEEPING PLANNING</b>	<b>15</b>	
2.1	Division of Work Document, Area Inventory List, Frequency Schedule	3	4
2.2	Performance standard, productivity standard	2	4
2.3	Inventory control, Work schedule, Duty Rota	4	4
2.4	Time and Motion Study, Training, Leadership	4	4
2.5	New Property Operation, Energy Conservation practices	2	4
<b>3</b>	<b>PURCHASE &amp; HOUSEKEEPING BUDGET</b>	<b>15</b>	

3.1	Principles of Purchase	3	5
3.2	Method of Purchase, Records	3	5
3.3	Types – Operational & Capital	4	5
3.4	Advantages of Budget	2	5
3.5	Cost Control Practices in Housekeeping	3	5
<b>4</b>	<b>PRACTICAL</b>	<b>30</b>	
4.1	PMS tasks – Reservation, Registration, Cashiering, Report Generation	4	1
4.2	Understanding Management Reports in Front Office	4	3
4.3	Case Studies – Yield Management & Occupancy Statistics	3	3
4.4	Situation Handling – handling guests & internal situations requiring management tactics / strategies	4	3
4.5	Preparation of Duty Rota, Area Inventory List, Frequency Schedule	3	4
4.6	Time & Motion Study	4	4
4.7	Guest Room Layout Planning – Suite Room, Twin Room & Studio Room	4	4
4.8	First Aid & Fire Safety	4	4
<b>5</b>	<b>Teacher Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>● Role play,</li> <li>● Critical thinking,</li> <li>● Teamwork, and</li> <li>● Leadership skills.</li> </ul>
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**Assessment Types**

**A.Continuous Comprehensive Assessment (CCA) - Theory**

CRITERIA	MARKS DISTRIBUTION
Internal Test	
Assignment	
<b>Total</b>	<b>25</b>

**Practical CCA- 15 Marks**

PRACTICAL ASSESSMENT CCA	MARKS DISTRIBUTION
Practical Task	
Practical Record Preparation	
Viva Voce	
Grooming	
<b>Total</b>	<b>15</b>

**B. End Semester Evaluation ( ESE) - Theory**

**Written Test- 50 Marks - 1.5 Hours Examination**

Descriptive Type	Word Limit	No of question to be answered	Marks
Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10
<b>MGU-UGP (HONOURS) TOTAL</b>			<b>50</b>

**Practical ESE: 35 Marks - 1.5 Hours Examinations**

PRACTICAL ASSESSMENT ESE	MARKS DISTRIBUTION
Practical Task	<b>14</b>
Practical Record Preparation	<b>8</b>
Viva Voce	<b>8</b>
Grooming	<b>5</b>

	<b>Total</b>	<b>35</b>
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## References

1. Hotel & Hospitality Operations – Raghupalan
2. Hotel Housekeeping – Sudhir Andrews
3. Hotel Front Office: Operations & Management – Jatashankar Tewari
4. Front Office Management – S.K. Bhatnagar

## SUGGESTED READINGS

1. Textbook of Front Office Management & Operations – Sudhir Andrews



**MGU-UGP (HONOURS)**

# Syllabus



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Computer Applications in Hospitality Industry</b>					
<b>Type of Course</b>	<b>DSE</b>					
<b>Course Code</b>	<b>MG6DSEHMC301</b>					
<b>Course Level</b>	<b>300-399</b>					
<b>Course Summary</b>	Students will be able to analyse a complex computing problem and apply principles of computing and other relevant disciplines to identify solutions.					
<b>Semester</b>	VI	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		3		1		75
<b>Pre-requisites, if any</b>	Students should have Basic knowledge in Computer concepts and presentations					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Understanding information concepts and processing	U	1,4
2	Creating MS office applications and working with various platforms	A	3,2
3	Analysing information securities and preventing cyber crime	A,U	6,3
4	Evaluating networks and network configurations	E,A	9,10
5	Combining accounting, personal, human resource and material management with Information system	E,A	2,5,4

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Information concepts and processing</b>	<b>11</b>	
1.1	<ul style="list-style-type: none"> <li>• Meaning &amp; Definition</li> <li>• Need, Quality and Value of information</li> <li>• Block diagram of computer</li> </ul>	3	1,2
1.2	<ul style="list-style-type: none"> <li>• Components of Computer</li> <li>• Hardware and software features</li> <li>• Input and output devices</li> </ul>	4	1,4
1.3	<ul style="list-style-type: none"> <li>• Characteristics of Computer</li> <li>• Elements of Computer</li> <li>• Advantages &amp; Disadvantages of Computer</li> </ul>	4	1,2,3
<b>2</b>	<b>MS - Office(Practical)</b>	<b>30</b>	
2.1	<ul style="list-style-type: none"> <li>• Introduction to MS Office</li> <li>• Word Processing Concepts</li> <li>• Using MS - Word Tools</li> </ul>	10	2,1
2.2	<ul style="list-style-type: none"> <li>• Introduction to MS - Excel</li> <li>• Creating spreadsheets</li> <li>• Window Components of MS Excel</li> <li>• Statistical and mathematical functions in MS Excel</li> </ul>	10	1,2,4
2.3	<ul style="list-style-type: none"> <li>• Introduction to MS Powerpoint</li> <li>• Features of Powerpoint Presentations</li> <li>• Working with slideshows and Animations</li> </ul>	6	1,2
2.4	<ul style="list-style-type: none"> <li>• Introduction to MS Publisher</li> <li>• Features of the publisher window</li> <li>• Working with MS Publisher</li> </ul>	4	1,2,4
<b>3</b>	<b>Information Security</b>	<b>11</b>	
3.1	<ul style="list-style-type: none"> <li>• Security problems in computing</li> <li>• Computer criminals</li> <li>• Data encryption standards</li> <li>• Uses of encryption</li> </ul>	5	4,1

3.2	<ul style="list-style-type: none"> <li>• Database security</li> <li>• Programme security</li> <li>• File protection mechanism</li> <li>• Viruses and other malicious codes</li> <li>• Reliability and integrity</li> <li>• Threads in network</li> <li>• Network security controls and Fire Walls</li> <li>• Secure Email</li> </ul>	6	3,11,5
4	<b>Operating System &amp; Management Information System</b>	<b>23</b>	
4.1	<ul style="list-style-type: none"> <li>• Software concepts</li> <li>• Functions of operating system</li> <li>• Introduction to Windows</li> <li>• Components of Windows</li> </ul>	4	2,5
4.2	<ul style="list-style-type: none"> <li>• Types of Networks</li> <li>• Network Topologies</li> <li>• Network Configuration</li> </ul>	4	5,2
4.3	<ul style="list-style-type: none"> <li>• GUI Concepts</li> <li>• Functionality of GUI</li> </ul>	3	1,2,5
4.4	<ul style="list-style-type: none"> <li>• Introduction to Management Information System (MIS)</li> <li>• Objectives of MIS</li> <li>• Role of MIS in accounting and finance</li> <li>• Information system in production management</li> </ul>	4	1,5
4.5	<ul style="list-style-type: none"> <li>• Role of MIS in Marketing Management</li> <li>• Role of MIS in material management</li> <li>• Information system in personal management</li> </ul>	4	1,2,5
4.6	<ul style="list-style-type: none"> <li>• Importance of MIS in Hotel Industry</li> <li>• Various MIS Reports</li> <li>• Role of Computers in MIS</li> </ul>	4	1,3,5
5	<b>Teacher Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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**Assessment Types**

**A. Continuous Comprehensive Assessment (CCA) - Theory**

CRITERIA	MARKS DISTRIBUTION
Internal Test	
Assignment	
<b>Total</b>	<b>25</b>

**Practical CCA- 15 Marks**

PRACTICAL ASSESSMENT CCA	MARKS DISTRIBUTION
Practical Task	
Practical Record Preparation	
Viva Voce	
Grooming	
<b>Total</b>	<b>15</b>

**B. End Semester Evaluation ( ESE) - Theory**

**Written Test- 50 Marks - 1.5 Hours Examination**

Descriptive Type	Word Limit	No of question to be answered	Marks
Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10
<b>MGU-UGP (HONOURS) TOTAL</b>			<b>50</b>

**Practical ESE: 35 Marks - 1.5 Hours Examinations**

PRACTICAL ASSESSMENT ESE	MARKS DISTRIBUTION
Practical Task	<b>14</b>
Practical Record Preparation	<b>8</b>
Viva Voce	<b>8</b>
Grooming	<b>5</b>



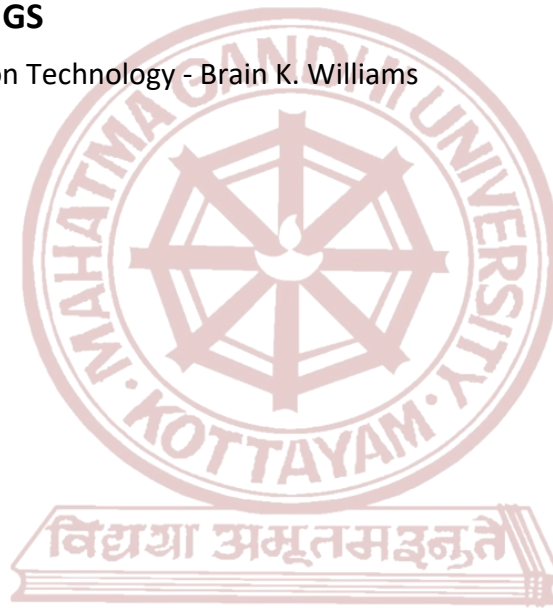
	<b>Total</b>	<b>35</b>
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## References

1. Computer Application in Management - Sanjay Gupta
2. Introduction to Computers - Peter Norton
3. Using Information Technology - Brain K. Williams

## **SUGGESTED READINGS**

1. Using Information Technology - Brain K. Williams



**MGU-UGP (HONOURS)**

# Syllabus



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Management for Chefs</b>					
<b>Type of Course</b>	<b>DSE</b>					
<b>Course Code</b>	<b>MG6DSEHMC302</b>					
<b>Course Level</b>	<b>300-399</b>					
<b>Course Summary</b>	This course aims to equip aspiring chefs with the necessary management skills to successfully run a culinary business, ensuring a balance between culinary creativity and effective business practices.					
<b>Semester</b>	VI	Credits			4	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	Total Hours
		3		1		75
<b>Pre-requisites</b>	The prerequisites for "Management for Chefs" course typically include a foundation in culinary arts, strong communication skills and leadership skills.					

### MGU-UGP (HONOURS) COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To exhibit effective verbal and non-verbal communication skills in a culinary leadership context.	A	1,2,4,10
2	To lead confidently in times of change, demonstrating flexibility, adaptability, and problem-solving skills.	U	1,2,3,6
3	To develop skills to exhibit a healthy relationship with the authority.	A	1,2,10
4	To create and develop new recipes and to find the proportion of yield obtained.	E	1,2,6,7,8,10

5	To execute a menu planning and costing project, applying principles of cost control and menu optimization	C,S	1,2,4,10
<b>*Remember (K), Understand (U), Apply (A), Analyze (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)1,2,</b>			

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1.</b>	<b>Leadership: Strategies and Essential Elements</b>	<b>15</b>	
1.1	<b>Communication Skills in Leadership:</b> <ul style="list-style-type: none"> <li>• Verbal and non-verbal communication.</li> <li>• Active listening skills.</li> </ul>	3	1,4
1.2	<b>Motivation and Team Productivity:</b> <ul style="list-style-type: none"> <li>• Understanding individual and team motivation.</li> <li>• Recognition and feedback.</li> </ul>	2	1,4
1.3	<b>Essential Elements in Leadership</b>	5	1,4
1.4	<b>Adaptive Leadership:</b> <ul style="list-style-type: none"> <li>• Flexibility and adaptability.</li> <li>• Problem-solving skills.</li> <li>• Decision-making in uncertain situations</li> </ul>	5	2,4
<b>2</b>	<b>Key skills in management</b>	<b>15</b>	
2.1	<b>Self-Management:</b> <ul style="list-style-type: none"> <li>• Stress management techniques.</li> <li>• Emotional resilience and self-awareness.</li> <li>• Continuous self-improvement strategies</li> </ul>	3	2,4
2.2	<b>Time Management:</b> <ul style="list-style-type: none"> <li>• Prioritization techniques.</li> <li>• Time tracking and analysis.</li> <li>• Avoiding procrastination.</li> </ul>	3	2,4
2.3	<b>Decision-Making:</b> <ul style="list-style-type: none"> <li>• Strategic decision-making.</li> <li>• Analytical decision-making</li> <li>• Learning from decision outcomes.</li> </ul>	3	2,4

2.4	<b>Interpersonal skills:</b> <ul style="list-style-type: none"> <li>• Organization and delegation</li> <li>• Forward planning and strategic thinking</li> <li>• Commercial awareness</li> <li>• Mentoring</li> </ul>	3	2,3,4
2.5	<b>Operational management skills:</b> <ul style="list-style-type: none"> <li>• Technical proficiency</li> <li>• Product development</li> <li>• Strategic planning</li> <li>• Budget management</li> </ul>	3	2,4
<b>3</b>	<b>Developing Healthy Relationship with The Authority</b>	<b>15</b>	
3.1	<b>Building a Positive Relationship:</b> <ul style="list-style-type: none"> <li>• Establishing a rapport with your manager.</li> <li>• Finding common ground.</li> <li>• Balancing professionalism with a personal touch.</li> </ul>	3	3,4
3.2	<b>Conflict Resolution with Managers:</b> <ul style="list-style-type: none"> <li>• Navigating conflicts professionally.</li> <li>• Effective communication during disagreements.</li> <li>• Seeking resolution and compromise</li> </ul>	3	3,4
3.3	<b>Innovation &amp; Evaluation</b> <ul style="list-style-type: none"> <li>• Testing new equipment,</li> <li>• Developing new recipes</li> <li>• Food Trails</li> <li>• Organoleptic &amp; Sensory Evaluation</li> </ul>	3	1,4
3.4	<b>Production Planning</b> <ul style="list-style-type: none"> <li>• Production Scheduling</li> <li>• Production Quality &amp; Quantity Control</li> <li>• Forecasting Budgeting</li> <li>• Yield Management</li> </ul>	6	1,3,4
<b>4</b>	<b>Practicum to develop them with skills</b>	<b>30</b>	
4.1	<b>Leadership Skills</b> <ul style="list-style-type: none"> <li>• Develop effective communication skills for leading kitchen staff.</li> <li>• Foster teamwork and collaboration among culinary professionals.</li> <li>• Implement strategies for motivating and inspiring kitchen teams.</li> </ul>	15	1,2,3,4
4.2	<b>Menu Planning and Costing Project:</b> <ul style="list-style-type: none"> <li>• Develop a practicum where students work on creating a menu for a restaurant, considering factors such as ingredient costs, pricing strategies, and profit margins. This project allows students to apply menu planning and cost control principles.</li> </ul>	15	1,2,4

5	Teacher Specific Content		
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<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	<b>Total</b>	<b>25</b>		
	<b>Practical CCA- 15 Marks</b>			
	<b>PRACTICAL ASSESSMENT CCA</b>		<b>MARKS DISTRIBUTION</b>	
	Practical Task			
	Practical Record Preparation			
	Viva Voce			
Grooming				
<b>Total</b>		<b>15</b>		
<b>B. End Semester Evaluation ( ESE) - Theory</b>				
<b>Written Test- 50 Marks - 1.5 Hours Examination</b>				
<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>	
Short Answer	50 Words	10 out of 15	10*2= 20	
Short Essays	200 Words	4 out of 6	4*5 = 20	
Essays	350 Words	1 out of 3	1*10 = 10	
<b>TOTAL</b>			<b>50</b>	
<b>Practical ESE: 35 Marks - 1.5 Hours Examinations</b>				
<b>PRACTICAL ASSESSMENT ESE</b>		<b>MARKS DISTRIBUTION</b>		

	<b>Practical Task</b>	<b>14</b>
	<b>Practical Record Preparation</b>	<b>8</b>
	<b>Viva Voce</b>	<b>8</b>
	<b>Grooming</b>	<b>5</b>
	<b>Total</b>	<b>35</b>

### References

1. What Does It Take to Be A Chef – Arya Mohan
2. Catering Management ( An Integrated Approach) - Mohini Seth

### SUGGESTED READINGS

1. Professional Cooking and Kitchen Management – Chef Vinod Singh Negi
2. Leadership Lessons from a Chef – Finding Time To Be Great – Charles.M. Caroll



**MGU-UGP (HONOURS)**

# Syllabus



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Gourmet Bakery Techniques</b>					
<b>Type of Course</b>	<b>DSE</b>					
<b>Course Code</b>	<b>MG6DSEHMC303</b>					
<b>Course Level</b>	<b>300-399</b>					
<b>Course Summary</b>	Bakery products are commonly classified as bread and fermented foods, biscuits, cookies and crackers, cakes and sponges, and pastries. The products in each sub-group are characterised by their structure (aerated, non-aerated), baked moisture content, texture (eating qualities), sensory and microbial shelf-life. The key characteristics of product sub-groups are determined in part by the choice of ingredients and recipe construction, and in part by the influence of the different processing methods which are applied.					
<b>Semester</b>	VI	Credits		4		
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	Total Hours
		3		1		75
<b>Pre-requisites</b>	The students should have basic culinary knowledge as well as bakery and confectionary knowledge from the previous semester.					

## Syllabus

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To categorize the method of cake and chocolate preparation.	A	1,3,5
2	To relate varieties of icing and discuss about the types of meringue, and making procedure of icing	U	1,2,5,10
3	To analyse and execute manufacturing procedures of ice cream, frozen dessert as well as cookies and biscuits.	A	1,2,3,10

4	To understand and develop icing and confectioners' skills	A	1,2,3,8,10
5	To apply the confectioners skills based on fondant and marzipan as well as chocolate and sugar work	A	1,2,3,5,10
<b>*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)</b>			

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>CAKE &amp; CHOCOLATE MAKING</b>	<b>15</b>	
1.1	<ul style="list-style-type: none"> <li>• Classification of Cakes</li> <li>• Cake Making Methods</li> <li>• Cake Improvers</li> <li>• Fillings &amp; Frostings</li> </ul>	5	1,2
1.2	<ul style="list-style-type: none"> <li>• Cake Making Process</li> <li>• Cake Formula Balancing</li> <li>• Characteristics of Cakes</li> <li>• Faults and Remedies</li> <li>• Varieties of Cake</li> <li>• Wedding Specialty Cakes</li> </ul>	6	1,2
1.3	<ul style="list-style-type: none"> <li>• Introduction to Chocolate</li> <li>• Making of Chocolate</li> <li>• Basic Chocolate Works</li> </ul>	4	1,2
<b>2</b>	<b>INTRODUCTION TO ICINGS</b>	<b>15</b>	
2.1	ICINGS: <ul style="list-style-type: none"> <li>• Varieties of Icings</li> <li>• Marzipan</li> <li>• Nougat</li> <li>• Pastillage</li> </ul>	8	1,2,4
2.2	SUGAR: <ul style="list-style-type: none"> <li>• Sugar Works</li> <li>• Works With Sugar</li> <li>• Isomalt</li> </ul>	7	1,2,4
<b>3</b>	<b>COOKIES &amp; BISCUITS</b>	<b>15</b>	
3.1	<ul style="list-style-type: none"> <li>• Characteristics of Cookies Ingredients</li> <li>• Mixing Methods</li> <li>• Types and Process</li> </ul>	10	3,4,5



3.2	<ul style="list-style-type: none"> <li>• Frozen Desserts</li> <li>• Frozen Dessert Types</li> </ul>	5	3,4,5
<b>4</b>	<b>BAKERY TECHNIQUES (PRACTICAL)</b>	<b>30</b>	
4.1	<b>ICINGS AND TOPPINGS FONDANT;</b> <ul style="list-style-type: none"> <li>• American frosting</li> <li>• Butter cream icing</li> <li>• Royal icing</li> <li>• Gum paste</li> <li>• Marzipan</li> <li>• Marshmallow</li> <li>• Lemon meringue</li> <li>• Fudge</li> <li>• Almond paste</li> <li>• Glace icing</li> </ul>	6	2,4
4.2	<b>PASTRY &amp; SPECIAL CAKES:</b> <ul style="list-style-type: none"> <li>• Queen cakes</li> <li>• Easter Egg Chocolate dippings</li> <li>• Cheese cake</li> <li>• Baba-cum Rhum Savarin Chantilly</li> <li>• Meringues chantilly</li> <li>• Madeline cake Pineapple pastry</li> <li>• Chocolate pastry</li> </ul>	6	2,4
4.3	<b>ICING CAKES:</b> <ul style="list-style-type: none"> <li>• Birthday cake</li> <li>• Wedding cakes</li> <li>• Gateaux</li> <li>• Black forest Gateaux</li> <li>• Gateaux religious</li> </ul>	6	2,4,5
4.4	<b>ICE CREAM:</b> <ul style="list-style-type: none"> <li>• Vanilla</li> <li>• Strawberry</li> <li>• Chocolate</li> <li>• Pineapple</li> <li>• Mango</li> <li>• Sorbets</li> <li>• Bombe</li> <li>• Sundaes</li> <li>• Parfaits</li> </ul>	6	2,3,4,5

4.5	<p><b>Chocolate Work</b> Fundamentals of the science of chocolate.</p> <p>Established industry standards in –</p> <ul style="list-style-type: none"> <li>• Tempering, moulding, modelling, enrobing, filling, show pieces, stencils, chocolate couverture.</li> <li>• Chocolate candies, ganache fillings, hand-dipped candies, molded bonbons, Danish pastry and truffles, use of an enrobing machine.</li> <li>• Clean and store chocolate candy moulds and other equipment used in chocolate candy making</li> </ul> <p><b>Sugar Work</b></p> <ul style="list-style-type: none"> <li>• Chemical properties and changes in sugars at various stages of the cooking and cooling processes.</li> <li>• Pulled, blown, Spun, Poured, Caramelized sugar. Casting of sugar. Pastillage and Saltillage fondant, Gum paste and Royal icing</li> <li>• Produce sugar confectioneries such as fruit paste, guimauve (marshmallow), praline, caramels, nougats, lollipops, marzipans and gummies.</li> <li>• Prepare sugar sticks, nest, bow, ribbon, flower, leaf, bubble sugar and decorations</li> <li>• Appropriate package and display of candies.</li> </ul>	6	1,4,5
5	<b>Teacher Specific Content</b>		

<b>Teaching and Learning Approach</b>	<p><b>Classroom Procedure (Mode of transaction)</b></p> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>	
CRITERIA	MARKS DISTRIBUTION
Internal Test	
Assignment	
Total	25
<b>Practical CCA- 15 Marks</b>	
PRACTICAL ASSESSMENT CCA	MARKS DISTRIBUTION


<b>Assessment Types</b>	Practical Task			
	Practical Record Preparation			
	Viva Voce			
	Grooming			
	<b>Total</b>	<b>15</b>		
<b>B. End Semester Evaluation ( ESE) - Theory</b>				
Written Test- 50 Marks - 1.5 Hours Examination				
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	4 out of 6	4*5 = 20
	Essays	350 Words	1 out of 3	1*10 = 10
	<b>TOTAL</b>			<b>50</b>
Practical ESE: 35 Marks - 1.5 Hours Examinations				
	<b>PRACTICAL ASSESSMENT ESE</b>		<b>MARKS DISTRIBUTION</b>	
	Practical Task		14	
	Practical Record Preparation		8	
	Viva Voce		8	
	Grooming		5	
	<b>Total</b>		<b>35</b>	

## References

- Modern Cookery (Vol.2) for Teaching and Trade – Philip E. Thangam
- PHI Learning Textbook of Bakery and Confectionery- Yogambal Ashokkumar

## SUGGESTED READINGS

- The Professional Pastry Chef - Bo Friberg
- Food production Operations - Parvinder S Bali

	<b>Mahatma Gandhi University</b> <b>Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Hotel Facility Planning</b>					
<b>Type of Course</b>	<b>SEC</b>					
<b>Course Code</b>	<b>MG6SECHMC300</b>					
<b>Course Level</b>	<b>300-399</b>					
<b>Course Summary</b>	This course gives knowledge of Hotel Design, Different Layouts, Kitchen Stewarding, Stores, Energy Conservation, Rooms for Differently Abled, Network Analysis and Project Management.					
<b>Semester</b>	VI	Credits			<b>3</b>	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		3				<b>45</b>
<b>Pre-requisites, if any</b>	The Students should have basic knowledge about Hotel Departments and an interest in Hotel Functions.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Define and Outline Hotel Designs and Layouts.	U	1,2
2	Identify and Organize different star classifications, Layout and Kitchen Design	A	3,5
3	Analyse and Categorise Kitchen stewarding and stores.	An	6
4	Choose and Determine different Energy conservation methods	E	6,7
5	Manage and control Projects by using PERT and CPM Analysis	C	9

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>HOTEL DESIGN, KITCHEN LAYOUT &amp; DESIGN</b>	<b>15</b>	
1.1	Introduction, Role of Hotel Design, Elements of Hotel Design	3	1
1.2	Systematic Layout Planning- Planning Consideration, Architectural Consideration, Approximate Cost of Construction	3	1
1.3	Flow Diagrams & Flow Charts, Guidelines for Star classification of hotel., Planning for a differently abled of hotel.	3	1,2
1.4	Layout of Commercial Kitchen, Principles and Budgeting, Areas of kitchen with recommended dimensions.	3	1,2
1.5	Factors affecting kitchen design, flow of work and placement of Equipments	3	1,2
<b>2</b>	<b>KITCHEN STEWARDING &amp; STORES</b>	<b>15</b>	
2.1	Importance of Kitchen Stewarding – Layout & Design	3	1,3
2.2	Equipment in Kitchen Stewarding, Role of Steward Manager.	4	3
2.3	Stores layout & Planning – Dry, Cold & Bar	4	1,3
2.4	Flow of Work & Placement of Equipments	4	3
<b>3</b>	<b>ENERGY CONSERVATION &amp; PROJECT MANAGEMENT</b>	<b>15</b>	
3.1	Necessity for Energy Conservation; Developing & Implementing Energy Conservation Programme in Hotels	3	3,4
3.2	Energy Conservation in different areas of the hotel; Alternative Forms of Energy	2	4
3.3	Definition of Project, Project Management, Elements of Project, Project Manager and duties and Responsibilities	3	1,2,5
3.4	Network Analysis – Introduction, Procedure, Network planning; CPM & PERT- Meaning and Comparison,	2	1,3,5


3.5	Network Diagrams- Meaning, Basic Rules, Terminology used-The basic network constructions.	3	3,5
3.6	Project Feasibility Study	2	5
4	<b>TEACHERS SPECIFIC CONTENT</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	<b>Total</b>	<b>25</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 50 Marks- 1.5 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	4 out of 6	4*5 = 20
	Essays	350 Words	1 out of 3	1*10 = 10
	<b>TOTAL</b>			<b>50</b>

### References

1. HOTEL FACILITY PLANNING - R .K. CHHATWAL
2. HOTEL FACILITY PLANNING –TARUN BANSAL

	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Stress Management</b>					
<b>Type of Course</b>	<b>VAC</b>					
<b>Course Code</b>	<b>MG6VACHMC300</b>					
<b>Course Level</b>	<b>300-399</b>					
<b>Course Summary</b>	This course is designed to equip students with practical tools and strategies to navigate and mitigate stress effectively. Covering both the physiological and psychological aspects of stress, the curriculum empowers individuals to enhance their wellbeing, resilience and overall quality of life.					
<b>Semester</b>	VI	Credits			3	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		3				45
<b>Pre-requisites, if any</b>	Proficiency in communication is essential for discussing personal stressors, collaborating with peers, and engaging in group activities.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To understand the nature, impact and consequences of stress.	U	1,2,10
2	To apply stress management techniques.	A	1,2,6,8,10
3	To explain the importance of yoga and exercise in combating the effects of stress.	E	1,2,6,8,10
4	To develop coping skills that will enable the student to control his/her level of stress.	C	1,2,6,8,10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

### COURSE CONTENT



Module	Course description	Hrs	CO No.
<b>1</b>	<b>INTRODUCTION TO STRESS MANAGEMENT &amp; IMPACT OF STRESS</b>	<b>15</b>	
1.1	Stress – Definition, Types of stress: Acute stress, Episodic Acute stress and Chronic stress, Signs and Symptoms.	3	1
1.2	Potential Sources of Stress – 1. Environmental (Examine stress associated with climate change, disasters, resource scarcity, urbanisation etc)	4	1
1.3	2.Organizational (Examine stress associated with Workloads, Critical timeframes, lack of transparency or ineffective communication within the organization).	4	1
1.4	3. Social (Examine stress within interpersonal relationships including conflicts, communication challenges and difficulties in maintaining healthy relationships)	4	1
<b>2</b>	<b>IMPACT OF STRESS</b>	<b>15</b>	
2.1	Physiological Impact of stress-Immune system Function, Muscle Tension & Pain, Sleep Disturbances, Diet and Health effects.	3	1
2.2	Psychological Impact of stress- Impaired Mental functions, Anxiety, Depression, Mood swings, Emotional regulations, psychosomatic symptoms.	4	1
2.3	Social Impact of stress-Social support networks, Stigma and discrimination, social roles and expectations, Social and economic inequality.	4	1
2.4	Workplace impact of stress-Job Demands, Organizational Culture, Job Insecurity, Role Ambiguity, Career development, Physical work environment.	4	1
<b>3</b>	<b>MANAGING STRESS &amp; STRATEGIES TO OVERCOME STRESS</b>	<b>15</b>	
3.1	<b>MANAGING STRESS</b> Pre-requisites of Stress-free Life 1. Relaxation - Concept and Techniques 2. Time Management - Meaning, Importance of Time Management, Approaches to Time Management.	4	4,3
3.2	Stress Management - Concept, Benefits Managing Stress at Individual level. Role of Organization in establishing and maintaining a healthy work environment.	4	4,3



3.3	Stress prevention mechanism - Stress management through mind control and purification theory and practice of yoga education.	3	2,3,4
3.4	Stress management interventions: primary, secondary, tertiary. Meditation – Meaning, Importance	2	2,3,4
3.5	Stress Counselling – Concept, Value education for stress management.	2	2,3,4
4	<b>TEACHER SPECIFIC CONTENT</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Total	25		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
written Test- 50 Marks- 1.5 Hours Examination				
<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>	
Short Answer	50 Words	10 out of 15	10*2= 20	
Short Essays	200 Words	4 out of 6	4*5 = 20	
Essays	350 Words	1 out of 3	1*10 = 10	
<b>TOTAL</b>			<b>50</b>	

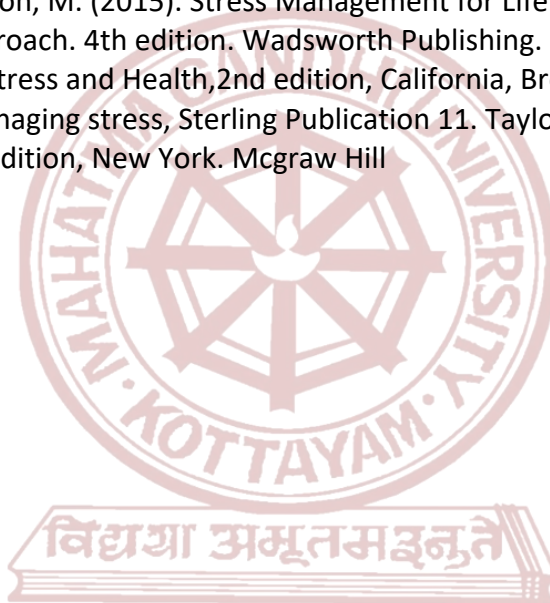
## References

1. Baron .L & Feist.J (2000) Health Psychology 4th edition, USA Brooks/Cole
2. Barlow, Rapee, and Perini(2014), 10 Steps to Mastering Stress: A Lifestyle Approach, USA

3. Clayton,M, (2011). Brilliant stress management, How to manage stress in any situation's 1st edition, Great Britain Pearson Education
4. Cooper,C,& Palmer,S, (2000) Conquer Your Stress, London: Institute of Personal Development Universities Press
5. Dutta, P,K, (2010) Stress management. Himalaya, Himalaya Publishing House
6. Lee, K. (2014). Reset: Make the Most of Your Stress: Your 24-7 Plan for Well-being. Universe Publishing.
7. Ogden.J (2000) Health Psychology 2nd edition Philadelphia, Open university Press

### **SUGGESTED READINGS.**

1. Olpin, M. & Hesson, M. (2015). Stress Management for Life: A Research-Based Experiential Approach. 4th edition. Wadsworth Publishing.
2. Rice.P.L.(1992) Stress and Health,2nd edition, California, Brooks/Cole
3. Roy,S (2012) Managing stress, Sterling Publication 11. Taylor S.E (1998) Health Psychology 3rd edition, New York. Mcgraw Hill



**MGU-UGP (HONOURS)**


# *Syllabus*



**SEMESTER - 7**

**MGU-UGP (HONOURS)**

**Syllabus**

	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Human Resources Management</b>					
<b>Type of Course</b>	<b>DCC</b>					
<b>Course Code</b>	<b>MG7DCCHMC400</b>					
<b>Course Level</b>	<b>400-499</b>					
<b>Course Summary</b>	The course provides basic information regarding Human Resource Management, Recruitment, Selection process, Training & Performance Appraisal. It also gives knowledge about the importance of industrial relations, Role of Trade Unions, Grievance Handling Procedure and Disciplinary measures.					
<b>Semester</b>	VII	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		4				60
<b>Pre-requisites, if any</b>	The student should have knowledge of management terms and concepts, communication skill and interaction ability.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	List the functions of HRM, Choosing different strategies.	K,U	1,2
2	Summarise sources of recruitment, use of different selection methods and examine types of training methods.	U	1,2,3
3	Compare PA techniques, assess career planning, Analyses and evaluate different jobs and judge Promotion and transfer.	An	4,5,6
4	Analyse management change & criticize resistance to change.	E	7,5
5	Recommend salary and wage fixation, improve IR, minimize grievance and improve discipline.	C	5,6,8,9

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Units	Course description	Hrs	CO No.
<b>1</b>	<b>Human Resource Management</b>	<b>15</b>	
1.1	Human Resource Management – Meaning, Definition, Functions of HRM, Nature, Importance and scope of HRM	4	1
1.2	Systems Approach. HR Manager- Role,Qualifications and Qualities	5	1
1.3	Strategic Human Resource Management- Process, Corporate level strategies. Organizational and Human Resource Strategies.	6	1
<b>2</b>	<b>Recruitment,Selection and Training</b>	<b>15</b>	
2.1	Meaning, Definition , Objectives & Sources of Recruitment.	4	2
2.2	Selection – Meaning, Definition, Essentials of Selection, Selection Procedure,Placement and induction	5	2
2.3	Employee Training- Meaning,Training methods- On The Job and Off The Job Methods. Recent Developments in Training.	6	2
<b>3</b>	<b>Performance Appraisal &amp; Career Planning</b>	<b>15</b>	
3.1	Meaning, Need, Methods of Performance Appraisal- Traditional and Modern Methods,	5	3
3.2	Career Planning and Development_ Meaning, Need, Process, Steps in Career Development, Advantages of Career Planning and Recent Trends in Career Planning.	5	3
3.3	Promotion,Transfer and Demotion- Promotion- Meaning,Types, Bases, Benefits and Problems. Transfer-Meaning and Types Demotion-Meaning, Reasons and Principles	5	3
<b>4</b>	<b>Management of Change &amp; Wage and Salary Administration</b>	<b>15</b>	

4.1	Approaches to Organisational change.	5	4
4.2	Job Design- Meaning and approaches, Job Analysis and need. Job Description-meaning and characteristics.	4	4
4.3	Job Evaluation- meaning and objectives, Techniques of job Evaluation Wage and Salary Administration- Definition and Objectives, Factors affecting wage and salary level.	6	4
<b>5</b>	<b>Teacher Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Seminar			
	Total	30		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	6 out of 10	6*5 = 30
	Essays	350 Words	2 out of 5	2*10 = 20
	<b>TOTAL</b>			<b>70</b>

## References

1. Personnel and Human Resource Management – P. Subba Rao
2. Compensation Management, Pearson Education- Henderson, R. O.
3. Strategic Compensation, Pearson Education – Martocchio, J.J.



## Mahatma Gandhi University Kottayam

<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Event Management</b>					
<b>Type of Course</b>	<b>DCC</b>					
<b>Course Code</b>	<b>MG7DCCHMC401</b>					
<b>Course Level</b>	<b>400-499</b>					
<b>Course Summary</b>	Event management course deals with planning, coordinating and organization of events for occasions. This course is designed to imbibe knowledge on analysing, marketing, planning and strategies in business administration to students.					
<b>Semester</b>	VII	Credits			4	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	Total Hours
		3		1		75
<b>Pre-requisites</b>	Basic knowledge of hospitality operation, communication ability and the skill to tackle the crowd					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	To understand , identify the need,principles of event management and functions of event manager	U	1,2,3,8
2	To identify & plan events,organize events,policy and budget making ideas	A	1,5,9,10
3	To categorize and clasify events,marketing strategies, simplify crowd management and select event staffs	An	1,2,3,4,5,8
4	The Students get practical benefits,hands-on experiences about event management	C,S	1,2,4,5,6,9,10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**



## COURSE CONTENT

Unit	Course description	Hrs	CO No.
<b>1</b>	<b>Introduction to Event Management</b>	<b>12</b>	
1.1	Introduction to Event Management Definition, Meaning, Characteristics of Event management, Objectives of Event Management	3	1
1.2	Need for Event Management, Principles of Event Management, Scope of events, Venue Selection	5	1
1.3	Event Manager-Meaning, Functions of Event Manager and Qualities of Event Manager	4	1
<b>2</b>	<b>Event Planning, Organizing, Policies, Budget and Sponsors</b>	<b>15</b>	
2.1	Event Planning-Meaning, Process of event planning, Event budget - Meaning, Importance and Need	4	1,2
2.2	Event Organizing-, Steps in Organizing process. Organizing event teams, Assigning responsibilities to event teams, Using event schedule properly	6	2
2.3	Event policies and procedures, Event sponsors and types	5	2
<b>3</b>	<b>Categories of Events, Marketing of Events, Decision makers and Crowd management</b>	<b>18</b>	
3.1	Categories or types of events, Decision makers and their responsibilities,	6	3
3.2	Event Marketing Strategies. Technical staff and roles, People involved in Stage management	5	2,3
3.3	Event crisis management -5 p s of crisis management, Event crowd management and measures to control crowd	7	3
<b>4</b>	<b>Practicals</b>	<b>30</b>	
4.1	Event Planning Exercises -Plan Mock events from start to finish.	8	4



4.2	Event marketing and promotion tasks given to students to promote college events.	10	4
4.3	On-Site Event Management-To assist in the college events and execute the real events or in the local community events	12	4
5	<b>Teacher specific content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	<b>Total</b>		<b>25</b>	
	<b>Practical CCA- 15 Marks</b>			
	<b>PRACTICAL ASSESSMENT CCA</b>	<b>MARKS DISTRIBUTION</b>		
	Practical Task			
	Practical Record Preparation			
	Viva Voce			
	Grooming			
	<b>Total</b>		<b>15</b>	
<b>B. End Semester Evaluation ( ESE) - Theory</b>				
<b>Written Test- 50 Marks - 1.5 Hours Examination</b>				
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	4 out of 6	4*5 = 20
	Essays	350 Words	1 out of 3	1*10 = 10

<b>TOTAL</b>		<b>50</b>
<b>Practical ESE: 35 Marks - 1.5 Hours Examinations</b>		
<b>PRACTICAL ASSESSMENT ESE</b>	<b>MARKS DISTRIBUTION</b>	
Practical Task	<b>14</b>	
Practical Record Preparation	<b>8</b>	
Viva Voce	<b>8</b>	
Grooming	<b>5</b>	
<b>Total</b>	<b>35</b>	


### References

1. Event Management & Marketing - Anukruti, Sharma & Shruti Arora
2. Event Management – Hoshi Bhiwandhiwalla & Bhavana Chaudhari
3. Event Management – For Tourism, Cultural, Business & Spotting Events – Lynn Van Der Wagen & Brenda R Carlos.

### SUGGESTED READINGS

Event Management - Dr. Bineet Gera

**Syllabus**

	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Hospitality Financial Management</b>					
<b>Type of Course</b>	<b>DCC</b>					
<b>Course Code</b>	<b>MG7DCCHMC402</b>					
<b>Course Level</b>	<b>400-499</b>					
<b>Course Summary</b>	Financial Management helps the students to deal with managing the financial aspects of a business and helping them with various solutions to achieve the desired goals and objectives of hotels.					
<b>Semester</b>	VII	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		4				60
<b>Pre-requisites, if any</b>	Students should have intermediate knowledge of Accounting rules and Concepts.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Understand the meaning of finance, financial management and various techniques of financial analysis.	U	1,2
2	Applying ratios - useful to evaluate the liquidity, profitability and efficiency.	A	2
3	To decide and understand how money flows in and out of the organization.	An	1,2
4	Evaluate whether a business earns sufficient income to cover financial obligations.	E	5
5	To make better decisions and develop business.	C	9,10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Units	Course description	Hrs	CO No.
<b>1</b>	<b>Financial Management Meaning and Scope</b>	<b>15</b>	
1.1	<ul style="list-style-type: none"> <li>• Meaning of business finance</li> <li>• Meaning &amp; objectives of financial management</li> </ul>	4	1
1.2	<ul style="list-style-type: none"> <li>• Meaning and types of financial statement</li> </ul>	4	1
1.3	<ul style="list-style-type: none"> <li>• Techniques of financial analysis (Comparative Income statement , Comparative Balance sheet, Common size Income statement and Trend Analysis)</li> <li>• Limitations of financial analysis</li> </ul>	4	1
1.4	<ul style="list-style-type: none"> <li>• Practical Problems</li> </ul>	3	1
<b>2</b>	<b>Ratio Analysis</b>	<b>15</b>	
2.1	<ul style="list-style-type: none"> <li>• Meaning and objectives</li> <li>• Classification of ratios</li> </ul>	4	2
2.2	<ul style="list-style-type: none"> <li>• Liquidity ratios</li> <li>• Activity ratios</li> <li>• Profitability ratios</li> <li>• Solvency ratios</li> </ul>	6	2
2.3	<ul style="list-style-type: none"> <li>• Du Pent Control Chart</li> <li>• Practical problems</li> </ul>	5	2
<b>3</b>	<b>Fund Flow Analysis &amp; Cash Flow Analysis</b>	<b>15</b>	
3.1	<ul style="list-style-type: none"> <li>• Meaning and uses of Fund flow statement</li> <li>• Preparation of fund flow statement</li> <li>• Treatment of provision for taxation and proposed dividend (as non-current liabilities)</li> </ul>	4	3
3.2	<ul style="list-style-type: none"> <li>• Meaning and advantages of cash flow analysis</li> <li>• Preparation of cash flow statement</li> </ul>	6	3
3.3	<ul style="list-style-type: none"> <li>• Difference between cash flow and fund flow analysis</li> <li>• Practical Problems</li> </ul>	5	4

<b>4</b>	<b>Budgeting</b>	<b>15</b>	
4.1	<b>Basics of Capital Budgeting</b> <ul style="list-style-type: none"> <li>• Meaning and importance of capital budgeting</li> </ul>	4	5
4.2	<b>Methods of Capital Budgeting</b> <ul style="list-style-type: none"> <li>• Payback Period</li> <li>• Average Rate of Return</li> <li>• Net Present Value</li> <li>• Profitability Index</li> <li>• Internal Rate of Return</li> <li>• Practical Problems</li> </ul>	6	5
4.3	<b>Working Capital Management</b> <ul style="list-style-type: none"> <li>• Concept of working capital</li> <li>• Factors determining working capital</li> <li>• Over trading and Under trading.</li> </ul>	5	5
<b>5</b>	<b>Teacher Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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## MGU-UGP (HONOURS)

<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Seminar			
	<b>Total</b>	<b>30</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	6 out of 10	6*5 = 30

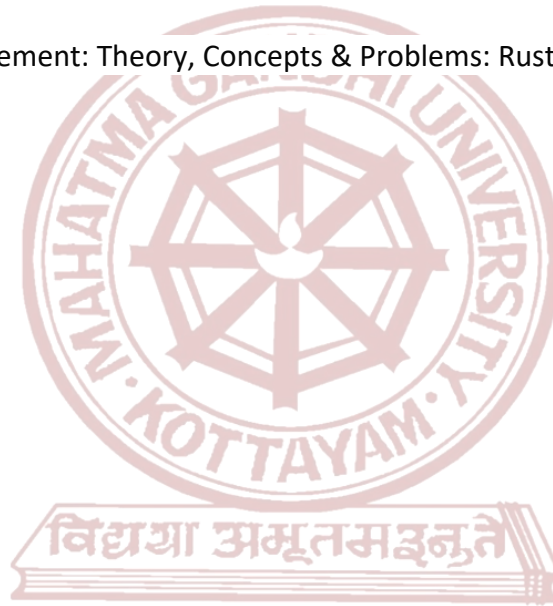
	Essays	350 Words	2 out of 5	2*10 = 20
	TOTAL			70

## References

1. Financial Management: Pandey, I. M. Vikas
2. Financial Management: Theory, Concepts & Problems: Rustagi, R. P. Galgotia
3. Theory & Problems In Financial Management: Khan, M. Y. Khan, P. K. Jain


## SUGGESTED READING:

1. Financial Management: Theory, Concepts & Problems: Rustagi, R. P. Galgotia



MGU-UGP (HONOURS)

# Syllabus

	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Tourism Management</b>					
<b>Type of Course</b>	<b>DCE</b>					
<b>Course Code</b>	<b>MG7DCEHMC400</b>					
<b>Course Level</b>	<b>400-499</b>					
<b>Course Summary</b>	Students get familiarized with the Tourism concept and Types of tourism. They get awareness regarding Transport and Infrastructure. In addition, they also learn about Tourism Organizations (National and International) Travel Agents. It also covers Tourism products and marketing, Impacts and Emerging Trends in the Tourism Department.					
<b>Semester</b>	<b>VII</b>	Credits			4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
		4				60
<b>Pre-requisites, if any</b>	The student should have interest in tourist places, tourism products and basic communication ability.					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Can define and explain different concepts and types of Tourism.	U	1,2
2	Experiment Types of Tourism Transport, Infrastructure and Regulations.	A	3,4,6
3	Classify and Examine Tourism Organizations and Travel Agents.	An	1,5,6
4	Examine and Classify Tourism Product and Determine Marketing Strategies.	E	1,7,8
5	Predict the Emerging Trends and impacts of Tourism.	C	3,9,10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**



## COURSE CONTENT

Units	Course description	Hrs	CO No.
<b>1</b>	<b>Introduction to Tourism Management</b>	<b>15</b>	
1.1	Definition, Meaning, Basic Concepts of Tourism, Tourism System, Five A's of Tourism.	5	1
1.2	History in the Development of Tourism, Importance and Significance of Tourism, Forms of Tourism and Types of Tourists.	5	1,2
1.43	Types of Tourism- Purpose of Tourism, Leisure, Cultural, Adventure, Religious, Business, Health, Leisure and VFR	5	1,2
<b>2</b>	<b>Tourism Infrastructure and Transport, Impacts of tourism &amp; Emerging Trends</b>	<b>15</b>	
2.1	Definition, Accommodation, Food and Beverage, Attractions, Telecommunications and Essential Services. Tourist Transport- Air, Road, Railway & water.	5	1,2
2.2	Impacts of Tourism on Economic, Sociocultural, Environmental and Political aspects. Emerging Trends in Tourism, changing scenario in tourism, Government initiatives for tourism	5	1,2
2.3	Travel Formalities and Regulations- Passport, VISA, Health Regulations for International Travels, Special Permits for Restricted Areas, Customs Regulations, Emigration and Immigration, Travel Insurance.	5	1,2
<b>3</b>	<b>Tourism Organizations and Travel Agents, Itinerary planning, Tour Operators</b>	<b>15</b>	
3.1	Need for Tourism Organizations, International, National and Regional Travel Organizations/Associations UNWTO, PATA, ASTA, IATA TAAI. IATO. FHRAI. NGOs, ITDC, STDC (State Tourism Development Corporation)	4	1,3
3.2	Itinerary Planning- Definition, Basic Information, Planning the itinerary, Resources for Planning, Costing of a Tour.	4	1,3
3.3	Travel Agents, Types of Travel Agencies, Functions of a Travel Agency. Types of Tour Operators and Types of Guiding & Escorting- Meaning, types, skills & Responsibilities	4	1,3
3.4	<b>Study Tour-</b> visit to Historical Places and Ecological Places to get experience and knowledge of Itinerary planning	3	1
<b>4</b>	<b>Tourism Products and Marketing, Customer service skills</b>	<b>15</b>	



4.1	Tourism Products- Definition, Nature, Characteristics of Tourism Product, Types of Tourism Products	5	1,4
4.2	Tourism Marketing-meaning, Product Life Cycle, Marketing of Services, Seasonality of Services	5	1,2,4
4.3	Customer Service Skills- Importance of Customer Satisfaction, Creating good Customer Relations, Telephonic skills, Handling customer complaints.	5	1,3,4
5	<b>Teacher Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Seminar			
	<b>Total</b>	<b>30</b>		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	<b>Descriptive Type</b>	<b>Word Limit</b>	<b>No of question to be answered</b>	<b>Marks</b>
	Short Answer	50 Words	10 out of 15	10*2= 20
	Short Essays	200 Words	6 out of 10	6*5 = 30
	Essays	350 Words	2 out of 5	2*10 = 20
	<b>TOTAL</b>			<b>70</b>

## References

1. Tourism Operations And Management – SUNETRA RODAY
2. Tourism Principles and Practices - SAMPADA KUMAR SWAIN, JITENTRA MOHAN MISHRA

3.Tourism Hospitality and Management – K.C.K. RAKESH KADAM


### **SUGGESTED READINGS**

MANAGEMENT IN TOURISM – NEETU SHARMA



**MGU-UGP (HONOURS)**

## *Syllabus*

	<b>Mahatma Gandhi University</b> <b>Kottayam</b>				
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>				
<b>Course Name</b>	<b>Customer Relationship Management</b>				
<b>Type of Course</b>	<b>DCE</b>				
<b>Course Code</b>	<b>MG7DCEHMC401</b>				
<b>Course Level</b>	<b>400-499</b>				
<b>Course Summary</b>	The course enables students to apply best practices in designing and implementing CRM strategies and to utilize effective communication and interpersonal skills to build and maintain strong relationships with customers, fostering trust and loyalty.				
<b>Semester</b>	VII	Credits		4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	
<b>Pre-requisites, if any</b>	The students should have a basic knowledge of customer related activities in a hotel.				

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Identify and categorize different types of customers based on their characteristics	A	1,2,8,10
2	Perform analysis on customer retention and cross-selling opportunities.	An	1,2,10
3	Prioritise guest preferences effectively, utilizing systems such as Complaint Management and Guest Satisfaction Tracking Systems (GSTS)	E	1,2,4,8
4	Develop a comprehensive understanding of Customer Relationship Management (CRM), including its principles, strategies, and tools for building and maintaining effective customer relationships.	C	1,2,4,5,10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>INTRODUCTION TO CRM</b>	<b>15</b>	
1.1	Types of Customer	1	1
1.2	Customer Value - Characteristics	2	1
1.3	Customer Relationship Management	2	1,3
1.4	Customer Experience	2	1,3,4
1.5	Prerequisites of effective acquisition	2	1,2
1.6	Consumer adoption and retention process.	2	1,2
1.7	Retention & Cross Sell Analysis	2	1,2
1.8	Customer Database Management (HONOURS)	2	1,3,4
<b>2</b>	<b>CUSTOMER LOYALTY &amp; RETENTION</b>	<b>15</b>	
2.1	Customer Segmentation in Hotels	3	1,2
2.2	Benefits of segmentation	3	1,2
2.3	Customer Life Cycle	4	1,2
2.4	Loyalty schemes	2	1,2
2.5	Customer Retention Strategies	3	1,2

<b>3</b>	<b>CUSTOMER CENTRICITY &amp; CUSTOMER METRICS</b>	<b>15</b>	
3.1	Customer Centricity – Meaning, Benefits	2	2
3.2	Customer Metrics – Average Revenue Per Account, Customer Satisfaction Score, Net Promoter Score	3	2,3
3.3	Customer Churn Rate; Customer Retention Cost	3	2,3
3.4	Barriers to Effective CRM	3	2,4
3.5	Gartner’s Competency Model of CRM.	4	1,4
<b>4</b>	<b>SERVICE CULTURE &amp; GUEST HISTORY</b>	<b>15</b>	
4.1	Components of a Service Culture	2	1,3
4.2	Situation Handling Process; Delivering excellent Customer Service	3	4
4.3	Sources & Process of guest communication	3	3
4.4	Guest History & Preference	2	4
4.5	Complaint Management System, GSTS	2	3,4
4.6	Guest Satisfaction Tracking System	2	3,4
4.7	Mystery Audits	1	3,4
<b>5</b>	<b>Teacher Specific Content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>			
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>		
	Internal Test			
	Assignment			
	Seminar			
	Total	30		
	<b>B. End Semester Evaluation ( ESE) - Theory</b>			
	written Test- 70 Marks - 2 Hours Examination			
	Descriptive Type	Word Limit	No of question to be answered	Marks
	Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	6 out of 10	6*5 = 30	
Essays	350 Words	2 out of 5	2*10 = 20	
<b>TOTAL</b>			<b>70</b>	


## References

1. Customer Relationship Management – R.K. Sugandhi
2. Customer Relationship Management by Stan Maklan, Simon Knox, Adrian Payne, Lynette Ryals, Joe Peppard, Taylor and Francis

## SUGGESTED READINGS

1. Managing Customer Experience and Relationships: A Strategic Framework 4th Edition – Don Peppers, Martha Rogers

# Syllabus

	<b>Mahatma Gandhi University Kottayam</b>						
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>						
<b>Course Name</b>	<b>Training, Learning and Development</b>						
<b>Type of Course</b>	<b>DCE</b>						
<b>Course Code</b>	<b>MG7DCEHMC402</b>						
<b>Course Level</b>	<b>400-499</b>						
<b>Course Summary</b>	To understand training concepts and apply various methods in their working area and solve problems effectively and efficiently.						
<b>Semester</b>	VII			Credits		4	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	60	
<b>Pre-requisites, if any</b>		Students should have creative skills in learning & development and basic knowledge in HR department					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Identifying training needs and understanding basic concepts of learning and development	U	1
2	Design training programme and applying learning theories	A	2
3	Analysing the training methods and techniques	An	2,5
4	Evaluating the training program and using various criteria and approaches	E	3,5
5	Implementing new perspectives of training	C	6

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>TRAINING, LEARNING &amp; DEVELOPMENT</b>	<b>15</b>	
1.1	<ul style="list-style-type: none"> <li>• Definition, meaning and objectives</li> <li>• Training process of stakeholders in training programme</li> </ul>	2	1,2
1.2	<ul style="list-style-type: none"> <li>• Organisation and management of training function</li> <li>• Training Needs Assessment</li> <li>• Components of Training needs assessment</li> </ul>	2	1,3,2
1.3	<ul style="list-style-type: none"> <li>• Organisational analysis</li> <li>• Operational Analysis</li> <li>• Person Analysis</li> </ul>	3	3,4
1.4	<b>Designing the training programme:</b> <ul style="list-style-type: none"> <li>• Principles of training design</li> <li>• Training design process</li> <li>• Training aids</li> </ul>	3	2
1.5	<ul style="list-style-type: none"> <li>• Learning Theories</li> <li>• Principles of learning</li> <li>• Learning process</li> <li>• Learning Cycle</li> <li>• Conditions of effective learning</li> </ul>	3	1,2
1.6	<ul style="list-style-type: none"> <li>• Developing training modules</li> <li>• Training climate and pedagogy</li> </ul>	2	2,3
<b>2</b>	<b>TRAINING METHODS &amp; TECHNIQUES</b>	<b>15</b>	
2.1	<ul style="list-style-type: none"> <li>• Role playing</li> <li>• Business games</li> <li>• In basket exercise</li> </ul>	4	4,5
2.2	<ul style="list-style-type: none"> <li>• Laboratory Training</li> <li>• Seminars</li> <li>• Programmed instruction</li> </ul>	4	4,5
2.3	<ul style="list-style-type: none"> <li>• Brainstorming</li> <li>• Mind mapping</li> <li>• Creative Problem solving</li> </ul>	4	4,5
2.4	Case study	3	3,5
<b>3</b>	<b>EVALUATION OF TRAINING</b>	<b>15</b>	



3.1	<ul style="list-style-type: none"> <li>• Need of evaluation</li> <li>• Stages of evaluation</li> <li>• Principles of evaluation</li> <li>• Criteria and approaches of evaluation</li> </ul>	6	3,4
3.2	<ul style="list-style-type: none"> <li>• Training evaluation models</li> <li>• Donald Kirkpatrick's evaluation model</li> </ul>	5	3,4
3.3	<ul style="list-style-type: none"> <li>• Return on Investment in training</li> <li>• Process of calculating ROI in training</li> </ul>	4	3
<b>4</b>	<b>THE FUTURE OF TRAINING &amp; DEVELOPMENT</b>	<b>15</b>	
4.1	<ul style="list-style-type: none"> <li>• Use of new technologies for training delivery</li> <li>• Emerging trends in training and development</li> </ul>	4	5
4.2	<ul style="list-style-type: none"> <li>• Cross culture training</li> <li>• Emphasis on speed in design</li> <li>• Focus on content and use of multiple delivery method</li> </ul>	4	5,4
4.3	<ul style="list-style-type: none"> <li>• Knowledge management</li> <li>• Use of training partnerships and outsourcing training</li> </ul>	4	2,5
4.4	Group discussion	3	2,3
<b>5</b>	<b>TEACHER SPECIFIC CONTENT</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b>
	<ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>

## Syllabus

<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA) - Theory</b>	
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>
	Internal Test	
	Assignment	
	Seminar	
	<b>Total</b>	<b>30</b>
	<b>B. End Semester Evaluation ( ESE) - Theory</b>	
	written Test- 70 Marks - 2 Hours Examination	

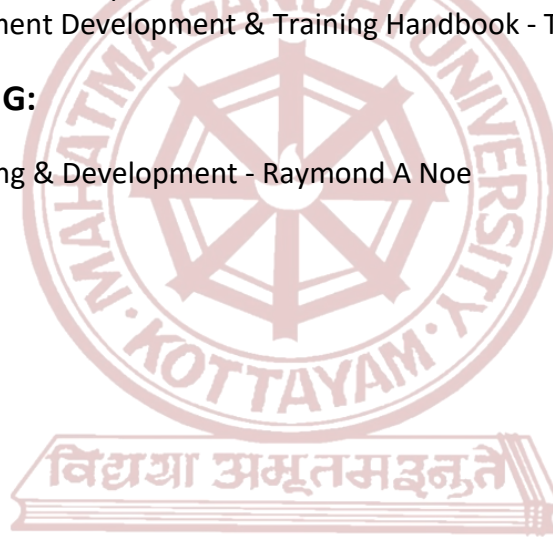
Descriptive Type	Word Limit	No of question to be answered	Marks
Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	6 out of 10	6*5 = 30
Essays	350 Words	2 out of 5	2*10 = 20
<b>TOTAL</b>			<b>70</b>

### References

1. Training for Development, Vistaar Publications - Lynton P.Rolf & Pareek
2. Training & Development- Naik, G.P. - Excel Books
3. Management Development & Training Handbook - Taylor B. & Lippitt G.

### **SUGGESTED READING:**

1. Employee Training & Development - Raymond A Noe



**MGU-UGP (HONOURS)**


# Syllabus



**SEMESTER – 8**

**MGU-UGP (HONOURS)**

**Syllabus**

	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Brand Management</b>					
<b>Type of Course</b>	<b>DCC</b>					
<b>Course Code</b>	<b>MG8DCCHMC400</b>					
<b>Course Level</b>	<b>400-499</b>					
<b>Course Summary</b>	To Increase knowledge and understanding on building and managing brand assets, To enhance analytical skill in evaluating brands and understanding brands' strengths, weaknesses and challenges					
<b>Semester</b>	VIII	<b>Credits</b>			4	<b>Total Hours</b>
<b>Course Details</b>	<b>Learning Approach</b>	<b>Lectures</b>	<b>Tutorial</b>	<b>Practical</b>	<b>Others</b>	
		3		1		75
<b>Pre-requisites, if any</b>	Basic knowledge about marketing, marketing techniques and importance of branding					

### COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Understanding the various characteristics and concepts and purpose of branding	U	1,2
2	To develop the process and methods of branding as well as the importance of effective marketing	A	3,4
3	To develop the ability of evaluating qualitative and quantitative brand performance	E	5,6
4	Students are able to manage different tools and formulate effective branding strategies	A	5,8
5	Students gain the analytical ability of the best practices in retail branding	An	4,6,7

6	Students gain the ability to conduct comprehensive brand audits, develop strategic brand management plans, create and execute branding campaigns.	Cr	3,5,6
<b>*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)</b>			

## COURSE CONTENT

Module	Course description	Hrs	CO No.
<b>1</b>	<b>Understanding Brands</b>	<b>15</b>	
1.1	Describe the characteristics of brands	3	1
1.2	Describe the main concept of branding	5	1
1.3	Explain the purpose of branding	2	1
1.4	Examine brand concept in real life setting by articulating and rationale application	5	1
<b>2</b>	<b>Developing Brand</b>	<b>15</b>	
2.1	Describe the process and methods of developing brand element	5	2
2.2	Explain the reasons and process of developing brand association	5	2
2.3	Identify effective marketing and marketing communication strategies including social and digital platforms	5	2
2.4	Designing marketing and marketing communication programmes to build brand equity	3	2
<b>3</b>	<b>Evaluating &amp; Managing Brands</b>	<b>15</b>	
3.1	Describe the process and method of measuring brand performance. Interpret basic qualitative and quantitative brand performance data	5	3

3.2	Understanding various marketing intelligence and acquisition methods. Purpose plan evaluation plans	5	3
3.3	Concept and tools for managing brands over time, geographic areas and market segments ,Retail branding best practices,Brand design and interior design	3	4,5
3.4	Formulate effective branding strategies for both consumer and business products and services, The future of retailing ,brand licensing and franchise. Analyse new product development and brand extension programme based on market information	2	4,5
<b>4</b>	<b>PRACTICAL</b>	<b>30</b>	
4.1	Preparing Brand Audit Report	3	6
4.2	Brand Strategy presentation	4	6
4.3	Market & Competitor Analysis	3	6
4.4	SWOT Analysis & Brand Equity Assessment	3	6
4.5	Preparing a Brand Management Implementation Plan	3	6
4.6	Presentation Skills	4	6
4.7	Designing a marketing campaign	3	6
4.8	Brand Valuation Exercise	4	6
4.9	Creating and implementing loyalty programs	3	6
<b>5</b>	<b>TEACHER SPECIFIED CONTENT</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>● Role play,</li> <li>● Critical thinking,</li> <li>● Teamwork, and</li> <li>● Leadership skills.</li> </ul>
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**Assessment Types**

**A.Continuous Comprehensive Assessment (CCA) - Theory**

CRITERIA	MARKS DISTRIBUTION
Internal Test	
Assignment	
Total	25

**Practical CCA- 15 Marks**

PRACTICAL ASSESSMENT CCA	MARKS DISTRIBUTION
Practical Task	
Practical Record Preparation	
Viva Voce	
Grooming	
Total	15

**B. End Semester Evaluation ( ESE) - Theory**

**Written Test- 50 Marks - 1.5 Hours Examination**

Descriptive Type	Word Limit	No of question to be answered	Marks
Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10
TOTAL			50

**Practical ESE: 35 Marks - 1.5 Hours Examinations**

PRACTICAL ASSESSMENT ESE	MARKS DISTRIBUTION
Practical Task	14
Practical Record Preparation	8
Viva Voce	8
Grooming	5

	<b>Total</b>	<b>35</b>
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## References

- 1.Brand Management -Gulhar Sharma
- 2.Brand Management -Ranjeet Verma
- 3.Brand Management Principles and Practices -Kriti Duta

## SUGGESTED READINGS


BRAND SENSE - MARTIN LINDSTRON



**MGU-UGP (HONOURS)**

# Syllabus



	<b>Mahatma Gandhi University Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Emerging Trends in Sales and Marketing</b>					
<b>Type of Course</b>	<b>DCC</b>					
<b>Course Code</b>	<b>MG8DCCHMC401</b>					
<b>Course Level</b>	<b>400-499</b>					
<b>Course Summary</b>	This course helps students to understand different concepts in Sales and Marketing. In addition, students will also get exposed to Types of Products, Market Segmentation, Bases, Strategies, Key Drivers, Sales Promotion Techniques, Personal Selling, Sales Force Management and Emerging Trends & Future of Marketing.					
<b>Semester</b>	VIII	Credits		4	Total Hours	
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical		Others
		3		1		75
<b>Pre-requisites, if any</b>	Students should have a basic knowledge about sales and an interest in learning new trends & strategies in marketing.					

### MGU-UGP (HONOURS) COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains	PO No
1	Explain and interpret different Marketing terms, list types of Products and Product Developments	U	1,2
2	Choose and apply Market Segmentation, Marketing Mix and Marketing Strategies	A	3,4
3	Analyse different sales promotion techniques, and conduct market research and emerging trends .	An	5,6
4	Get practical experience about marketing research to know the latest trends .	E	5,8,9,10
5	Adapt New Sustainable Practices, Predict Customer Preferences, Modify Marketing Information System.	C	5,9,10

**\*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)**

## COURSE CONTENT

Units	Course description	Hrs	CO No.
<b>1</b>	<b>Introduction to Marketing , Business Life Cycle and Marketing of Hospitality Products</b>	<b>14</b>	
1.1	Introduction - Meaning, Definition Concepts of Marketing, Functions, Objectives and Role of Marketing in the Hospitality Industry	3	1
1.2	Business Life Cycle-Meaning, Definition and Importance, Stages of Business Life Cycle	4	1
1.3	Marketing of Products- Meaning, Definition, Types of Hospitality Products and Marketing, Development of Hospitality Products.	7	1
<b>2</b>	<b>Market Segmentation and Marketing Strategies</b>	<b>14</b>	
2.1	Market Segmentation,-Meaning, Definition, Need , Process of Market Segmentation	5	1,2
2.2	Bases of Market Segmentation, Relevance to the Hospitality Industry. Marketing Mix-7 Ps,	5	2
2.3	Marketing Strategies-Meaning, Elements of Types of Marketing Strategies, Key Drivers for Marketing Strategies	4	2
<b>3</b>	<b>Sales Promotion Techniques and Marketing Research</b>	<b>17</b>	
3.1	Sales – Meaning, Definition, Difference Between Sales and Marketing.Role of Sales Manager Sales Promotion -Meaning, Definition, Characteristics, Objectives, Techniques and Methods & Sales Promotion Mix	6	1,2,3
3.2	Marketing Research-Meaning,Definition,Importance and Process , Marketing Information System-Definition,Meaning ,Uses and Components.	4	3

3.3	Emerging Trends and Future of Hospitality Marketing- Technology, Environment Awareness, Sustainable Practices, Guest Preferences and Personalization services.	7	3
<b>4</b>	<b>Practicals</b>	<b>30</b>	
4.1	Conducting Market surveys as a group to get awareness about market trends of any product.	12	4
4.2	Sales Simulation-Role playing as Sales Manager and salesforce	10	4
4.3	Branding Exercises-Designing brand elements like logos ,slogans,etc.	8	4
<b>5</b>	<b>Teacher specific content</b>		

<b>Teaching and Learning Approach</b>	<b>Classroom Procedure (Mode of transaction)</b> <ul style="list-style-type: none"> <li>• Role play,</li> <li>• Critical thinking,</li> <li>• Teamwork, and</li> <li>• Leadership skills.</li> </ul>
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<b>Assessment Types</b>	<b>A.Continuous Comprehensive Assessment (CCA) - Theory</b>	
	<b>CRITERIA</b>	<b>MARKS DISTRIBUTION</b>
	Internal Test	
	Assignment	
	<b>Total</b>	<b>25</b>
	<b>Practical CCA- 15 Marks</b>	
	<b>PRACTICAL ASSESSMENT CCA</b>	<b>MARKS DISTRIBUTION</b>
Practical Task		
Practical Record Preparation		
Viva Voce		
Grooming		
<b>Total</b>	<b>15</b>	

**B. End Semester Evaluation ( ESE) - Theory**

Written Test- 50 Marks - 1.5 Hours Examination


Descriptive Type	Word Limit	No of question to be answered	Marks
Short Answer	50 Words	10 out of 15	10*2= 20
Short Essays	200 Words	4 out of 6	4*5 = 20
Essays	350 Words	1 out of 3	1*10 = 10
<b>TOTAL</b>			<b>50</b>

Practical ESE: 35 Marks - 1.5 Hours Examinations

PRACTICAL ASSESSMENT ESE	MARKS DISTRIBUTION
Practical Task	14
Practical Record Preparation	8
Viva Voce	8
Grooming	5
<b>Total</b>	<b>35</b>

**MGU-UGP (HONOURS)****References**

- 1.Principles of Marketing- Philip Kotler
- 2.Marketing Management-Dr.Sreedhar P.Nair
- 3.Sales Management -Brain Tracy

	<b>Mahatma Gandhi University</b> <b>Kottayam</b>					
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>					
<b>Course Name</b>	<b>Project Work</b>					
<b>Type of Course</b>						
<b>Course Code</b>	<b>MG8PRJHMC400</b>					
<b>Course Level</b>						
<b>Course Summary</b>	Students will be doing a project on a mutually agreed subject related to Hotel operations. students will get a thorough understanding of the operational aspects of a Hotel and prepare them to commence their career in the Hospitality Industry.					
<b>Semester</b>	VIII	Credits			12	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
<b>Pre-requisites, if any</b>	Students should be enrolled for B.Sc. Hotel Management and Culinary Arts course.					

Students should prepare a Project work on a mutually agreed operational subject related to the Hospitality Industry.


Students should be in continuous contact with the relevant faculty to discuss the progression rate of the project work.

There will be a Viva Voce conducted by the college to evaluate the knowledge of students with regards to the project work.

<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA)</b>	
	60- Marks	
	<b>ASSESSMENT CCA</b>	<b>MARKS DISTRIBUTION</b>
	Project Progression	30
	Presentation	30
	<b>Total</b>	<b>60</b>
	<b>B. End Semester Evaluation ( ESE)</b>	
	140- Marks	
	<b>ASSESSMENT ESE</b>	<b>MARKS DISTRIBUTION</b>
	Project Report	40
Project Presentation	40	
Viva Voce	40	
Grooming	20	
<b>Total</b>	<b>140</b>	

**MGU-UGP (HONOURS)**

# Syllabus

	<b>Mahatma Gandhi University</b> <b>Kottayam</b>				
<b>Programme</b>	<b>BSc (Hons) Hotel Management and Culinary Arts</b>				
<b>Course Name</b>	<b>FIVE Months Industrial Exposure Training</b>				
<b>Type of Course</b>					
<b>Course Code</b>	<b>MG8INTHMC400</b>				
<b>Course Level</b>					
<b>Course Summary</b>	With these Five Months of Industrial Exposure Training in a Hotel, students will get a thorough understanding of the operational aspects of a Hotel and prepare them to commence their career in the Hospitality Industry.				
<b>Semester</b>	VIII	Credits		12	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	
<b>Pre-requisites, if any</b>	Students should be enrolled for Bsc ( Hons) Hotel Management and Culinary Arts.				

These Five Months of Industrial Exposure Training will prepare the students to commence their career in the Hospitality Industry. Students will be able to connect the learned theory with real time practical experience.

The Training should be for a minimum of Five Months.

Students should prepare a Training Report based on their learning during the Training.

There will be a Viva Voce conducted by the college to evaluate the knowledge of students with regards to the Industrial Exposure Training Report.

<b>Assessment Types</b>	<b>A. Continuous Comprehensive Assessment (CCA)</b>	
	60- Marks	
	<b>ASSESSMENT CCA</b>	<b>MARKS DISTRIBUTION</b>
	Training Report Preparation	30
	Log Book Preparation	30
	<b>Total</b>	<b>60</b>
	<b>B. End Semester Evaluation ( ESE)</b>	
	140- Marks	
	<b>ASSESSMENT ESE</b>	<b>MARKS DISTRIBUTION</b>
	Training Log Book	40
Training Report	40	
Viva Voce	40	
Grooming	20	
<b>Total</b>	<b>140</b>	



**MGU-UGP (HONOURS)**

# Syllabus