	<p style="text-align: center;">MAHATMA GANDHI UNIVERSITY Kottayam, Kerala</p> <p style="text-align: center;">Undergraduate Programmes (HONOURS) 2024 Admission Onwards</p>
---	---

SYLLABUS						
SIGNATURE COURSE						
Name of the College	B.C.M. College, Kottayam					
Faculty/ Discipline	Food Science and Quality Control					
Programme	BSc (Hons) Food Science and Quality Control					
Course Coordinator	Rittu Susan Babu					
Contributors						
Course Name	INTRODUCTION TO ONBOARD FOOD SERVICE SYSTEMS					
Type of Course	DSE					
Specialization title	On Board Food Service Systems					
Course Code	MG3DSEFSQA00					
Course Level	200					
Course Summary	Course on onboard food service systems will provide a comprehensive understanding of managing food and beverage operations on various modes of transportation, including airlines, trains, cruises and space crafts . In its introductory phase students will learn about the unique challenges and opportunities of providing food service in a confined space and with fluctuating passenger demographics.					
Semester	3	Credits			4	Total Hours
Course Details	Learning Approach	Lecture	Tutorial	Practical	Others	
		4	0	0	0	60
Pre-requisites, if any						

Course Outcomes (CO)

Number of COs		4	
CO No.	Expected Course Outcome	Learning Domains *	PO No
1	Understanding the different types of onboard food service operations (e.g., airlines, cruise ships, trains).	U	PO1, PO10
2	Understand food safety and sanitation standards relevant to onboard service.	U	PO1, PO3, PO10
3	Understanding of basic culinary techniques and food preparation methods.	U	PO1, PO3, PO10
4	Analyze relevant regulations and policies related to food service on board.	AN	PO1, PO3, PO10

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

CO-PO Articulation Matrix

CO/PO	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10
CO 1	1	-	-	-	-	-	-	-	-	2
CO 2	1	-	2	-	-	-	-	-	-	2
CO 3	1	-	2	-	-	-	-	-	-	2
CO 4	1	-	2	-	-	-	-	-	-	2

'0' is No Correlation, '1' is Slight Correlation (Low level), '2' is Moderate Correlation (Medium level) and '3' is Substantial Correlation (High level).

Course Content

Content for Classroom transaction (Units)

Module	Units	Course Description	Hrs	CO No.
1		Introduction to Onboard Food Service		
	1.1	Definition, History and Evolution of Onboard Food Service, Purpose and Importance	4	["1"]
	1.2	Types of Onboard Catering Services (flight, railway, cruise, space).	4	["1"]
	1.3	The Role of Food Service in the Travel Experience.	3	["1"]
2		Flight Food Service Systems		
	2.1	Airline Catering Operations (preparation, storage, distribution).	4	["2"]
	2.2	Onboard Food Service Equipment and Procedures.	3	["2"]
	2.3	Special Needs and Dietary Requirements in Flight.	3	["2"]
	2.4	Food Safety and Hygiene Standards in Flight.	3	["2"]
3		Railway Food Service Systems		
	3.1	Railway Catering Operations (terminal and onboard).	4	["3"]
	3.2	Pantry Car Service and Equipment.	3	["3"]
	3.3	Menu Planning and Adaptation for Railway Travel.	4	["3"]
	3.4	Vending and Mobile Food Service Systems	3	["3"]
4		Cruise Liner and Space Food Service Systems		
	4.1	Cruise Ship Catering Operations (dining rooms, buffets, specialty restaurants).	4	["4"]
	4.2	Food Service Management on a Cruise Ship	4	["4"]
	4.3	Hygiene and Sanitation Standards in Cruise Settings	4	["4"]
	4.4	Unique Challenges of Space Food Service.	3	["4"]
	4.5	Food Storage and Packaging for Space.	3	["4"]
	4.6	Dietary Considerations for Astronauts	4	["4"]

Teaching and Learning Approach	Classroom Procedure (Mode of transaction) Classroom Procedure (Mode of transaction) Module 1,2 ,3&4- Lecturing, ICT Enabled
---------------------------------------	---

Assessment Types	MODE OF ASSESSMENT Mode of Assessment: Theory
	A. Continuous Comprehensive Assessment (CCA) • Theory - 30 Marks Assignment / Viva / Seminar
	B. End Semester Evaluation (ESE) • Theory - 70 Marks Assessment Methods – Theory Duration of Examination – 2.00 Hrs Pattern of examination for Theory – Non-MCQ Different parts of written examination – Part - A , B , C Answer Type: ◦ PART - A ◦ MCQ - (20 out of 20) – 20 × 1 = 20 ◦ PART - B ◦ Short answer - (6 out of 8) – 6 × 5 = 30 ◦ PART - C ◦ Essays - (2 out of 4) – 2 × 10 = 20

References


- 1. Jones,P. (2015). Food and Beverage Management on Ships. (1st Ed) Routledge
- 2. Walker,J.R.(2017) The restaurant : From concept to operation.John Wiley & Sons.
- 3. Wild ,P. (2019) , Cruise ship food service : Operations and Management. (1st Ed) ,CABI

Suggested Readings

- 1. Jones,P. (2015). Food and Beverage Management on Ships. (1st Ed) Routledge
- 2. Walker,J.R.(2017) The restaurant : From concept to operation.John Wiley & Sons.
- 3. Wild ,P. (2019) , Cruise ship food service : Operations and Management. (1st Ed) ,CABI

Affidavit

- We, B.C.M. College, Kottayam and Rittu Susan Babu, retain the copyright of this syllabus and expressly prohibit its distribution in complete form to any institution outside our own.
- We, B.C.M. College, Kottayam, agree to appoint a new course coordinator for the proposed On Board Food Service Systems in the event of the unavailability of the currently nominated coordinator. This appointment will ensure the continued coordination of course delivery, assessments, and all related academic responsibilities necessary for the successful implementation of the specialization, for as long as the college offers this programme.
- We, B.C.M. College, Kottayam and Rittu Susan Babu, declare that no part of this signature course submitted here for approval has been taken from the course content developed by, or from any of the course titles prepared by, the BoS/expert committee in the same discipline under our University.

	<p style="text-align: center;">MAHATMA GANDHI UNIVERSITY Kottayam, Kerala</p> <p style="text-align: center;">Undergraduate Programmes (HONOURS) 2024 Admission Onwards</p>
---	---

SYLLABUS						
SIGNATURE COURSE						
Name of the College	B.C.M. College, Kottayam					
Faculty/ Discipline	Food Science and Quality Control					
Programme	BSc (Hons) Food Science and Quality Control					
Course Coordinator	Rittu Susan Babu					
Contributors						
Course Name	IN FLIGHT FOOD SERVICE SYSTEM					
Type of Course	DSE					
Specialization title	On Board Food Service Systems					
Course Code	MG4DSEFSQA00					
Course Level	200					
Course Summary	Provides an overview of in-flight catering and food service systems within aircraft, focusing on the practical aspects and challenges of providing meals on board. covers topics such as meal planning, catering procedures, food handling on board, and passenger expectations					
Semester	4	Credits			4	Total Hours
Course Details	Learning Approach	Lecture	Tutorial	Practical	Others	
		4	0	0	0	60
Pre-requisites, if any						

Course Outcomes (CO)

Number of COs		4	
CO No.	Expected Course Outcome	Learning Domains *	PO No
1	Understanding the different types of in flight service (e.g., business class, economy class) and how to adapt service styles accordingly.	U	PO1, PO3, PO10
2	Explain the principles of food safety and hygiene in an in flight setting.	U	PO1, PO3, PO10
3	Compare and contrast different in flight food service models	A	PO1, PO3, PO10
4	Evaluate the effectiveness of various in flight food service strategies based on industry standards and customer satisfaction.	E	PO1, PO3, PO10

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

CO-PO Articulation Matrix

CO/PO	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10
CO 1	1	-	2	-	-	-	-	-	-	2
CO 2	1	-	2	-	-	-	-	-	-	2
CO 3	1	-	2	-	-	-	-	-	-	2
CO 4	1	-	2	-	-	-	-	-	-	2

'0' is No Correlation, '1' is Slight Correlation (Low level), '2' is Moderate Correlation (Medium level) and '3' is Substantial Correlation (High level).

Course Content

Content for Classroom transaction (Units)

Module	Units	Course Description	Hrs	CO No.
1	Introduction to Inflight Food Service			
	1.1	Overview of the Inflight Food Service Industry: History and evolution of inflight catering. Types of airlines and their food service standards. Regulatory frameworks and safety standards.	5	["1"]
	1.2	Impact of food service on passenger experience. Contribution to airline revenue and customer loyalty Ethical considerations and social responsibility.	5	["1"]
	1.3	Understanding the flight crew's role in food service, The importance of food service in different flight types , Basic knowledge of food service equipment	5	["1"]
2	Inflight Food Preparation and Handling			
	2.1	Food Safety and Hygiene in Inflight Operations:, proper food storage and temperature control., hygiene protocols for food handlers., food safety certifications and standards	5	["2"]
	2.2	Understanding different menu types and dishes.,preparation techniques for hot and cold foods ,safe handling of food ingredients and equipment.	5	["2"]
	2.3	Types of kitchen equipment used on board., ,maintenance and cleaning procedures for inflight equipment, understanding catering trucks and their functions.	5	["2"]
3	Inflight Service Operations			
	3.1	Developing menus that cater to different passenger needs., understanding dietary restrictions and allergies, creating visually appealing and informative menus	5	["3"]
	3.2	Proper techniques for serving food and beverages, effective communication and interaction with passengers, handling complaints and addressing customer concerns.	5	["3"]
	3.3	Emergency procedures and safety regulations., fire prevention and safety equipment., first aid and basic medical care for food service.	5	["3"]
4	Food Service Management and Quality Control			
	4.1	Developing and implementing menus that meet customer needs., Cost analysis of different menu items., Strategies for managing food costs.	5	["4"]
	4.2	Ensuring food quality and freshness., monitoring food service performance. ,implementing corrective action plans.	5	["4"]
	4.3	Identifying and resolving food service issues. ,managing equipment malfunctions, understanding common challenges in inflight food service.	5	["4"]

Teaching and Learning Approach	Classroom Procedure (Mode of transaction) Module 1,2 ,3 &4- Lecturing, ICT Enabled
---------------------------------------	--

Assessment Types	MODE OF ASSESSMENT Mode of Assessment: Theory
	A. Continuous Comprehensive Assessment (CCA) • Theory - 30 Marks Assignment / Viva / Seminar
	B. End Semester Evaluation (ESE) • Theory - 70 Marks Assessment Methods – Theory Duration of Examination – 2.00 Hrs Pattern of examination for Theory – Non-MCQ Different parts of written examination – Part - A , B , C Answer Type: ◦ PART - A ◦ MCQ - (20 out of 20) – 20 × 1 = 20 ◦ PART - B ◦ Short answer - (6 out of 8) – 6 × 5 = 30 ◦ PART - C ◦ Essays - (2 out of 4) – 2 × 10 = 20

References


- 1. Meyer,D.(2018). Inflight Catering: A practical guide (1st ed).Routledge 2. Jonas ,P.(2015). Food and Beverage Management in the Hospitality Industry(3rd Edition). Routledge 3. Sloan A.E.(2019) . Food and Nutrition for a healthy Life . Implications for airline catering . CRC Press.

Suggested Readings

- 1. Meyer,D.(2018). Inflight Catering: A practical guide (1st ed).Routledge 2. Jonas ,P.(2015). Food and Beverage Management in the Hospitality Industry(3rd Edition). Routledge 3. Sloan A.E.(2019) . Food and Nutrition for a healthy Life . Implications for airline catering . CRC Press.

Affidavit

- We, B.C.M. College, Kottayam and Rittu Susan Babu, retain the copyright of this syllabus and expressly prohibit its distribution in complete form to any institution outside our own.
- We, B.C.M. College, Kottayam, agree to appoint a new course coordinator for the proposed On Board Food Service Systems in the event of the unavailability of the currently nominated coordinator. This appointment will ensure the continued coordination of course delivery, assessments, and all related academic responsibilities necessary for the successful implementation of the specialization, for as long as the college offers this programme.
- We, B.C.M. College, Kottayam and Rittu Susan Babu, declare that no part of this signature course submitted here for approval has been taken from the course content developed by, or from any of the course titles prepared by, the BoS/expert committee in the same discipline under our University.

	<p style="text-align: center;">MAHATMA GANDHI UNIVERSITY Kottayam, Kerala</p> <p style="text-align: center;">Undergraduate Programmes (HONOURS) 2024 Admission Onwards</p>
---	---

SYLLABUS					
SIGNATURE COURSE					
Name of the College	B.C.M. College, Kottayam				
Faculty/ Discipline	Food Science and Quality Control				
Programme	BSc (Hons) Food Science and Quality Control				
Course Coordinator	Rittu Susan Babu				
Contributors					
Course Name	RAILWAY FOOD SERVICE SYSTEM				
Type of Course	DSE				
Specialization title	On Board Food Service Systems				
Course Code	MG5DSEFSQA00				
Course Level	300				
Course Summary	Course focusing on railway on-board food service systems and covers the management of food preparation, distribution, and quality control within the railway context. It delves into topics like catering choices and policies , hygiene standards, customer satisfaction surveys, and complaint redressal mechanisms, with a specific focus on Indian Railways				
Semester	5	Credits			Total Hours
Course Details	Learning Approach	Lecture	Tutorial	Practical	
		4	0	0	60
Pre-requisites, if any					

Course Outcomes (CO)

Number of COs		4	
CO No.	Expected Course Outcome	Learning Domains *	PO No
1	Understand different types of onboard food service operations (e.g., meal service, beverage service, snack service) and their associated practices	U	PO1, PO3, PO10
2	Identify different types of onboard food service operations (e.g., meal service, beverage service, snack service) and their associated practices.	U	PO1, PO3, PO10
3	Comprehend the importance of food safety and hygiene in onboard food service operations, including the role of HACCP and other food safety standards	A	PO1, PO3, PO10
4	Analyze different onboard food service systems and their suitability for different types of trains and passenger needs	AN	PO1, PO3, PO10

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

CO-PO Articulation Matrix

CO/PO	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10
CO 1	1	-	2	-	-	-	-	-	-	2
CO 2	1	-	2	-	-	-	-	-	-	2
CO 3	1	-	2	-	-	-	-	-	-	2
CO 4	1	-	2	-	-	-	-	-	-	2

'0' is No Correlation, '1' is Slight Correlation (Low level), '2' is Moderate Correlation (Medium level) and '3' is Substantial Correlation (High level).

Course Content

Content for Classroom transaction (Units)

Module	Units	Course Description	Hrs	CO No.
1	Food Service Management in Railway			
	1.1	Overview of food service industry, types of food service operations in railways.	5	["1"]
	1.2	Organisational structure and management of food service units.	4	["1"]
	1.3	Food purchasing and inventory management.	4	["1"]
	1.4	Cost control and budgeting in railway food service	3	["1"]
2	Food Production & Preparation			
	2.1	Basic food preparation techniques, including cooking methods.	4	["2"]
	2.2	Equipment used in railway food production	3	["2"]
	2.3	Menu planning for train catering, including seasonal and special diets.	4	["2"]
	2.4	Food preservation and storage techniques relevant to train catering.	4	["2"]
	2.5	IRCTC Mandate	2	["2"]
3	Food Hygiene & Safety			
	3.1	Food safety and hygiene standards in railway food service.	4	["3"]
	3.2	Cleaning and sanitization procedures for kitchen equipment and surfaces.	3	["3"]
	3.3	Handling foodborne illnesses and implementing emergency protocols.	4	["3"]
	3.4	Quality control measures for food safety in railway food service	3	["3"]
4	Customer Service & Operations			
	4.1	Customer service skills and techniques in food service	3	["4"]
	4.2	Train catering operations and service standards	4	["4"]
	4.3	Handling customer complaints and resolving issues.	3	["4"]
	4.4	Understanding passenger preferences and adapting service accordingly	3	["4"]

Teaching and Learning Approach	Classroom Procedure (Mode of transaction) Module 1,2 ,3&4- Lecturing, ICT Enabled
---------------------------------------	---

Assessment Types	MODE OF ASSESSMENT Mode of Assessment: Theory
	A. Continuous Comprehensive Assessment (CCA) • Theory - 30 Marks Assignment / Viva / Seminar
	B. End Semester Evaluation (ESE) • Theory - 70 Marks Assessment Methods – Theory Duration of Examination – 2.00 Hrs Pattern of examination for Theory – Non-MCQ Different parts of written examination – Part - A , B , C Answer Type: ◦ PART - A ◦ MCQ - (20 out of 20) – 20 × 1 = 20 ◦ PART - B ◦ Short answer - (6 out of 8) – 6 × 5 = 30 ◦ PART - C ◦ Essays - (2 out of 4) – 2 × 10 = 20

References


- 1. Agarwal, O.P. (2018). Railway Catering: A comprehensive guide. Notion Press 2. Kumar ,S. (2020) . Food and Beverage Service in Indian Railways . Blue Rose Publishers 3. Sarkar , A.K. (2019) . Railway Food Service: Operations and Management. Lambert Academic Publishing

Suggested Readings

- 1. Agarwal, O.P. (2018). Railway Catering: A comprehensive guide. Notion Press 2. Kumar ,S. (2020) . Food and Beverage Service in Indian Railways . Blue Rose Publishers 3. Sarkar , A.K. (2019) . Railway Food Service: Operations and Management. Lambert Academic Publishing

Affidavit

- We, B.C.M. College, Kottayam and Rittu Susan Babu, retain the copyright of this syllabus and expressly prohibit its distribution in complete form to any institution outside our own.
- We, B.C.M. College, Kottayam, agree to appoint a new course coordinator for the proposed On Board Food Service Systems in the event of the unavailability of the currently nominated coordinator. This appointment will ensure the continued coordination of course delivery, assessments, and all related academic responsibilities necessary for the successful implementation of the specialization, for as long as the college offers this programme.
- We, B.C.M. College, Kottayam and Rittu Susan Babu, declare that no part of this signature course submitted here for approval has been taken from the course content developed by, or from any of the course titles prepared by, the BoS/expert committee in the same discipline under our University.

	<p style="text-align: center;">MAHATMA GANDHI UNIVERSITY Kottayam, Kerala</p> <p style="text-align: center;">Undergraduate Programmes (HONOURS) 2024 Admission Onwards</p>
---	---

SYLLABUS					
SIGNATURE COURSE					
Name of the College	B.C.M. College, Kottayam				
Faculty/ Discipline	Food Science and Quality Control				
Programme	BSc (Hons) Food Science and Quality Control				
Course Coordinator	Rittu Susan Babu				
Contributors					
Course Name	CRUISE LINERS AND SPACE CRAFT FOOD SERVICE SYSTEM				
Type of Course	DSE				
Specialization title	On Board Food Service Systems				
Course Code	MG6DSEFSQA00				
Course Level	300				
Course Summary	Cruise liner and spacecraft food service systems would cover the unique challenges and best practices for providing food service in these environments. It would delve into topics like menu planning, catering for diverse populations, sanitation standards, and waste management in constrained spaces, with specific attention to the unique aspects of each environment.				
Semester	6	Credits			Total Hours
Course Details	Learning Approach	Lecture	Tutorial	Practical	
		4	0	0	0
Pre-requisites, if any					

Course Outcomes (CO)

Number of COs		4	
CO No.	Expected Course Outcome	Learning Domains *	PO No
1	Gain knowledge of various cuisines and learn essential culinary techniques relevant to large-scale food production in railways and space crafts	U	PO1, PO3, PO10
2	Understand the efficient organization and workflow of a galley (kitchen) on a cruise ship or spacecraft, including equipment, layout, and staffing. managing kitchen operations, including staffing, scheduling, and maintenance and sanitary procedures	U	PO1, PO2, PO10
3	Apply safety procedures and emergency response protocols related to food service operations, including fire safety and food poisoning incidents.	A	PO1, PO3, PO10
4	Design and adapt recipes to meet the needs of diverse groups and dietary restrictions while considering resource constraints.	AN	PO1, PO3, PO10

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

CO-PO Articulation Matrix

CO/PO	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10
CO 1	1	-	2	-	-	-	-	-	-	2
CO 2	1	2	-	-	-	-	-	-	-	2
CO 3	1	-	2	-	-	-	-	-	-	2
CO 4	1	-	2	-	-	-	-	-	-	2

'0' is No Correlation, '1' is Slight Correlation (Low level), '2' is Moderate Correlation (Medium level) and '3' is Substantial Correlation (High level).

Course Content

Content for Classroom transaction (Units)

Module	Units	Course Description	Hrs	CO No.
1	Cruise Ship Food Service Operations			
	1.1	Cruise Ship Dining Concepts and Types (formal, informal, specialty dining).	2	["1"]
	1.2	Menu Planning and Development (catering to diverse passenger profiles).	3	["1"]
	1.3	Food Production and Handling on Board (storage, preparation, safety).	2	["1"]
	1.4	Shipboard Service Standards and Protocols (waiter service, banquet service).	3	["1"]
	1.5	Food Waste Management and Sustainability on Cruise Ships	3	["1"]
2	Spacecraft Food Service Systems			
	2.1	Spacecraft Food System Design and Technology (rehydratable foods, modular meals).	3	["2"]
	2.2	Food for Space Exploration Missions (nutrient needs, mission duration).	3	["2"]
	2.3	Space Food Production and Packaging (space-friendly food systems).	3	["2"]
	2.4	Special Considerations for Astronaut Nutrition (impact of spaceflight on diet).	3	["2"]
	2.5	Space Waste Management and Recycling in Space	2	["2"]
3	Specialization in Food Production and Sanitation			
	3.1	Food Safety and Hygiene Standards (HACCP principles).	3	["3"]
	3.2	Food Preparation Techniques (cooking methods, culinary skills).	3	["3"]
	3.3	Food Preservation and Storage (refrigeration, freezing).	3	["3"]
	3.4	Food and Beverage Menu Engineering (price point, popularity)	3	["3"]
	3.5	Food Cost Control and Inventory Management	3	["3"]
4	- Food Service Management and Technology			
	4.1	Cruise Ship Food Service Organization (staffing, workflow).	3	["4"]
	4.2	Food Service Packaging Technology	3	["4"]
	4.3	Customer Service and Complaint Handling (passenger feedback).	4	["4"]
	4.4	Food Service Quality Control and Assurance (standards, inspections)	4	["4"]
	4.5	Food Service Trends and Innovations (new cuisines, sustainable practices).	4	["4"]

Teaching and Learning Approach	Classroom Procedure (Mode of transaction) Module 1,2,3 &4- Lecturing, ICT Enabled
---------------------------------------	---

Assessment Types	MODE OF ASSESSMENT Mode of Assessment: Theory
	A. Continuous Comprehensive Assessment (CCA) • Theory - 30 Marks Assignment / Viva / Seminar
	B. End Semester Evaluation (ESE) • Theory - 70 Marks Assessment Methods – Theory Duration of Examination – 2.00 Hrs Pattern of examination for Theory – Non-MCQ Different parts of written examination – Part - A , B , C Answer Type: • PART - A • MCQ - (20 out of 20) – 20 × 1 = 20 • PART - B • Short answer - (6 out of 8) – 6 × 5 = 30 • PART - C • Essays - (2 out of 4) – 2 × 10 = 20

References

- 1. Mehrotra, A., & Mehta, A. (2018). Food and beverage service: A training manual. Medtech Publications. – Includes basics of food service, including transport and service in unique settings like ships and aircraft. 2. Cousins, J., Foskett, D., & Pennington, A. (2014). Food and beverage management (4th ed.). Routledge. – Discusses food service systems including logistical challenges in unconventional environments. 3. Pizam, A. (2010). International encyclopedia of hospitality management (2nd ed.). Routledge. – Offers a detailed section on cruise hospitality and food operations. 4. Testa, M. R., & Mueller, S. L. (2013). Cultural intelligence and customer orientation: A study of hospitality and tourism managers. International Journal of Hospitality Management, 33, 316–328. <https://doi.org/10.1016/j.ijhm.2012.10.002> – Highlights customer service aspects crucial in cruise food systems. 5. Papathanassis, A. (2012). Cruise tourism and society: A socio-economic perspective on the future of cruise tourism. Springer. – Includes a chapter on food and beverage logistics and planning on cruise ships.

Suggested Readings

- 1. Mehrotra, A., & Mehta, A. (2018). Food and beverage service: A training manual. Medtech Publications. – Includes basics of food service, including transport and service in unique settings like ships and aircraft. 2. Cousins, J., Foskett, D., & Pennington, A. (2014). Food and beverage management (4th ed.). Routledge. – Discusses food service systems including logistical challenges in unconventional environments. 3. Pizam, A. (2010). International encyclopedia of hospitality management (2nd ed.). Routledge. – Offers a detailed section on cruise hospitality and food operations. 4. Testa, M. R., & Mueller, S. L. (2013). Cultural intelligence and customer orientation: A study of hospitality and tourism managers. International Journal of Hospitality Management, 33, 316–328. <https://doi.org/10.1016/j.ijhm.2012.10.002> – Highlights customer service aspects crucial in cruise food systems. 5. Papathanassis, A. (2012). Cruise tourism and society: A socio-economic perspective on the future of cruise tourism. Springer. – Includes a chapter on food and beverage logistics and planning on cruise ships.

Affidavit

- We, B.C.M. College, Kottayam and Rittu Susan Babu, retain the copyright of this syllabus and expressly prohibit its distribution in complete form to any institution outside our own.

- We, B.C.M. College, Kottayam, agree to appoint a new course coordinator for the proposed On Board Food Service Systems in the event of the unavailability of the currently nominated coordinator. This appointment will ensure the continued coordination of course delivery, assessments, and all related academic responsibilities necessary for the successful implementation of the specialization, for as long as the college offers this programme.
- We, B.C.M. College, Kottayam and Rittu Susan Babu, declare that no part of this signature course submitted here for approval has been taken from the course content developed by, or from any of the course titles prepared by, the BoS/expert committee in the same discipline under our University.



MGU-UGP (HONOURS)

Syllabus