SAVITRIBAI PHULE PUNE UNIVERSITY

REVISED SYLLABUS OF

Bachelor of Hotel Management & Catering Technology (BHMCT)

Incorporating

Choice Based Credit System and Grading System

(To be implemented from A.Y. 2019-20)

1. **Title:**

Name ofthe Programme: Bachelor of Hotel Management and Catering Technology (BHMCT)

Nature of the Programme: BHMCT is a 4 year fulltime undergraduate degree programme.

2. **Preamble:** The BHMCT syllabus of SPPU was last revised in 2016, when choice based credit system was introduced for the first time. This revision attempts to align the programme structure and the content to the requirements of the hospitality aspirants and the Industry that is dynamic in its very nature. The other reason for revamping the syllabus was that in the last revision choice based credit system was introduced for the first time. This revision will further fine tune what was initiated and integrate a basket of skills sets that will add value and make the curriculum moreeffective.

3. **Objectives:**

   I. The basic objective is to provide the hospitality industry with a steady stream of competent and trained young men and women with the necessary knowledge, skills, values and attitude to occupy key operationalpositions.

   II. The relative importance of skills and ability development and attitudinal orientation in hotel management education have been kept in mind while forming the structure to ensure that the knowledge and skills imparted are as desiredglobally.

4. **ProgrammeOutcomes:**

   I. Provide a common body of knowledge in hospitality management coupled with broad education and awareness of skills and attitudes which will prepare students for responsible leadership roles in the hospitalityindustry.

   II. Familiarization with the practical aspects of the hospitalityindustry.

   III. Synthesize and summarize information and to professionally communicate. Be skilled in written, verbal & oral commination and will be able to effectively choose communication methods that are appropriate.

   IV. Develop employability skills required for hotels and restaurant managements in hospitality and alliedsectors.

   V. Equip students with the requisite entrepreneurial skills for self-employment.

   VI. Develop an ability to interpret, analyze, innovate, communicate and apply technicalconcepts.

   VII. Understand and evaluate issues related to environmental sustainability and ethics to make businessdecisions.

5. Highlights of the NewCurriculum:

    I.   Choice based credit system and grading system is in line with National Policies and InternationalPractices.

    II.   Enhancing the brand value of the BHMCT Course ofSPPU.

    III.   Focusing on concurrent evaluation (Continuous evaluation) for the entire programme.

    IV.   Introduction of half credits with the concurrent evaluationpattern.

    V.   Emphasizing the centrality of the student and teacher – student relationship in the learningprocess.

    VI.   Empowering the Institutions through the cafeteria approach by providing Core courses, Core Specialization, Elective Generic and Elective Discipline Specific courses, thus providing in built flexibility in the Curriculum, to help the Institutes offer tailor made courses as per the students preference from a wider basket ofcourses.

6. TheCurriculum:

I. Course:

A course is a component of the programme. Each course is identified by a unique course code. While designing the curriculum, courses have defined weightages, called credits.

Each course in addition to having a syllabus, has learning rationale. A course may be designed to comprise lectures / laboratory work / field work / project work / vocational training / viva voce etc or a combination of some of these.

The curriculum comprises of Core coursesand Elective courses. Core courses are the foundation courses of hospitality education. They are compulsory for all students. However from Semester VI onwards, Specialization is offered as a Core Specialization course, and the students are expected to choose and pursue one course from the Specializations offered. Elective courses are offered as Generic Elective or Discipline Specific Elective. Elective Courses are offered in Semester II, Semester III, Semester IV, Semester VI and Semester VII.

Registration: It is mandatory for every student to register at the beginning of the semester for the elective courses opted under CBCS system and for Core Specialization courses for that semester. Such registration shall be the basis for a student to undergo the prescribed evaluation. Application forms for University examinations are to be filled based on the choices finalized during the registration process and submitted to the University along with the prescribed examination fee. The Institute may not offer the course (elective) if more than 20% students do not register for the course.

II. Credits: The credit system requires that a student progresses in the academic
programmewiththeprescribednumberofcredits.Eachcreditcanbevisualized

as a combination of 2 components viz. Lecture (L) + Practical (P) i.e. LP Pattern. One lecture hour will be of 50 minutes.

In terms of credit, for a period of 1 semester of 15 weeks:

    I.   One lecture hour (L) per week amounts to 1 credit persemester.

    II.   A minimum of Two lecture hours per week of Practical (P) amounts to 1 credit persemester.

A course shall have either or both the components.

Two (02) Credit Course: A course with weightage of 2 credits will be evaluated concurrently.

Other than Two (02) credit course: All course with weightage of 3 credits or more shall be evaluated concurrently as well by the university.

BHMCT programme is a combination of

    a) Two (02) Credit Course (50 marks): 2 creditseach
    b) Other than Two (02) creditcourse
        200 marks 8 credit courses, 100 marks 3 and 4 credit courses and 150 marks for 5 and 6 credit courses.

It is proposed to use the indirect and absolute grading system for the BHMCT Course. i.e. the assessment of individual courses in the concerned examinations will be on the basis of marks. However the marks shall later be converted into grades by a defined mechanism wherein the overall performance of the learners can be reflected after considering the credit points for any given course. The overall evaluation shall be designed in terms of grades.

1. **Examination:** The evaluation scheme comprises of :
   a) UniversityEvaluation
   b) ConcurrentEvaluation

In order to acquire course credits, the student will be required to pass in Concurrent as well as University examination (Theory &Practical)

For each 'other than two (02) credit' courses –

    a) **UniversityEvaluation:**
        (1) For theory courses of 3 credits, 70marks.
        (2) For theory + practical courses having 4 credits, 40 marks theory and 30 markspractical.
        (3) For theory + practical Courses having 6 credits 40 marks theory and 60 marks practical.
        (4) For Internship of 15 credits, 80 marks will be evaluated on Presentation, Log book and VivaVoce.

(5) For Core Specialization courses having 8 credits, 70 marks theory and 60 markspractical.

(6) For Research Project having 5 credits, 80 marks for Presentation and Viva Voce.

b) Concurrentevaluation:

(1) For theory Courses having 3 credits, 30marks.

(2) For theory + practical Courses having 4 credits 30marks.

(3) For theory + Practical Courses having 6 credits 50marks

(4) For Internship having 15 credits 150marks

(5) For Core Specialization Courses having 8 credits 70marks

(6) For Research Project having 5 credits 70marks

(7) For 2 credit courses 70marks

The faculty has the liberty to decide the evaluation parameters for all concurrent evaluation. The suggested parameters are:

1. Assignments
2. Class Tests
3. Field assignment
4. Case studies
5. Presentations and Vivavoce
6. GroupDiscussions
7. Simulationexercises
8. Quiz

The students need to get at least half number of credits offered in respective years to be promoted to the next year. The students need to acquire all the subject credits of the first year to be promoted to the third year and acquire all the subject credits of the second year to be promoted to the fourth year.

7. **Standard of Passing:** Every candidate must secure at least grade **(P)** in Concurrent and University Evaluation (theory and practical, as applicable) as separate heads for passing in eachcourse.

8. **Degree Requirement:** The degree requirement for BHMCT Programme is completion of 162 earned credits. To be eligible for an award of the BHMCT Degree, a student must obtain the necessary credits, final grade point within a stipulated time of 8 years from the first date of registration for theprogramme.

Course Structure

Sem. – I

Course Code	Course Name	Theory/ Practical	Credits	Hours per week	Evaluation			
					Concurrent	University		Total
						Theory	Practical	
C101	Food Production - I	Theory/ Practical	6	2 L 8P	50	40	60	150
C102	F & B Service - I	Theory/ Practical	4	2 L 4P	30	40	30	100
C103	Basic Rooms Division - I	Theory/ Practical	4	2 L 4P	30	40	30	100
C104	Principles of Mgmt.	Theory	3	3 L	30	70	--	100
C105	French - I	Theory	2	2 L	50	--	--	50
C106	Communication Skills (English) - I	Theory	2	2 L	50	--	--	50
	Total		21	29				550
Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits				7				

Course Code	Course Name	Theory/ Practical	Credits	Hours per week	Evaluation Concurrent	Evaluation University Theory	Evaluation University Practical	Total
C201	Food Production - II	Theory/ Practical	6	2 L 8P	50	40	60	150
C202	F & B Service - II	Theory/ Practical	4	2 L 4P	30	40	30	100
C203	Basic Rooms Division - II	Theory/ Practical	4	2 L 4P	30	40	30	100
C204	French - II	Theory	2	2 L	50	--	--	50
C205	Communication Skills (English) - II	Theory	2	2 L	50	--	--	50
GE206 A	Basic Accounting	Theory	3	3 L	30	70	--	100
GE206 B	Logistics &Supply ChainManagement							
Total			**21**	**29**				**550**
Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits				**7**				

Sem. –III

Course Code	Course Name	Theory/ Practical	Credits	Hours per week	Concurrent	University Theory	University Practical	Total
C301	Bakery & Confectionery	Theory/ Practical	6	2 L 8P	50	40	60	150
C302	F & B Service - III	Theory/ Practical	4	2 L 4P	30	40	30	100
C303	Accommodation Operations - I	Theory/ Practical	4	2 L 4P	30	40	30	100
C304	Hotel Law	Theory	2	2 L	50	--	--	50
C305	Soft Skills Mgmt.	Theory	2	2 L	50	--	--	50
DSE306 A	Hospitality Sales	Theory	3	3 L	30	70	--	100
DSE306 B	Computer Fundamental							
Total			**21**	**29**				**550**
Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits				**7**				

Sem. –IV

Course Code	Course Name	Theory/ Practical	Credits	Hours per week	Concurrent	University Theory	University Practical	Total
C401	Quantity Food Production	Theory/ Practical	6	2 L 8P	50	40	60	150
C402	F & B Service - IV	Theory/ Practical	4	2 L 4P	30	40	30	100
C403	Accommodation Operations - II	Theory/ Practical	4	2 L 4P	30	40	30	100
C404	Event Mgmt.	Theory	2	2 L	50	--	--	50
C405	Food Safety Mgmt. Systems	Theory	2	2 L	50	--	--	50
GE406 A	Customer Relationship Mgmt.	Theory	3	3 L	30	70	--	100
GE406 B	Facility Planning							
Total			**21**	**29**				**550**
Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits				**7**				

Sem. – V

Course Code	Course Name	Credits	Concurrent (Log Book & Internal Viva)	University Presentation / Viva	Total
			Evaluation		
C501	Internship – 15 Weeks (Minimum of 45 hours per week)	15	150	150	300

Sem. – VI

Course Code	Course Name	Theory/ Practical	Credits	Hours per week	Concurrent	Theory	Practical	Total
						Evaluation University		
CS601A	Sp. in Food Production Mgmt.- I	Theory/ Practical	8	4 L 8P	70	70	60	200
CS601B	Sp. In F & B Service Mgmt. - I							
CS601 C	Sp. In Accommodations Management - I							
C602	F & B Control	Theory	3	3 L	30	70	--	100
C603	Human Resource Mgmt.	Theory	3	3 L	30	70	--	100
C604	Services Mktg.	Theory	3	3 L	30	70	--	100
C605	Hotel Maintenance	Theory	2	2 L	50	--	--	50
GE606 A	Food Science	Theory	2	2 L	50	--	--	50
GE606 B	Nutrition							
Total			**21**	**25**				**600**

10

Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits	**11**	

Sem. – VII

Course Code	Course Name	Theory/ Practical	Credits	Hours per week	Concurrent	University Theory	University Practical	Total
CS701A	Sp. in Food Production Mgmt.- II	Theory/ Practical	8	4 L 8P	70	70	60	200
CS701B	Sp. In F & B Service Mgmt. - II							
CS701C	Sp. In Accommodations Management - II							
C702	Disaster Mgmt.	Theory	3	3 L	30	70	--	100
C703	Total Quality Mgmt.	Theory	3	3 L	30	70	--	100
C704	Environment Science	Theory	3	3 L	30	70	--	100
C705	Research Methodology	Theory	2	2 L	50	--	--	50
GE706A	Managerial Economics	Theory	2	2 L	50	--	--	50
GE706B	Tourism Operations							
Total			**21**	**25**				**600**
Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits				**11**				

Course Code	Course Name	Theory/ Practical	Credits	Hours per week	Evaluation			Total
					Concurrent	University		
						Theory	Practical	
CS801 A	Sp. in Food Production Mgmt.- III	Theory/ Practical	8	4 L 8P	70	70	60	200
CS801 B	Sp. In F & B Service Mgmt. - III							
CS801 C	Sp. In Accommodations Management - III							
C802	Research Project	Practical	5	10 P	70	80 (Report/ Presentation)		150
C803	Organization Behavior	Theory	3	3 L	30	70	--	100
C804	Entrepreneurship Development	Theory	3	3 L	30	70	--	100
C805	Introduction to Cyber Security	Theory	2	2 L	50	--	--	50
Total			**21**	**30**				**600**
Project Work /Remedial classes/workshops/ Assignments/ Guest Lectures/Industrial Visits				**06**				
Total (Semester I – VIII)			**162 Credits**					**4300 Marks**

Savitribai Phule Pune University

(Formerly University of Pune)

Three Year B.Sc. Degree Program in Hospitality Studies

(Faculty of Science & Technology)

B.Sc. Hospitality Studies

Choice Based Credit System Syllabus

To be implemented from Academic Year 2019-2020

Title of The Course : B.Sc. (Hospitality Studies)

Preamble:

The B.Sc. - H.S. is a discipline of hospitality and tourism. Considering that the hospitality industry is dynamic in nature, with new trends in food, service and décor periodically becoming the norm, it is important to review and revise the syllabus at regular intervals. This is also the first time that the choice-based credit system is being introduced, providing choices to the students to select from the prescribed courses. The shift is from a conventional marking system to a grading system. The requirement for awarding a degree is prescribed in terms of the number of credits to be completed by the students. Attempt has also been made to integrate skill sets that will add value to the curriculum and make it more effective.

Introduction:

The B.Sc. – Hospitality Studies programme is made of intensive six semester curriculum which equips the student with the knowledge and skills essential in the hospitality industry. The courses relevant to the Industry of today, like Environmental Sciences, Tourism Operations, Hotel Laws etc. have been included in the curriculum. With this revision a Choice Based Credit System has been introduced to provide choices for students to select from the prescribed courses. CBCS provides a 'Cafeteria' approach in which the students can take courses of their choice and adopt an interdisciplinary approach to learning. This revision also introduces a shift from conventional marking system to a grading system. The requirement for awarding a degree is prescribed in terms of the number of credits to be completed by the students.

Current curriculum orientation:

The curriculum is designed keeping in mind, the basic minimum requirement of this industry in terms of enhancing the student knowledge and skill sets. Curricula of similar programmes by various state and international universities have been reviewed, and incorporated wherever appropriate, further enhancing the syllabus

Objectives and Framework of the Curriculum of BSc -HS programme

I.   The basic objective is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.

II.   The Programme structure is designed keeping in view the basic objectives stated above. Consequently, certain essential features of the model are:

•   To impart to the students latest and relevant knowledge from the field of Hospitality Operations.

•   To ensure that students are equipped with necessary operational skills related to the hospitality industry.

•   To develop the right kind of values and attitudes to function effectively in the hospitality trade.

III. The following considerations have been taken into account.

•   The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner with appropriate options.

•   The design is simple and logical and offers the student a choice of subjects.

IV. The relative importance of skills and ability development and attitudinal orientation in hospitality education has been kept in mind. The courses have been designed and classified as core, ability enhancement, discipline specific, skills enhancement and general courses, with the freedom to choose courses from amongst discipline specific and general electives.

Course Structure

First Year – Semester I

Course Code	Course Title	Number of Lectures	Credits	Marks per subject
HS 101	Food Production - I	04	04	100 (70 External +30 Internal)
HS 102	Food & Beverage Service - I	04	04	
HS 103	Housekeeping Operations - I	04	04	
HS 104	Front Office Operations – I	04	04	
HS 105	Food Production – I (Practical)	03	1.5	50 (35 External +15 Internal)
HS 106	Food &Beverage Service – I (Practical)	03	1.5	
HS 107	Housekeeping Operations – I (Practical)	03	1.5	
HS 108	Front Office Operations – I (Practical)	03	1.5	
HS 109	Development of Generic Skills	02	02	
Total		**30**	**24**	**650**

First Year – Semester II

Course Code	Course Title	Number of Lectures	Credits	Marks per subject
HS 201	Food Production – II	04	04	100 (70 External +30 Internal)
HS 202	Food & Beverage Service - II	04	04	
HS 203	Housekeeping Operations – II	04	04	
HS 204	Front Office Operations – II	04	04	
HS 205	Food Production – II (Practical)	03	1.5	50 (35 External +15 Internal)
HS 206	Food & Beverage Service – II (Practical)	03	1.5	
HS 207	Housekeeping Operations – II (Practical)	03	1.5	
HS 208	Front Office Operations – II (Practical)	03	1.5	
HS 209	French	02	02	
Total		**30**	**24**	**650**

Second Year – Semester III

Course Code	Course Title	Number of Lectures	Credits	Marks per subject
HS 301	Food Production - III	04	04	100 (70 External +30 Internal)
HS 302	Food & Beverage Service - III	04	04	
HS 303	Accommodation Operations - I	04	04	
HS 304	Food Production – III (Practical)	04	02	50 (35 External +15 Internal)
HS 305	Food & Beverage Service – III (Practical)	04	02	
HS 306	Accommodation Operations – I (Practical)	04	02	
HS 307	Environmental Science – I	02	02	
HS 308	Communication Skills – I	02	02	
Total		**28**	**22**	**550**

Second Year – Semester IV

Course Code	Course Title	Number of Weeks	Credits	Marks per subject
HS 401	Internship	16	12	300 (180 External +120 Internal)
Total		**16**	**12**	**300**

Third Year – Semester V

Course Code	Course Title	Number of Lectures	Credits	Marks per subject
HS 501	Advanced Food Production - I	04	04	100 (70 External +30 Internal)
HS 502	Advanced Food & Beverage Service - I	04	04	
HS 503	Advanced Accommodation Operations - I	04	04	
HS 504	Advanced Food Production I (Practical)	04	02	50 (35 External +15 Internal)
HS 505	Advanced Food & Beverage Service - I (Practical)	04	02	
HS 506	Advanced Accommodation - I Operations (Practical)	04	02	
HS 507	Environmental Science - II	02	02	
HS 508	Communication Skills – II	02	02	
HS 509	Basic Accountancy Skills	02	02	
Total		**30**	**24**	**600**

Third Year – Semester VI

Course Code	Course Title	Number of Lectures	Credits	Marks per subject
HS 601	Research Project	06 (Field Work)	06	150 (100 External +50 Internal)
HS 602	Advanced Food Production - II	04	04	100 (70 External +30 Internal)
HS 603	Advanced Food & Beverage Service - II			
HS 604	Advanced Accommodation Operations - II			
HS 605	Advanced Food Production - II (Practical)	04	02	50 (35 External +15 Internal)
HS 606	Advanced Food & Beverage Service - II (Practical)			
HS 607	Advanced Accommodation Operations -II (Practical)			
HS 608	Entrepreneurship Development	04+ 02 (Tutorials)	06	100 (70 External +30 Internal)
HS 609	Principles of Management			
HS 610	Tourism Operations	04+ 02 (Tutorials)	06	
HS 611	Hotel related Law			
HS 612	Food Science	02	02	50 (35 External +15 Internal)
Total		**28**	**26**	**550**

Note:

1)   Each credit = 15 lectures (Theory)

2)   Each credit = 30 lectures (Practical)

3)   Each lecture period is of 50 minutes

Course Type

Semester 1	Semester 2	Semester 3	Semester 4	Semester 5	Semester 6
#HS 101	#HS 201	#HS 301	#HS 401	$HS 501	#HS 601
#HS 102	#HS 202	#HS 302	--	$HS 502	$HS 602 / 603 / 604
#HS 103	#HS 203	#HS 303	--	$HS 503	PHS 605 / 606 / 607
#HS 104	#HS 204	PHS 304	--	PHS 504	$HS 608 / 609
PHS 105	PHS 205	PHS 305	--	PHS 505	$HS 610 / 611
PHS 106	PHS 206	PHS 306	--	PHS 506	@HS 612
PHS 107	PHS 207	&HS 307	--	&HS 507	--
PHS 108	PHS 208	&HS 308	--	$HS 508	--
@HS 109	@HS 209	--	--	@HS 509	--

Colour code	Course Type	Total Courses
#	CC	13
&	AECC	4
@	SEC	4
$	DSEC	6
P	Practical	15

Equivalence of previous syllabus (2017 pattern)

Old Course (2017 pattern)	Equivalent subjects in 2019 pattern
F.Y.B.Sc.HS (Annual)	
HS 101 Fundamentals of Food Production Principles	HS 101 Food Production – I HS 201 Food Production – II
HS 102 Fundamentals of Food & Beverage Service Methodology	HS 102 Food & Beverage Service – I HS 202 Food & Beverage Service - II
HS 103 Rooms Division Techniques	HS 103 Housekeeping Operations - I HS 104 Front Office Operations – I HS 203 Housekeeping Operations – II HS 204 Front Office Operations - II
HS 104 Tourism Operations	HS 610 Tourism Operations
HS 105 Food Science	HS 612 Food Science
HS 106 Principles of Nutrition	----
HS 107 Communication Skills (English / French)	HS 209 French HS 308 Communication Skills – I HS 508 Communication Skills - II
HS 108 Information Systems	-----
HS 109 Fundamentals of Food Production Principles (Practical)	HS 105 Food Production – I (P) HS 205 Food Production – II (P)
HS 110 Fundamentals of Food & Beverage Service Methodology (HS)	HS 106 Food & Beverage Service – I (P) HS 202 Food & Beverage Service - II
HS 111 Rooms Division Techniques (HS) (Practical)	HS 107 Housekeeping Operations – I (P) HS 108 Front Office Operations – I (P) HS 207 Housekeeping Operations – II (P) HS 208 Front Office Operations – II (P)
HS 112 A Information Systems (Practical)	-----
HS 112 B Communication Skills (English / French) (Practical)	-----
S.Y.B.Sc.HS (Semester- I)	
HS 201 Principles of Quantity Food Production	HS 301 Food Production - III
HS 202 Beverage Service Methodology	HS 302 Food & Beverage Service - III
HS 203 Accommodation Techniques	HS 303 Accommodation Operations - I
HS 204 Principles of Management	HS 609 Principles of Management
HS 205 Basic Principles of Accounting	HS 509 Basic Accountancy Skills
HS 206 The Science of Hotel Engineering	---
HS 207 Principles of Quantity Food Production (Practical)	HS 304 Food Production – III (P)

HS 208 Beverage Service Methodology (Practical)	HS 305 Food & Beverage Service – III (P)
HS 209 Accommodation Techniques (Practical)	HS 306 Accommodation Operations – I (P)
Environmental Science Internal	HS 307 Environmental Science – I HS 507 Environmental Science - II
S.Y.B.Sc.HS (Semester-II)	
HS 210 Project Report	HS 601 Research Project
HS 211 Industrial Training	HS 401 Internship (16 weeks)
T.Y.B.Sc.H.S (Semester- III)	
HS 301 Advanced food production systems	HS 501 Advanced Food Production - I
HS 302 Food & Beverage service techniques & Management	HS 502 Advanced Food &Beverage Service - I
HS 303 Accommodation operations Techniques	HS 503 Advanced Accommodation Operations - I
HS 304 Hotel Accounting procedures	HS 509 Basic Accountancy Skills
HS 305 Hospitality Marketing Management	----
HS 306 Hotel law practices	HS 611 Hotel related Law
HS 307 Advanced food production systems (Practical)	HS 505 Advanced Food & Beverage Service - I (P)
HS 308 Food & Beverage service techniques & Management (Practical)	HS 505 Advanced Food & Beverage Service - I (P)
HS 309 Accommodation operations Techniques (Practical)	HS 506 Advanced Accommodation - I Operations (P)
T.Y.B.Sc.H.S (Semester- IV)	
HS 401 Principles of International cuisine	Offered as Elective subjects in the Sixth semester
HS 402 Advanced Food & Beverage service techniques & Management	
HS 403 Specialized accommodation management	
HS 404 Total quality Management	---
HS 405 Human Resource management	---
HS 406 Entrepreneurship development	HS 608 Entrepreneurship Development
HS 407 Principles of International cuisine (Practical)	Offered as Elective subjects in the Sixth semester
HS 408 Advanced Food & Beverage service techniques & Management (Practical)	
HS 409 Specialized accommodation Management (Practical)	

Subject   : Principles of Management

Subject Code   :C104

Subject Credits   03

Semester   I

Teaching Scheme per week	
Theory	**Total**
03 hours	**03 hours**

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	**Total Internal Marks**	**Theory**	**Total External Marks**	
30	**30**	**70**	**70**	**100**

Rationale:
Tomakethestudentsunderstandtheconceptsofmanagementanditspractical application in the hospitality industry.

			Hours	**Marks**
Chapter – 1	**Introduction**		**04**	**05**
	1.1	Management defined		
	1.2	Levels of management		
	1.3	Managerial skills		
Chapter – 2	**Management thought: A journey since inception**		**06**	**10**
	2.1	F.W. Taylor's Scientific Management Theory		
	2.2	Henry Fayol's Management Theory		
	2.3	Modern Day Management theory in brief		

Chapter – 3	**Planning**		05	10
	3.1	Definition		
	3.2	Nature & Importance of Planning, advantages &disadvantages		
	3.3	Types of plans – objectives, strategies, policies, procedures, methods, rules, programs & budgets		
	3.4	Steps in planning		

Chapter –4	**Organizing**		05	10
	4.1	Definition		
	4.2	Nature & importance of organizing		
	4.3	Principles of organizing		
	4.4	Types- Formal & Informal, Centralized / Decentralized, Line &Staff		

Chapter –5	**Leadership**		05	10
	5.1	Definition		
	5.2	Different styles of leadership		
	5.3	Role of aleader		

Chapter – 6	**Motivation**		05	10
	6.1	Definition		
	6.2	Benefits of motivated staff		
	6.3	Theories of Motivation –		

a. Maslow's theory of needhierarchy
b. McGregor'stheory'X'andtheory'Y'

Chapter –7	**Communication**		05	05
	7.1	Definition, nature, process of communication		
	7.2	Types of communication-		

    7.2.1 Upward /Downward
    7.2.2 Verbal /Nonverbal
    7.2.3 Formal /Informal

| | 7.3 | Barriers to communication | | |

Chapter –8	**Coordination**	**05**	**05**
8.1	Definition		
8.2	Importance of Coordination among different departments of ahotel		

Chapter –9	**Controlling**	**05**	**05**
9.1	Definition		
9.2	Process of controlling		
9.3	Importance		
9.4	Areas of control		

		Total	**45**	**70**

Recommended Assignments:

A minimum of 03 assignments to be submitted by students by the end of the semester on following topics.

1. A typical day in the life of a Manager in ahotel.
2. Planning budget for the day's menu/special functions, indenting for variousoperations.
3. To organize blood donation camps/tree plantation sessions and make areport.
4. List down the various techniques used to motivate employees in thehotel.
5. Prepare a module showing the hierarchy and responsibilities of Student Council of the institute.
6. Teamactivity.

Reference Books -

1. Management – Stoner &Freeman
2. Essentials of Management – Koontz &O'Donnel
3. Management Tasks – PeterDrucker
4. Management Process –Davar
5. ManagementTodayPrinciplesandPractice-GeneBurton,ManabThakur
6. Principles of Management-P.C. Shejwalkar, AnjaliGhanekar

Subject   : Communication Skills (English) -I

SubjectCode   :C106

SubjectCredits   02

Semester   I

Teaching Scheme per week	
Theory	**Total**
02 hours	**02 hours**

Internal Examination Scheme		Total Marks
Concurrent	**Total Internal Marks**	
50	**50**	**50**

Rationale:

Communication is an essential life skill, and a professional pre-requisite in the hospitality industry. This course provides theoretical inputs backed with practice sessions, in order to communicate effectively. The course aims at enhancing listening, speaking, reading and writing skills.

		Hours
Chapter – 1	**Nature and the Process of Communication**	**04**
	1.1 Introduction to Communication – meaning and scope	
	1.2 Objectives and Principles of Communication	
	1.3 Features of Communication	
	1.4 Process of Communication	
Chapter – 2	**Types of Communication**	**03**
	2.1 Categories of communication	

- Interpersonalcommunication
- Masscommunication

2.2 Forms of communication
- Verbalcommunication
  a. Oralcommunication
  b.   Writtencommunicatio
            n
- Non-verbalcommunication

2.3 Formal and Informal Communication
- Vertical communication v/s Horizontal communication
- Inter v/s Intraorganizational communication

Chapter – 3	**Barriers to effective communication**	**04**
3.1	Defining Barriers to communication	
3.2	Types of Barriers -	

- Physical or Environmentalbarriers
- Semantic and Languagebarriers
- Personalbarriers
- Emotional or PerceptionalBarriers
- Socio-psychologicalbarriers
- Physiological or BiologicalBarriers
- CulturalBarriers
- OrganizationalBarriers

Chapter –4	**Reading**	**02**
4.1	Importance of reading	
4.2	Reading strategies	
Chapter –5	**Written communication skills**	**09**
5.1	Meaning, Importance, Advantages and Disadvantages of written communication	
5.2	Letter writing - (letters of inquiry and booking of a banquet or a room, complaint, apology, leave and appreciation)	
Chapter – 6	**Oral communication skills**	**05**
6.1	Meaning, Importance, Advantages and Disadvantages of oral communication	
6.2	Essential qualities of a good speaker	
6.3	Extempore, Debate and Elocution	
Chapter –7	**Non –verbal communication**	**03**
7.1	Introduction to body language	
7.2	Understanding body language	
	Total	**30**

Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Recommended Assignments:

a. Weekly review of currentaffairs

b. Letter writing (anytwo)

c. Open book test(Q&A)

d. Communication game e.g. Ice breakers, team building, communication relatedetc.

e. Students to enquire about banquet facilities at a local hotel for a hypothetical function (for e.g. a birthday party, an anniversary, wedding reception etc.) and submit a detailed report of the same. This enquiry should be done in person, by visiting the concerned property.

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

Reference Books

1. Business English. Department of English University of Delhi.Pearson.

2. Communication Skills – Sanjay Kumar.Oxford.

3. Improve your writing – V.N. Arora.Oxford.

4. Business Communication. Basic Concepts and Skills. J. P. Parikh. Orient BlackSwan

5. Communicative English – E. Suresh Kumar. Orient BlackSwan.

6. Business Communication. Second Edition – Meenakshi Raman.Oxford.

7. Communication Skills – BVPathak

8. Business Communication – Urmila Rai. Himalaya PublishingHouse.

9. Business Communication – K.K.Sinha. GalgotiaPublication.

10. Business Communication Connecting at Work – HorySankar Mukherjee.Oxford.

11. Communication Skills and Soft Skills – An integrated Approach. E. Suresh Kumar. Pearson.

12. English Language Communication Skills – Urmail Rai. Himalaya PublishingHouse.

13. Fifty ways to improve Presentation Skills in English – Bob Dignen. Orient BlackSwan.

14. Highly Recommended Teacher's Book English for hotel and catering industry.Oxford.

15. Business Communication : Skills , concepts and Application – P. D. Chaturvedi; MukeshChaturvedi

16. A course in listening and speaking I & II – V. Saikumar; P. KiranmaiDutt, GeethaRajeevan

17. Modern's Business Communication – Dr. Prakash M.Herekar

18. How to talk to Anyone, Anytime , Anywhere – LarryKing

19. The Nonverbal Advantage – Carol KinseyGoman

20. Dynamics of Cross Cultural and Intercultural Communication – Edited by BVS Prasad ; SrikantKapoor

21. Soft Power : An Introduction to Core and Corporate Soft Skills – Edited AnithaArunsimha

22. The Handbook of Communication Skills – Edited by OwenHargie

23. Developing Communication skills – Krishna Mohan ; MeeraBanerji

24. How to talk to Anyone, Anytime , Anywhere – LarryKing

Subject   : Communication Skills (English) -II

SubjectCode   :C205

SubjectCredits   02

Semester   II

Teaching Scheme per week	
Theory	**Total**
02 hours	**02 hours**

Internal Examination Scheme		Total Marks
Concurrent	**Total Internal Marks**	
50	**50**	**50**

Rationale:

Communication is an essential life skill, and a professional pre-requisite in the hospitality industry. This course provides theoretical inputs backed with practice sessions, in order to communicate effectively. The course aims at enhancing listening, speaking, reading and writing skills.

		Hours
Chapter – 1	**Listening skills**	**04**
1.1	Meaning of listening v/s hearing	
1.2	Types of Listening (theory /definition)	
1.3	Tips for Effective Listening	
1.4	Traits of good listening	
1.5	Listening to Talks and Presentations	
Chapter – 2	**Oral Communication Skills**	**10**
2.1	Meaning and usage of:	

- Kinesics
- Chronemics
- Proxemics
- Paralinguistic

2.2	Group Discussions	
2.3	Interview Techniques	
2.4	Speech and Presentations	

| **Chapter – 3** | **Reading** | **01** |

3.1 Book reading and discussion

3.2 Exploring journals / literature in the digital / electronic media

| **Chapter –4** | **Writing** | **10** |

4.1 Letters (Applying for a job with resume, Letter of quotation and order)

4.2 Writing a synoptic summary, case study, report writing, memo, notice, circular, agenda, minutes.

4.3 Writing emails and etiquette

4.4 Note making, writing a log book

4.5 Travelogue and Restaurant Reviews

4.6 Print – creative article writing, advertisement and promotions by means of posters, pamphlets, tent- cards etc.

| **Chapter –5** | **Trending Hospitality Communication** | **05** |

5.1 Formal Conversation

5.2 Telephone etiquette

5.3 Hotel Phraseology

5.4 Using charts and diagrams

| | **Total** | **30** |

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Recommended Assignments:A minimum of *3 assignments* based on the following topics to be given to individual student and the marks to be considered in internal marks.

a. Prepare a good self-introduction and closing of not more than three sentences which can be used when you have to make apresentation.

b. Make a five minute presentation on any of the sub topics given in thissyllabus.

c. Write atravelogue

d. Review of a book or arestaurant

e. Creating of promotional material such as posters, pamphlets etc. for a specific event. For e.g. annual food festival of the Institute.

Subject : Soft Skills Management

Subject Code :C305

Subject Credits 02

Semester III

Teaching Scheme per week	
Theory	**Total**
02 hours	**02 hours**

Internal Examination Scheme		Total Marks
Concurrent	**Total Internal Marks**	
50	**50**	**50**

Rationale:

To develop personality and communication skills of students, so as to prepare them to secure placement in the Hospitality Industry. Importantly, equip the students with convivial skills that enable them to handle their personal and professional lives more effectively.

		Hours
Chapter – 1	**Impression Management**	03
1.1	Meaning of Social image	
1.2	Importance of looking presentable & attractive	
1.3	Right dressing & make-up	
1.4	Hair care & inner-glow	
1.5	Poise & Posture	
1.6	Eye-Contact & Body Language	
1.7	Physical fitness	
Chapter – 2	**Personality profile**	04
2.1	Personality defined	
2.2	Elements of personality	
2.3	Determinants of personality	
2.4	Meaning of SWOT Analysis and Johari Window	
2.5	Personal goal setting and action plan	

| **Chapter – 3** | **Personality Enrichment** | **06** |

Chapter – 3 **Personality Enrichment**   **06**

    3.1 Self Esteem
- Self-concept
- Advantages of high selfesteem
- Steps to building positive selfesteem

    3.2 Attitude
- Meaning and factors that determine our attitude
- Benefits of a positive attitude and consequences of a negativeattitude
- Steps to building a positiveattitude

    3.3 Motivation
- The difference between inspiration and motivation
- External motivation v/s internalmotivation

    3.4 Body language
- Understanding bodylanguage
- Projecting positive bodylanguage

Chapter – 4 **Expectations of Recruiters**   **02**

    4.1 Recruiter expectations
    4.2 Creating a career path
    4.3 Success stories

Chapter – 5 **Professional Communication**   **04**

    5.1 Presentations
- Types
- Making apresentation
- Making use of audio-visualaids

Chapter – 6 **Case studies**   **02**

    6.1 Advantages of the case study method
    6.2 Technique for analyzing a case study and presenting an argument

Chapter – 7 **Stress Management**   **02**

    7.1 Causes of stress
    7.2 Stress management techniques

Chapter – 8 **Time Management**   **02**

    8.1 Meaning and importance of time management
    8.2 Identify time robbers
    8.3 How to optimize time

Recommended Assignments:

1. Book Review of I'm OK You are OK – Thomas A. Harris. RandomHouse.
2. Conduct a stress managementgame.
3. Case studyanalysis
4. Hospitality company profiles/ history / culture to be collected anddiscussed.
5. Making short presentations on current hospitality topics using trade magazinesand journals asresources.

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

Reference Books

1. How to get the job you want - Arun Agarwal. Vision books, NewDelhi

2. Get that job - RohitAnand and Sanjeev Bikchandani. HarperCollins.

3. You can win - Shiv Khera. MacMillan IndiaLtd.

4. I am OK, you are OK – Thomas AHarris

5. How to develop self-confidence and influence people by public speaking – Dale Carnegie. Cedar self-help.

6. Cross Train Your Brain – Stephen DEiffert

7. The World is flat – ThomasFriedman.

8. The Perfect Presentation – Andrew Leigh and Michael Maynard. Rupa andco.

9. Personality Development and Soft skills , Oxford University Press by Barun K.Mitra

10. The Time Trap : the Classic book on Time Management by R. AlecMackenzie

11. Development of Generic Skills – K. Sudesh. SHM Book imprint ofNandu.

12. Professional Speaking Skills – ArunaKoneru. OxfordPublication.

13. Soft Skills & Life skills : The Dynamics of Success – Nishitesh andDr.BhaskaraReddi

14. Soft Skills – Dr.Alex

15. Soft skills and Professional Communication – Francis PeterS.J

16. Managing Soft skills – K. R. Lakshminarayan ; T.Murugavel

17. The Ace of Soft skills – GopalswamyRamesh ; MahadevanRamesh

18. Personality Development and Soft Skills – Barun K.Mitra

19. Body Language at Work – PeterCarlton

20. People Watching – DesmondMorris

21. The definitive book of Body Language – Allan & BarbaraPease

Subject   : Customer Relationship Management

Subject Code   :GE406A

Subject Credits   03

Semester   IV

Teaching Scheme per week	
Theory	**Total**
03 hours	**03 hours**

Internal Examination Scheme		External Examination Scheme		**Total Marks**
Concurrent	**Total Internal Marks**	**Theory**	**Total External Marks**	
30	**30**	**70**	**70**	**100**

Rationale:

CRM ensures proficiency to manage interaction of organization with customers, clients and sales prospects with the aim to understand, anticipate, manage and personalize the needs of the current and potential customers. Needless to say hospitality being the customer centric industry the need of CRM is unquestionable as it is the strongest tool and the most efficient approach in maintaining and creating relationships with customers.The course therefore enables the students to have a customer sense as CRM is the latest buzzword across industries and definite key to drive business to new levels of success.

		Hours	**Marks**
Chapter – 1	**Introduction toCRM**	08	10
1.1	Concept, definition andevolution		
1.2	Need , Importance and advantages of CRM		
1.3	Elements of CRM		
1.4	Essential features of CRM		
1.5	Benefits of CRM to organization, customers and market		
1.6	Types of CRM		
Chapter – 2	**Relationship Marketing**	08	12
2.1	Understanding customers – Types , Orientation, Profiling of Customer / Segmentation		
2.2	Customer Relationship – Stages and attributes, satisfaction , delight and Wow effect		

	2.3	Levels of CRM – financial, structural and social		
	2.4	Role of CRM- CRM and HRM, CRM and Marketing, CRM and communication CRM and sales , CRM and technology		
Chapter – 3		**Service Quality**	08	12
	3.1	Customer service – Definition , meaning, best practices		
	3.2	Service quality model- Five Gap Model and strategies to overcome gaps		
	3.3	Customer Service / Sales Profile		
	3.4	Customer expectation – Factors determining expectation		
	3.5	Measuring Customer Satisfaction in SalesProcess		
Chapter – 4		**Customer Loyalty and Satisfaction**	08	12
	4.1	Customer Loyalty – factors anddrivers		
	4.2	Attitudinal and behavioural components of loyalty		
	4.3	Customer Loyalty Ladder		
	4.4	Loyalty programs		
	4.5	Customer Equity- strategy and Customer Life Time Value (CLV)		
	4.6	Customer Satisfaction – meaning , importance, influencing factors		
	4.7	Measuring customer satisfaction- C SAT score		
Chapter – 5		**Customer Retention and Feedback**	07	12
	5.1	Customer QRC Management – query, request and complaint resolution, capturing voice of customer, moments of truth		
	5.2	Customer Retention - meaning, importance, advantages, acquisition cost Win back and acquisition strategy		
	5.3	Strategy and Methods for customer retention		
	5.4	Customer Satisfaction Survey – designing, planning,		
	5.5	collection,analysing Drawing conclusion and report preparation , following up and implementation		

Chapter – 6	CRM System	06	12

    6.1   CRM process /cycle

    6.2   Implementing CRM – analysis , strategy selection, construction, communication and training, system test and installation

    6.3   CRM in service and hospitality sector, various soft wares used

    6.4   Future of CRM - role of blogs and other social media , next generation CRM – big data

	Total	45	70

Recommended Assignments: A minimum of *02 assignments* to be submitted by students by the end of the semester based on following topics.

1. C - Sat Survey of Hospitality and alliedsector
2. Customer survey (Primary data) of a tourist place / eating joint /restaurant
3. Making and comparing the customer service profile of hospitality and allied sectors
4. Presentation on the loyalty and retention programs adopted by hotelsand restaurants

Practical / Field Activity:

(Practical File & Continuous evaluation 10 marks and 10 marks for final Viva)

1. Designing a feedback form – types and formats. (Learning evaluationparameters)
2. Analysis and presentation of thefeedback
3. Planning a tourist destination itinerary by using social mediareviews
4. Role play on customerhandling
5. Comparison of service providers on social media for similar hospitalityproducts
6. Two guest lectures on sharing CRM practices in servicesector
7. Focus Group Discussion (FGD) on reviews of any one hospitality serviceprovider
8. Analysis and conclusion ofFGD
9. Designing Posters on customersensitivity

Reference Books

1. Customer Relationship Management A step By Step Approach – H Peeru Mohamed and A Saga Devan/Visas publishinghouse
2. Understanding CRM – SeemaGirdhar/ Excelbooks
3. Customer Relationship Management –William G Zikmund, Raymond McLeod, Faye W.Gilbert/Wiley India PvtLtd
4. Customer relationship management – Shraddha M Bhome, Dr.Amarpreet Singh Ghura/ International BookHouse
5. Customer relationship management – Kristin Anderson and Carol Kerr / Tata McGraw- Hill
6. Customer relationship Management - M V Kulkarni/ Everest PublishingHouse
7. Customer Relationship Management –Ed Peelen / Pearson
8. CRM Customer Relationship Management –Dr. K Govinda Bhatt / Himalay

Subject   : Industrial Training

Subject Code   **: C501**

Credits   **15**

Semester   **V**

Rationale:

The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices prevalent in the Industry. It provides an opportunity to the students to acquire real-time hands on experience and observe the trends in the industry.

Duration
15 Weeks (Minimum 45 hours per week)

Examination Scheme					
Internal Examination Scheme			**External Examination Scheme**		
Logbook & Appraisal	**Internal Viva Voce, PPT, Report**	**Total Internal Marks**	**External Viva Voce, PPT, Report**	**Total External Marks**	**Total Marks**
50	100	**150**	150	**150**	**300**

In this semester the student shall be sent for industrial training for a period of 15 Weeks (Minimum of 45 hours per week), where they would work in all operational departments.

The Industrial Training needs to be undertaken in hotels which are of the level of three star and above category.

During the internship period, the student shall maintain a logbook on daily basis. In addition, they would also maintain a monthly record of feedback provided by the HR /Training Head of the concerned hotel. At the end of the industrial training the student shall submit a training report along with the logbook maintained and performance appraisals from each departmenttrained.

Practical Examination: (Internal & External)

The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Subject   : Human Resource Management

Subject Code   : C603

Subject Credits   : 03

Semester   :VI

Teaching Scheme per week	
Theory	**Total**
03 hours	**03 hours**

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	**Total Internal Marks**	**Theory**	**Total External Marks**	
30	**30**	**70**	**70**	**100**

Rationale:

The competitive edge of an organization lies in human factors and needless to say as hospitality is the people business so it becomes all the more important. Irrespective of the level or the specialization, HR skills are required by all managers for successful careers. To sustain growth in the hospitality industry, it is crucial to source talented manpower, retain it and keep it motivated and satisfied. Happy and committed employees create goodwill for companies and create delighted customers. Studying Human Resource Management would help students to understand the HR implications in service industry, challenges faced and various competencies required by today's HR professionals.

			Hours	Marks
Chapter – 1	**Introduction to HRM**			
	1.1	Introduction to Human Resource Management, definition and evolution	**02**	**04**
	1.2	Role , Nature & Characteristics of HR		
	1.3	Need for HRM in the Service Industry		
Chapter – 2	**Human Resource Planning in Hospitality**		**08**	**12**
	2.1	Manpower Planning- Concepts, techniques and Need		
	2.2	Job Analysis, Job Description & Job Specification – format,		

	2.3	Need and importance		
	2.4	Recruitment – sources and modes		
Chapter – 3		**Human Resource Development**	**05**	**12**
	3.1	Definition and Characteristics		
	3.2	Orientation & Induction		
	3.3	Training – Need & Importance		
	3.4	Training Process, need assessment, training Programs		
	3.5	Methods and types of Training – need based and Refresher		
Chapter – 4		**Performance Management & Appraisal**	**06**	**12**
	4.1	Performance Management – Need and importance		
	4.2	Performance Appraisal – Purpose, Methods and errors		
	4.3	Career management - Promotion & Transfers		
	4.4	Counselling		
Chapter – 5		**Performance & Job Evaluation**	**08**	**08**
	5.1	Performance evaluation and its objectives		
	5.2	Job Evaluation – concept and objectives, methods and benefits		
	5.3	Limitations of Job Evaluation		
	5.4	Competency matrix- concept , benefits and implementation in Hotels		
Chapter – 6		**Compensation Administration**	**08**	**10**
	6.1	Objectives of Compensation Administration		
	6.2	Types of compensation – direct and indirect		
	6.3	Factors influencing compensation administration – external and internal, concept of Cost to Company (CTC)		
	6.4	Steps in formulation of compensation		
	6.5	Current trends in compensation – competency and skill based pay , broad banding		
	6.6	Fringe Benefits - Objectives and Forms		
Chapter – 7		**Grievances & Discipline**	**04**	**06**
	7.1	Grievance Handling – Identifying Causes		
	7.2	Developing Grievance Handling Systems		
	7.3	Discipline – Concept, Causes of Indiscipline		
	7.4	Women grievance committee-importance, role, functions		
Chapter - 8		Labour – Management Relations	**04**	**06**
	8.1	Trade Unions – Concept, Objectives & Functions		
	8.2	Collective Bargaining		
	8.3	Workers Participation in Management in hotels.		

8.4	Labour Turnover – Causes & Measures for prevention, retention strategies formulated and successfully implemented by hotels (at least one case study for discussion)		
	Total	**45**	**70**

Recommended Assignments: A minimum of *03 assignments* to be submitted by students by the end of the semester on following topics.

1. Training needs assessment of any department in a hotel and types of training in the hospitality industry.
2. Selection and recruitment process for Management Training Programme of major hotel groups.
3. Induction process inhotels.
4. Grievance handling procedure inhotels.
5. Designing an Appraisal format of ahotel.
6. Discussion of case studies on situations in hotels to enable students to increasetheir understanding of topics.
7. Designing Job Description for various levels and positions inHotels

Reference Books
1. Fundamentals of Human Resource Management – Content, Competenciesand Applications - Gary Dessler and Biju Varkkey ,Pearson
2. Human Resource Management – Pravin Durai-Pearson
3. Human Resource Management in Hospitality by Malay Biswas-Oxford
4. Human Resource Management – A textbook for the Hospitality Industry – Sudhir Andrews -Tata McGrawhill
5. Human Resource Management in the Hospitality Industry -Frank M /Mary L Monochello
7. Human Resource Management & Human Relations – V PMichael
8. Personnel Management-Arun Monappa& S. Saiyuddain- Tata McGrawHill.
9. Personnel Management- Edwin.B Flippo, McGrawHill

Subject   : Food Science

Subject Code   : **GE606A**

Subject Credits   :   **02**

Semester   : **VI**

| Teaching Scheme per week ||
Theory	Total
02 hours	**02 hours**

Internal Examination Scheme		Total Marks
Concurrent	**Total Internal Marks**	
50	**50**	**50**

Rationale:

The subject aims to develop the knowledge and awareness about hygiene, nutrition & balanced diet in Hotel Industry. It also helps to understand the relation between food and human health.

		Hours
Chapter – 1	**Introduction to Food**	
	1.1 Definitions of Food & Nutrition	03
	1.2 Basic five food groups	
	1.3 Planning a Balanced Diet (Menu Planning)	
	1.4 Any Four Important foods to be recommended and any four important foods to be avoided for various diseases (Cardiovascular diseases, Kidney disorder, Peptic ulcer, Jaundice, Diabetes Mellitus)	
	1.5 New trends in Nutrition (Importance of avoiding junk food, gluten free diet, Trans fatty acids, Convenience Food)	
Chapter - 2	**Major and Minor Nutrients**	07
	2.1 Carbohydrate – Sources, functions,effect ofHeat, DietaryFiber	
	2.2 Protein - Sources, functions, effectofHeat	
	2.3 Fat - Sources, functions, effect of Heat	

2.4 Vitamins – Classification, sources,functions, deficiency

2.5 Minerals – Sources, functions,deficiency (Sodium, Iron, Calcium, Iodine)

2.6 Ways to prevent nutrients loss while cooking food.

Chapter – 3	**Water**	**01**

3.1 Dietary Sources, Function,Dehydration, Oedema.

Chapter – 4	**Food Science Concepts**	**03**

4.1 pH- Definition and its relevance in food industry.

4.2 Desirable browning reactions in food.

4.3 Undesirable browning and its prevention

4.4 Important terminologies (Definitions) Boiling Point, Boiling Under Pressure, Melting Point, Evaporation,, Sol, Gel, Emulsion, Foam

Chapter – 5	**Food Adulteration**	**02**

5.1 Food Standards in India (Compulsory – Fruit product order, Meat product order, milk & milk product order, Solvent extracted Oils and Vegetable products control order and Standards onweights and measures. Voluntary – Bureau of Indian Standards and Agmark)

5.2 Common food adulterants and the test to detectthem in following Food Stuffs:
Milk, Sugar, Turmeric, Chilli Powder, Tea, Coffee, Semolina, Ghee, Butter and Oil

Chapter – 6	**Food Additives**	**03**

6.1 Definition

6.2 Types of Food Additives

Chapter – 7	**Food Preservation and Storage**	**03**

7.1 General guidelines and rules for storage of all typesof food stuffs

7.2 Different storage area (Dry, Refrigerated, Freezer)
· Requirements ofeach
· Definitions of Pasteurization,Canning

Chapter – 8	**Personal Hygiene for Food Handlers**	**01**

8.1 Necessity of personal hygiene

8.2 Good health of Staff

8.3 Sanitary practices while holding and cooking food

8.4 Protective clothing

Chapter – 9   **Hygiene and Sanitation in Food**   **05**
                    Production and Service area
9.1 Danger Zone
9.2 Cross Contamination
9.3 Protective display of food
9.4 Pest Control (Importance and control
measures forcommon pest in Hotel Industry)
9.5 Food Spoilage (Detection and Prevention)
9.6 HACCP (Importance and Usage)

Chapter - 10   **Microbiology**   **02**
10.1 Harmful and useful micro-organisms In
Food Industry (Bacteria, Yeast, Mould, Fungi)
10.2 Difference between food poisoning
and foodinfection

                                 Total   **30**

Recommended Assignments:

1. Calculation ofNutrients:
(Carbohydrates, Fat, Protein, Energy, Vitamin A & Iron of any 5 Recipes)
2. Power Point Presentation for any one topic from thefollowing:
· Food pyramid and its role in humanhealth
· Convenience food and any 10 preparations with nutritionalinformation
· Beneficial effects of microorganisms in foodindustry

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

Reference Books

1. Hand book of Food and Nutrition- by M.Swaminathan
2. Nutrition and Dietetics - by ShubhanginiJoshi
3. Food Hygiene and Sanitation - bySunetraRoday
4. Food Science and Nutrition - bySunetraRoday

Subject   :Nutrition

Subject Code   : GE606B

Subject Credits : 02

Semester   :VI

Teaching Scheme per week	
Theory	**Total**
02 hours	**02 hours**

Internal Examination Scheme		Total Marks
Concurrent	**Total Internal Marks**	
50	**50**	**50**

Rationale:

The subject aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.

Chapter - 1	**Introduction to Terminologies**	**Hours**
1.1	Food, Nutrition, Nutrient, Empty Calories, Health, Malnutrition, Edible portion of food, Balanced Diet	**02**
Chapter - 2	**Carbohydrates**	**05**
2.1	Definition, Composition, Classification, Food Sources (good and poor sources)	
2.2	Functions in human body, Recommended Daily Allowance in India (RDA), Importance of fiber,	
2.3	Effect of deficiency & excess intake, Effect of heat on carbohydrates	
Chapter - 3	**Protein**	**05**

3.1	Definition, Composition , Essential and Non- essential amino acids, Protein Quality (only Concept), Concept of Supplementary valueof Protein, Food Source (good and poor source), RDA (adolescents and adults)	
3.2	Effect of deficiency, Effect of heat on proteins	
Chapter - 4	**Fats And Oils**	**05**
4.1	Definition, Composition, Saturated and Unsaturated fatty acids, Hydrogenation of oil, Cholesterol (a brief note)	
4.2	Food sources of: (Fat, Oil, Saturated fatty acid, Unsaturated fatty acid, cholesterol)	
4.3	Rancidity of Oil (Concept and Prevention), RDA (Adolescents and adults)	
4.4	Effect of deficiency & excess	
Chapter - 5	**Vitamins**	**05**
5.1	Definition, Classification	
5.2	Fat Soluble Vitamins (A,D,E,K) – Functions, FoodSources, RDA (Adolescents and adults) , Name of thedeficiency disease and symptoms.	
5.3	Water Soluble Vitamins (B Complex and C) - Names of allB Complex, B1 , B2, Niacin, and Vit C with reference to –Functions, Sources, RDA (Adolescents and adults), Deficiency diseases and its symptoms.	
Chapter – 6	**Minerals**	**05**
6.1	Calcium, Iron, Iodine - Classification, Functions, RDA(Adolescents and adults), Rich food sources, Deficiencydisease and its symptoms	
6.2	Sodium Chloride - Importance and Limitations, Foodsources	
Chapter - 7	**Balanced diet (Using basic 5 food groups)**	**03**
7.1	Foods included in each group	
7.2	Menu Planning for a day's diet for adolescents and adults -Vegetarian and Non vegetarian	
7.3	Importance of avoiding fast/junk foods	
	Total	**30**

Recommended Assignments:

1. Calculation of Nutrients:
(Carbohydrates, Fat, Protein, Energy, Vitamin A & Iron of any 5 Recipes)

2. Power Point Presentation for any one topic from thefollowing:
· Food pyramid and its role in humanhealth
· Convenience food and any 10 preparations with nutritionalinformation
· Beneficial effects of microorganisms in foodindustry

Concurrent Evaluation:
Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

Reference Books
1. Hand Book of Food And Nutrition- Dr. M.S.Swaminathen

2. Nutrition And Dietetics - ShubhangiJoshi

3. Fundamentals of Food and Nutrition- Sumati R. Mudambi and M.V,Rajgopal

4. Thenapentic Nutrition- Prondfit andRobinsonNormal

5. Nutritive value of Indian Food - Dr. CGopalan

Subject : DisasterManagement

SubjectCode : C702

SubjectCredits : 03

Semester :VII

Teaching Scheme per week	
Theory	Total
03 hours	03 hours

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	Total Internal Marks	Theory	Total External Marks	
30	30	70	70	100

Rationale:

The course is intended to provide knowledge to the students about the basic concepts of disaster management.

Chapter - 1	**Disaster Management**	**Hours**	**Marks**
1.1	Introduction and Meaning	08	12
1.2	Distinction between Hazard and Disaster		
1.3	Types of Disaster		
	Natural: Flood, Cyclone, Earthquake, Landslides, etc.		
	Man made: Fire, Industrial Pollution, Accidents (Air, Sea, Rail, Road), Structural Failures (Buildings), War, Terrorism, etc.		
1.4	Causes of Disasters& its impact on operations		
Chapter - 2	**Organization for Disaster Management**	08	12
2.1	Organization for Disaster Management in Hotel Industry (One Case Study)		
2.2	Organization for Disaster Management in Tourism Industry (One Case Study)		
2.3	Different Stakeholders in Disaster Relief		
Chapter - 3	**Disaster Preparedness**	08	12
3.1	Disaster Preparedness:Concept		
3.2	Disaster Preparedness:Plan		

	3.3	Prediction, Early Warnings and Safety measures of Disaster	
	3.4	Role of Information, Communication, Education and Training	
	3.5	Role of Government, International and NGO Bodies	
	3.6	Role of IT in Disaster Preparedness	
Chapter - 4		**Disaster Response**	08	12
	4.1	Disaster Response:Introduction	
	4.2	Disaster Response:Plan	
	4.3	Communication, Participation, and Activation of Emergency Preparedness Plan	
	4.4	Search, Rescue, Evacuation and Logistic Management	
	4.5	Role of Government, International and NGO Bodies	
	4.6	Psychological Response and Management (Trauma, stress, Rumor and Panic)	
	4.7	Relief and Recovery	
	4.8	Medical Health Response to Different Disasters	
Chapter - 5		**Rehabilitation, Reconstruction and Recovery**	08	12
	5.1	Reconstruction and Rehabilitation as a Means of Development.	
	5.2	Damage Assessment	
	5.3	Post Disaster effects and Remedial Measures	
	5.4	Creation of Livelihood Options,	
	5.5	Sanitation and Hygiene	
	5.6	Education and Awareness,	
	5.7	Dealing with Victims' Psychology,	
	5.8	Role of Educational Institute	
Chapter - 6		**Legislations: National Calamity Management Act, Model State Disaster Management Act**	05	10
	6.1	National Calamity Act	
	6.2	Model Disaster Management Act	
	6.3	Various Legal provisions for Disaster Management	
		Total	**45**	**70**

Recommended Assignments: A minimum of *03 assignments* to be submitted by students by the end of the semester on following topics.

1. Case study on one hotel on DisasterManagement.
2. Case study on one tourist destination on DisasterManagement.
3. Simulationexercises.

Reference Books:

- Rajendra Kumar Bhandari – Disaster Education and Management , A joyridefor students, teachers and disaster managers
- B. K. Shinde - Handbook of Disaster Management, Techniques and Guidelines (RajatPublication)
- B. C. Bose – Introduction to Disaster Management (RajatPublication)
- S.L. Goel Disaster Administration & Management-
- Dr. V.V. Ghanekar Disaster Management Act and Management-
- Ayaz Ahmed Disaster Management-
- S.L. Goel and Ramkumar Disaster Management-
- Operational module; District Disaster Management plan (YASHDA,Pune)
- B. Narayan Disaster Management-
- R.B. Singh Disaster Management-

Subject   : EnvironmentScience

SubjectCode   **: C704**

SubjectCredits   **03**

Semester   **VII**

Teaching Scheme per week	
Theory	**Total**
03 hours	**03 hours**

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	**Total Internal Marks**	**Theory**	**Total External Marks**	
30	**30**	**70**	**70**	**100**

Rationale:

The course aims to establish the importance of environmental issues. It provides insight on Environment Management in Hospitality Industry. It also helps students to understand the benefits of Eco-friendly practices to have a sustainable environment in daily operations of hotel.

			Hours	Marks
Chapter – 1	**Environmental studies**		**07**	**10**
	1.1	Introduction – Definition		
	1.2	Importance of environment with respect to Hospitality Industry		
	1.3	Concepts – Global warming, Greenhouse gases, Carbon foot print, Acid rain, Sustainability, Food-mile, LEED, TERI, ISO(14004,14010,14011,14012), IGBC		
	1.4	Disaster Natural and Man made		
	1.5	Ecotel – Definition, Scope and Importance		
	1.6	Environmental practices as part of Corporate Social Responsibility in the Hospitality Industry		

Chapter – 2	**Water Management**	08	10
2.1	Sources of Water for hotels(Supply by govt. bodies, Rainwater harvesting, Bore-well, Grey water , Sewage Treatment Plant)		
2.2	Sources of water pollution by hotels(Sources- Laundry, Kitchen, Cleaning agents, Polishing machines, Sewage)		
2.3	Water quality(Filtration , Boiling, Chlorination, Reverse Osmosis, Ultra-violet , Ozonation)		
2.4	Control of water consumption (Kitchen, Housekeeping, Guest room, Rest room)		
2.5	Benefits of water conservation		
Chapter –3	**Energy Management**	06	10
3.1	Principles of energy management		
3.2	Types of energy sources –(Renewable, non- renewable)		
3.3	Energy Management Program (Role of Energy Manager and Energy Audit) by hotel		
3.4	Assessing Current Performance		
3.5	Energy- conservation measures (Investment and Decision making process)		
3.6	Monitoring and targeting		
3.7	Alternative energy sources for hospitality industry		
Chapter –4	**Solid Waste Management and Hazardous Waste**	08	10
4.1	The need for materials and waste management		
4.2	Waste management hierarchy		
4.3	Types of wastes (dry/wet, organic/inorganic, biodegradable/ non bio-degradable)		
4.4	Sources of solid waste found in hotels (e- waste & paper waste, organic-waste, glass, plastic, metals)		
4.5	3R's principle (Reduce, Reuse, Recycle)		
4.6	Product purchasing &Purchasing Principles		
Chapter – 5	**Air and Noise Pollution**	04	08
5.1	Air Pollution		

- Air Pollution (Indoor)– Definition, causes, effects and control measures taken byhotels
- Air Pollution (outdoor)– Definition, causes, effects and control measures taken by hotels

| 5.2 | NoisePollution | | |

- Noise Pollution - Definition, causes, effects and control measures taken byhotels

Chapter –6	**Employee Education and Community Involvement**	04	08

6.1 Employee Education
- Creating awareness, providing support, rewarding efforts and celebratingsuccess
- Training andcommunication

6.2 Hotel and CommunityInvolvement
- GuestParticipation
- BusinessPartners
- Local Community

6.3 Environment Commitment
- Environmental Policy
- Legislation (List at-least 5Acts relatedto environment)
-

Chapter –7	**Guidelines and best eco-practices implemented by following departments of hotels**	05	08

7.1 Housekeeping (Linen, Laundry, Guest rooms, Horticulture)

7.2 Front Office

7.3 Kitchen

7.4 Restaurants and Banquets

7.5 Maintenance

7.6 Swimming Pool and Health Club

Chapter –8	**Building Materials**	03	06

8.1   New technology used in construction

8.2 Eco construction materials and their benefits

8.3 Green building – Concepts and benefits

	Total	45	70

Recommended Assignments:

A minimum of 03 assignments to be submitted by students by the end of the semester on following topics.

1. Case studies related tohospitality
2. List of recycled products purchased by any twohotels
3. List of eco-friendly products used by any twohotels
4. List of organizations working for environmentissues.

Recommended group Activities

1. Activities under Swach BharatAbhiyan.
2. Visit to water treatmentplant.
3. Visit to Engineering and Maintenance department of Hotels (To observethe environmentalpractices).
4. Competition on converting waste to reuseproducts
5. Students encouraged to follow Green practices in collegecampus

Reference Books

1. Environmental Management for Hotels- David Kirk (Chapter 1, 2, 3, 4, 5,6).
2. FHRAI Training Manual (Chapter3,7,8)
3. Hotel Housekeeping operations and Management – Raghubalan- Oxford UniversityPress 3rd Edition (Chapter1, 3,5, 6,7,9).
4. Hotel front office operations and Management – Jatashankar R. TewariOxford University Press 3rd Edition (Chapter 1,3,7)
5. Food and Beverage Service , R Singaravelavan (Chapter5)
6. Professional Housekeeper- Georgina Tucker (Chapter7)

Subject   : ResearchMethodology

SubjectCode   **: C705**

SubjectCredits   **02**

Semester   **VII**

Teaching Scheme per week	
Theory	**Total**
02 hours	**02 hours**

Internal Examination Scheme		Total Marks
Concurrent	**Total Internal Marks**	
50	**50**	**50**

Rationale:

Research has become an inevitable part of today's academic and professional world. Hospitality industry is no exception to this. This course aims at horning the research skills of the students by exposing them to the research environment and guiding them in the research process.

		Hours
Chapter - 1	**Fundamentals of Research**	**02**
	1.1 Meaning and definition of Research	
	1.2 Purpose of Research	
	1.3 Significance of Research	
Chapter - 2	**Research problem and Designing the Title of research**	**04**
	2.1 Problem identification and defining problem	
	2.2 Points to be considered while selecting the topic and framing the title	
	2.3 Framing the research questions	
	2.4 Formulation of objectives	
	2.5 Hypothesis- definition, meaning, and framing	
Chapter - 3	**Research Design**	**04**
	3.1 Meaning and definition of research design	
	3.2 Approach in research (Qualitative and Quantitative)	

	3.3	Research Process - Defining the research problem - Selection of data collection method – Identifying population - Selection of sample - Selection of method of analysis - Estimate the required resources - Data collection - Data Analysis - Report Drafting	

Chapter - 4 **Data** **06**

4.1 Types of Data
- Primary
Data-
  a. Definition andsignificance
  b. Sources
  c. Method / tools of collecting primarydata
  d. Types ofquestions
  e. Essentials of a good questionnairedesigning

Secondary Data-
  a. Definition and importance ofsources
  b. Citation (bibliography in APA and MLA stylefor journal, books, newspapers,magazine)
  c. Writing literaturereview.
  d. Using e-resources.

4.2 Data collection methods- Observation, Experimental, Focus group, Case study & Survey

4.3 Advantages & Limitations of various data collection methods

Chapter - 5 **Research Instrument** **04**

5.1 Questionnaire – Advantages & Limitations

5.2 Schedule - Advantages & Limitations

Chapter - 6 **Sampling Techniques** **03**

6.1 Concept of sampling – Advantages & Limitations

6.2 Definitions – Universe, Population, Sample, Sampling unit, SamplingFrame

6.3 Sampling Methods – Probability (Simple random, Systematic, Cluster.)

6.4 Characteristics of a good sample

Chapter - 7 **Processing and analyzing data** **04**

7.1 Data processing (editing, classification, tabulation)

7.2 Data analysis (qualitative and quantitative- manual and using a computer)

Chapter - 8 **Report Writing** **03**

8.1	Principles of report writing
8.2	Stages and steps in report writing
8.3	Layout of a Report
8.4	Designing the presentation (PowerPoint)
8.5	Structure of Report – Introduction, Literature Review, Objectives
8.6	Study, Theoretical framework of the topic, Research Methodology, Scope

Total   30

Recommended Assignments:

a. Questionnairedrafting
b. Data collection &analysis
c. Report drafting

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

Reference Books:

1. Research methodology- G.C.Ramamurthy
2. Research design and Methods- Kenneth s. Bordens and Bruce B.Abbott
3. Research Methodology- R.Panneerselvam
4. Project report writing- M.K Rampal and S.LGupta
5. Business research methodology – Alan Bryman and emma Bell. Oxford publishing house
6. research methodology in management – Dr. V. P. Michaeel, Himalaya Publishinghouse
7. Business research methodology- J K Sachddeva , Himalaya Publishinghouse
8. Research Methodology , methods and technology– C R Kothari and Gaurav Garg, new age internationalpublication
9. Business Research Methodology- T N Srivastava and ShailajaRego, Mc. GrawHill

Subject   : Research Project

SubjectCode   **: C802**

SubjectCredits   **05**

Semester   **VIII**

Teaching Scheme per week	
Practical	**Total**
10 hours	**10 hours**

Examination Scheme					
Internal Examination Scheme			**External Examination Scheme**		
Progress Reports	**Internal Viva Voce & Report**	**Total Internal Marks**	**External Viva Voce & Report**	**Total External Marks**	**Total Marks**
20	50	**70**	80	**80**	**150**

Rationale:

Research has become an inevitable part of today's academic and professional world. Hospitality industry is no exception to this. This course aims at horning the research skills of the students by exposing them to the research environment and guiding them in the research process.

I   PROGRESSREPORT:

Students have to submit progress reports at the end of every month to update the progress of the project to be eligible to appear for the examinations. Students to submit a total of 02 such progress report in the semester and would score 10 marks for each progress report on the basis of theprogress.

II   PROJECT REPORT: (Internal &External)

Students have to submit a project reports at the end of the semester to record the process of the project and the findings thereon. The report should be in spiral bound format for the internal examination and hard bound with golden embossing for external examination.

The format of the project report is as detailed below:

- CoverPage
- TitlePage
- Certificate
- Acknowledgements
- Index

- Introduction
- Aims &Objectives
- Theoretical framework of the topic (Background of the topic, History,Contents from secondary Data, Explanation ofTerms)
- Research Methodology (Data collection method, Samplingmethod)
- Data Analysis & Data Interpretation (Graphical presentation of collecteddata)
- Suggestions /Recommendations
- Conclusions &Limitations
- Bibliography
- Appendix (Any relevant material to support theproject)

II   VIVA VOCE: (Internal &External)

Students have to present the process and findings of the project report to the examiners with the help of a PowerPoint presentation not exceeding 15 minutes. The examiners would evaluate the project based on the parameters of quality of the study, Project Report, presentation by the student &viva.

Note:

1. The Project Report should be market research and field work oriented and related to the Elective Course (Food Productions / Food & Beverage Service /Accommodations).
2. A Senior Lecturer / Asst Prof./ HOD/ of the concerned Course will be the Guide for the Project Report The Synopsis and the title should be approved by the Project Guide prior to the commencement of theproject.
3. A maximum of 10 students to be allotted to any faculty guide for theproject.
4. The report should consist of a minimum of 50 pages of the ProjectContent.
5. The font should be Arial, font size should be 16 for Chapters, 14 for Headings and 12 for the content with 1.5 linespacing.
6. The documentation and presentation should be conducted before an externalexaminer.
7. Marks would be awarded for Project Report, Presentation & Viva –voce.

Reference Books:

10. Research methodology- G.C.Ramamurthy
11. Research design and Methods- Kenneth s. Bordens and Bruce B.Abbott
12. Research Methodology- R.Panneerselvam
13. Project report writing- M.K Rampal and S.LGupta
14. Business research methodology – Alan Bryman and emma Bell. Oxford publishing house
15. research methodology in management – Dr. V. P. Michaeel, Himalaya Publishinghouse
16. Business research methodology- J K Sachddeva , Himalaya Publishinghouse
17. Research Methodology , methods and technology– C R Kothari and Gaurav Garg, new age internationalpublication
18. Business Research Methodology- T N Srivastava and ShailajaRego, Mc. GrawHill

Subject : OrganizationBehaviour

SubjectCode : C803

SubjectCredits : 03

Semester :VIII

Teaching Scheme per week	
Theory	**Total**
03 hours	**03 hours**

Internal Examination Scheme		External Examination Scheme		Total Marks
Concurrent	**Total Internal Marks**	**Theory**	**Total External Marks**	
30	**30**	**70**	**70**	**100**

Rationale:

To understand the concept of organizational behavior and its application in managing individual and group within the organization and to enhance human relation within organization

Chapter – 1	Introduction to Organizational Behaviour	Hours	Marks
1.1	Definition of organization	02	04
1.2	Definition of behavior		
1.3	Definition of organizational behavior		
Chapter – 2	**Perception, Personality and Learning**	10	14
2.1	Perception definition		
2.2	Factors influencing perception		
2.3	Attribution theory rules for determining attribution - selective perception, halo effect, contrast effects, projection, stereotyping, prejudice, and self fulfilling prophecy		
2.4	Personality definition		
2.5	Personality determinants		
2.6	Personality traits - "the big five model,"		
2.7	Type A and type B personalities,		
2.8	Personality with reference to national culture		
2.9	Definition of Learning		

Recommended Assignments:

Case Studies and assignments (For Assignments Students are expected to collect information visiting hotels, Institution and do a PPT Presentation on the

activity carried out)

1. **Activity I.** Presentation based on Industrial Training to be covered Organization structure (hierarchy)/ Organization culture/Roles andResponsibility.
2. **Activity II** Group Activity Students have to do mock activity (ANY ONE) suchas Theme Lunch, Food festival, Cultural activity Students should be evaluated on group decision making for related activity and a detail report on the activity to beprepared.
3. **Activity III** Case Study based on following to be conducted values and attitude/Leadership/Motivation/Morale
4. **Activity IV** Communication Skills Extempore speech/Role Plays/Skit/Debate
5. **Activity V** Students have to choose any one activity from the followings Corporate Social Responsibility Students are expected to organize social activities such as Blood Donation camp/Clean India Mission/ Tree Plantation/NGO activity/NationalIntegration
6. **Activity VI** Creativity - Creativity to be used in events andfunctions/programmes Organized by thestudents

Reference Books:
1) OrganizationalBehaviour
By: Andrzej A. Huczynski, David A. Buchanan
2) OrganizationalBehaviour
By Stephen P. Robbins, Timothy A. Judge
3) Fundamentals of Organizational Behaviour: An AppliedPerspective By Andrew J.DuBrin
4) Fundamentals of OrganizationalBehaviour
By Nancy Langton, Stephen P. Robbins, Tim Judg
5) ORGANIZATIONAL BEHAVIOUR: Text and Case By A.K. Chitale, R.P. Mohanty, N.R.Dubey
6) Organizational Behaviour: Text and Case By KavitaSingh
7) Organizational Behaviour: FredLuthans

Subject	: Introduction to Cyber Security & InformationSecurity
SubjectCode	: C805

SubjectCredits   **02**

Semester   **VIII**

Teaching Scheme per week	
Theory	**Total**
02 hours	**02 hours**

Internal Examination Scheme		Total Marks
Concurrent	**Total Internal Marks**	
50	**50**	**50**

Rationale:

The subject aims at creating awareness amongst students about Cyber-crimes and prevalent Laws and Standards framed to conquer the issue. It gives an overview of Cyber and Information Security Concepts along with various security management practices adopted to prevent Cyber- crimes.

		Hours
Chapter – 1	**Overview of Networking Concepts**	**06**
1.1	Basics of Communication Systems	
1.2	Transmission Media	
1.3	Topology and Types of Networks	
1.4	TCP/IP Protocol Stacks	
1.5	Wireless Networks	
1.6	The Internet	
Chapter – 2	**Information Security Concepts**	**04**
2.1	Information Security Overview: Background and Current Scenario	
2.2	Types of Attacks	

	Chapter – 3	**Security Threats and Vulnerabilities**	**05**
	3.1	Overview of Security threats	
	3.2	Weak / Strong Passwords and Password Cracking	
	3.3	Cyber-crime and Cyber terrorism	
	Chapter – 4	**System Security**	**05**
	4.1	Desktop Security	
	4.2	Email security: PGP and SMIME	
	4.3	Web Security: web authentication, SSL and SET	
	4.4	Database Security	
	Chapter – 5	**OS Security**	**06**
	5.1	OS Security Vulnerabilities, updates and patches	
	5.2	OS integrity checks	
	5.3	Anti-virus software	
	Chapter – 6	**Wireless Networks and Security**	**04**
	6.1	Components of wireless networks	
	6.2	Security issues in wireless	
		Total	**30**

Recommended Assignments:

1. Chart presentation of information securityconcepts
2. PowerPoint presentation of security managementpractices
3. Chart presentation of security laws andstandards
4. Chart presentation on system and applicationsecurity
5. Chart presentation onfirewall
6. Poster creation on cyber-crime awareness for theinstitute
7. Being a good digitalcitizen
8. Digital data – How safe arewe?
9. Leading companies and popular software involved in cybersecurity
10. Create a mock phishingemail

Concurrent Evaluation:

Concurrent Evaluation needs to be conducted on the above listed topics on parameters as prescribed in the syllabus.

Reference:

Savitribai Phule Pune University website:
http://unipune.ac.in/snc/CINS/cins_webfiles/cyber_Security.htm

Subject: Communication SkillsI
Subject Code:
HS 308 **Subject**
Credits: 02
Semester: III

Course Outcome:

C1   Introduction to an important skill –Communication
C2   Understand the importance and application of Communications skills
in dailylife C3   Background and practice of listening, speaking, reading,
writingskills
C4   Be well versed with Group Discussions and PersonalInterviews
C5   Understand the concept of Body Language and its importance and application
in the hotel industry

		Hours
Chapter – 1	**Nature and Process of Communication**	**05**
1.1	Introduction to Communication – meaning and scope	
1.2	Objective and principles of communication	
1.3	Features of communication	
1.4	Process of communication	
1.5	Attributes of culinary professional	
Chapter – 2	**Types of Communication**	**03**
2.1	Categories of communication	
	- Interpersonalcommunication	
	- Masscommunication	
2.2	Forms of communication	
	- Verbalcommunication	
	a. Oralcommunication	
	b. Writtencommunication	
	- Non-verbalcommunication	
2.3	Formal and Informal communication	
	- Vertical vs Horizontalcommunication	
	- Inter vs Intracommunication	
Chapter – 3	**Barriers of effective communication**	**04**
3.1	Defining barriers of communication	
3.2	Types of Barriers :	
	· Physical or Environmentalbarriers	
	· Semantic and Language barriers	
	· Personalbarriers	
	· Emotional or PerceptionalBarriers	
	· Socio-psychological barriers	
	· Physiological or BiologicalBarriers	
	· CulturalBarriers	
	· OrganizationalBarriers	
Chapter – 4	**Listening skills**	**04**
4.1	Meaning of listening v/s hearing	

	4.2	Types of Listening (theory / definition)	
	4.3	Tips for Effective Listening	
	4.4	Traits of good listening	
	4.5	Listening to Talks and Presentations	
Chapter5		**Oral Communication**	**06**
	5.1	Meaning, Importance, Advantages and Disadvantages of oral communication	
	5.2	Essential qualities of a good speaker	
	5.3	Extempore, Debate and Elocution	
	5.4	Group Discussions	
	5.5	Interview Techniques	
	5.6	Speech and Presentations	
Chapter6		**Body Language**	**02**
	6.1	6.1 Introduction to body language	
	6.2	6.2 Understanding body language with examples	
Chapter7		**Written communication skills**	**04**
	7.1	7.1 Meaning, Importance, Advantages and Disadvantages of written communication	
	7.2	Letter writing - (letters of inquiry and booking of a banquet or a room, complaint, apology, leave and appreciation), Letters (Applying for a job with resume, Letter of quotation and order)	
	7.3	Writing a synoptic summary, case study, report writing, memo, notice, circular, agenda, minutes.	
	7.4	Writing emails and etiquette	
	7.5	Note making, writing a log book	
	7.6	Travelogue and Restaurant Reviews	
	7.7	Print – creative article writing, advertisement and promotions by means of posters, pamphlets, tentcards etc.	
Chapter8		**Trending Hospitality Communication**	**02**
	8.1	Formal Conversation	
	8.2	Telephone etiquette	
	8.3	Hotel Phraseology	
	8.4	Using charts and diagrams	
			30

Assignments:

2 assignments for 5 marks each to be given on any of the following:
   1. Book review andpresentation

2. Presenting a Case Study related to HospitalityIndustry
3. Communication Activities/Games to highlight Listening skills, Barriers to Communication, Charts, Diagramsetc.
4. Visiting a pre-decided restaurant and writing a restaurantreview

Reference Books;

1. Communication Skills – Sanjay Kumar,Oxford
2. Business Communication – Urmila Rai, Himalaya PublishingHouse
3. Fifty ways to improve Presentation Skills in English – Bob Dignen, Oriental BlackSwan
4. How to talk to Anyone, Anytime, Anywhere – LarryKing

SoftPower–AnIntroductiontoCoreandCorporateSoftSkills–EditedbyAnithaArunsimha

Subject   : Communication SkillsII

SubjectCode : HS508

SubjectCredits 02

Semester III

Course Outcome:

C1 Introduction to the concept of personality and develop

personality C2 Understand the nuances of power point

presentation

C3 Managing self and optimizingpotential

C4 Understand recruiters' expectations and prepare to meet thestandards

C5 Understand the concept of teamwork and its importance and application in the hotelindustry

		Hours
Chapter – 1	**Personality Profile**	**05**
1.1	Personality defined	
1.2	Elements of personality	
1.3	Determinants of personality	
1.4	SWOT Analysis	
1.5	Johari Window	
1.6	Personal goal setting and action plan	
Chapter – 2	**Self Esteem**	**05**
2.1	Self Esteem	
	• Self-concept	
	• Advantages of high selfesteem	
	• Steps to building positive selfesteem	
2.2	Attitude	
	• Meaning and factors that determine ourattitude	
	• Benefits of a positive attitude andconsequences of a negativeattitude	
	• Steps to building a positiveattitude	
2.3	Motivation	

- The difference between inspiration and motivation

- External motivation v/s internalmotivation

Chapter – 3	**Professional Communication**	**04**
3.1	Presentations	

- Types

- Making apresentation

- Making use of audio-visualaids

Chapter – 4	**Case Studies**	**03**
4.1	Advantages of the case study method	
4.2	Technique for analyzing a case study and presenting an argument	
Chapter5	**Stress Management**	**03**
5.1	Causes of stress	
5.2	Stress management techniques	
Chapter6	**Time Management**	**04**
6.1	Meaning and importance of time management	
6.2	Identify time robbers	
6.3	How to optimize time	
Chapter7	**Team Work**	**03**
7.1	How to work effectively in a team	
7.2	Do's and don'ts of teamwork	
Chapter8	**Recruiters Expectations**	**03**
8.1	Recruiter expectations	
8.2	Creating a career path	
8.3	Success stories	
		30

Assignments:

3   assignments for 5 marks each to be given on any of the following:

1. Newspaper reading to be encouraged to enhance reading skills and general awareness. A collage of newspaper cuttings to be made. Various features of 2 standard newspapers tobe shown andused.

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2. Interview any recruiter (HR Manager/Operations Head etc.) in groups and write the interview questions andanswers
3. Plan and present (conduct) activities/games related to Time Management orStress Management or Teamwork for the entirebatch/class
4. Conduct of a SWOT analysis on self so as to commit oneself to certain areasof development. Creating a career path for oneself based on careergoals.
5. Making short presentations on current hospitality topics using trade magazines, journals/Hospitality company profiles/Eminent personalities to be followed by aQ&A session.

Reference Books;

6. Personality Development and Soft Skills – Barun Mitra,Oxford
7. You can Win – Shiv Khera, Mc Millan IndiaLtd.
8. How to develop Self Confidence and influence people by Public Speaking – DaleCarnegie
9. The Time Trap: Classic book on Time Management – R. AlecMackenzie
10. Cross Train Your Brain – Stephen D.Eiffert

Subject   : EntrepreneurshipDevelopment

SubjectCode : HS 608

SubjectCredits 04
Semester VI
Hoursperweek 4

Course outcomes:

C1 Introduction to the concept ofEntrepreneurship. C2 Knowledge of the functionalplans
C3 Understanding the process of preparing a business plan C4 Preparing a Business plan as per theguideline
C5 Understand the legal compliances and challenges for a business inIndia

			Hours
Chapter – 1	**Entrepreneur, Entrepreneurship and Intrapreneur**		**08**
	1.1	Definition of an Entrepreneur, Entrepreneurship and Intrapreneur	
	1.2	Reasons for growth of Entrepreneurship	
	1.3	Entrepreneurial Characteristics and Skills	
	1.4	Types of Entrepreneur:-	

- Based on the Timing of Venturecreation
- Based on Socio-culturalvariables
- Based on EntrepreneurialActivity

	1.5	Entrepreneurial Failure and pitfalls (Peter Drucker)	
Chapter – 2	**Functional Plan for a business**		**10**
		Organisation Plan –	

- Type ofownership
- OrganisationStructure
- Job description,
- Manpowerplanning,

2.1			
2.2		Marketing Plan	
2.3		Financial Plan	
Chapter – 3	**Starting a Venture**		**10**
	3.1	Preparing a Business Plan- Content of a B-plan	
	3.2	Sources of business idea	
	3.3	Conducting Feasibility Study-Marketing, Technical, Financial	
	3.4	SWOT analysis	
	3.5	Concept of Start-ups	
Chapter – 4	**Emergence of Women Entrepreneurs**		**08**
	4.1	Importance of Women Entrepreneurship	
	4.2	Problems faced by women entrepreneurs	
	4.3	Program for promoting women entrepreneurship – SWA SHAKTI, Rashtriya Mahila Kosh, Federation of Indian Women Entrepreneurs	
Chapter –5	**Financing the new venture**		**08**

	5.1	Sources of Finance	
		• Internal or Externalfunds	
		• Personalfunds	
		• Family andfriends	
		• CommercialBanks	
		• Various Financial Institutions- SIDBI, NABARD,IDBI.	

Chapter – 6 Growth and Social Responsibility   08

6.1   Growth strategies
        Diversification,launchingNewProductinSameMarket, Joint Ventures, Mergers and Acquisitions, Franchising, E-Commerce

6.2   Social Responsibility-
        Corporate Social Responsibility (CSR) and Increased focus on CSR

Chapter –7 Doing business in India   08

7.1   Major Issues (Bureaucracy,Corruption,Labour,
                                                    Regional Sentiments, Grey market and Counterfeitgoods)

7.2   Legal Compliances (Income tax, Sales tax, Professional tax, Central Excise, Company law, Import-Export, Labour laws, Provident fund, Employee's State Insurance, Gratuity,Pollution
        Control, Service tax)
        Concept of Intellectual Property, Trademark, Patent, Copyright and Geographical Indication.,ISI, AGMARK,FDA

Total   60

Suggested Assignments:

1. StudytheprofileofoneIndianmaleandoneIndianfemaleentrepreneurinhospitalityindustry and present thequalities.
2. Case Studies of any one outlet (From any hospitality segment- travel and tourism, fast food, hotels, resorts, facilityplanning)
3. Prepare a Project Report of any hospitality product you plan to sell in collegepremises.
4. List of laws important for anentrepreneur.

Suggested Practical:

1. To study and present the profile of successfulentrepreneur.
2. Field survey and interview of the budding and establishedentrepreneurs.
3. Presenting a case study of two womenentrepreneur.
4. Case study of any onerestaurant.
5. Case study of any one fast food/catering/eating joint as abusiness.
6. Conducting a Market research for abusiness.
7. Preparing a Businessplan
8. Study the challenges faced by anentrepreneur.
9. Study various government schemes promoting and helping womenentrepreneur.
10. Conducting a feasibility study of the projectplan.
11. Planning an entrepreneurial activity in or outside thecollege.
12. Implementing the planned activity in or outside thecollege.

References:
1. Entrepreneurship – Rajeev Roy – Oxford HigherEducation
1. Entrepreneurship Development Small Business Enterprises by Poornima M Charantimath Entrepreneurship – Excel Books – Madhurima Lal, ShikhaSahai
2. Principles of Entrepreneurship – Prof. Satish C. Ailawadi, Mrs. Romy Banerjee.- Everest PublishingHouse
3. Entrepreneurship – Robert D Hisrich, Michael P. Peters, Dean A Shepherd – Tata McGraw Hill Education Private Limited, New Delhi, SixthEdition.
2. Entrepreneurship Management- Prof.ShaguftaSayyed,NiraliPrakashan

Subject   : Principles of Management

SubjectCode   : HS 609
SubjectCredits   : 06
Semester   : VI
Hoursperweek   : 4 + 2 (T)

Course Outcomes:

CO1: Understand the Principles of Management
& thoughts CO2: Use the principles of planning &
organizing
CO3: Know leadership and motivation theories
CO4: Make effective communication and improve
coordination CO5: Use the principles of control
efficiently.

			Hours
Chapter – 1		**Introduction**	**06**
	1.1	Management defined	
	1.2	Levels of management	
	1.3	Managerial skills	
	1.4	Managerial role	
	1.5	External & Internal factors that affect management	
Chapter – 2		**Management thought: A journey since inception**	**06**
	2.1	F.W. Taylor's Scientific Management Theory	
	2.2	Henry Fayol's Management Theory	
	2.3	Modern Day Management theory in brief	
Chapter – 3		**Planning & Decision Making**	**10**
	A	**Planning**	
	3.1	Definition	
	3.2	Nature & Importance of Planning, advantages & disadvantages	
	3.3	Types of plans – objectives, strategies, policies, procedures, methods, rules, programs & budgets	
	3.4	Steps in planning	
	B	**Decision-making**	
	3.5	Types of decisions	
	3.6	Decision making process	
Chapter –4		**Organizing & Staffing**	**10**
	A	**Organizing**	
	4.1	Definition	
	4.2	Nature & importance of organizing	
	4.3	Principles of organizing	
	4.4	Types- Formal & Informal, Centralized / Decentralized, Line &Staff	
	4.5	Delegation and Departmentalization	
	4.6	Authority & Responsibility, Span of control	
	B	**Staffing**	
	4.7	Definition	
	4.8	Delegation & Departmentalization	
	4.9	Authority & Responsibility, Span of Control	
Chapter –5		**Leadership**	**06**
	5.1	Definition	
	5.2	Different styles of leadership	
	5.3	Role & Characteristics of a leader	
	5.4	Leadership Theories & Managerial	

Grid

Chapter – 6	**Motivation**	**06**
6.1	Definition	
6.3	Nature & Importance	
6.2	Benefits of motivated staff	
6.3	Theories of Motivation – Maslow's theory of needhierarchy McGregor's theory 'X' and theory 'Y' Herzberg's two factor theory	
6.4	Moral – its role & importance	
Chapter –7	**Communication**	**06**
7.1	Definition, nature, process of communication	
7.2	Types of communication- Upward / Downward Verbal / Nonverbal Formal / Informal	
7.3	Barriers to communication	
7.4	Making communication effective	
Chapter –8	**Coordination**	**05**
8.1	Definition	
8.2	Need for Coordination among different departments of a hotel	
Chapter –9	**Controlling**	**05**
9.1	Definition	
9.2	Process of controlling	
9.3	Importance	
9.4	Areas of control	
Total		**60**

Glossary: Students should be familiar with the glossary pertaining to the above mentioned topics.

Assignments –

A minimum of *3 assignments* based on the following topics to be given to the student and the marks to be considered in internal marks.

1. A typical day in the life of a Manager in ahotel.
2. Planning budget for the day's menu/special functions, indenting for variousoperations.
3. To organize blood donation camps/tree plantation sessions and make areport.
4. List down the various techniques used to motivate employees in thehotel.
5. Prepare a module showing the hierarchy and responsibilities of Student

Council of the institute.
6. Teamactivity.

Reference Books -

1. Management – Stoner &Freeman
2. Essentials of Management – Koontz &O'Donnel
3. Management Tasks – PeterDrucker
4. Management Process –Davar
5. Management Today Principles and Practice-Gene Burton, ManabThakur
6. Principles of Management-P.C. Shejwalkar, AnjaliGhanekar

Subject : Hotel RelatedLaw

SubjectCode : HS 611
SubjectCredits 06
Semester :
VI Hoursperweek :
04+02

Course outcomes:
C1 **Business**

Law. C2
    Industrial
Law.

C3 **FoodLegislations**
C4   **The Sexual Harassment of Women atWorkplace**
C5   **Licences andPermits**
C6   **GST Rules andRegulations**

                       Hours

Chapter– 1   **BusinessLaw**   **12**
    1.1   The Indian Contract Act,1872
- Definition of Contract and essential elements of acontract
- Valid, void and voidable contracts
- Free Consent andConsideration
- Performance and Discharge ofContract
- Breach of contract and remedies for breach ofcontract

    1.2   The Sales of Good Act1932
- Meaning of contract ofSale
- Difference between sale and agreement to sell
- Rights and duties of seller andbuyer
- Unpaidseller

    1.3   The Partnership Act1932
- Nature ofPartnership
- Rights & Duties ofPartner

    1.4   The Companies Act1956
- Essential features ofcompany
- Legal aspects of corporate socialresponsibility

    1.5   The Environmental Act1986
- Definitions
- PowerofCentralGovernmenttotakemeasurestoprotectandimprove environment
- Rules to regulate environmentalpollution

    1.6   The Forest Conservation Act1980
- Restrictiononthede-reservationofforestsoruseofforestlandfornon- forestpurpose

    1.7   Coastal RegulationZone
- Classification of Coastal Regulation Zone (CRZ)

    1.8   The Water (Prevention and Control of Pollution) Act,1974
- Prohibition on use of Stream or Well for disposal of Polluting Matter, etc
- Restrictions on New Outlets & NewDischarges
- Provision regarding Existing Discharge of Sewage or

TradeEffluent

1.9   The Air (Prevention and Control of Pollution) Act,1981
  - Definitions

Chapter– 2 Industrial Law   12
2.1   The Maharashtra Shops and establishment Act,2017
  - Provisions applicable to the HotelIndustry

2.2   The Industrial Disputes Act 1947
  - Definition of Industry
  - IndustrialDisputes
  - Settlement of Industrial Disputes
  - Strike, lock-out, lay off, retrenchment andclosure.

2.3   Definition and brief description of others industriallaws
  - The Payment of Wages Act1936
  - The Minimum Wages Act1948
  - The Payment of Bonus Act2015
  - The Payment of Gratuity,1972

2.4   Laws related to Employment of Women, Children, Leave, Health, Safety
       & Hygiene Provisions, Maternity Leave, Duty Timing forWomen.

Chapter– 3 FoodLegislations   12
3.1   The Food Safety And Standards Act,2006
  - Food Safety & Standards Authority ofIndia
  - General Principals of FoodSafety
  - General Provisions as to Articles of Food
  - Special Responsibilities as to FoodSafety
  - Offences andPenalties

3.2   The Consumer Protection Act,1986
  - Who is Consumer
  - ConsumerComplaint
  - Remedies for Deficiency inServices

Chapter– 4 The Sexual Harassment of Women at 05
       Workplace
4.1   Prevention, Prohibition and Redressal Act,2013
  - Acts constituting Sexual Harassment
  - Internal and Local Complaints Committee

  - Complaint and inquiry intocomplaint

- Duties of employer

Chapter– 5 Licenses and Permits   12

5.1   Licenses and permits required for running Star category of hotels (3 star and above) only ten important licenses to betaken

5.2   Procedure for applying and renewal of licenses andpermits

5.3   Provisions for suspension and cancellation oflicenses

5.4   By laws for operating Permit Rooms andBar

5.5   Procedure for applying and renewal of licenses and permits for the following establishments
- HandCart
- FoodTruck
- Café
- Restaurants
- Pub
- NightClub
- Lounge
- SeaSide
- Hill Station

5.6   Licenses and Permits required to start anestablishment

Chapter– 6 GST RulesandRegulations   07

6.1   GST Provisions for the HospitalityIndustry
- Restaurants
- Hotel

Total   **60**

Case Studies and assignments:
    Minimum of 03 assignments to be submitted by students by the end of semester.

1. Analysis of food standards laid down by Government and their compliance with respectto

:-

    i. Milk and Dairyproducts
    ii. Coldbeverages
    iii. Sweets andConfectioneries

2. ImportantLicensesandPermitsrequiredforstartingRestaurant&Barandfivestarhotel.(Students are expected to collect information visiting hotels and do a PPTPresentation)
3. Permissible use of color in foodproducts . Standards and guidelines for preserving

frozenfoods.
4. Quality of material used for packing and storing foodproducts.
5. Analysis of case laws filed against quality offood.
6. Analysis of case laws filed against catering establishments under consumer protectionact
7. Important provision related to prevention of pollution byhotels
8. Provisions related to the permit of alcohol consumption

Recommended Books

1. Prevention of Food Adulteration - Shri RohitUpadhyay
2. Personal Management and Industrial Relations - D.C. Shejwalkar and Adv. ShrikantMalegaonkar
3. The Law of Contract - Dr AvtarSingh
4. Universal's Practical Guide To Consumer Protection Law - Shri Anup K Kaushal
5. Bare Acts of Certain Legislations
6. Handbook of GST in India: Concept and Procedures – RakeshGarg

Subject : Development of Generic Skills

SubjectCode : HS109

SubjectCredits :02

Course outcomes:

1   Introduction to Generic Skills
2   Development of self-managementskills
3   Development of team managementskills
4   Development of task managementskills
C5   Knowledge of effective problem solvingtechniques

		Hours
Chapter1	**Introduction to Generic Skill**	**4**
1.1	Concept and importance	
1.2	Local and global scenario	
1.3	Concept of life-long learning (LLL)	
Chapter2	**Self-Management and Development**	**10**
2.1	Concept of Personality Development, Ethics and Moral values	
2.2	Concept of Intelligence and Multiple intelligence Types viz, linguistic, mathematical & Logical reasoning, emotional, and social intelligence (interpersonal & intrapersonal).	
2.3	Concept of Physical Development; significance of health, hygiene, body gestures & kinesics.	
2.4	Time Management concept and its importance	
2.5	Intellectual Development; reading skills (systematic reading, types and SQ5R), speaking, listening skills, writing skills (Note taking, rough draft, revision, editing and final drafting), concept of critical Thinking and problem solving (approaches, steps and cases).	
2.6	Psychological Management; stress, emotions, anxiety and techniques to manage these.	
2.7	ICT & Presentation skills; use of IT tools for good and impressive presentations.	
Chapter3	**Team Management**	**6**
3.1	Concept of Team Dynamics. Team related skills such as; sympathy, empathy, leading, coordination, negotiating and synergy. Managing cultural, social and ethnic diversity.	
3.2	Effective group communication and conversations.	

	3.3	Team building and its various stages like forming, storming, norming, performing and adjourning (Bruce Tuckman's five stage Model)	

Chapter 4	**Task Management**	**4**
4.1	Task Initiation, Task Planning, Task execution, Task close out	
4.2	Exercises/case studies on task planning towards development of skills for task management	

Chapter 5	**Problem Solving**	**6**
5.1	Prerequisites of problem solving- meaningful learning, ability to apply knowledge in problem solving	
5.2	Different approaches for problem solving	
5.3	Steps followed in problem solving.	
5.4	Exercises/case studies on problem solving	

	Total	**30**

Assignments:

A minimum of 2 *assignments* based on the following topics to be given to individual student and the marks to be considered in internal marks.

1   Problem solving casestudies

2   ManagementGames

3   Team buildingexercises

Reference Books:

1.   Soft Skills for Interpersonal Communication byS.Balasubramaniam; Published by Orient BlackSwan, NewDelhi

2.   Generic skill Development Manual, MSBTE,Mumbai.

3.   Lifelong learning, Policy Brief(www.oecd.orf)

4.   Lifelong learning in Global Knowledge Economy, Challenge for Developing Countries – World BankPublicati