

Choice Based Credit System (CBCS)

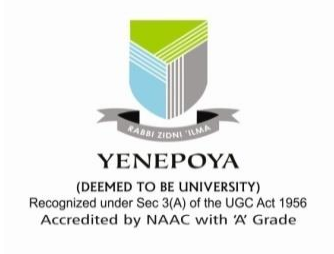
Yenepoya (Deemed to be University)



**The Yenepoya Institute of Arts, Science,
Commerce and Management (YIASCM)**

B.Sc (Hospitality Science) (Aviation, Travel and Tourism)

**UNDERGRADUATE PROGRAMME
(Courses effective from Academic Year 2019-20)**



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Ref: No. Y/REG/ACA/Notification/2021

08.03.2021

NOTIFICATION

Sub: Addendum to the B.Sc. (Hospitality Science) Program regulations 2017-18 based on the revisions approved by the Academic Council and Board of Management meetings: Regarding

With reference to the subject cited above the University is pleased to consolidate the various revisions approved by the Academic Council and Board of Management for implementation effective from the academic year indicated in the respective revisions.


REGISTRAR



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Ref: No.YU/REG/ACA/A Council -26/2016

14.11.2016

NOTIFICATION

Sub: Starting of Faculty of Arts, Science, Commerce and Management to offer B.Com (Regular), B.Com (ACCA), BA (English/Journalism, Social Work) and B.Sc. Hospitality Sciences

Ref: 26th meeting of the Academic Council held on 21.10.2016
(Agenda-6(7))

The Academic Council at its meeting held on 21.10.2016, vide Agenda – 6 (7) and subsequently the Board of Management has approved the proposal to start Faculty of Arts, Science, Commerce and Management to offer B.Com (Regular), B.Com (ACCA), BA (English/Journalism, Social Work) and B.Sc. Hospital Science.

The courses shall start after obtaining necessary permission from UGC/MHRD.


(Dr. G. Shreekumar Menon)

REGISTRAR

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YENEPOYA (DEEMED TO- BE UNIVERSITY)

B. Sc. (Hospitality Science) (Aviation, Travel & Tourism)

The University Grants Commission, New Delhi in its tenth plan guidelines directed the Universities in the country to implement the credit based semester scheme in both undergraduate and post-graduate programmes. The Credit Based Semester Scheme makes the product of a University at par with the global practices in terms of academic standards and evaluation strategies. In the emerging scenario of Internationalization of Indian Higher Education, it is imperative that the Universities in India should follow this system so that the mobility of their products both within and across the geographical jurisdiction becomes possible. Hence the Yenepoya University is adopting the credit based semester scheme in its undergraduate degree programme of B.Sc Hospitality Science (Aviation, Travel & Tourism) effective from the academic year 2019-20.

Aviation, hospitality and Travel & Tourism Management industries are in for exponential growth. The aviation industry is expected to grow at a compounded annual growth rate of over 25%. Europe needs 400 airports and 300 aircraft in the next decade. Also, the hospitality industry is one of the fastest growing sectors in the whole world. According to the tourism ministry, hotels in Europe will have a shortfall of 150,000 rooms. This sector is expected to be the second largest employer in the world by 2019. No other industry offers career benefits and payment packages as lucrative as these industries. In fact, cabin crew hired by international airlines stand to earn salaries as high as EUR 6,000/- per month. The Travel & Tourism Industry world -wide is expected to cross three trillion.

Hospitality Management is the study of the hospitality industry. A degree in the subject may be awarded either by a university college dedicated to the studies of Hospitality Management or a business school with a relevant department. Degrees in Hospitality Management may also be referred to as Hospitality Science or Hotel and travel & tourism management. Hospitality management covers hotels, restaurants, cruise ships, amusement parks, and destination marketing organizations, convention centers, and country clubs. Aviation and Tourism may cover Tour Guiding, Travel Documentation, Airfare and Ticketing, Concepts of Travel & Tourism, Tour Marketing and Human Resource Management in Travel Industry, Airline Marketing and Human Resource Management in Airport

Bachelor of Science in Hospitality & Catering Management also known as B. Sc (HCM) is a study of Hotel. This degree is also known as BHM (Bachelor of Hospitality Management) or (Bachelor of Hotel Management) which is very popular Academic degree in all over the world.

A combination of Hospitality, Aviation, Tourism, Management, Arts, and Science & Technology are taking place in the B. Sc. HCM Degree. This Sector is predicted to become the world's largest industry by the year 2020, generating enormous opportunities for well qualified individuals armed with credentials from an elite institute like Yenepoya

University. These Graduates will be in great demand to assume exciting and rewarding positions anywhere in the World. Society has evolved from eating to relishing food. The “Cook” has become a “Chef” & the “Waiter” has become a “Steward”. Hotels are a part of the Hospitality Industry.

GOAL:

To provide students with the skills, knowledge and values to have successful careers and lead the organisations they work with into the future. Students will demonstrate broad knowledge of and proficiency in the core functional and support areas of hospitality business. Students will demonstrate specific competence in a variety of operational aspects within the hospitality industry.

Programme Outcomes

This course would add to job opportunities in Hospitality, Aviation, travel & Tourism. Many International Chain Hotels, Airlines, Travel Agencies & tourism organizations. Collections of hotel Including Four Seasons Hotels and Resorts, Mandarin Oriental Hotel Group, Oberoi Hotels & Resorts, The Peninsula Hotels, Sangria-La Hotels and Resorts, Fairmont Hotels and Resorts, Ritz-Carlton Hotel Company, Hyatt, Sheraton Hotels and Resorts, Rosewood Hotels & Resorts, Radisson Hotels, Le Meridian, Jumeirah (hotel chain) and Marriott Hotels & Resorts International are already established in the World Market and are still expanding. Tourism is also now factored as a catalyst in the further development in the Hospitality Industry. Indigo, Go Air, Spicejet, Air India, Air vistara etc and ITDC, Cox and Kings, Kuoni, Thomas & cook and SITA are examples of some organizations.

Programme Specific Outcomes

Yenepoya University proposes to conduct B.Sc Hospitality Science (Aviation, travel & Tourism) course with the following objectives.

To provide a strong foundation and understanding of the functioning of Hotel, Food and gastronomy Science & Aviation and tourism organizations, business organizations, commercial transactions and of various specialized operations such as accounting, finance and marketing by offering a comprehensive curriculum.

To develop professional knowledge and skills in Front office, Food production, Accommodation, Food and Beverage service, aviation and tourism, Accounting, Marketing, Human Resources, etc. by adopting learner centered pedagogical practices.

To develop competency in students to pursue higher level programmes such as MTM, M. Sc (HM), MBA, PhD or other Master Programmes in Tourism, Travel and Hotel Management and aviation.

To enhance employ ability and to be able to take up challenging job assignments.

To develop the conceptual and practical skills of the students aimed at the intellectual pursuit of

The Yenepoya Institute of Arts, Science, Commerce & Management Bsc(HS)- Curriculum knowledge of Tourism Aviation and Hospitality sciences.

To help understand methods and processes of Hospitality Science, tourism and aviation in every area of activity.

To expose them to the areas of application of knowledge in business firms and industrial organizations.

To enable them to acquire complete basic and intermediary practical knowledge of various Hospitality, tourism and aviation subjects with the sole purpose of making them self- dependent and easily employable.

ACADEMIC YEAR OF ADOPTING THE SYLLABUS:

This program will be implemented with effect from the academic year 2019- 20 onwards.

DURATION OF THE COURSE:

The duration of the course shall be three years. Each academic year shall be divided into two semesters. The first academic year shall comprise the first and second semesters, the second academic year, the third and fourth semesters, and the third academic year as the fifth and sixth semesters.

ELIGIBILITY FOR ADMISSION:

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

SELECTION PROCESS:

Application forms will be available in the official website of Yenepoya University (www.yenepoya.edu.in) and the college office for the applicants. A merit list will be prepared of selected candidates based on the 12th class marks /PUC marks. Reservation of seats will be followed as per the university Bye Laws.

TOTAL INTAKE OF STUDENTS:

150 students will be registered per year for the course.

MEDIUM OF INSTRUCTION:

The medium of instruction and examination shall be English.

MINIMUM COURSE CURRICULUM FOR UNDERGRADUATE COURSES UNDER CHOICE BASED CREDITS SYSTEM

Background/Preamble:

Ministry of Human Resource Development (HRD), Govt. of India, has already initiated the process for developing New Education Policy (NEP) in our country to bring out reforms in Indian education system. University Grants Commission (UGC) participates more actively in developing

National Education Policy, its execution and promotion of higher education in our country. The UGC has already initiated several steps to bring equity, efficiency and academic excellence in National Higher Education System. The important ones include innovation and improvement in course- curricula, introduction of paradigm shift in learning and teaching pedagogy, examination and education system.

The education plays enormously significant role in building of a nation. There are quite a large number of educational institutions, engaged in imparting education in our country. Majority of them have entered recently into semester system to match with international educational pattern. However, our present education system produces young minds lacking knowledge, confidence, values and skills. It could be because of complete lack of relationship between education, employment and skill development in conventional education system. The present alarming situation necessitates transformation and/or redesigning of education system, not only by introducing innovations but developing “learner-centric approach in the entire education delivery mechanism and globally followed evaluation system as well.

Majority of Indian higher education institutions have been following marks or percentage based evaluation system, which obstructs the flexibility for the students to study the subjects/courses of their choice and their mobility to different institutions. There is need to allow the flexibility in education system, so that students depending upon their interests and aims can choose inter-disciplinary, intra-disciplinary and skill-based courses. This can only be possible when choice based credit system (CBCS), an internationally acknowledged system, is adopted. The choice based credit system not only offers opportunities and avenues to learn core subjects but also exploring additional avenues of learning beyond the core subjects for holistic development of an individual. The CBCS will undoubtedly facilitate us benchmark our courses with best international academic practices. The CBCS has more advantages than disadvantages.

Advantages of the choice based credit system:

Shift in focus from the teacher-centric to student-centric education.

Student may undertake as many credits as they can cope with (without repeating all courses in a given semester if they fail in one/more courses).

CBCS allows students to choose inter-disciplinary, intra-disciplinary courses, skill oriented papers (even from other disciplines according to their learning needs, interests and aptitude) and more flexibility for students).

CBCS makes education broad-based and at par with global standards. One can take credits by combining unique combinations. For example, Physics with Economics, Microbiology with Chemistry or Environment Science etc.

CBCS offers flexibility for students to study at different times and at different institutions to complete one course (ease mobility of students). Credits earned at one institution can be transferred.

Disadvantages:

Difficult to estimate the exact marks

Workload of teachers may fluctuate

Demand good infrastructure for dissemination of education

CHOICE BASED CREDIT SYSTEM (CBCS):

The CBCS provides an opportunity for the students to choose courses from the prescribed courses comprising core, elective/minor or skill based courses. The courses can be evaluated following the grading system, which is considered to be better than the conventional marks system. Therefore, it is necessary to introduce uniform grading system in the entire higher education in India. This will benefit the students to move across institutions within India to begin with and across countries. The uniform grading system will also enable potential employers in assessing the performance of the candidates. In order to bring uniformity in evaluation system and computation of the Cumulative Grade Point Average (CGPA) based on student's performance in examinations, the UGC has formulated the guidelines to be followed.

1. Outline of Choice Based Credit System:

1.1 Core Course: A course, which should compulsorily be studied by a candidate as a core requirement is termed as a Corecourse.

2. Elective Course: Generally, a course which can be chosen from a pool of courses and which may be very specific or specialized or advanced or supportive to the discipline/ subject of study or which provides an extended scope or which enables an exposure to some other discipline/subject/domain or nurtures the candidate's proficiency/skill is called an ElectiveCourse.

2.1 Discipline Specific Elective (DSE) Course: Elective courses may be offered by the main discipline/subject of study is referred to as Discipline Specific Elective. The University/Institute may also offer discipline related Elective courses of interdisciplinary nature (to be offered by main discipline/subject of study).

2.2 Dissertation/Project: An elective course designed to acquire special/advanced knowledge, such as supplement study/support study to a project work, and a candidate studies such a course on his own with an advisory support by a teacher/faculty member is called dissertation/project.

2.3 Generic Elective (GE) Course: An elective course chosen generally from an unrelated discipline/subject, with an intention to seek exposure is called a Generic Elective.

P.S.: A core course offered in a discipline/subject may be treated as an elective by other discipline/subject and vice versa and such electives may also be referred to as Generic Elective.

3. Ability Enhancement Courses (AEC): The Ability Enhancement (AE) Courses may be

Of two kinds: Ability Enhancement Compulsory Courses (AECC) and Skill Enhancement Courses (SEC). “AECC” courses are the courses based upon the content that leads to Knowledge enhancement; i. Environmental Science and ii. English/MIL Communication. These are mandatory for all disciplines. SEC courses are value-based and/or skill-based and are aimed at providing hands-on-training, competencies, skills, etc.

3.1 Ability Enhancement Compulsory Courses (AECC): Environmental Science, English Communication/MIL Communication.

3.2 Skill Enhancement Courses (SEC): These courses may be chosen from a pool of courses designed to provide value-based and/or skill-based knowledge.

Introducing Research Component in Under-Graduate Courses

Project work/Dissertation is considered as a special course involving application of knowledge in solving / analyzing /exploring a real life situation / difficult problem. A Project/Dissertation work would be of 6 credits. A Project/Dissertation work may be given in lieu of a discipline specific elective paper.

4. Implementation:

The CBCS may be implemented in Central/State Universities subject to the condition that all the stakeholders agree to common minimum syllabi of the core papers and at least follow common minimum curriculum as fixed by the UGC. The allowed deviation from the syllabi being 20 % at the maximum.

The universities may be allowed to finally design their own syllabi for the core and elective papers subject to point no. 1. UGC may prepare a list of elective papers but the universities may further add to the list of elective papers they want to offer as per the facilities available.

Number of Core papers for all Universities has to be same for both UG Honors as well as UG Program.

Credit score earned by a student for any elective paper has to be included in the student’s overall score tally irrespective of whether the paper is offered by the parent university (degree awarding university/institute) or not.

For the introduction of AE Courses, they may be divided into two categories:

AE Compulsory Courses: The universities participating in CBCS system may have common curriculum for these papers. There may be one paper each in the 1st two semesters viz. (i) English/MIL Communication, (ii) Environmental Science.

Skill Enhancement Courses: The universities may decide the papers they may want to offer from

The Yenepoya Institute of Arts, Science, Commerce & Management Bsc(HS)- Curriculum

a common pool of papers decided by UGC or the universities may choose such papers themselves in addition to the list suggested by UGC. The universities may offer one paper per semester for these courses.

The university/Institute may plan the number of seats per elective paper as per the facility and infrastructure available.

An undergraduate degree with in a discipline may be awarded if a student completes 14 core papers in that discipline, 2 Ability Enhancement Compulsory Courses (AECC), minimum 2 Skill Enhancement Courses (SEC) and 4 papers each from a list of Discipline Specific Elective and Generic Elective papers respectively.

An undergraduate Program degree in Science disciplines may be awarded if a student completes 4 core papers each in three disciplines of choice, 2 Ability Enhancement Compulsory Courses (AECC), minimum 4 Skill Enhancement Courses (SEC) and 2 papers each from a list of Discipline Specific Elective papers based on three disciplines of choice selected above, respectively.

An Undergraduate program degree in Humanities/ Social Sciences/ Commerce may be awarded if a student completes 4 core papers each in two disciplines of choice, 2 core papers each in English and MIL respectively, 2 Ability Enhancement Compulsory Courses(AECC), minimum 4 Skill Enhancement Courses (SEC), 2 papers each from a list of Discipline Specific Elective papers based on the two disciplines of choice selected above, respectively, and two papers from the list of Generic Electivespapers.

The credit(s) for each theory paper/practical/tutorial/project/dissertation will be as per the details given in A, B, C, D for B.Sc., B.A./B.Com., B.Sc. Program and B.A./B.Com. Program, respectively.

Wherever a University requires that an applicant for a particular M.A./M.Sc.

/Technical/Professional course should have studied a specific discipline at the undergraduate level, it is suggested that obtaining 24 credits in the concerned discipline at the undergraduate level may be deemed sufficient to satisfy such a requirement for admission to the M.A./M.Sc./Technical/Professional course.

Details of courses under B.Sc. (Honors) Hospitality Science (Aviation, travel & Tourism)

Course	*Credits	
	Theory+Practical	Theory +Tutorial
I. Core Course		
(14 Papers)	14X4= 56	14X5=70
Core Course Practical / Tutorial*		
(14 Papers)	14X2=28	14X1=14
II. Elective Course		
(8 Papers)		
A.1. Discipline Specific Elective (4 Papers)	4X4=16	4X5=20
A.2. Discipline Specific Elective Practical/ Tutorial* (4 Papers)	4 X 2=8	4X1=4
B.1. GenericElective/ Interdisciplinary (4Papers)	4X4=16	4X5=20
B.2. GenericElective Practical/Tutorial*	4X 2=8	4X1=4

(4 Papers)

- **Optional Dissertation or project work in place of one Discipline Specific Elective paper (6 credits) in 6thSemester**

BI. Ability Enhancement Courses

1. Ability Enhancement Compulsory Courses(AECC)

(2 Papers of 2credit each)	2 X2=4	2 X 2=4
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2. Skill Enhancement Courses (SEC)

(Minimum2)	2 X2=4	2 X 2=4
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(2 Papers of 2 credits each)

Totalcredit

140

140

Institute

**should evolve a
system/policy**

About

ECA/

**Genera
I**

**Interest/Hobby/Sports/NCC/NSS/related courses on
its own.**

*** Wherever there is a practical there will be no
tutorial and vice-versa**

**PROPOSED SCHEME FOR CHOICE BASED CREDIT
SYSTEM IN B. Sc. (Hospitality Science)**

	CORE COURSE (14)	Ability Enhancement Compulsory Course (AECC) (2)	Skill Enhancement Course (SEC) (2)	Elective: Discipline Specific DSE (4)	Elective: Generic (GE) (4)
I	C 1	(English Communication/MI L)/ Environmental Science			GE-1
	C 2				
II	C 3	Environmental Science/(English/ MI L Communication)			GE-2
	C 4				
III	C 5		SEC -1		GE-3
	C 6				
	C 7				
IV	C 8		SEC -2		GE-4
	C 9				
	C 10				
V	C 11			DSE-1	
	C 12			DSE -2	
VI	C 13			DSE -3	
	C 14			DSE -4	

5. CO-CURRICULAR AND EXTRA CURRICULAR ACTIVITIES

A student shall opt for any one of the following activities in the first four semesters offered in the college

A) N.S.S.

B) Sports and Games

C) Other Co-Curricular and Extra-Curricular Activities as prescribed by the university. Evaluation of Co- and Extra Curricular Activities is as per the procedure evolved by the university from time to time.

6. ATTENDANCE AND CHANGE OF SUBJECTS:

A candidate shall be considered to have satisfied the requirement of attendance for a semester if he/she attends not less than 75% of the number of classes held including EC & CC.

A candidate who does not satisfy the requirement of attendance even in one subject shall not be permitted to take the whole University examination of that semester and he/she shall seek re-admission to that Semester in a subsequent year.

Whenever a change in a subject is permitted the attendance in the changed subject shall be calculated by taking into consideration the attendance in the previous subject studied by the candidate.

If a candidate represents his/her Institution/University/ Karnataka State/ Nation in Sports/ NSS/ Cultural or any officially sponsored activities he/she may be permitted to claim attendance for actual number of days participated, based on the recommendation of the Head of the Institution concerned. If a candidate is selected to participate in national level events such as Republic Day Parade etc., he/she may be permitted to claim attendance for actual number of days participation based on the recommendation of the head of the Institution concerned.

7. Teaching Learning Methodology

The instructors will choose the pedagogy according to the course content and its applications from the methods provided below.

Lectures, Class discussions, reading assignments, Discussion groups. Lecture-demonstration, Student Presentation, Panel discussion by student panels from the class. Student reports by individuals, Student-group reports. Debate (informal) on current issues by students Forums Bulletin boards, Small groups such as task oriented, discussion, Textbook assignment. Reading assignments in journals, monographs, Assignment to outline portions of the textbook, Assignment to outline certain supplementary readings, Debates (formal) . Crossword puzzles Maintaining Portfolios / Diaries. Reports on published research studies, Library research on topics or problems .Written book reports by students , Interviews, Audio-tutorial lessons , Open textbook study ,Committee projects--small groups ,Individual projects , Quiz, Use of

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dramatization, skits, plays(street plays) ,Student construction of diagrams, charts, or graphs, Making of posters by students , Problem solving or case studies. Use of flip chart board by instructor as aid in teaching, Use of diagrams, tables, graphs, and charts by instructor in teaching. Use of displays by instructor, Use of slides, Use of motion pictures, educational films, videotapes. Use of recordings (Ted Talks). Role playing, peer teaching. Coaching: special assistance provided for students having difficulty in the course .VIVA, filling out forms(income tax, checks). Visit an "ethnic" locations or commercial establishments or community. On the job training, specialize in other countries and in India Visit an employment agency. Campaigning, Volunteering, Prepare mock newspaper on specific topic or era, an entrepreneurial activity. Writing reports or projectproposals.

8. Examination Structure for Writtenexam

	Marks
Internal Assessment	25
Final Examination	75
Total	100

9. CONTINUOUS INTERNAL ASSESSMENT(CIA):

Internal Assessment for each course is continuous, and details for each test are notified well in advance. CIA consists of the following

Sl. No	Internal Assessment for 30 marks	Weightage
1	1 Internal exams	10
2	Assignment/Seminars/Viva-voce/ Research Papers Presentation	10
3	Attendance	5

10. The marks of the internal assessment shall be published on the notice board of the college for information of thestudents.

11. Registration forExaminations

A candidate shall register for all the papers of a semester when he/she appears for the examination of that semester for the first time.

12. Conduct of Examinations

There shall be examinations at the end of each semester, ordinarily during November/December for odd semesters and during April/May for even semesters, as prescribed in the Scheme of Examinations.

13. Examination Scheme / Assessment Question Pattern for the internal exam will be as below

Section A	MCQ & Objective Questions	25 questions x 1 mark each	25 Marks
Section B	Short Answers or case	5 Questions x 5 marks each	25 Marks
	Total		50 Marks

14. Examination Scheme / Assessment Question Pattern for the end semester exam will be as below

Section A	MCQ & Objective Questions	25 questions x 1 mark each	25 Marks
Section B	Analytical Questions/Illustrations/ case studies/essay type questions	5 Questions x 10 marks each	50 Marks
	Total		75 Marks

15. Minimum for a Pass

No candidate shall be declared to have passed the Semester Examination (except in Co-curricular and extracurricular activities) unless he/she obtains not less than 40% marks in the aggregate of written examination and internal assessment put together in each of the subjects. There is no minimum mark in Internal Assessment, but Candidate should get minimum 40% in external examination.

If a candidate fails in any subjects, he/she shall appear for that subject only at any subsequent regular examination, within the maximum 6 years from date of registration prescribed for completing the programme.

16. Re-totaling

All theory examination papers will be evaluated by two examiners (one internal and one external). There will not be any revaluation of the papers. However the students can apply for re-totaling after submitting the application and necessary fees.

17. With Holding of Results

Results will be withheld when a student has not paid his/her dues or there is a case of disciplinary action pending against him/her.

18. Carry Over

A candidate who fails in a lower semester examination may go to the higher semester and take the examination.

19. Classification of Successful Candidates

Grading System For Choice Based Credit System (CBCS) - The College adopts a ten point grading system.

Conversion of credit(s) into grade(s) the following illustrations could be taken as an example for computing SGPA and CGPA from credits for courses in all disciplines, degree Program courses in Science subjects and degree Program courses in Humanities, Social Sciences and Commerce subjects.

20. Grades and Grade Points

Letter Grade	Grade Point
O (Outstanding)	10
A+ (Excellent)	9
A (Very Good)	8
B+ (Good)	7
B (above average)	6
C (Average)	5
P (Pass)	4
F (Fail)	0
Ab (Absent)	0

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Course	Credit	Grade Letter	Grade Point	Credit Point (Credit X Grade)	SGPA (Credit Point/Credit)
Semester I					
C-1	06	A	8	48	
C-2	06	B+	7	42	
AECC-1	02	B	6	12	
GE-1	06	B	6	36	
Total	20			138	6.9 (138/20)
Semester II					
C-3	06	B	6	36	
C-4	06	C	5	30	
AECC -2	02	B+	7	14	
GE-2	06	A+	9	54	
Total	20			134	6.7 (134/20)
Semester III					
C-5	06	A+	9	54	
C-6	06	0	10	60	
C-7	06	A	8	48	
SEC -1	02	A	8	16	
GE-3	06	0	10	60	

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Total	26			238	9.15 (238/26)
Semester IV					
C-8	06	B	6	36	
C-9	06	A+	9	54	
C-10	06	B	6	36	
SEC -2	02	A+	9	18	
GE-4	06	A	8	48	
Total	26			192	7.38 (192/26)
Semester V					
C-11	06	B	6	36	
C-12	06	B+	7	42	
DSE-1	06	0	10	60	
DSE-2	06	A	8	48	
Total	24			186	7.75 (186/24)
Semester VI					
C-13	06	A+	9	54	
C-14	06	A	8	48	
DSE-3	06	B+	7	42	
DSE-4	06	A	8	48	
Total	24			192	8.0 (192/24)
CGPA					
Grand Total	140			1080	7.71 (1080/144)

A student obtaining Grade F shall be considered failed and will be required to reappear in the examination.

For noncredit courses 'Satisfactory' or 'Unsatisfactory' shall be indicated instead of the letter grade and this will not be counted for the computation of SGPA/CGPA.

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The Universities can decide on the grade or percentage of marks required to pass in a course and also the CGPA required to qualify for a degree taking into consideration the recommendations of the statutory professional councils such as AICTE, MCI, BCI, NCTE etc.

21. Illustration of Computation of SGPA and CGPA and Format for Transcripts Course

Semester 1	Semester 2	Semester 3	Semester 4
Credit: 20; SGPA: 6.9	Credit: 20; SGPA: 6.7	Credit: 26; SGPA: 9.15	Credit: 26; SGPA: 7.38

Semester 5	Semester 6
Credit: 24; SGPA: 7.75	Credit: 24; SGPA: 8.0

Thus, $CGPA = (20 \times 6.9 + 20 \times 6.7 + 26 \times 9.15 + 26 \times 7.38 + 24 \times 7.75 + 24 \times 8.0) / 140 = 7.71$

22. REJECTION OF RESULTS:

A candidate may be permitted to reject the result of the whole examination of any semester. Rejection of result paper-wise/subject-wise shall not be permitted. A candidate who has rejected the result shall appear for the immediately following regular examination.

The rejection shall be exercised only once in each semester and the rejection once exercised cannot be revoked.

Application for rejection along with the payment of the prescribed fee shall be submitted together to the controller of examination of university through the College with the original statement of marks within 30 days from the date of publication of the result.

A candidate who rejects the result is eligible for only class and not for ranking.

23. TRANSFER OF ADMISSION:

Transfer of admissions to other university is permissible only on mutual agreement with the other university.

A candidate migrating from any other university may be permitted to join III/V Semester of the degree programme provided he/she has passed all the subjects of previous semesters/years as the case may be. Such candidates must satisfy all other conditions of

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eligibility stipulated in the regulations of Yenepoya University.

Conditions for transfer of admission of students of other universities:

He/she shall fulfill the attendance requirements as per the Yenepoya University Regulations.

His / Her transfer of admission shall be within the intake permitted to the college.

The candidate who is migrating from other universities is eligible for overall class and not for ranking.

He / She shall complete the programme as per the regulation governing the maximum duration of completing the programme.

COURSE CODE AND DETAILED SYLLABUS

B. Sc.(Hospitality Science) (Aviation, Travel & Tourism)

Subject Code	Subject	Instruction hrs. per Week		Duration of Exam (Hrs.)	IA	Exam	Max Marks	Credits
		Th.	Pr.					
I SEMESTER								
BSC 101	Food Production(I) (Theory)	4	4	3	25	75	100	6
BSC 102	Food & Beverage Service (I) (Theory)	4	4	3	25	75	100	6
BSC 103	Environmental Science (Theory)	2	0	3	25	75	100	2
BSC 104	Travel documentation & Airfare & Ticketing (Theory)	6	0	3	25	75	100	6
BSC 101	Food Production(I) (Practical)	Continuous evaluations					100	
BSC 102	Food & Beverage Service (I) (Practical)	Continuous evaluations					100	
Total		14	8				600	20
II SEMESTER								
BSC 201	Front Office Operation(Theory)	4	4	3	25	75	100	6
BSC 202	Housekeeping Operations(Theory)	4	4	3	25	75	100	6
BSC 203-A	English Communication(Theory)	2	0	3	25	75	100	2
BSC 203-B	Hindi(Theory)							
BSC 203-C	Kannada(Theory)							
BSC 204	Food Service Management & Events(Theory)	4	0	3	25	75	100	4
BSC 205	Food Science and Nutrition (Theory)	2	0	3	25	75	100	2
BSC 201	Front Office Operation (Practical)	Continuous evaluations					100	
BSC 202	Housekeeping Operations (Practical)	Continuous evaluations					100	

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Total		16	8				800	20
III SEMESTER								
BSC 301	Cuisines of India(Theory)	4	4	3	25	75	100	6
BSC 302	Food and Beverage Service (II) (Theory)	4	4	3	25	75	100	6
BSC 303	Concepts of Travel & Tourism(Theory)	6	0	3	25	75	100	6
BSC 304	Computer Science in Business(Theory)	0	4	Continuous evaluation			100	2
BSC 305	Tour Marketing and Human Resource Management in Travel Industry(Theory)	6	0	3	25	75	100	6
BSC 301	Cuisines of India (Practical)	Continuous evaluations					100	
BSC 302	Food and Beverage Service (II) (Practical)	Continuous evaluations					100	
Total		20	12				700	26
IV SEMESTER								
BSC 401	Hospitality Law(Theory)	6	0	3	25	75	100	6
BSC 402	Food Production (II) (Theory)	4	4	3	25	75	100	6
BSC 403	Accommodation Management(Theory)	4	4	3	25	75	100	6
BSC 404	Tour Guiding & Consumer Behavior (Theory)	2	0	3	25	75	100	2
BSC 405	Bakery & Patisserie	4	4	3	25	75	100	6
BSC 402	Food Production (II) (Practical)	Continuous evaluation					100	
BSC 403	Accommodation Management (Practical)	Continuous evaluation					100	
BSC 405	Bakery & Patisserie (Practical)	Continuous evaluation					100	
Total		20	12				800	26
V SEMESTER								
BSC 501	Accounting for Hotel Industry(Theory)	6	0	3	25	75	100	6

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BSC 502	Airport Infrastructure and Principles of Airline Management (Theory)	4	4	3	25	75	100	6
BSC 503	Creating Customized Tourism Package(Theory)	4	0	3	25	75	100	4
BSC 504	Medical Tourism and Hospital Administration(Theory)	6	0	3	25	75	100	4
BSC 505	Science of Gastronomy (Theory)	4	0	3	25	75	100	4
Total		22	4	12			500	24
VI SEMESTER								
BSC 601	Research Methodology	6	--		25	75	100	6
BSC 602	Industrial Exposure & on the Job Training (Project)	--	48 hrs. (6 days x 8hrs.) For 16+2weeks 864 HRS		--	200	200	12
BSC 603	Project Report	--	One Week end semester		--	100	100	3
BSC 604	Presentation & VIVA		Project submission Presentation an VIVA				100	3
Total					--		500	24

BSC 602 will be assessed on the submission of log book project report attendance report and certificate of completion 864 hours of training in the Industry. Appreciation letters will be considered.

***SWAYAM courses may be undertaken as choice for any of the four and two credit modules.**

25. SWAYAM COURSE GUIDELINES (For Students) Minimum 8 credits and a maximum of 20 credits of MOOC credits is permitted.)

Guidelines for opting MOOC subjects as elective or open elective (Any of the 4 credit or 2 credit subjects) Core 6 credit courses are not electives.

1. At the time of selecting any Elective or Open Elective, student can opt for a MOOC subject of same credit or one credit less.

2. Process for opting MOOC subject by the student:

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Student identifies a MOOC subject on SWAYAM portal (<https://swayam.gov.in>).

Student informs Departmental Swayam Coordinator (DSC) about it.

DSC gives the code of the subject to the student. Students

will apply online through SMS or mobile app.

After the process the student enrolls/registers in the subject on SWAYAM portal(<https://swayam.gov.in>).

Student will inform DSC after registering and enrolling on SWAYAM portal.

3. After the completion of the subject, a copy of the certificate of completion with the marks obtained is to be submitted to the DSC.

4. Credit Conversion:

If credit for MOOC subject taken by the student matches with the credit of Departmental elective or Open elective then no conversion is needed and same breakup for CA (online assignments) and ESE (Proctored exam) will be taken.

Conversion of 3 credit MOOC subject to 4 credit subject or 2 credits MOOC subject to 3 credit subject:

End Semester Exam (ESE) 50 Marks	Continuous Assessment (CA) 50 Marks			
	Proctored Exam (as per MOOC mark sheet scaled to 50)	Online Assignments (as per MOOC mark sheet)	Presentation 1 (to be conducted by departmental committee)	Presentation 2 (to be conducted by departmental committee)
Marks distribution	50	25	10	15
Marks required to Pass	ESE(out of 50) + Online assignment (out of 25)=30 marks		P1+P2=11 marks	

I SEMSTER

BSC 101 Food Production (I)

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents:

Unit 1

Professional Kitchen & Cooking: - Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.

Unit 2

Kitchen Equipments, Fuels & Safety: Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts

Unit 3

Ingredients used in cooking: Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen

Unit 4

Stocks, Sauces, Soups and Salads: Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.

Practical

Understanding Personal Hygiene & Kitchen Hygiene

Grooming for Professional Kitchen – Do's & Don't's

Understanding kitchen Layouts.

Familiarisation with kitchen equipments and tools

Fuels –Their usage and precautions

Kitchen First Aid

Handling Fire

Familiarization, identification of commonly used ingredients in kitchen

Preparation of Stocks, Mother Sauces and at least two derivatives each.

Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth-Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polson
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

Core subjects: Hospitality Science (Practical)

Food Production and F & B Service, Front office ,Accommodation, Housekeeping , Bakery & Patisserie	Marks
Grooming	5
Journal	10
Viva & presentation	25
Subject continuous Assessment	50
Total	100

BSC 102 Food & Beverage Service -1

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Content

Unit 1

Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarisation with their Layouts(Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.

Unit 2

Food Service Equipments, Fuels & Safety: Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire, Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.

Unit – 3

Food Service -1: Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.

Unit 4

Food Service-II : Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise- en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features.

Practical

Understanding Personal Hygiene & Food Service Hygiene

Grooming for Professional Food Service – Do's & Don't's

Understanding Food Service Outlets.

Familiarisation with Food Service equipments and tools

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Fuels –Their usage and precautions while dealing with them in F&B Outlets

Handling Fire and Emergency Procedures

Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets

Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.

Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher:ELBS
- Food & Beverage Service Management – BrianVarghes
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc GrawHill.
- Food & Beverage Service Lillicrap & Cousins,ELBS
- Introduction F & B Service- Brown, Heppner &Deegan
- Menu Planning- Jaksa Kivela, HospitalityPress
- Modern Restaurant Service- John Fuller,Hutchinson
- Professional Food & Beverage Service Management – BrianVarghese
- The Restaurant (From Concept toOperation)
- The Waiter Handbook By GrahmBrown,

Core subjects: Hospitality Science (Practical)

Food Production and F & B Service, Front office ,Accommodation, Housekeeping , Bakery & Patisserie	Marks
Grooming	5
Journal	10
Viva & presentation	25
Subject continuous Assessment	50
Total	100

Theory: 2 Credits; Total Hours =30

Course content

Unit 1 Introduction to environmental studies

Multidisciplinary nature of environmental studies;

Scope and importance; Concept of sustainability and sustainable development.

Unit 2 Ecosystems

What is an ecosystem? Structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs and ecological succession. Case studies of the following ecosystems:

Forest ecosystem

Grassland ecosystem

Desert ecosystem

Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries) (6 lectures)

Unit 3 Natural Resources : Renewable and Non---renewable Resources

Land resources and land use change; Land degradation, soil erosion and desertification.

Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations.

Water : Use and over---exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter---state).

Energy resources : Renewable and non renewable energy sources, use of alternate energy sources, growing energy needs, case studies.

Unit 4 Biodiversity and Conservation

Levels of biological diversity : genetic, species and ecosystem diversity; Biogeographic zones of India; Biodiversity patterns and global biodiversity hotspots

India as a mega---biodiversity nation; Endangered and endemic species of India

Threats to biodiversity : Habitat loss, poaching of wildlife, man---wildlife conflicts, biological invasions; Conservation of biodiversity : In---situ and Ex---situ conservation of biodiversity.

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Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value.

Unit 5 Environmental Pollution

Environmental pollution : types, causes, effects and controls; Air, water, soil and noise pollution

Nuclear hazards and human health risks

Solid waste management : Control measures of urban and industrial waste.

Pollution case studies.

Unit 6 Environmental Policies & Practices

Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture

Environment Laws: Environment Protection Act; Air (Prevention & Control of Pollution) Act; Water (Prevention and control of Pollution) Act; Wildlife Protection Act; Forest Conservation Act. International agreements: Montreal and Kyoto protocols and Convention on Biological Diversity (CBD).

Nature reserves, tribal populations and rights, and human wildlife conflicts in Indian context.

Unit 7 Human Communities and the Environment

Human population growth: Impacts on environment, human health and welfare.

Resettlement and rehabilitation of project affected persons; case studies.

Disaster management: floods, earthquake, cyclones and landslides.

Environmental movements: Chipko, Silent valley, Bishnois of Rajasthan.

Environmental ethics: Role of Indian and other religions and cultures in environmental conservation.

Environmental communication and public awareness, case studies (e.g., CNG vehicles in Delhi).

Unit 8 Field work

Visit to an area to document environmental assets: river/ forest/ flora/fauna, etc. Visit to a local polluted site---Urban/Rural/Industrial/Agricultural.

Study of common plants, insects, birds and basic principles of identification.

Study of simple ecosystems---pond, river, Delhi Ridge, etc.

Suggested Readings:

- Carson, R. 2002. *Silent Spring*. Houghton MifflinHarcourt.
- Gadgil, M., & Guha, R.1993. *This Fissured Land: An Ecological History of India*. Univ. of CaliforniaPress.
- Gleeson, B. and Low, N. (eds.) 1999.*Global Ethics and Environment*, London,Routledge.
- Gleick, P. H. 1993. *Water in Crisis*. Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute, Oxford Univ.Press.
- Groom, Martha J., Gary K. Meffe, and Carl Ronald Carroll.*Principles of Conservation Biology*. Sunderland: Sinauer Associates,2006.
- Grumbine, R. Edward, and Pandit, M.K. 2013. Threats from India's Himalayadams. *Science*, 339: 36---37.
- McCully, P. 1996. Rivers no more: the environmental effects of dams(pp. 29---64). Zed Books.
- McNeill, John R. 2000. Something New Under the Sun: An Environmental History of the TwentiethCentury.
- Odum, E.P., Odum, H.T. & Andrews, J. 1971.*Fundamentals of Ecology*. Philadelphia: Saunders.
- Pepper, I.L., Gerba, C.P. & Brusseau, M.L. 2011. Environmental and Pollution Science. AcademicPress.
- Rao, M.N. & Datta, A.K. 1987. *Waste Water Treatment*. Oxford and IBH Publishing Co. Pvt. Ltd.
- Raven, P.H., Hassenzahl, D.M. & Berg, L.R. 2012.*Environment*. 8th edition. John Wiley & Sons.
- Rosencranz, A., Divan, S., & Noble, M. L. 2001. *Environmental law and policy in India*. Tripathi1992.
- Sengupta, R. 2003. *Ecology and economics: An approach to sustainable development*. OUP.
- Singh, J.S., Singh, S.P. and Gupta, S.R. 2014. *Ecology, Environmental Science and Conservation*. S. Chand Publishing, NewDelhi.
- Sodhi, N.S., Gibson, L. & Raven, P.H. (eds). 2013. *Conservation Biology: Voices from the Tropics*. John Wiley & Sons.
- Thapar, V. 1998. Land of the Tiger: A Natural History of the IndianSubcontinent.
- Warren, C. E. 1971. Biology and Water Pollution Control. WBSaunders.
- Wilson, E. O. 2006.The Creation: An appeal to save life on earth. New York:Norton.
- World Commission on Environment and Development. 1987.*Our Common Future*. Oxford UniversityPress.

Theory+ Tutorial: 6 Credits; Total Hours =90

Unit 1 Travel Documentation:

Introduction to Travel Documentation, Documentation required while leaving and entering into India. Passport its types and procedures to obtain an Indian passport, Currency Regulations and concept of Basic Travel Quota (BTQ), Custom Regulations, Health Certificates, Insurance and Immigration

Unit 2 Understanding VISA and Permits

Understanding the concept of VISA its types, Categories in which India give Visa to foreign tourists. Visa Requirements and procedure to obtain tourist visa for Singapore, UK, USA and Australia. Restricts and Special area permits for foreign tourists in India and their procedures to obtain. VISA on Arrival Scheme of Govt of India

Unit 3

IATA,UFTAA,ICAO, Conventions - Chicago and Warsaw convention, Freedoms of Air, Bilateral agreements. IATA Areas of the world, IATA global Indicators, Anatomy of Journey. Concept of Pricing Unit.

Unit 4

Local Currency Fares Ticketing terminology- maximum Permitted Mileage, MPM , ticketed Point Miles TPM , Extra Mileage Allowance EMA Extra Mileage Surcharge EMS , Higher Inermediate Point HIP.

Unit 5

Types of journey, Round Trip, Circle Trip, The RT and CT Fare Construction Formula,, Tax References, Children and Infant and Minor Passengers, Unaccompanied passenger UM . Fare calculation Rules, Fare construction terminology, Fare Construction with IATA /UFTAA Formula Normal fares, ,Net Fares , BSP Billing and Settlement Plan.

Unit 6

Introduction to Global Distributions System and Computerized Reservation System Types of CRS- Amadeus- Galileo Sabre and World Span. Encoding and Decoding , Neutral availability. Return Availability, Waitlisted and ARNK Segments, Ticketing Element, Building a PNR. Building a PNR-supplementary Data-Optional Service Information-Special Service Request- Retriving and Displaying a PNR-Cancelling PNR Elements-Modifying PNR elements-Changing Segment Status-Splitting a PNR.

Suggested Reading:

- Aggarwal, Surinder: Travel Agency Management, Communication India, NewDelhi.

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- International Air fare & Ticketing By SK Gupta UDH Publication Delhi
- Bradnock, Robert & Rama: India Handbook 2000, Passport Publishers, UK, 1995.
- Nawab, A.W. Comparative Evolution of World Air Transport, National Publishing House, Delhi.
- Stratford, A.N. Air Transport Economics in the Supersonic era, Mc Millan, Bristol.
- Tourism, Security and Safety (The Management of Hospitality and Tourism Enterprises) - Yoel Mansfeld & Abraham Pizam
- Ecology and Tourism by Dr. G. Poyamoazhi
- Environment and Pollution by Khopkar S.M.
- Environmental Management by M.K. Oberoi
- Tourism and Sustainability by Martin Mowforth & Ian Munt
- H.A. Robinson, Geography of Tourism
- Burton Rosemary, Geography of Travel & Tourism
- B. Bonifac & C. Cooper, The Geography of Travel & Tourism
- Encyclopedia of World Geography D.L. Foster, The Business of Travel Agency Operation & Administration
- Malik, Haris & Chatterjee, Indian Travel Agents
- J.M.S. Negi, Travel Agency & Tour Operations: Concepts & Principles
- C.Y. Gee, Travel Industry
- Yale P, The Business of Tour Operations

BSC 201 Front Office Operations

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents:

Unit 1

Hotel Front Office and Role in Hotel Revenue Generations, Preparing for Guest Services, Relationship & Coordination with Housekeeping and other Divisions, The Hotel Organization and the front office manager, Effective interdepartmental communications, Front Office Structures, layouts Trends & Practices.

Unit 2

Managing Guests from Check in to Check Out – Role of Front Office, Property management systems, System wide reservations, Guest registration, Managing the financials, Guest checkout, Procedures Forms & Formats

Unit 3

Revenue Management : An Introduction, Customers' Knowledge and Consumer Behavior, Internal Assessment and Competitive Analysis, Economic Principles and Demand Forecasting, Reservations and Channels of Distribution, Dynamic Value-Based Pricing, Channel and Inventory Management, The Revenue Management Team, Strategic Management and Following the RevMAP, Tools, Tactics, and Resources

Unit 4

Staffing Challenges, Recruitments & Training, Managing Hospitality, Promoting in house sales, It is going to happen- Handling Emergencies, Managing Guest Safety & security Gearing for Interviews, The role of Supervisor and Managers Responsibilities.

Practical

Front Office Planning – The FOM's Role

Professional Front Office Layout & Organisations

Front Office Operations : Activities, Records & Regulations to supplement theory syllabus

Safety & Security Practices & Role of Hotel Front Office

Revenue Management in Front Office Operations

Suggested Readings

- Hotel Front Office Management – James A Bardi Wiley Publications
- Introduction to the revenue management for Hospitality Industry, Principles and Practices for the Real World, An Kimberly Tranter, Trevor Stuart-Hill, Juston Parker, Pearson Publications

Core subjects: Hospitality Science (Practical)

Food Production and F & B Service, Front office ,Accommodation, Housekeeping , Bakery & Patisserie	Marks
Grooming	5
Journal	10
Viva & presentation	25
Subject continuous Assessment	50
Total	100

BSC 202 Housekeeping Operations

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents

Unit 1

Accommodation Sector: - Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt

Unit 2

The Guest Accommodation: Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies

Unit 3

Hotel Front Office : Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Organisation structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.

Unit 4

Hotel Housekeeping: Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel

Practical

Understanding Personal Hygiene Grooming Standards

Understanding Layouts of Front Office and Housekeeping.

Familiarisation with equipments and tools

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Rooms layout and standard supplies. (Amenities)

DO'S and Don'ts for new entrants/employees in the front office

Hotel terminology

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox(ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc GrawHill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford UniversityPress.
- Housekeeping and Front Office –Jones
- Security Operations By Robert Mc Crie, Publishe: Butterworth –Heinemann
- The Professional Housekeeper – Tucker Schneider,; WileyPublications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac GrawHill
- Managing Front Office Operations – Kasavana & Brooks Educational InstitutionAHMA
- Front Office – Operations and management – Ahmed Ismail (ThomsonDelmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

Core subjects: Hospitality Science (Practical)

Food Production and F & B Service, Front office ,Accommodation, Housekeeping , Bakery & Patisserie	Marks
Grooming	5
Journal	10
Viva & presentation	25
Subject continuous Assessment	50
Total	100

BSC 203-A English Communications

Theory: 4 Credits; Total Hours =60

Preamble:

The purpose of this course is to introduce students to the theory, fundamentals and tools of communication and to develop in them vital communication skills which should be integral to personal, social and professional interactions. One of the critical links among human beings and an important thread that binds society together is the ability to share thoughts, emotions and ideas through various means of communication: both verbal and non-verbal. In the context of rapid globalization and increasing recognition of social and cultural pluralities, the significance of clear and effective communication has substantially enhanced.

The present course hopes to address some of these aspects through an interactive mode of teaching-learning process and by focusing on various dimensions of communication skills. Some of these are:

Language of communication, various speaking skills such as personal communication, social interactions and communication in professional situations such as interviews, group discussions and office environments, important reading skills as well as writing skills such as report writing, note-taking etc.

While, to an extent, the art of communication is natural to all living beings, in today's world of complexities, it has also acquired some elements of science. It is hoped that after studying this course, students will find a difference in their personal and professional interactions.

The recommended readings given at the end are only suggestive; the students and teachers have the freedom to consult other materials on various units/topics given below. Similarly, the questions in the examination will be aimed towards assessing the skills learnt by the students rather than the textual content of the recommended books.

Introduction: Theory of Communication, Types and modes of Communication

Language of Communication: Verbal and Non-verbal

(Spoken and Written)

Personal, Social and Business

Barriers and Strategies

Intra-personal, Inter-personal and Group communication

Speaking Skills:

Monologue

Dialogue

Group Discussion

Effective Communication/ Mis- Communication

Interview

Public Speech

Reading and Understanding Close Reading Comprehension

Summary Paraphrasing Analysis and Interpretation

Translation(from Indian language to English and vice-versa) Literary/Knowledge Texts

Writing Skills Documenting Report Writing Making notes Letter writing **Recommended**

Readings:

- *Fluency in English - Part II*, Oxford University Press,2006.
- *Business English*, Pearson,2008.
- *Language, Literature and Creativity*, Orient Blackswan,2013.
- *Language through Literature* (forthcoming) ed. Dr. Gauri Mishra, Dr RanjanaKaul,
- Dr BratiBiswas

(Theory + Tutorial: 30 Hours)

खÉİZÉİÉAMAüE¬AzrÉ

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UNIT-I

- pÉÉwÉÉ MüÉmÉËUcÉrÉ
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UNIT-II

- qÉÉæîZÉMü ãmÉ xÉA AÉæmÉcÉÉËUMü xÉÇuÉÉES pÉÉAAÉ –I
- qÉÉæîZÉMü ãmÉ xÉA AIÉÉæmÉcÉÉËUMü xÉÇuÉÉESpÉÉAAÉ – II

UNIT-III

- pÉÉwÉÉ MüĐ xÉÇUcÉİÉÉ pÉÉAAÉ –I
- pÉÉwÉÉ MüĐ xÉÇUcÉİÉÉ pÉÉAAÉ – II

UNIT-IV

ÍsÉZÉİÉAMüĐMüÉæzÉsÉ

- AIÉÑuÉÉS – pÉÉAAÉ –I

- AIÉÑuÉÉS - pÉÉÁÉ –II
- AIÉÑuÉÉS MüÉ ìuÉiÉUhÉ – AÇÁÉëÄÄeÉİ xÉÁ ìWÇûSİ qÉÁ
AIÉÑuÉÉS, ìWÇûSİxÉAAÇÁÉëÄÄeÉİqÉÁÇAIÉÑuÉÉS
- xÉÇSpÉİ mÉÑxiÉMAÇÜ :
 1. Krishna Kumar Agarwal, Teach your self hindi, 4th edn : Manoj Publications ; New Delhi ;2018
 2. Kavitha Kumar, Hindi for Non hindi speaking people, 3rd edn : Rupa Publications India Pvt Ltd ; New Delhi ;2016

(Theory + Tutorial: 30 Hours)

- Unit1** - Kannada letters
KannadaAlphabet,
Swaragalu,Vyanjanagalu– Author K. DamodaraIthala,
Nava Karnataka Publisher
- Unit2** - TechnicalTerms
Businessrelatedwords – Kannada Shabdhasampatthu,
Saathenahalli Mallikarjuna,
Tanu Manu Prakashana
- Unit3** - Businessletters
Types of formal letters,
Jobapplication – Kannada Vyakarana
AuthorSubha,
Mesars T. Narayana Ayyangar
- Unit4** - AdministrativeKannada
Memos,Reportwriting – Kannada ShabdhaSampatthu,
Saathenahalli Mallikarjuna,
Tanu Manu Prakashana
- Unit5** - CommunicativeKannada
Basic Managerial speaking skills,
Listeningskills – Siddartha
Margadarshi

BSC 204 Food Service Management & Events

Theory+ Tutorial: 6 Credits; Total Hours =90

Course content

Unit 1

The Foundations: The Foodservice Industry, The Systems Approach, The Fundamentals, Food Safety, Cleaning, Sanitation, and Environmental Safety, The Menu

Unit 2

The Operational Functions: Purchasing, Receiving, Storage, And Inventory, Production, Beverage rovision, Food and Beverage Service, Events Conferencing & Banqueting, Apprising Performance Strategic Decisions,

Unit 3

TheFacilities: Facilities Planning And Design, Equipment And Furnishings Environmental .Management The Management Functions: Organizational Design, Leadership HumanResource

Unit 4

Management, Performance Improvement, Financial Management, Marketing

Layout of Food Service Outlets & Organisations Food Service Operations

Conferencing & Banqueting Equipment and Furnishings, Environmental Management in Food Service Operations Visit to a professional Food Service Outlet

Unit 5

Events- The Concept, Nature, Definition and scope, C's of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be a good Event Planners.

Unit 6

Organising & Designing of Events, key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media.

Unit 7

Marketing & Promotion of Events: Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and PublicRelation.

Unit 8

Managing Events: Financial Management of Events, Staffing, Leadership. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation. Note: An Event such as Conference/ Seminar may be planned and organised to supplement learning of students.

Practical

Note: An Event may be planned to supplement learning of students and practical may be conducted in view of theory syllabus to provide practical inputs to learners.

Suggested Readings:

- A.K. Bhatia, 'Event Management', Sterling Publishers Pvt. Ltd. Delhi.
- Anton Shone & Bryn Parry, 'Successful Event Management
- Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA
- Hoyle, Dorf & Jones, Meaning conventions & Group business. Educational institute of AH & MA.
- Joe Jeff Goldblatt, "Special Events: Best Practices in Modern Event Management (Hospitality, Travel & Tourism)", John Willy and Sons, New York
- Leonard H. Hoyle, Jr, 'Event Marketing', John Willy and Sons, New York
- Lynn Van Der Wagen, Carlos, Event Management, Pearson, New Delhi.
- Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi
- John Beech, Sebastian Kaiser, Robert Kaspar - The Business of Events Management ; Pearson Publications
- Food & Beverage Management 3/e John Cousins, David Foskett & Andrew Pennington, Good Fellow Publishers
- Foodservice Management: Principles and Practices by June Payne-Palacio Ph.D. RD and Monica Theis, Prentice Hall Publishers
- Foodservice Management Fundamentals by Dennis R. Reynolds; Wiley Publishers

BSC 205 Food Science and Nutrition

Theory: 2 Credits,; Total Hours =30

Goals

The course is designed to provide concepts of Nutrition and food science focusing largely on dietary concerns and health issues surrounding food, food preparing in food service organizations, eating, and habits. A basic knowledge will be provided of the multi-faceted field that is rooted in chemistry, biology, and the social sciences. The importance of Nutrition science also includes the study of behaviours and social factors related to food choices for Food science that is therelevant.

Theory and practice of food science of the physical, biological, and chemical makeup of food; and the concepts underlying cooking of food, food preservation, will be covered. The course will provide a student competence in the application of food science to the selection, preservation, processing, packaging, distribution, and commercial use of safe food in hotels and restaurants.

Objectives On completion of the course the student will be able to

Advise people on what to eat to lead a healthy lifestyle, or achieve a specific health-related goal. Apply the knowledge and understanding of the fundamentals of nutrition to establish the role of nutrition in relation to health.

Design menus for commercial food service establishments whilst applying the basic principles of food nutrition and science.

Prepare food and design food in commercial organizations keeping in mind general wellness for a consumer.

CourseContent

Unit 1: Fundamentals Of Nutrition

- Introduction tonutrition
- Nutrition andnutrients
- Calories – importance offood
- Digestionabsorption
- Recommended dietaryallowances

Unit 2 : Nutrients infood

- Carbohydrates protein, lipids (Composition, functions, sources, digestions, deficiency)
- Vitamins - A, D, E, K, Thiamine, Riboflavin, Niacin, Vitamin C, FolicAcid
- Minerals -Sodium, Iron, Calcium, Phosphorus & Iodine(Composition, classification, functions, sources,deficiency)

Unit 3: Food Preservations

- Importance of foodpreservation
- Preservation by hightemperature
 - Asepsis, pasteurization,sterilization
- Preservation by use of lowtemperatures
 - Temperatures employed in low temperature storage chilling orcold storage
 - Freezing – changes during preparation forfreezing
 - Changes during freezing
 - Changes during storage
 - Changes during thawing
 - Refrigeration
- Preservation by drying
 - Sundrying
 - Mechanicaldrying
 - Freeze-drying
 - Smokingdrying
 - Factors in the control of drying
 - Treatments of food before drying
 - Procedures after drying
- Preservation by foodadditives
 - Chemical
 - Salt and sugaralcohol
 - Wood smoke spices and othercondiments
- Beneficial effects of microorganisms in foodpreparation
 - (a)Mold (b)yeast (c)bacteria.

Suggested Reading

- Food And Nutrition Volume 1 And Volume 2, Dr. M. Swaminathan, Bappco, 1991
- A Textbook Of Foods Nutrition And Dietetics, M. RaheenaBegum, Sterling Publishers, 2ndRev.Ed/1991
- Normal And Therapeutic Diets By Cosine, H. Robinson, Marilyn R. Lawer, Macmillian, 18Edition.

Teaching Learning Methodology

Lecturers, assignments, discussions, case studies, field visits , presentations

301 Cuisines of India

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents:

Unit 1 Cuisines of Kashmir, Himachal & Uttarakhand:

Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Unit 2 Cuisines of Punjab, Haryana & Delhi:

Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Unit 3 Cuisines of Rajasthan & Gujarat:

Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Unit 4 Cuisines of Maharashtra & Goa:

Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Practical:

Two Menus about 3-5 dishes per menu per state.

Note: For focused inputs Regional Theme Lunches/ Festivals may be organised as a part of activity based learning. .

Suggested Readings:

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press
- A Taste of India By Madhur Jafferey - John Wiley & Sons

The Yenepoya Institute of Arts, Science, Commerce & Management

- Food of Haryana: The Great Chutneys – Dr Ashish Dahiya, University Press,MDU
- Indian Gastronomy – Manjit Gill, DKPublishers
- Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press,MDU
- Punjabi Cuisine – ManjitGill
- My Great India Cook Book – Vikas Khanna
- Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: OrientLongman
- Practical Cookery By Kinton &Cessarani
- Hymns from the Soil: A VegetarianSaga
- Practical Professional Cookery By Kauffman &Cracknell
- Professional Cooking by Wayne Gisslen, Publisher Le CordonBleu
- Theory of Catering by Kinton &Cessarani
- Theory of Cookery By K Arora, Publisher: FrankBrothers

BSC 302 Food & Beverage Service –II

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Theory

Unit 1

Wines -I Definition, Classification with examples, - Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Principal wine regions and wines of France, Germany, Italy, Spain,

Unit 2

Wines –II Principal wine regions and wines of Portugal, USA, Australia; New World Wines (brand names) India, Chile, South Africa, Algeria, New Zealand, Food & Wine Harmony, Storage of wines, Wine terminology (English & French)

Unit 3

The Beverage Industry: Introduction, Yesterday & Today, Responsible Alcohol Service, Creating and Maintaining a Bar Business, Sanitation and Bar Setup, Legal Aspects, Professional Services.

Unit 4

Bar Management: Introduction, Purchasing, Storing, Receiving, Issuing; Controlling, marketing Beverage Products Responsibly, Employee Management, Art of Mixology, Planning for Profits, Bar Menus

Practical

Bar Setups of different types & services

Service of Wines & Bar Menus

Reading Wine Labels,

Cocktail parties

Role Plays & Situation handling in Bar

Suggested Readings:

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S.Negi
- Food & Beverage Control By: Richard Kotas and Bernard Davis
- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
- Food & Beverage Management By: Bernard Davis & Stone

The Yenepoya Institute of Arts, Science, Commerce & Management

- Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher:ELBS
- Food & Beverage Service Management- BrianVargese
- Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc GrawHill.
- Hotel & Catering Costing & Budgets, RD. Boardman,Heinemann
- Introduction F & B Service- Brown, Heppner &Deegan
- The Bar and Beverage Book, 5th Edition - Costas Katsigris, Chris Thomas, Wiley Publications
- Principles and Practices of Bar and Beverage Management – James Murphy; Goodfellow Publishers
- ManageFirst: Bar and Beverage Management – National Restaurant Association

Core subjects: Hospitality Science(Practical)

Food Production and F & B Service, Front office ,Accommodation, Housekeeping , Bakery & Patisserie	Marks
Grooming	5
Journal	10
Viva & presentation	25
Subject continuous Assessment	50
Total	100

BSC 303 Concepts of Travel and Tourism

Theory: 6 Credits,; Total Hours =90

Course Content

Unit 1

Safety Security and Hotels: Understanding Safety & Security, Differentiation between safety and security, Best Practices in Indian Hotels, The Case of Taj & Oberoi at Mumbai, Security Departments in Hotels, Guidelines for Security in Hotels, Dealing with Emergencies - Fire, Death, Crisis Management, Disaster Management.

Unit 2

Safety Security and Tourist Destinations: Understanding the destination images from tourist perspective, the role of the media in influencing consumer perceptions of travel safety Understanding Tourist Security, its importance and impact of tourism industry. Role of Media in influencing tourist perceptions, consumer awareness of travel advisories and their influence on behaviour. Common problems & Challenges with hotel & tourism destinations security. Security issues at airports, railway stations, single woman travellers in India, Tourist Police & Its Role, Role of Ministry of Govt of India, UNWTO Guidelines/ Advises on Safety and Security, International Issues on Tourist Security, the role of insurance in the travel industry

Unit 3

Travel Documentation: Introduction to Travel Documentation, Documentation required while leaving and entering into India. Passport its types and procedures to obtain an Indian passport, Currency Regulations and concept of Basic Travel Quota (BTQ), Custom Regulations, Health Certificates, Insurance and Immigration

Unit 4

Understanding VISA and Permits

Understanding the concept of VISA its types, Categories in which India give Visa to foreign tourists. Visa Requirements and procedure to obtain tourist visa for Singapore, UK, USA and Australia. Restricted and Special area permits for foreign tourists in India and their procedures to obtain. VISA on Arrival Scheme of Govt of India

Suggested Readings:

- Tourism Security: Strategies for Effective Managing Travel Risk and Safety By Peter Tarlow
- Safety and Security in Tourism Relationships, Management and Marketing By C. Michael Hall, Dallen J. Timothy and David Timothy Duval.
- Tourism, Security and Safety (The Management of Hospitality and Tourism Enterprises) - Yoel Mansfeld & Abraham Pizam

BSC 304 Computer Science in Business

Theory+ Tutorial: 6 Credits; Total Hours =60

Practical Paper: 2 Credits; Total Hours =60

Course content

Unit 1

Introduction to Computers: Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer,

Unit 2

Introduction to Computers Software: Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS- Word. MS- Excel and MS-Power Point.

Unit 3

Internet & Applications: Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines,Email

Unit 4

Social Media Applications and Hospitality: Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social MediaApplications.

Suggested Reading:

- Leon & Lion, Introduction to Computers, Vikas Publishing House, NewDelhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning,Bombay.
- Comer 4e, Computer networks and Internet, PearsonEducation
- White, Date Communications & Compute4r Network, Thomson Learning,Bombay.
- Computers in Hotels – Concepts & Applications : Partho P Seal Oxford UniversityPress

BSC 305 Tour Marketing and Human Resource Management in Travel Industry

Theory: 6 Credits,; Total Hours =90

Course Content

Unit 1

Definitions and scope of tour & Activities. Planing a trip with Expedia. Analysing Reviews. Customer Support. Tour Tickets Manangement. Using Local Experts. Managing Exclusive Deals. Tours & Sightseeing, Exploring Top Attractions Nearby Tours, Activities, Tickets & More. Airport Transportation, Indulge in Culinary Experiences andEvents.

Unit 2

Meaning and dimensions of market; market segmentation; marketing opportunities; evolution of marketing organization and structure; tourism marketing and promotion; monitoring progress. Marketing Concept, unique features of Travel Marketing, Significance of Travel Agency Marketing, Developing a Tour Marketing Plan, Marketing Strategy of Inbound & Outbound tours. More strategies on tour marketing plan.

Unit 3

Introduction to Human Resource Management: Introduction, Definition & Concept, Growth Drivers in India, Importance of HRM, Hospitality Industry Characteristics, Human Resource Roles, HR Challenges. Manpower Planning, Process, Managing Workers,

Unit 4

Recruitments, Learning & Development, Performance Appraisal: Recruitments Introduction, Concept, Sources, What to look for in prospective candidates, Recruitments Policy and Techniques. Learning & Development, Introduction, Concept, Functions, Training Cycle, Evaluation, Methods, Organizational Culture & Training. Performance Appraisal - Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, The360 Degree Feedback System, Managing EmployeePerformance

Unit 5

Employee Motivation, Compensation & Benefit Management: Employee Motivation, Concept Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F Skinners Reinforcement Theory), Motivating Employees & Measurement. Compensation & Benefits:Policy, Components, Determinants, Theories, Employee Compensation Practices inIndia

Unit 6

Job Satisfaction, Organizational Culture, Disciplinary Action: Introduction, Theories o Motivation, Correlates of Job Satisfaction, Importance of Job Satisfaction, Measuring Job

The Yenepoya Institute of Arts, Science, Commerce & Management

Satisfaction. Organizational Culture: Introduction, Observational Aspects, Functions, Cultural Models, Positive or Negative Organizational Cultures, Managing and Changing Organisations Cultures. Disciplinary Action: Introduction, Principles of Natural Justice, Counseling Disciplinary Guidelines, Disciplinary Process, Charge Sheet

Suggested Readings:

- Human Resource Development & Management in the Hotel Industry – S.K. Bhatia, NirmalSingh
- Principal and Techniques of Personnel Management Human Resource Management – Dr. Jagmohan Negi
- Human Resource Development Practice in Travel and Tourism – S.C.Bagri
- Human Resource Management in Hospitality – MalayBiswas

BSC 401 Hospitality Law

Theory: 6 Credits,; Total Hours =90

Course Contents:

Unit 1 contract and negotiable instruments act:

- definition – characteristics of contract,
- negotiable instrument – bill of exchange, cheques
- promissory notes, travelers cheques, credit card etc.

Unit 2 laws relating to hotel guest relationship hotel and lodging rates control:

- definition – fair rate, hotel and lodging house, manager of a hotel, owner of a lodging house, paying guest, premises, tenant and tenement
- appointment of controller, fixation of fair rates
- refusal of accommodation
- eviction of a guest from hotel room
- duties, rights and responsibilities of an inn keeper towards guests
- inn keepers lien.

Unit 3 Food legislation the prevention of food adulteration act - 1954

- definition – adulterant, adulterated food, public analyst, central food laboratory
- the central committee for food standards
- food inspectors and their powers and duties
- procedures to be followed by food inspectors
- report of public analyst
- notification of food poisoning

Unit 4 Labour laws – overview workmen's compensation act – 1948

- nature and scope of the act
- partial disablement
- total disablement
- employers liability for disablement arising out of and in the course of the employment

Unit 5 Industrial dispute act – 1947

- definitions – appropriate government, industry, industrial dispute, layoff, lockout, national tribunal, retrenchment, settlement
- authorities under the act
- procedure powers and duties of authorities

Unit 6 Trade union act – 1926

- scope
- eligibility
- fund
- register
- rights on the parts of employer and employee

Unit 7 Essential commodities act 1955/ contract of insurance

- main provisions of the essential commodities act

Unit 8 Contract of insurance

- nature of contract of insurance
- principles of contracts of insurance
- reinsurance, double insurance, subrogation and contribution

Unit 9 Industrial employment standing order act – 1946/

consumer protection act 1986

- model standing order
- show cause notice
- charge sheet
- domestic inquiry
- discharge and dismissal of employee

Unit 10 Consumer protection act – 1986

- definition – forum and their jurisdiction

Suggested Reading

- M.C. Shukla – A manual of mercantile Law – S. Chand & Co. (p) Ltd. Ramnager, New Delhi 110055

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- Dr. A.N. Sharma – Aspect of Labour welfare and social security – Himalayapublishing house, Ramdoot, Dr. Balerao Marg, Girgaum, Delhi – 110004
- B.K Chakraborti - Labour Laws of India, International Law Book Center, 74 park Street, Calcutta
- S.R.Davar – Mercantile Law including Industrial Law, Progressive Corp. Pvt.Ltd., Mumbai,
- B.R. Seth- Indian Labour Laws Published by all India Management Association, NewDelhi
- Text of various acts covered in the syllabus.

BSC 402 Food Production –II

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Content

Unit 1 Methods of Cooking: - Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens.

Unit 2 Eggs, Poultry and Meat: Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling.

Unit 4 Fishes in cooking: Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

Unit 5 Vegetable, Cuts & Cookery: Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips

Practical

Understanding Methods of Cooking & HACCP Standards

Cooking in Professional Kitchen – Do's & Don't's

Understanding Eggs and their simple Breakfast Preparations ;Preparation of: o Hard & soft boiled eggs.

o Friedeggs.

o Poached eggs. o Scrambledeggs.

o Omelet's (Plain, Spanish, Stuffed)

Familiarisation with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking

Vegetables – Their usage and cooking precautions

Cuts of vegetables

Julienne Jardiniere

Dices

Cubes

Macedoine

Paysanne

Shredding

Mire-poix Blanching of Tomatoes and Capsicum. Cooking vegetables:

Boiling (potatoes, peas)

Frying (Aubergine, Potatoes)

Steaming (Cabbage)

Braising (Potatoes) Braising

(Onions, cabbage)

Simple Vegetable and Meat Cookery

Identification of types of rice varieties & pulses.

Simple preparation of Boiled rice (Draining & Absorption) method.

Fired rice.

Simple dal preparation

Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.

Simple Breakfast Preparations:

Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatara,

Preparation of Continental Breakfast

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth-Heinemann

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- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: OrientLongman
- Practical Cookery By Kinton &Cessarani
- Practical Professional Cookery By Kauffman &Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le CordonBleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M.Stefanelli
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton &Cessarani
- Theory of Cookery By K Arora, Publisher: FrankBrothers

Core subjects: Hospitality Science(Practical)

Food Production and F & B Service, Front office ,Accommodation, Housekeeping , Bakery & Patisserie	Marks
Grooming	5
Journal	10
Viva & presentation	25
Subject continuous Assessment	50
Total	100

BSC 403 Accommodation Management

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course content

Unit 1 Housekeeping Supervision: Importance of inspection, Check- listfor inspection, Typical areas usually neglected where special attention is required, Self- supervision techniques for cleaning staff, Degree of discretion/ delegation to cleaning staff., staffing matrix, duty roasters, staff appraisals

Unit 2 Planning Trends in Housekeeping: Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, planning for the provision of Leisure facilities for the guest, Boutique hotel concept. Planning and Organizing in the House Keeping: Area Inventory list, Frequency schedules, Performance standards, Productivity Standards, Inventory Levels, Standard Operating Procedures & Manuals, Job Allocation, Manpower Planning, Planning duty roster.

Unit 3 Budgeting: Budget and budgetary controls, The budget process, Planning capital budget, Planning operation budget, Operating budget – controlling expenses – income statement, Purchasing systems methods of buying, Stock records – issuing andcontrol

Unit 4 Front Office Accounting and Night Auditing: Introduction to Accounting fundamentals, Guest and non guest accounts, Accounting system, Non automated, semi automated and fully automated), Night Auditing: Introduction, Objective and job description of Night Auditor Night Audit process, Preparing night audit reports

Practical

Preparing Guestroom and public area checklists

Preparing Duty Roasters, Understanding Staff Matrix.

Planning layouts of Guest Rooms, Boutique hotels, PowerPoint's on salient features in respect to accommodation of Hotels.

Understanding Hotel Accommodation Budgets

Preparing for Interviews of Assistants as Supervisors and Facing Supervisors Interviews.

Suggested Readings:

- Accommodation & Cleaning Services, Vol. I & II, David, Allen,Hutchinson
- Hotel and Catering Studies – UrsulaJones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox(ELBS)
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc GrawHill.

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- House Craft – ValeriePaul
- House Keeping Management by Dr. D.K.Agarwal
- House Keeping Management for Hostels, Rosemary Hurst,Heinemann
- Housekeeping and Front Office –Jones
- Housekeeping management – Margaret M. Leappa & AletaNetschke
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford UniversityPress
- In House Management by A.KBhatiya
- Key of House Keeping by Dr.lal
- Commercial Housekeeping & Maintenance – StanleyThornes

Core subjects: Hospitality Science (Practical)

Food Production and F & B Service, Front office ,Accommodation, Housekeeping , Bakery & Patisserie	Marks
Grooming	5
Journal	10
Viva & presentation	25
Subject continuous Assessment	50
Total	100

BSC 404 Tour Guiding & Consumer Behaviour

Theory: 4 Credits; Total Hours =60

Course Contents

Unit 1 Introduction to the course, meaning of tourism, leisure, recreations, pilgrim, visitor, explorer, definition of domestic & international tourists, forms of tourism – inbound, outbound, domestic and international. The scope of tour guiding in India ii) To know the fundamentals of tour guiding in India.

Unit 2 Nature & Characteristics, components of tourism industry – a) Tourism attraction, accommodation, catering, shopping, entertainment, infrastructure, hospitality, transport.

Unit 3 Role & function of Govt. & Tourist Boards, ITDC, State Govt. Tourist Dept. & Tourism Corporations, National Trade Associations & International organisation, Pacific Asia Travel Association (PATA) (IATA) Indian association of Tour operators, travel agent's association of India (TAAI), Federation of Hotel & Restaurant Association of India, adventure tour operators association.

Unit 4 Travel agencies & tour operators – meaning, role, future prospects & types. Dept. & organisational setup, linkage & arrangements with hotels, airlines & transport agencies & other segments of tourism industry, travel terminology.

Unit 5 Role and functions of travel agents and tour operators, providing travel information & counseling to the tourists mode of transport in different localities reservation (both air transport & accommodation).

Unit 6 Introduction to Consumer Behaviour:

Definition and scope-Consumer and customer-disciplines involved in the study of Consumer Behaviour- necessity of studying Consumer Behaviour- Consumer Behaviour application in marketing- trends in Consumer Behaviour- market segmentation- and Consumer Behaviour.

Unit 7 External Environment:

Factors influencing Consumer Behaviour- Consumer and cultural influences-sub culture and cross culture influences – social class influences and Consumer Behaviour – group dynamics and consumer reference groups-household decision making and family influences.

Unit8 Individual Determinants of Consumer Behaviour

Needs – goals and motives of consumer - other theories of motivation i.e. Marshallian's Freud's – Herzberg's – Maslow's hierarchy of needs- Personality and self-concept theory- Psycho analytic theory- Neo Freudian theory- Trait theory of personality.

Unit9 Consumer Decision Making Process

Stages in consumer decision process – Types of decision making – post purchase behaviour- Personal influence and opinion leadership- Diffusion of innovations- Adoption process.

Unit 10 Consumer Satisfaction and Consumerism

Concept of consumer satisfaction: Working towards enhancing consumer satisfaction – Sources of consumer dissatisfaction – Dealing with consumer complaint-

Unit 11 Concept of consumerism in India:

Reasons for growth of consumerism in India-Consumer Protection Act 1986

Suggested Readings:

- Black well, *Consumer Behaviour*-2nded
- Suja R Nair, *Consumer behaviour in Indian perspective*-1stedn.
- Philip Kotler, *Marketing Management*/15thedn
- R S N Pillai & Bagavathi, *Modern Marketing* –4th rev edn- Schand
- Assail Henry, *Consumer Behavior and Marketing Action*- Asian books Pvt Ltd/Thomson learning – 6thedn.

BSC 405 Bakery and Patisserie

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents

Unit1 Bakery Introductions: Basic Ingredients: Sugars; Shortenings; Eggs; Wheat and Flours; Milk and Milk Products; Yeast; Chemical Leavening Agents; Salt, Spices, and Flavourings; Cocoa and Chocolate; Fruits. Professional Bakery Equipments & Tools, Production Factors; Staling;

Unit2

Bread and Rolls: Overview of Production; Common Problems; White Pan Bread ; Pullman, Split-top, and Round Split Breads; French and Italian Breads and Rolls; Vienna Bread; Bolillos; Pan de Agua; Egg Bread and Rolls; Hard Roll Varieties; Soft Roll Varieties; Pan de Sal; Rye Bread Varieties; Cornmeal Bread; Whole Wheat Bread; Raisin Bread; Cheese Bread; Indigenous Breads of India; Middle Eastern Pita Bread;

Unit3

Sweet Yeast Dough Products: Danish Pastry; Buns; Coffee Cake Dough Products; for Frying; Finishing Doughnuts; Use of Prepared Mixes; Yeast-raised Doughnuts; Cake Doughnuts; Combination Doughnuts; Whole Wheat Doughnuts; Common Problems with Doughnuts and Crullers.

Unit4

Pastries: Short Dough Pastries; Puff Pastries; Common Problems with Puff Pastries; Eclairs and Cream Puffs; Common Problems with Eclairs and Cream Puffs; Cream Cheese Dough Products; Icings and Cream and Whipped Toppings: Icings; Cream Toppings; Whipped Toppings. Cakes and Cake Specialties: Cake Production; Common Problems with Cake Production; Creamed Cakes; Common Problems with Creamed Cakes; Whipped Cakes; Common Problems with Sponge Cakes;

Practical

Bakery Planning – The Chefs Role

Professional Bakery Layout & Organisations

Bakery Operations : Dishes Preparations to supplement theory syllabus

Safety & Security Practices & Bakery

Equipment and Tools, Hygiene Management in Bakery Operations

Suggested Readings

- Practical Baking, 5th Edition by William J. Sultan Wiley Publications
- Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
- In the Hands of a Baker <http://www.ciaprochef.com/>
- Baking by Marha Dey , www.hermehouse.com
- The Golden Book of Baking by barronsduc www.barronseduc.com

Core subjects: Hospitality Science (Practical)

Food Production and F & B Service, Front office ,Accommodation, Housekeeping , Bakery & Patisserie	Marks
Grooming	5
Journal	10
Viva & presentation	25
Subject continuous Assessment	50
Total	100

BSC 501 Accounting For Hotel and Airline Industry

Theory+ Tutorial: 6 Credits; Total Hours =90

Course Contents:

Unit 1

Accounting: Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.

Unit 2

Account Records: Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.

Unit 3

Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,

Unit 4

Depreciation Reserves and Provisions – Meaning, basic Methods, Computer Application-Preparation of Records and Financial Statements

Suggested Reading:

- Hospitality Management Accounting, Michael MColtman
- Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana
- Hotel Accounting Earnest B. Horwath & Luis Toth
- Hotel Accounting & Financial Control By Ozi A.D' Cunha & Gleson O. D' Cunha Publisher: Dicky,s Enterprize, Kandivali, Mumbai
- Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, River New Jersey
- Accounting for Management, S K Bhattacharya, Vikas Publishing House
- Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
- Accounting in Hotel & Catering Industry – Richard Kotas- International Textbook Company
- Comprehensive Accountancy, S A Siddiqui
- A complete Course in Accounting Volume – I, N.D.Kappor
- Double – Entry Book- Keeping, R.C. Chawla & C. Juneja
- Introduction to Accountancy, T.S.Grewal

BSC 502 Airport Infrastructure and Principles of Airline Management

Theory+ Tutorial: 6 Credits; Total Hours =90

Unit 1

History of Aviation with a special focus on India; major players in the airline industry, swot analysis of the different airline companies in India, market potential of airline industry, global and ethical concerns in the airline industry.

Unit 2

Airport planning - terminal planning design and operation; new airport development plans, competition in the airline industry and airport management; Airport Authority of India. Airport functions; airport operations. Comparison of airports in India and the world.

Unit 3

Organizational Structure in an Airline; Airline Management; Role of AAI and privatization; Airline coordination in Airports.

Unit 4

Role of DGCA, slot allocation; methodology followed by DGCA and ATC, Management of Bilateral and Economic Regulations.

Suggested Reading:

- Graham A. (2001). *Managing Airports: An International Perspective- Butterworth-Heinmann*.Oxford.
- Wells A. (2000). *Airport Planning and Management*. 4th Ed. London: McGrawHill.

BSC 503 Creating Customized Tourism Package

Theory+ Tutorial: 6 Credits; Total Hours =90

Course content

Unit 1 Basic Travel Motivations; Knowing your customers; Preparing a questionnaire to know customers' interests. Integrating your customers' interests with the interests of your travel company.

Unit 2 Preparing itinerary according to budget &/ or age group &/ or length of holiday &/ or destination preference &/or event/ occasion specific &/or objective centric.

Unit 3 Studying existing packages offered by competitive brands and comparing your package for further analysis. Planning and charting a route map as per low fares and fastest travel for the tourism package.

Unit 4 Concept, Origin and development of Tour Packaging, Types of Tour, Component of a Standard Package Tour, Factors affecting Tour Formulation, Tour Designing Process, Significance of Package Tour, Tour Brochure.

Suggested Reading:

- Introduction to Travel & Tourism - Michael M. Cottman Van Nostrand Reinhold New York, 1989
90
- Travel Agency & Tour Operation Concepts & Principles - Jagmohan Negi - Kanishka Publishers, Distributors, New Delhi, 1997
- International Tourism – Fundamentals & Practices - A. K. Bhatia - Sterling Publishers Private Limited, 1996 A Textbook of Indian Tourism - B. K. Goswami & G. Raveendran - Har – Anand Publications Pvt. Ltd., 2003 Dynamics of Modern Tourism - Ratandeep Singh - Kanishka Publishers, Distributors, New Delhi, 199
- Tourism Development, Principles and Practices - Fletcher & Cooper - ELBS

Theory+ Tutorial: 6 Credits; Total Hours =90

Course content

Unit 1: Concept of Modern Hospital & Privatization in Health Sector Public Sector Hospitals and Level of care / offered facilities

Unit 2: Effects of Globalization in Healthcare Concept of Corporate Hospital in developing countries Infrastructure and lay out of an ideal corporate hospital

Unit 3: Functioning of modern hospitals & changing need of patients Hospitality in Hospital Care Invasive and non-invasive diagnostic facilities in modern hospital Care offered in Specialty and Super specialty Hospitals.

Unit 4: Concept of Medical tourism in India and around the world; the future of Medical Tourism in India.

Suggested Reading:

1. Hospital Management module II- NIHFW, NewDelhi
2. Hospital Administration – G. D.Kunders
3. Hospital Administration -Tabish

BSC 505 Science of Gastronomy

Theory+ Tutorial: 4 Credits; Total Hours =60

Course content

Unit 1: Science of Gastronomy and Food Trends

The science behind cooking is essential to understand food choice and how the body manages food. A range of topics will be explored from a food science perspective such as grains, food preservation techniques, fermentation and pickling.

Unit 2: Culinary Techniques:

Such as yoghurt making and blending spices will be demonstrated. Topics such as recipe writing, altering and adjusting recipes for special dietary requirements, reducing sugar and dairy include sensory evaluations on how to taste food and Sport nutrition.

This unit reflects on gastronomy and the evolution of food trends, culture, eating habits and diet. Students will attend lectures and seminars on food trends and the current

Unit 3: Introduction to health and wellness Industry:

Cheese gastronomy, wine appreciation, teas, herbs and key influential global ingredients such as the cocoa bean.

Science of Energy Transfer” and “Hunger and Satiety:

Flavour and aroma of food affects our perception of taste of food.

Unit 4: Sustainable Food Systems:

current trends in sustainability will be discussed such as urban gardens, growing food in controlled environments and foraging. Key food industry issues will be explored such as food waste, origin of food, authenticity, seasonality and food policy. This module includes various lectures from guest speakers.

Unit 5: Food Business, Media & Marketing:

Introduction to the business aspects of the food industry to gain knowledge and skills of business practices and processes in the health food industry, Marketing, social media, brand development and nutrition in the media and business will be focal points of this unit.

Unit 6: Color and texture of food affects our perception of taste of food:

Fruits and vegetables can enhance the quality in cooking and to learn about the properties of meat. Science cooking of meat and learn about the elements that affect the preparation of sauces. Preparation of sauces and finish up the course with the last topic on dessert

Unit 7: Food trends and the science of molecular gastronomy:

- On Food and Cooking the Science gastronomy by HaroldMcGee
- Gastronomy Exploring the Science of Flavor by HervéMalcolm DeBevoise

VI SEMESTER

BSC 601 Research Methodologies

Theory: 6 Credits,; Total Hours =90

Course content

- Unit 1** Introduction to research methodology: Meaning, definition, characteristics and types of research, Methodology of research, formulation of research problem Research Design: Meaning, characteristics of research design, steps in research design. Concept of Hypothesis
- Unit 2** Sampling Design and Data Collection: Meaning of sampling, aims in selection a sample, Types of sample design. Data collection –Meaning, types of data, methods of collecting primary data-observation, interview and questionnaire, Sources of secondary data.
- Unit 3** Processing and Analysis of data: Editing, Coding, Classification and tabulation, Graphical presentation of Data-Bar-chart, pie-chart and curves Interpretation of Data meaning, methods of data analysis

Unit 4 Report Writing: Meaning, types and steps involved in writing report, layout of the research report, mechanics of writing a research report, challenges of a good writing

Suggested Readings

- Kumar Ranjit: Research Methodology: A Step by Step Guide for Beginners, Sage Publication,2014.
- Kothari C.R. : Research Methodology, New Age International,2011.
- Shajahan S. : Research Methods for Management,2004.
- Mustafa A. : Research Methodology,2010.
- Thanulingom N : Research Methodology, HimalayaPublishing
- C. Rajendar Kumar : Research Methodology , APHPublishing
- Gupta Hitesh and Gupta S. L. : Research Methodology, International Book House,2011.
- J. R. Brent Ritchie, Charles R. Goeldner : Travel, Tourism, and Hospitality Research:A Handbook for Managers and Researchers, WileyPublishers
- Peter Mason: Researching Tourism, Leisure and Hospitality for your Dissertation; Good Fellow Publishers Ltd,UK

BSC 602 Industrial Exposure & On –The- Job Training

(On the Job Training)

Theory: 12 Credits,; Total Hours =864

The objective of Industrial Exposure is to facilitate learners with skills & practices of trade so as to supplement their theory and practical inputs of semester VII and enable them to IndustryReady.

Duration of Exposure: 15-18 weeks

Leave Formalities: I weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated onthe basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 90-100 working days (15 weeks x 06 days = 90 days). Stdents who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as ‘absent’ in industrial training and results. The Industry Exposure in VI semester necessarilyneedstobeinanapprovedhotelequivalenttothreestarofabove/Heritageor

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other such good property related to Hospitality, Travel, Tourism, Recreation, Leisure or other such organisation. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parentInstitute.

Training Schedule:

The VI Semester shall be supplemented by on the job training in Total weeks: 15-18 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills to facilitate the learners on Writing Skills for Hospitality (Writing of Industrial Reports/ Hospitality Operation Software Skills/ Trade Presentation Skills, Human Resource Practices Safety, Security and Travel Documentation Facilitation Management Practices while acquainting the learners with skills of trade. It may be notedthat for this semester the number of credits assigned is 12. Being practical oriented the number of hours input per week comes as 40 hours perweek.

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, as applicable

All candidates must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. They are also advised to make a report in accordance to their curiculla for VI Semester. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/observed.

The Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of singleside printing)
- b) The font size should be 12 with Times New Romanfont.
- c) The Training Report may be typed in 1.5 linespacing.
- d) The paper should be A-4size.

Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority. Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook.;
2. Appraisal;
3. A copy of the offer letter and industry exposure/ Job TrainingCertificate.
4. Report in view of requirements of VIsemester.

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5. Power Point presentation on a CD, based on thereport.
6. Attendancesheet.
7. Leavecard.

For distribution of marks refer to details on Course structure/ Credit Distribution During the tenure of Industrial Exposure, apart from carrying out the assigned jobs, The learners are suggested to make the following observations in the departments of Industry

BSC 603 Project Report

Practical/Field Work: 6 Credits, Total Hours =60

Keeping in view the diverse nature of aviation, tourism & hospitality industry & its long- term implications on the economy, society, culture & environment, It is mandatory to do some project work so as to sharpen the research skills, develop a practical understanding of the Hospitality system, attain some field experience etc. Students are required to prepare a project on a topic of their choice approved from Faculty from Institute/ Head of Department (F.O/ F&Bs/ F.P/ A.Op) Computer Typed {Times New Roman} compiled & Hard bound copy (Two print Copies) and One soft copy inC.D.

The Project should include:-

- The First page should include Name of The Institute / University, Project undertaken, Roll Number & Name.
- Certificate by Candidate of genuinework.
- Acknowledgement.
- Certificate ofapproval.
- Introduction to thetopic.
- ProblemDefinition
 - Need of study
 - ProblemDefinition
 - Researchobjective
 - List ofInformation
- ResearchMethodology
- Researchdesign
- Source ofdata
- Instrumentation of datacollection
- SamplingDesign
- Analysis, Findings &Interpretation.
- Suggestions &Recommendations.
- Conclusion or SilentFindings

- Limitation
- Bibliography
- Annexure

Selecting A Topic:-

Selecting a topic is the first issue. About the only thing you will be sure of should be that do you want to write on a subject that directly relates to Hotels or is associated with tourism. A lot of thinking & creativity is required at planning stage.

The purpose of project for you is to-

- Learn about various aviation, travel & tourism & hospitality issues.
- Learn how to evaluate the potential.
- Improve organizing & managerial skills.

Sample themes of Research are:-

Accommodation Management-

- “Technology in Hotel Accommodation Services:- A case study of Hotel- ABC.”

Various topics can be selected suggested themes are-

- Surveying of Guest Behavior
- Surveying of Environment Conservation
- Surveying of Negative impacts of System

Segmentation of Guest staying in unit.

Profiling of Tourists/ Guests

Comparative analysis of Tariff Strategies.

Linkages amongst various constituents of Hospitality industry

HRD- Policies of Unit/ Chain

Cost Control in Housekeeping/ Kitchen

Safety & Security Issues- Case studies

- The above mentioned are simply few suggested topics. The candidates are free to select a topic of their choice with due consultation with the faculty member who is mentoring the
- candidate in the Institute.

Sample themes of Research are:-

Air cargo Management-

“Technology in Aviation services- A case study of any airline or airport

Various topics can be selected suggested themes are-

- Surveying of Guest Behavior
- Surveying of Environment Conservation
- Surveying of Negative impacts of System

Segmentation of Guest traveling.

Profiling of flight travelers

Comparative analysis of Tariff Strategies.

Linkages amongst various constituents of Aviation Industry

HRD- Policies of Aviation

Cost Control in Logistics, Supply Chain

Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. The candidates are free to select a topic of their choice with due consultation with the faculty member who is mentoring the candidate in the Institute.

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BSC 604 Presentations and Viva

Personal presentation 6 Credits, Total Hours =30

Viva voce examinations play an important evaluation process in the degree course in most of the Universities around the World. They mainly assess the cognitive domain and if well structured, become an important process of evaluation. Traditionally, a conventional non-structured oral examination was a practice and still remains as an evaluation process in a few countries. Over the years, different colleges have evolved on such examinations and have come out with structured, standardized viva voce examinations. The objective of the VIVA-VOCE is to assess the degree of learning achieved by the student in the Industry while training in Hotel, Travel, Aviation and tourism.

Structure for VIVA

Grooming	5marks
Learning outcomes of all modules	50 marks
Question and answers of the Industry - Oral	25 marks
Situation Handling and role play	20 marks
Total	100 marks