

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778

Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Criterion 1 – Curricular Aspects (100)		
Key Indicator – 1.3 Curriculum Enrichment (30)		
1.3.2. Average percentage of courses that include experiential learning through project work/field work/internship during last five years		
Sr. No.	List of Documents	Page No.
1	List of Courses for experiential learning	1
2	Syllabus copies of Subject related to experiential learning through field visits and internships	2
3	Reports of various activities for experiential learning - NSS Camp - Cleaning campaigns under NSS activity - Tree plantation - Laundry visit - Winery visit - Bakery visit - Nursery Visit	37
4	Industrial Training Certificates of the students	53

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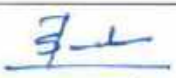
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1.3.2 Average percentage of courses that include experiential learning through project work/field work/internship during last five years (10)

LIST OF COURSES FOR EXPERIENTIAL LEARNING IN THE CURRICULUM OF SPPU

Program	Course	Course Code	Relevance to Experiential Learning (Activity Conducted)
BHMCT 2019-20 pattern	Accommodation Operations - II	C403	Fire Drill Workshop
BHMCT 2016-17 pattern	F&B Service - III	C302	Winery Visit (Vineyard Visit)
	Accommodation Operations - I	C303	Laundry Visit
	Accommodation Operations - II	C403	Fire Drill Workshop
	Industrial Training	CIT 501	Industrial Training in Hotels
	NSS	SE607	NSS Camp at Sarola Kasar
BHMCT 2008 -09 pattern	Food Production – III	301	Bakery Visit
	Food and Beverage Service - III	302	Winery Visit (Vineyard Visit)
	Accommodation Operations - I	303	Laundry Visit
	Industrial Training	501	Industrial Training in Hotels
B.Sc.HS 2019-20 pattern	Accommodation Operations - I	HS303	Fire Drill Workshop
B.Sc.HS 2016-17 pattern	Accommodation Techniques	HS 203	Laundry Visit
	Industrial Training	HS 211	Industrial Training in Hotels
	Accommodation Operations - I	HS303	Fire Drill Workshop
B.Sc.HS 2008-09 pattern	Accommodation Services	303	Laundry Visit
	Industrial Training	401	Industrial Training in Hotels




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Subject : Accommodation Operations - II

Subject Code : C403

Subject Credits : 04

Semester : IV

Teaching Scheme per week		
Theory	Practical	Total
02 hours	04 hours	6 hours

Examination Scheme					
Internal Examination Scheme		External Examination Scheme			Total Marks
Concurrent	Total Internal Marks	Practical	Theory	Total External Marks	
30	30	30	40	70	100

Rationale:

This subject aims to establish the importance of Rooms Division within the hospitality Industry. It also prepares the student to acquire skills and knowledge necessary to successfully identify the required standards in this area and to consider decision-making aspects of this department

		Hours	Marks
Chapter – 1	Safety and First-Aid	02	03
	1.1 Potentially Hazardous condition		
	1.2 Safety Awareness		
	1.3 Accidents : Causes & prevention		
	1.4 First-aid and its remedies		
	1.5 Fire safety		
Chapter – 2	Pest Control	03	04
	2.1 Definition of Pest		
	2.2 Types of Pests-Insects and Rodents		
	2.3 Common Pests and their control. (Bed Bugs,Silver fish, Cockroaches,Termites,Mice & Rats)		
Chapter – 3	Complaint Handling in Housekeeping department	02	03
	3.1 Types of Guest Complaints		
	3.2 Dealing with Guest Complaints of Housekeeping department		
Chapter –4	Interior Designing	03	05
	4.1 Objectives of Interior Designing		



4.2	Elements of Interior Designing		
4.3	Principles of interior Designing		
Chapter –5	Refurbishing & Redecoration	05	05
5.1	Definition		
5.2	Types of Renovation		
5.3	Refurbishing- Steps in Refurbishing		
5.4	Redecoration-Prior & Post Redecoration Procedures		
5.5	Snag list and its importance		
Chapter – 6	Night Auditing	03	05
6.1	Introduction to Night Auditing		
6.2	Role of a Night Auditor		
6.3	Night Auditing Process		
6.4	Errors during Night Audit- Pickup errors, Transposition error, Out of balance		
6.5	Credit Balance Management- Credit Monitoring, High balance Report, Charge Privileges		
Chapter –7	Sales Techniques for Front Office Department	03	04
7.1	Introduction to Hotels Products		
7.2	Various Sales techniques (Increasing occupancies, overbooking, increasing average room rates)		
7.3	Suggestive selling, upselling, down selling, substitute selling, planning a sales call, discounts and discount fixation policy		
Chapter –8	Avenues for Sales Promotion	04	05
8.1	Introduction to leisure Activities and services for guests in a hotel		
8.2	Various Sales Tools (Brochure, posters, e-display, tent cards, websites)		
8.3	Sales Promotion (Advertising, Relationship marketing)		
8.4	Direct sales - travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and telephone selling, letters / emails		
Chapter –9	Room Tariff	05	06
9.1	Factors affecting room tariff		
9.2	Establishing the end of the day (Check – in / check – out basis, twenty four hour basis and night basis)		
9.3	Room Tariff Fixation:		
	a) Cost- based pricing (Rule of thumb approach, Overview of Hubbart formula)		
	b) Market based pricing. (As per competition, Rate cutting, Guest Requirements, Market Tolerance, Inclusive & Non Inclusive Rates)		



- 9.4 Types of Rates – BAR, Incentive, CVGR, Seasonal, Ad-hoc, Membership rate
- 9.5 Taxes applicable on rooms

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

Total 30 40

Recommended Assignments: A minimum of 2 assignments on the above topics.

- a. Study the various chemicals used to eradicate different types of Pests.
- b. Presentation on types of fire extinguishers used in Hotels
- c. Study the concept of various categories of hotel (Ecotel, Boutique, SPA, Heritage and Apartment Hotel)
- d. Presentation on latest sales tools used in hotels.

Practical: Minimum *12 Practical* to be conducted from the following topics.

1. Complaint handling in Housekeeping – Pests in room, maintenance problem, cleaning issues.
2. Role play and report writing related to accidents, handling complaints
3. Preparation of First Aid Box and Handling of basic First Aid through videos and presentations (Convulsion, fainting, fractures, scalds, cuts, alcoholic beverage hangover, Artificial respiration etc.)
4. Preparation of Snag List of any area.
5. Power point Presentation on:
 - i. The implication of various kinds of lines, shapes, forms present in interiors.
 - ii. To achieve proportion, balance; create point of interest, rhythmic effect in designing.



Subject : Accommodation Operations - I

Subject Code : C 303

Subject Credits : Five

Semester : Third

Teaching Scheme per week		
Theory	Practical	Total
03 hours	03 hours	6 hours

Examination Scheme								
Internal Examination Scheme					External Examination Scheme			Total Marks
Unit Test	Assignments	Continuous Assessment of practical	Internal Practical	Total Internal Marks	Practical	Theory	Total External Marks	
30	10	10	25	75	25	50	75	150

Rationale:

This subject aims to establish the importance of Rooms Division within the Hospitality Industry. It also prepares the student to acquire skills and knowledge to identify the required standards and decision-making considerations of this department.

SECTION – I

		Hours	Marks
Chapter – 1	Housekeeping Supervision	04	04
1.1	Role of Supervisor		
1.2	Specific Functions of Supervisors - Guestroom inspection, Inspection of VIP rooms, Linen Inventory		
1.3	Checklist for inspection		
1.4	Dirty dozen and Quick six inspection		
Chapter – 2	Laundry Operations	06	08
2.1	Types of Laundries- OPL, Commercial		
2.2	Layout of a typical laundry		
2.3	Laundry equipments & uses(Commercial Laundry <ul style="list-style-type: none">• Equipments- calendaring machine, Hydro extractors,• Washing machine, Steam press, Suzie, Flat press etc.)		
2.4	Laundry Process		
2.5	Stain Removal		
2.6	Dry-cleaning		
2.7	Flow Chart of Handling Guest Laundry-Laundry		

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list and Valet Service

Chapter – 3	Linen Room	10	08
3.1	Layout of Linen Room		
3.2	Classification & Selection of Linen		
3.3	Classification of Bed, Bath, & Restaurant Linen		
3.4	Sizes of Linen		
3.5	Storage facilities and conditions		
3.6	Par stock, Factors affecting par stock		
3.7	Linen Control – Linen Inventory & Control		
3.8	Discard management		
3.9	Storage of uniforms		
3.10	Issue and exchange of uniforms		
Chapter – 4	Contract Cleaning	04	05
4.1	Definition & Concept		
4.2	Jobs given on contract by Housekeeping		
4.3	Advantages & Disadvantages		
4.4	Pricing a contract		
	SECTION – II		
Chapter – 5	Checkout	06	08
5.1	Departure notification		
5.2	Departure procedure in Fully automated system		
5.3	Group Checkouts		
5.4	Express check outs		
5.5	Early and Late check outs and charges		
5.6	Post departure Courtesy Services		
Chapter – 6	Methods of Payment	05	06
6.1	Settlement of Bills		
6.2	Cash Settlement- Indian & Foreign currency		
6.3	Travellers' cheque, Personal cheque, Demand draft, Debit card		
6.4	Foreign currency exchange procedure and encashment certificate		
6.5	Credit Settlement- Credit card, Travel Agent voucher, Bill to Company letter		
6.6	Other methods of payment- NEFT/RTGS, charge voucher		
Chapter – 7	Front office Accounting	05	06
7.1	Accounting fundamentals		



	(Types of accounts, folios, vouchers)		
7.2	City Ledger		
7.3	Front office Accounting cycle-Creation, maintenance and settlement of accounts		
7.4	Credit control measures-Pre-Authorization, Advance Payments, Floor Limit, House Limit		
Chapter – 8	Application of various Statistical data	05	05
8.1	Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House Count, ARR, RevPAR, ARG, Single Occupancy, Cancellation %, No Show %, Overstay%, Understay % (Numericals based on the above formulae)		
	Total	45	50

Note: Glossary

Students should be familiar with the Glossary pertaining to above-mentioned topics

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

Section – I (any one)

1. List of jobs given on contract in any one hotel along with agencies.
2. Recycling of discarded linen

Section – II (any one)

1. Latest methods of Payment used in Hotels for bill settlement
2. Precautionary Measures to deal with frauds while handling Indian Currency & Credit Cards

Practical:

Section – I

1. Design a Housekeeping checklist for Guest rooms and Public areas.
2. Supervision of Guest room using checklists
3. Calculation of Room Linen requirement for a 100 room property with an OPL
4. Stain Removal - Latest Technique
5. Washing of Linen- Bluing, Starching, Ironing
6. Stock taking of Linen for Housekeeping Lab

Field Visit: Visit to a commercial Laundry and preparation of a report on its operation





Subject : Industrial Training

Subject Code : CIT 501

Semester : Fifth

Credits: : Fifteen

Rationale:

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

Duration of Industrial Training	Twenty Weeks
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Examination Scheme						
Internal Examination Scheme				External Examination Scheme		
Progress Report	Logbook & Appraisal	Internal Viva Voce, PPT, Report	Total Internal Marks	External Viva Voce, PPT, Report	Total External Marks	Total Marks
25	25	125	175	175	175	350

In this semester the student shall be sent for industrial training for a period of 20 Weeks, where they would work 8 weeks in Food Production, 6 weeks in Food and Beverage Service, 3 weeks in Front Office and 3 weeks in House-keeping.

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

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

Practical Examination: (Internal & External)

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



Subject : National Service Scheme

Subject Code : SE 607

Subject Credits : Four

Semester : Sixth

Teaching Scheme per week		
Theory	Practical	Total
01 hours	04 hours	05 hours

Examination Scheme					
Internal Examination Scheme			External Examination Scheme		Total Marks
Unit Test	Activities	Total	Report on activities conducted and viva	Total External Marks	
20	30	50	50	50	100

Rationale:

The aim of this subject is to enhance the social skills of the student through NSS activities which will help to build social and leadership qualities and contribute towards the social cause.

		Hours	Marks
Chapter – 1	Introduction & Basic Concepts of NSS	03	05
1.1	History, philosophy, aims & objectives of NSS		
1.2	Emblem, flag, motto, song, badge etc.		
1.3	Organizational structure, role and responsibilities of various NSS functionaries		
Chapter – 2	NSS Programmes and Activities	05	06
2.1	Concept of regular activities, special camping, Day Camps		
2.2	Basis of adoption of village/slums, Methodology of conducting Survey		
2.3	Other youth program/ schemes of Government of India		
2.4	Coordination with different agencies		
2.5	Maintenance of the NSS Diary		



Chapter – 3	Community Mobilization	04	04
3.1	Mapping of community stakeholders		
3.2	Designing the message in the context of the problem and the culture of the community		
3.3	Identifying methods of mobilization		
3.4	Youth-adult partnership		
Chapter – 4	Volunteerism and Shramdan	03	05
4.1	Indian Tradition of volunteerism		
4.2	Needs & importance of volunteerism		
4.3	Motivation & Constraints of Volunteerism		
4.4	Shramdan as a part of volunteerism		
	Total	15	20

Activities to be conducted:

Sr. No.	Particulars
1	Survey (Need Based)
2	Implementation of Awareness Campaign
3	Tree Plantation /Rice Plantation/Cleaning Drive
4	Residential Special Camp (7 days) compulsory
5	Other Activities organised by college , SPPU and NSS

Reference Book:

- NSS Diary of Savitribai Phule Pune University.
- NSS Hand Book by Savitribai Phule Pune University.
- NSS guidelines by Savitribai Phule Pune University.



Subject : Food & Beverage Service – III

Subject Code : C 302

Subject Credits : Five

Semester : Third

Teaching Scheme per week		
Theory	Practical	Total
03 hours	03 hours	06 hours

Examination Scheme								
Internal Examination Scheme					External Examination Scheme			Total Marks
Unit Test	Assignments	Continuous Assessment of practical	Internal Practical	Total Internal Marks	Practical	Theory	Total External Marks	
30	10	10	25	75	25	50	75	150

Rationale:

The course will give comprehensive knowledge on various fermented alcoholic beverages used in the Hospitality Industry. It will also help in understanding the classification, manufacturing process and the various styles, along with technical and specialized skills in the service of the same. It will familiarize students to bar profile.

		Hours	Marks
Chapter – 1	Alcoholic Beverages	03	05
1.1	Definition		
1.2	Classification of Alcoholic Beverages		
1.3	Fermented beverages – Definition and Examples		
Chapter – 2	Beer	07	08
2.1	Introduction and Definition		
2.2	Raw materials & Manufacturing process		
2.3	Types of Ales and Lagers		
2.4	Freshly brewed Beer and Flavored Beer		
2.5	Faults in Beer- Common faults and reasons (Sour, Cloudy, Flat and Foreign bodies)		
2.6	Other Fermented and Brewed beverages (Sake, Cider, Perry and Mead)		
2.7	Brands Domestic & International		



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Chapter – 3	Wines	10	12
3.1	Introduction and Definition		
3.2	Classification of wines (Color, Characteristics and General)		
3.3	Types of wines: Still, Sparkling, Fortified, Organic, Aromatized, Low Alcohol Wines, Alcohol free wines, Blush wine.		
3.4	Factors influencing the character of wine		
3.5	Viticulture & Viticulture Methods		
3.6	Vinification of still wines (Red, White and Rose)		
3.7	Naming of wines		
3.8	Fruit wines and examples		
3.9	Vine diseases and Wine faults – Vine diseases – Odium, Mildew, Gray Rot (Noble Rot), Phylloxera vastatrix. Wine faults – Corked, Weeping, Excess Sulphur, Maderisation, Tartare Flakes, Formation of crystals, Hydrogen sulphide, Cloudiness, Secondary Fermentation, Foreign materials and sediments.		
3.10	Storage of wines		
3.11	Food & Wine Harmony		
Chapter – 4	Wine producing Countries	15	14
4.1	France – Regions with Wine examples Champagne – Regions, Manufacture process (Traditional, Cuvee close / Charmat, Transfer, Impregnation/Carbonation), Brands		
4.2	Italy – Regions with Wine examples Fortified wine: Marsala, Types and Brands		
4.3	Germany –Regions with Wine examples		
4.4	Spain – Regions with Brands Sherry – Manufacture process, Types and Brands Malaga – Types and Brands		
4.5	Portugal – Regions with Wine examples Port – Manufacture process, Types, Brands Madeira – Manufacture process, Types, Brands		
4.6	India – Regions with Wine examples		
Chapter – 5	Aperitifs	04	05
5.1	Definition		
5.2	Types of Aperitifs		



- 5.3 Wine based Aperitifs
 - Vermouth Styles and Brands
 - Chambéry, Chambéryzette, Punt-e-mes, Carpano
 - Dubonnet, Lillet, St.Raphael, Byrrh and Cap Corse
- 5.4 Spirit based Aperitifs and Bitters – Amer Picon, Fernet Branca, Pernod, Campari, Angostura, Ouzo and Underberg

Chapter – 6	Bar	06	06
6.1	Types of Bar		
6.2	Layout of American Bar with dimensions (Parts of bar)		
6.3	Bar Equipment (Light equipment and Heavy equipment)		
6.4	Bar condiments and consumables		
Total		45	50

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

Field Visits – Students should be taken for visits to Brewery and report must be submitted individually. (Winery visit to be conducted in the fourth semester)

Practical:

Practical No	Details
1	Organization of a wine bar
2	Types of Glasses used in the bar
3	Beer Service – Service Temperature, Equipment, Procedure, Brands
4	Wine equipment
5	Reading of a wine label (Wine labels from France, Italy and Germany).
6	White wine & Rose wine service - Service temperature, Equipment, Procedure and Brands
7	Red wine service- Service temperature, Equipment, Procedure, Decanting process and Brands
8	Champagne / Sparkling Wines service- Service temperature, Equipment, Procedure and Brands <ul style="list-style-type: none"> • Champagne Bottle sizes with their respective names • Champagne Dosage terms
9	Fortified wine service - Service Temperature, Equipment, Procedure, Brands <ul style="list-style-type: none"> • Sherry • Port



Subject : Accommodation Operations II

Subject Code : C 403

Subject Credits : Five

Semester : Fourth

Teaching Scheme per week		
Theory	Practical	Total
03 hours	03 hours	06 hours

Examination Scheme								
Internal Examination Scheme					External Examination Scheme			Total Marks
Unit Test	Assignments	Continuous Assessment of practical	Internal Practical	Total Internal Marks	Practical	Theory	Total External Marks	
30	10	10	25	75	25	50	75	150

Rationale:

This subject aims to establish the importance of Rooms Division within the hospitality Industry. It also prepares the student to acquire skills and knowledge necessary to successfully identify the required standards in this area and to consider decision-making aspects of this department

Section - I

		Hours	Marks
Chapter – 1	Safety and First-Aid	05	06
1.1	Potentially Hazardous condition		
1.2	Safety Awareness		
1.3	Accidents : Causes & prevention		
1.4	First-aid and its remedies		
1.5	Fire safety		
Chapter – 2	Pest Control	03	05
2.1	Definition of Pest		
2.2	Types of Pests-Insects and Rodents		
2.3	Common Pests and their control. (Bed Bugs, Silver fish, Cockroaches, Termites, Mice & Rats)		
Chapter – 3	Complaint Handling in Housekeeping department	02	04
3.1	Types of Guest Complaints		
3.2	Dealing with Guest Complaints of Housekeeping department		



Chapter – 4	Interior Designing	04	05
4.1	Objectives of Interior Designing		
4.2	Elements of Interior Designing		
4.3	Principles of interior Designing		
Chapter – 5	Refurbishing & Redecoration	06	06
5.1	Definition		
5.2	Types of Renovation		
5.3	Refurbishing - Steps in Refurbishing		
5.4	Redecoration- Prior & Post Redecoration Procedures		
5.5	Snag list and its importance		
	Section – II		
Chapter – 6	Night Auditing	06	06
6.1	Introduction to Night Auditing		
6.2	Role of a Night Auditor		
6.3	Night Auditing Process		
6.4	Errors during Night Audit - Pickup errors, Transposition error, Out of balance		
6.5	Credit Balance Management- Credit Monitoring, High balance Report, Charge Privileges		
Chapter – 7	Sales Techniques for Front Office Department	05	06
7.1	Introduction to Hotels Products		
7.2	Various Sales techniques (Increasing occupancies, overbooking, increasing average room rates)		
7.3	Suggestive selling, upselling, down selling, substitute selling, planning a sales call, discounts and discount fixation policy		
Chapter – 8	Avenues for Sales Promotion	06	06
8.1	Introduction to leisure Activities and services for guests in a hotel		
8.2	Various Sales Tools (Brochure, posters, e-display, tent cards, websites)		
8.3	Sales Promotion (Advertising, Relationship marketing)		
8.4	Direct sales - travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and telephone selling, letters / emails		



Chapter – 9 Room Tariff**08****06**

- 9.1 Factors affecting room tariff
- 9.2 Establishing the end of the day (Check – in / check – out basis, twenty four hour basis and night basis)
- 9.3 Room Tariff Fixation:
 - a) Cost- based pricing (Rule of thumb approach, Overview of Hubbart formula)
 - b) Market based pricing. (As per competition, Rate cutting, Guest Requirements, Market Tolerance, Inclusive & Non Inclusive Rates)
- 9.4 Types of Rates – BAR, Incentive, CVGR, Seasonal, Ad-hoc, Membership rate
- 9.5 Taxes applicable on rooms

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

Total 45 50

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

Section I (any one)

- a. Study the various chemicals used to eradicate different types of Pests.
- b. Presentation on types of fire extinguishers used in Hotels

Section II (any one)

- a. Study the concept of various categories of hotel (Ecotel, Boutique, SPA, Heritage and Apartment Hotel)
- b. Presentation on latest sales tools used in hotels.

Practical: Minimum **12 Practical** to be accomplished. All students to be assessed for the individual practical on a continuous basis and the marks to be considered in internal marks.

Section I

- 1. Complaint handling in Housekeeping – Pests in room, maintenance problem, cleaning issues.
- 2. Role play and report writing related to accidents, handling complaints
- 3. Preparation of First Aid Box and Handling of basic First Aid through videos and presentations (Convulsion, fainting, fractures, scalds, cuts, alcoholic beverage hangover, Artificial respiration etc.)
- 4. Preparation of Snag List of any area.
- 5. Power point Presentation on:
 - i. The implication of various kinds of lines, shapes, forms present in interiors.
 - ii. To achieve proportion, balance; create point of interest, rhythmic effect in designing.



Section II

1. Preparation of reports during Nigh Audit- Night Auditors Report, High Balance Report, Occupancy Report, and Discrepancy Report.
2. Role play on enhancing guest stay (welcome call, courtesy call etc.)
3. Videos & Presentation on suggestive selling
4. Role plays on suggestive selling, upselling (Walk-in and guaranteed reservation guest) and up grading.
5. Collection and Comparison of tariff for various categories of hotels.
6. Situation handling - Overbooking (Walk-in and guaranteed reservation), rate discrepancy etc.
7. Plan a sales call to corporates & travel agency

Practical Examination: (Internal & External)

Exams to be conducted on the above mentioned practical with equal weightage given to Section I and Section II.

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

Reference books:

1. Hotel Housekeeping : Operations and Management - Raghubalan, Oxford
2. Accommodation Operations Management - Kaushal, S.K. & Gautam, S.N., Frank Brothers
3. Housekeeping - Malini Singh
4. A Textbook of Interior Decoration - Parimalan, P.
5. Hotel Housekeeping - Sudhir Andrews, Tata McGraw Hill
6. The Professional Housekeeper - Tucker Schneider, VNR
7. Professional Management of Housekeeping Operations - Martin Jones, Wiley
8. House Keeping Management for Hotels - Rosemary Hurst, Heinemann
9. Hotel, Hostel & Hospital House Keeping - Joan C. Branson & Margaret Lennox, ELBS
10. Accommodation & Cleaning Services, Vol I & II - David. Allen, Hutchinson
11. Managing House Keeping Operation, - Margaret Kappa & Aleta Nitschke
12. Front office Management - S.K. Bhatnagar
13. Front Office Management & Operations - Sudhir Andrews
14. Effective Front Office Operations - Michael. L. Kasavana
15. Front Office: Procedures, social skills, yield & management - Abbott, Peter & Lewry, Sue
16. Hotel Front Office A Training Manual - Sudhir Andrews
17. Hotel Front Office Training Manual - Suvradeep Gauranga Ghosh
18. Professional front Office Management - Robert. H. Woods, Jack. D. Ninemeier, David. K. Hayes & Michele .A.Austin
19. Front Office Operations & Management - Ahmad Ismail
20. Hotel Front Office Operations & Management - Jatashankar. R.Tewari
21. Hotel Front Office Management - James Bardi.
22. Check – in Check – out - Gary. K.Vallen
23. Managing Hotel Operations - Jerome. J. Vallen



Subject - FOOD PRODUCTION - III

Subject Code - 301

Semester - Third

Teaching and Examination Scheme

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
2	8	1	11	40 / 2 hrs	30 / 4 hrs	30	100

Rationale:

Based on the sound knowledge of commodities and principles and methods of cooking it is desired to prepare students to evolve good understanding and prepare Indian regional menus in large quantities to suit the occasion. The course further introduces the students to the concepts of bakery & confectionery.

		Hrs	Mks
Chapter 1	Quantity Food Production	02	03
1.1	Introduction to large scale / quantity food production.- Industrial, Commercial and Institutional (Hospitals / Schools)		
Chapter 2	Indian Regional Cooking	12	12
2.1	Introduction & Factors affecting eating habits, Staple diet		
2.2	Historical background		
2.3	Availability of raw material		
2.4	Special equipment and fuels		
2.5	Food prepared for festivals and special occasions of the following cuisines - Hyderabadi, Bengali, Goan, Gujarathi, Rajasthani, Kashmiri , Maharashtra, Punjabi , Chettinad, Kerala, Dum, Awadhi.		
Chapter 3	Introduction to Bakery & confectionery	04	06
3.1	Definition		
3.2	Principles of baking		
3.3	Bakery Equipment (small & large)		
3.4	Formulas & measurements		
3.5	Physical & chemical changes during baking		



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Chapter 4	Characteristics Functions of ingredients in Bakery & Confectionery	04	05
	Flour, Shortening agents , Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials		
Chapter 5	Yeast Doughs (Fermented Goods)	05	07
5.1	Role of ingredients		
5.2	Types – (Rich / lean)		
5.3	Methods of bread making		
5.4	Stages in bread making		
5.5	Faults and remedies, Bread Disease, Bread Improvers		
Chapter 6	Cake Making	05	07
6.1	Role of ingredients		
6.2	Recipe balancing		
6.3	Method of cake making		
6.4	Faults & remedies		
	Total	32	40

Note : **Glossary of Terms**
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practicals

Minimum of 24 Practicals consisting of -

60 % Indian Regional Specialties inclusive of snacks (Cooked in Quantity- Minimum 60 portions)

40 % Basic Bakery & Confectionery Items.

Practical Examination to be conducted on Indian Menus consisting of meat, vegetable, rice, roti, raita and a sweet preparation.

Reference Books

1. Art of Indian Cookery - Rocky Mohan, Roll
2. Prasad- Cooking with Master, J.Inder Singh Kalra, Allied
3. Modern Cookery (Vol -I & Vol -II) For Teaching & Trade - Philip E Thangam, Orient Longman
4. Zaika - Sonya Atal Sapru, Harper Collins
5. Punjabi Cuisine- Pratibha Karan, Harper Collins
6. Wazwaan - Rocky Mohan, Roli & Janssen
7. Naans & Rotis – Rurobi Babbar
8. Basic Baking – S.C.Dubey
9. Professional Baking – Wayne Glasslen



Subject - FOOD & BEVERAGE SERVICE – III

Subject Code - 302

Semester - Third

Teaching and Examination Scheme:

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
2	3	1	6	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

The courses 302 & 402 will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

		Hrs	Mks
Chapter 1. Wines		12	12
1.1	Introduction, definitions of Wines		
1.2	Classification		
1.3	Viticulture & Viticulture Methods		
1.4	Vinification-Still, Sparking, Aromatized & Fortified Wines		
1.5	Vine Diseases		
Chapter 2.	Wines – France, Italy, Spain, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary & India) – Categories, Regions, Important Wines with their qualities	12	18
2.1	Food & Wine Harmony		
2.2	Wine glasses and equipment		
2.3	Storage and service of wine.		
Chapter 3.	Aperitifs	04	05
3.1	Definition		
3.2	Types- Wine based & spirit based		
Chapter 5	Tobacco	04	05
Types – Cigars & Cigarettes			
5.1	Cigar strengths and sizes		
5.2	Brands – Storage and service		
Total		32	40



Note :

Glossary of Terms

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

PRACTICALS:

1. Conducting Briefing/ De-Briefing for F & B outlets
2. Taking an Order for Beverages.
3. Service of aperitifs
4. Wine bottle, Identification, Glasses, Equipment, Required for service.
5. Reading a wine label (French, German)
6. Types of Glasses used on the bar
7. Service of Sparkling, Aromatized, Fortified, Still Wines.
8. Menu Planning with wines and service of food & wine
9. Service of Beer, Sake and Other Fermented & Brewed Beverages.
10. Service of cigars and cigarettes.

Reference Books:

1. Food & Beverage Service-Lilicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Food & Beverages Service Training Manual-Sudhir Andrews
4. Bar & Beverage Book- Costas Katsigris, Mary Porter, Thomas
5. Professional Guide to Alcoholic Beverages- Lipinski
6. Alcoholic Beverages- Lipinski & Lipinski
7. Bartenders Guide- BD & L.



Subject - ACCOMMODATION OPERATIONS– I

Subject Code - 303

Semester - Third

Teaching and Examination Scheme

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	2	1	5	40 / 2 hrs	30 / 2 hrs	30	100

Rationale

This course aims to establish the importance of Accommodation operations within the hospitality Industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

SECTION - I

		Hrs	Mks
Chapter 1	Contract Cleaning	02	04
1.1	Definition, Concept		
1.2	Jobs given on contract by Housekeeping		
1.3	Advantages & Disadvantages		
1.4	Pricing a contract		
Chapter 2	Pest Control	01	03
2.1	Types of Pests		
2.2	Preventive and Control Measures		
Chapter 3	Safety & Security Processes	02	02
3.1	Safety of Guest Property, Hotel Property		
3.2	Prevention of accidents, First Aid		
3.3	Role & Procedures adopted by the Security Department.		
Chapter 4	Textiles	03	03
4.1	Classification of fibres with examples		
4.2	Characteristics and uses of fabrics used in Hotel Industry		
Chapter 5	Laundry Management	04	05
5.1	Layout		
5.2	Laundry Equipments		
5.3	Laundry flow process - Guest, House, Contract		
5.4	Stains and Stain removal		

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5.5	Dry-cleaning – Agents and procedures		
5.6	In-house laundry v/s Contract Laundry: Merits & Demerits		
Chapter 6	Flower Arrangement	04	03
6.1	Concept, Importance & Principles		
6.2	Types and shapes		
6.3	Tools, Equipments and Accessories		
6.4	Conditioning of Plant Materials		
Total		16	20

Note : **Glossary of Terms**
Students should be familiar with the glossary of terms pertaining to above-mentioned topics

Practicals (1 each)

1. Stain Removal
2. Laundering Procedure – Starching / Blueing / Ironing
3. Use of Laundry Equipment (Washing Machine)
4. Visit to a Laundry
5. Flower Arrangements – Different shapes and styles – 2 Practicals
6. Introduction to Horticultural aspects
7. Pest Control

Reference Books:

1. Fibres & Fabrics – Brenda Piper
2. Housekeeping Operations – Robert Martin
3. Housekeeping Management – Matt A. Casado (Wiley)

SECTION - II

		Hrs	Mks
Chapter 1	Front Office Accounting	05	06
1.1.	Accounting fundamentals (types of accounts, ledger, folios, vouchers)		
1.2.	Record keeping system (non automated, semi-automated and fully automated)		
1.3.	Credit Monitoring and Charge Privileges		
1.4.	Cash sheet		
Chapter 2	Calculation of various Statistical data using	03	04
Formulae & exercises on:			
(ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count)			

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Chapter 3	Reports	03	04
Night Receptionist Report, No-Shows & Cancellations Report / Sources of Business Report. / Discrepancy Report			
Chapter 4	Guest Relations	03	04
4.1	Hospitality Desk		
4.2	Functions and role		
4.3	Maintenance of records like guest history card etc)		
4.4	Special personality traits for a Guest Relations Executive		
Chapter 5	Situation Handling	02	02
5.1	Complaint handling procedure		
5.2	Dealing with unusual situations(Death, Theft, Fire, Bomb-Scare etc)		
Total		16	20

Practicals

Situations for the following instances:

1. Posting charges in guest folio
2. Practical applications of Credit Monitoring
3. Practical applications of Charge Privilege
4. Late Check-outs
5. Late Charges
6. V.P.O. and Miscellaneous vouchers
7. Allowance vouchers
8. Dealing with guests at the hospitality desk(enhancing the guest experience)
9. Situation Handling (Death, Theft, Fire, Bomb-Scare, etc)

Reference Books:-

1. Hotel front Office Training Manual -Sudhir Andrews
2. Principles of Hotel Front Office Operations - Sue Baker, P. Bradley, J. Huyton
3. Hotel Front Office - Bruce Braham
4. Managing Front Office Operations- Michael Kasavana, Charles Steadmon
5. Checkin Checkout - Jerome Vallen
6. The Hotel Receptionist- Grace Paige, Jane Paige
7. Front Office Procedures and Management - Peter Abbott
8. Front Office operations/Accommodations Operations-Colin Dix
9. Hotel reception- Paul White and Helen
10. Front Office Operation and Administration -Dennis Foster



Note : Glossary of Terms

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



Subject - INDUSTRIAL TRAINING

Subject Code - 501

Semester - Fifth

Teaching and Examination Scheme:

Course No	Subject	Examination Scheme		
		Panel	Internal	Total
601	Industrial Training 20 weeks (6days x 8 hrs =960hrs)	140	60	200
	TOTAL	140	60	200

Rationale:

The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices prevalent in the Industry.

Industrial Training

In this semester the student shall be sent for industrial training for a period of 20 Weeks, where they would work 8 weeks in Food Production, 6 weeks in Food and Beverage Service, 3 weeks in Front Office and 3 weeks in House-keeping – in Government Classified Hotels of the level of three star and above category. The student shall maintain a logbook on daily basis. At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce. The training report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

Marks would be awarded as follows by a panel of examiners (two external and one internal) :

Performance Appraisal	30	--
Logbook	30	--
Training Report	--	70
Viva-voce	--	70
-----	-----	-----
Total	60 marks	140 marks.



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- 8.1 3 wine based aperitif (Vermouth, Dubonnet, Lillet)
 3 spirits based aperitif (AmerPicon, campari, pastis)
Total 48

Note: Glossary of Terms

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

Reference Books:

1. Food & Beverage Service-Lilicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Food & Beverages Service Training Manual-Sudhir Andrews
4. Bar & Beverage Book- Costas Katsigris, Mary Porter, Thomas
5. Professional Guide to Alcoholic Beverages- Lipinski
6. Alcoholic Beverages- Lipinski & Lipinski
7. Bartenders Guide- BD & L.
8. Food & Beverage Service – R. Singaravelavan (Oxford Publication)

Subject - ACCOMMODATION TECHNIQUES

Subject Code – HS 203

Semester - I

Teaching and Examination Scheme

Teaching Scheme per week			Examination Scheme			
Theory Lecture Hours	Tutorial	Total	Theory Marks	Duration	Internal Marks	Total Marks
3	1	4	40	2 Hours	10	50

Rationale

This course aims to establish the importance of Accommodation techniques within the hospitality Industry. It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

No. of

SECTION - I

No. of Lectures

Chapter 1 Contract Cleaning

04

- 1.1 Definition, Concept
- 1.2 Jobs given on contract by Housekeeping
- 1.3 Advantages & Disadvantages
- 1.4 Pricing a contract

Chapter 2 Pest Control

04

- 2.1 Types of Pests
- 2.2 Preventive and Control Measures



Chapter 3 Safety & Security Processes	04
3.1 Safety Awareness	
3.2 Safety of Guest Property, Hotel Property	
3.3 Accidents: Causes & Prevention	
3.4 First Aid and its remedies	
3.5 Fire safety	
3.6 Role of Security Department	
Chapter 4 Linen & Uniform room	04
4.1. Layout of Linen Room	
4.2. Classification & Selection of Linen	
4.3. Sizes of Linen	
4.4. Calculation of Linen requirement	
4.5. Linen Control – Linen Inventory	
4.6. Par stock, Linen Coverage	
4.7 Handling of Hotel Uniforms	
4.8 Discard Management	
Chapter 5 Laundry Operations	05
5.1 Types of Laundry	
5.2 Layout of a Laundry	
5.3 Laundry Equipment & Uses	
5.4 Laundry Process	
5.5 Dry Cleaning	
5.6 Valet Service	
Chapter 6 Flower Arrangement	02
6.1 Concept, Importance & Principles	
6.2 Types and shapes	
6.3 Tools, Equipment and Accessories	
6.4 Conditioning of Plant Materials	
Section –II	
Chapter 1 Front Office Accounting	06
1.1. Accounting fundamentals (types of accounts, ledger, folios, vouchers)	
1.2. Record keeping system (non automated, semi-automated and fully automated)	
1.3. Credit Monitoring and Charge Privileges	
1.4. Cash sheet	
1.5. Floor Limit, House Limit	
Chapter 2 Calculation of various Statistical data using Formulae	06
- ARR,	
- Room occupancy %,	
- Double Occupancy%,	
- Foreign Occupancy %,	
- Local Occupancy %,	
- House Count,	
- under stay %,	
- Overstay %,	
- No show %,	
- Rev PAR	
Chapter 3 Reports	04



Daily Report, Revenue Report, Discrepancy Report, High Balance Report, GHC etc.

Chapter 4 Guest Relations

04

4.1 Hospitality Desk

4.2 Functions and role

4.3 Maintenance of records like guest history card etc)

4.4 Special personality traits for a Guest Relations Executive

Chapter 5 Situation Handling

05

5.1 Types of Guest Complaints

5.2 Complaint handling procedure

5.3 Dealing with unusual situations (Death, theft, fire etc.)

Total 48

Note: Glossary of Terms -Students should be familiar with the glossary of terms pertaining to above-mentioned topics

Reference Books:

1. Hotel Housekeeping Operations & Management – G. Raghubalan, Smritee Raghubalan

2. Hotel Housekeeping Training Manual- Sudhir Andrews

3. Hotel front Office Training Manual -Sudhir Andrews

4. Front Office Management- S.K. Bhatnagar

Subject: Principles of Management

Subject Code : HS 204

Teaching Scheme per week			Examination Scheme			
Theory Lecture Hours	Tutorial	Total	Theory Marks	Duration	Internal Marks	Total Marks

17



S.Y.B.Sc. Hospitality Studies Syllabus

Reference Books:

1. Research methodology- G.C. Ramamurthy
2. Research design and Methods- Kenneth s. Borden and Bruce B. Abbott
3. Research Methodology- R. Panneerselvam
4. Project report writing- M.K Rampal and S.L Gupta
5. Business research methodology – Alan Bryman and emma Bell. Oxford publishing house
6. Research methodology in management – Dr. V. P. Michael, Himalaya Publishing house
7. Business research methodology- J K Sachddeva , Himalaya Publishing house
8. Research Methodology , methods and technology– C R Kothari and GauravGarg. new age international publication
9. Business Research Methodology- T N Srivastava and ShailajaRego, Mc. Graw Hill
10. Travel, Tourism & Hospitality Research- Ritchie Goeldner, John Wiley

B.Sc. HS-2017 Pattern

Subject : Industrial Training

Subject Code : HS 211

Duration of Industrial Training	16 weeks (minimum)
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30

S.Y.B.Sc. Hospitality Studies Syllabus



Examination Scheme							
Internal Examination Scheme			External Examination Scheme				Total Marks
Appraisal/ Appreciation/ Performance	Training Report	Total Internal Marks	Log Book	Training Report	Viva Voce	Total External Marks	
40	20	60	50	70	120	240	300

Rationale:

The industrial training enables students to relate the knowledge and skills required in the class room with systems, standards and practices prevalent in the industry. It provides an opportunity to the students to acquire real-time, hands on experience and observe the trends in the industry.

In this semester the students shall be sent for industrial training for a period of 16 weeks, where they would follow the following schedule-

1. Culinary – 4 weeks
2. F&B Service – 4 weeks
3. Front Office – 4 weeks
4. Housekeeping – 4 weeks

The industrial training needs to be undertaken in a hotel which is of the level of 3 stars or above category. During the training period the students shall maintain a log book on daily basis. In addition, they would also maintain a monthly record of feedback provided by the HR / Training Head of the concerned hotel. At the end of the industrial training, the student shall submit a training report along-with the log book and appraisals from each department trained.

Practical Examination: (Internal & External)

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

The following documents are to be submitted with the internal examiner prior to the examinations:

1. Certificate of training (hard and soft copy)
2. Logbook with Appraisals (hard copy)
3. Training Report (hard and soft copy)
4. Presentation of maximum 5 slides (soft copy), especially emphasising the learning outcome.



Subject : ACCOMODATION OPERATIONS - I
Subject Code : HS 303
Subject Credits : 04
Semester : III

Course Outcomes:

- Establish the importance of Rooms Division Principles within the hospitality Industry.
- 2. Learn basic skills and knowledge necessary to successfully identify the required standards in this area
- 3. Understand all aspects of cost control and establishing profitability.

SECTION - I

		Hours
Chapter 1	Contract Cleaning	02
1.1	Definition, Concept	
1.2	Jobs given on contract by Housekeeping	
1.3	Advantages & Disadvantages	
1.4	Pricing a contract	
Chapter 2	Pest Control	04
2.1	Definition of Pests.	
2.1	Types of Pests	
2.2	Preventive and Control Measures of common pests – (Bed Bugs, Carpet Beetles, Fabric moths, Mosquitoes, Fungi ,Silverfish, Cockroaches, Mice and rats)	
Chapter 3	Safety & Security Processes	03
3.1	Potentially Hazardous Conditions	
3.2	Safety Awareness- Importance of Safety and Security.	
3.3	Safety of Guest Property, Hotel Property	
3.4	Accidents: Causes & Prevention	
3.5	First Aid and its remedies	
3.6	Fire safety	
3.7	Role of Security Department	
Chapter 4	Environment practices in Housekeeping	05
4.1	Introduction to Green Housekeeping	
4.2	Eco friendly practices followed by Housekeeping	
4.3	Waste Reduction Programs	
4.4	Recycling of Materials	
Chapter 5	Linen & Uniform room	06
5.1.	Layout of Linen Room	
5.2.	Classification & Selection of Linen	
5.3.	Classification of Bed, Bath & Restaurant linen	



5.4	Sizes of Linen	
5.5.	Calculation of Linen requirement	
5.6.	Linen Control – Linen Inventory	
5.7.	Par stock, Linen Coverage	
5.8	Handling of Hotel Uniforms	
5.9	Discard Management	
Chapter 6	Laundry Operations	05
6.1	Types of Laundry – OPL , Commercial	
6.2	Layout of a Laundry	
6.3	Laundry Equipment & Uses	
6.4	Laundry Process	
6.5	Dry Cleaning	
6.6	Handling Guest Laundry – Laundry list and Valet Service	
Chapter 7	Flower Arrangement	05
7.1	Concept, Importance & Principles	
7.2	Types and shapes	
7.3	Tools, Equipment and Accessories	
7.4	Conditioning of Plant Materials	

Section –II

Chapter 1	Front Office Accounting	06
1.1.	Accounting fundamentals (types of accounts, ledger, folios, vouchers)	
1.2.	Record keeping system (non automated, semi-automated and fully automated)	
1.3.	Credit Monitoring and Charge Privileges	
1.4.	Cash sheet	
1.5.	Floor Limit, House Limit	
Chapter 2	Calculation of various Statistical data using Formulae	06
	- ARR,	
	- Room occupancy %,	
	- Double Occupancy%,	
	- Foreign Occupancy %,	
	- Local Occupancy %,	
	- House Count,	
	- Under stay %,	
	- Overstay %,	
	- No show %,	
	- Rev PAR	
Chapter 3	Reports	06
	Daily Report, Revenue Report, Discrepancy Report, High Balance Report, GHC etc.	
Chapter 4	Guest Relations	06



4.1	Hospitality Desk	
4.2	Functions and role	
4.3	Maintenance of records like guest history card etc)	
4.4	Special personality traits for a Guest Relations Executive	
Chapter 5	Situation Handling	06
5.1	Types of Guest Complaints	
5.2	Complaint handling procedure	
5.3	Dealing with unusual situations (Death, theft, fire etc.)	
	Total	60

Note: Glossary of Terms -Students should be familiar with the glossary of terms pertaining to
Above mentioned topics

Assignments :

Minimum of 3 assignments to be submitted by students by the end of the semester based on following topics:

- List and collect information on Equipment's used for Security Systems in Hotels
- Presentation on study of Housekeeping practices followed in allied sectors (any 1) – hospitals, aircrafts, malls, cruise ships,
- Power point presentation on use of Information Technology in Front Office.
- Collection of sample reports used at front office in hotels

Suggested Field Visit:

1. Visit to a Commercial Laundry
2. Visit to a Nursery
3. Visit to an Ecotel to learn about eco friendly practices.

Subject : Food Production – III (P)
Subject Code : HS 304
Subject Credits : 2
Semester : Second
Hours per week : 04



Practical's:

Minimum **12 Individual Practical's** to be conducted during the semester.
The practical should comprise of the following:

Subject - ACCOMMODATION SERVICES

Subject Code - 303

Semester - Third

Teaching and Examination Scheme

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	3	1	6	40 / 2 hrs	30 / 2 hrs	30	100

Rationale

This course aims to establish the importance of Accommodation services within the hospitality Industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

SECTION - I

		Hrs	Mks
Chapter 1	Contract Cleaning	02	04
1.1	Definition, Concept		
1.2	Jobs given on contract by Housekeeping		
1.3	Advantages & Disadvantages		
1.4	Pricing a contract		
Chapter 2	Pest Control	01	03
2.1	Types of Pests		
2.2	Preventive and Control Measures		
Chapter 3	Safety & Security Processes	02	02
3.1	Safety of Guest Property, Hotel Property		
3.2	Prevention of accidents, First Aid		
3.3	Role & Procedures adopted by the Security Department.		
Chapter 4	Textiles	03	03
4.1	Classification of fibres with examples		
4.2	Characteristics and uses of fabrics used in Hotel Industry		
Chapter 5	Linen & Uniform room Operations, Laundry	04	05
5.1.	Layout of Linen Room		
5.2.	Classification & Selection of Linen		
5.3.	Classification of Bed, Bath, & Restaurant Linen		



Subject - INDUSTRIAL TRAINING

Subject Code - 401

Semester - Fourth

Teaching and Examination Scheme

Course No	Subject	Examination Scheme		
		External	Internal	Total
401	Industrial Training 20 Weeks	140	60	200

Rationale:

The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices present in the Industry.

Industrial Training

In this semester the student shall be sent for industrial training for a period of 20 Weeks, where they would work 8 weeks in Food Production, 6 weeks in Food and Beverage Service, 3 weeks in Front Office and 3 weeks in House-keeping – in Government Classified Hotels of the level of three star and above category. The student shall maintain a logbook on daily basis. At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce. The training report will be assessed by a panel of examiners comprising of one external examiner (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

Marks would be awarded as follows by a panel of examiners (one external and one internal): -

	Internal	External
Performance Appraisal -	30	--
Logbook -	30	--
Training Report -	--	70
Viva-voce -	--	70
-----	-----	-----
Total	60 marks	140 marks

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I/c. Principal

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Hotel Management & Catering Technology
Lal Taki Road, AHMEDNAGAR-414 001

Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
 Lal Taki Road, Ahmednagar - 414001. Ph. / Fax (0241) 2326778
 Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Name of Activity	NSS Camp
Year	25/12/2019 to 31/12/19
Venue	Sarola Kasar
Students Involved	Third Year Students of IHMCT, Ahmednagar
No. of Students & Faculty members	21
Faculty In-Charge	Prof. B. R. Shendage
Purpose of Event	<ul style="list-style-type: none"> To educating and nurturing students about their social responsibility To make aware students about importance of cleanliness
Outcome	<ul style="list-style-type: none"> Students understood their social responsibility. Made aware a local population about importance of cleaning.



Students and Faculty participate in NSS camp to construct the Bund at Sarola Kasar, Ahmednagar




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Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
 Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778


Approved by AICTE, Govt. of Maharashtra, DTE & Affiliated to Uni. of Pune

Name of Activity	Cleanliness Drive
Year	27/01/2019 (2018-19)
Venue	Ahmednagar Fort
Students Involved	Second Year Students of IHMCT, Ahmednagar
No. of Students	25
Faculty In-Charge	Prof. Anubhav P. Bajpai
Purpose of Event	<ul style="list-style-type: none"> • To educating and nurturing students about their social responsibility • To make students about importance of cleanliness
Outcome	<ul style="list-style-type: none"> • Students understood their social responsibility. • Made aware a local population about importance of cleaning.



"Clean City-Healthy Citizens"- Cleanliness Drive organized by IHMCT, Ahmednagar post Republic Day.




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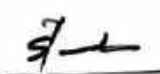
Ahmednagar Jilha Maratha Vidya Prasarak Samaj's
INSTITUTE OF
HOTEL MANAGEMENT AND CATERING TECHNOLOGY AHMEDNAGAR
 Lal Taki Road, Ahmednagar – 414001. Ph. / Fax (0241) 2326778
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Name of Activity	Awareness of Cleaning Campaign
Year	26/01/2019 (2018-19)
Venue	Fariyabagh, Ahmednagar
Students Involved	Final Year Students of IHMCT, Ahmednagar
No. of Students	25
Faculty In-Charge	Prof. Vahid Maniyar
Purpose of Event	<ul style="list-style-type: none"> To educating and nurturing students about their social responsibility To make students about importance of cleanliness
Outcome	<ul style="list-style-type: none"> Students understood their social responsibility. Made aware a local population about importance of cleaning.



"Well begin is half done" Cleanliness awareness campaign organized by IHMCT,
 Ahmednagar on Republic Day.




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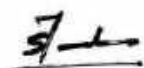
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Name of Activity	Cleaning Campaign
Year	27/09/2018 (2018-19)
Venue	Salabat Khan Tomb, (Chandbibibi Mahal) Ahmednagar
Students Involved	First Year Students of IHMCT, Ahmednagar
No. of Students & Faculty members	23
Faculty In-Charge	Prof. Rachana khataavkar
Purpose of Event	<ul style="list-style-type: none"> To educating and nurturing students about their social responsibility To make students about importance of cleanliness
Outcome	<ul style="list-style-type: none"> Students understood their social responsibility. Made aware a local population about importance of cleaning.



Cleanliness endorse good Health




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Name of Activity	Tree Plantation
Year	10th September 2015 (2015-16)
Venue	KK Range, Dehere, Ahmednagar
No. of Students	47
Faculty In-Charge	Prof. B.R. Shendage
Purpose of Event	<ul style="list-style-type: none"> To take initiatives towards pollution free Environment. To overcome from problem of global warming and another environmental-related issue.
Outcome	<ul style="list-style-type: none"> Actively Participation of students makes the event a big success. As a responsible citizen students work hard and plant the sapling for developed the healthy environment.



Girls Students Participated in Tree Plantation

Forest officer helping students for planting sapling




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Name of Activity:	Laundry Visit
Date:	23 rd September 2019 (2019-20)
Venue:	Gajraj Dry cleaners, Gokul Nagar, Pipe line road, Ahmednagar.
Faculty In-charge	Prof. Nirmal S. Sancheti.
No. of Participant	51
Objectives of Event	<ul style="list-style-type: none"> • To familiarize the student with the actual functioning of commercial laundry • To familiarize the student with the modern equipments used in laundry. • To familiarize the student with the ecofriendly chemicals used in laundry. • To explain them how we can use of natural energy in laundry.
Outcome	Student understood about the entire procedure of laundry starting from receiving to finishing. Students understood the operations of different modern equipments in the laundry. They came to know about stain and stain removal procedure and chemicals used for stain removal. They understood about dry cleaning machine, procedure and chemicals used for dry cleaning.



Managing Director of Gajraj Laundry explaining the functions and procedures of steam press machine and washing Machine to Students



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Name of Activity:	Laundry Visit
Date:	13 th August 2018. (2018-19)
Venue:	Gajraj Dry cleaners, Gokul Nagar, Pipe line road, Ahmednagar.
Faculty in-charge	Prof. Nirmal S. Sancheti.
No. of Participant	53
Objectives of Event	<ul style="list-style-type: none"> • To familiarize the student with the actual functioning of commercial laundry • To familiarize the student with the modern equipments used in laundry. • To familiarize the student with the ecofriendly chemicals used in laundry. • To explain them how we can use of natural energy in laundry.
Outcome	Student understood about the entire procedure of laundry starting from receiving to finishing. Students understood the operations of different modern equipments in the laundry. They came to know about stain and stain removal procedure and chemicals used for stain removal. They understood about dry cleaning machine, procedure and chemicals used for dry cleaning.



Operator explaining the function of heavy duty washing Machine to Students



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Name of Activity:	Laundry Visit
Date:	1 st August 2017. (2017-18)
Venue:	Gajraj Dry cleaners, Gokul Nagar, Pipe line road, Ahmednagar.
Faculty In-charge	Prof. Nirmal S. Sancheti.
No. of Participant	43
Objectives of Event	<ul style="list-style-type: none"> • To familiarize the student with the actual functioning of commercial laundry • To familiarize the student with the modern equipments used in laundry. • To familiarize the student with the ecofriendly chemicals used in laundry. • To explain them how we can use of natural energy in laundry.
Outcome	Student understood about the entire procedure of laundry starting from receiving to finishing. Students understood the operations of different modern equipments in the laundry. They came to know about stain and stain removal procedure and chemicals used for stain removal. They understood about dry cleaning machine, procedure and chemicals used for dry cleaning.



Hon. Suresh Chavan Owner of Gajraj laundry guiding Students



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Name of Activity:	Laundry Visit
Date:	25 th July 2016. (2016-17)
Venue:	Gajraj Dry cleaners, Gokul Nagar, Pipe line road, Ahmednagar.
Faculty In-charge	Prof. Nirmal S. Sancheti.
No. of Participant	22
Objectives of Event	<ul style="list-style-type: none"> • To familiarize the student with the actual functioning of commercial laundry • To familiarize the student with the modern equipments used in laundry. • To familiarize the student with the eco-friendly chemicals used in laundry. • To explain them how we can use of natural energy in laundry.
Outcome	Student understood about the entire procedure of laundry starting from receiving to finishing. Students understood the operations of different modern equipments in the laundry. They came to know about stain and stain removal procedure and chemicals used for stain removal. They understood about dry cleaning machine, procedure and chemicals used for dry cleaning.

Hydro extraction



Drying (in dryer / in sunlight / in shade)



Checking for stains and quality after washing



Students observing the laundry operations during visit to Gajraj Laundry



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Experiential Learning

Name of Activity:	Laundry Visit
Date:	10 th Aug 2015 (2015-16)
Venue:	Gajraj Dry cleaners, Gokul Nagar, Pipe line road, Ahmednagar.
Faculty In-charge	Prof. Nirmal S. Sancheti.
No. of Participant	34
Objectives of Event	<ul style="list-style-type: none"> • To familiarize the student with the actual functioning of commercial laundry • To familiarize the student with the modern equipments used in laundry. • To familiarize the student with the ecofriendly chemicals used in laundry. • To explain them how we can use of natural energy in laundry.
Outcome	Student understood about the entire procedure of laundry starting from receiving to finishing. Students understood the operations of different modern equipments in the laundry. They came to know about stain and stain removal procedure and chemicals used for stain removal. They understood about dry cleaning machine, procedure and chemicals used for dry cleaning.



Calendaring Machine



Cuff and collar press

Students witnessing the laundry operations during visit to Gajraj Laundry



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Name of Activity	Vineyard Visit
Year	14 th July 2018 (2018-19)
Venue	Deccan Plateau, Burkegaon, Haweli, Pune
Students Involved	Second Year Students of IHMCT, Ahmednagar
No. of Students & Faculty members	BHMCT – 22 nos. BScHS – 35 Nos.
Faculty In-Charge	Prof. Gokul Sonawane
Purpose of Event	<ul style="list-style-type: none"> To oversee the actual operation of vinery, To attend and experience sessions on wine testing
Outcome	<ul style="list-style-type: none"> Students learn and observe actual operation of wine making. Understand the characteristic of wine through testing session.



Mrs. Surbhi Shinde explaining grape varieties and procedure of wine making




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Name of Activity	Vineyard Visit
Year	2 nd March 2017 (2016-17)
Venue	SULA VINEYARDS, NASHIK
Students Involved	Second Year Students of IHMCT, Ahmednagar
No. of Students & Faculty members	19
Faculty In-Charge	Prof. A.A. Gajjaralwar
Purpose of Event	<ul style="list-style-type: none"> To oversee the actual operation of vinery. To attend and experience sessions on wine testing
Outcome	<ul style="list-style-type: none"> Students learn and observe actual operation of wine making. Understand the characteristic of wine through testing session.



CELLAR ROOM



WINES OF SULA

Vineyard Visit organized for students at Sula Vineyard to observe the grape varieties and procedure of wine making



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Name of Activity	Vineyard Visit
Year	15 th March 2016 (2015-16)
Venue	SULA VINEYARDS, NASHIK
Students Involved	Second Year Students of IHMCT, Ahmednagar
No. of Students & Faculty members	18 students & 2 Faculty members, total 20
Faculty In-Charge	Prof. Gokul Sonawane
Purpose of Event	<ul style="list-style-type: none"> • To oversee the actual operation of vinery. • To attend and experience sessions on wine testing
Outcome	<ul style="list-style-type: none"> • Students learn and observe actual operation of wine making • Understand the characteristic of wine through testing session.



Vineyard Visit organized for students at Sula Vineyard to observe the grape varieties and procedure of wine making



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Name of Activity	Bakery Visit
Year	15 th March 2016 (2015-16)
Venue	ALBION – THE HOUSE OF CAKE' - BAKERY PLANT, NASHIK
Students Involved	Second Year Students of IHMCT, Ahmednagar
No. of Students & Faculty members	18 students & 2 Faculty members, total 20
Faculty In-Charge	Prof. A.A. Gajjaralwar
Purpose of Event	<ul style="list-style-type: none"> To learn the actual operation of Bakery. To attend and experience Production of Bakery Product.
Outcome	<ul style="list-style-type: none"> Students learn and observe actual operation of bakery. Study standard operating procedure of bakery



Students visited to bakery to experience the real operations



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Name of Activity	Demonstration of Fire Extinguisher (Fire Drill)
Year	22 nd Jan 2020
Venue	College Ground
No. of Students & Faculty members	123
Faculty In-Charge	Prof. V.U. Maniyar
Purpose of Event	<ul style="list-style-type: none"> • To educating students about safety features • To train students for emergency situations
Outcome	<ul style="list-style-type: none"> • Students understood the use of safety features. • Made students aware step by step process of extinguishing fire.



**Demonstration of Fire Extinguishing Drill Organized
at IHMCT, Ahmednagar**




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Name of Activity	Nursery Visit
Year	23 rd September 2019
Venue	Aakansha Nursery, Savedi, Ahmednagar
No. of Students	51
Faculty In-Charge	Prof. N.S. Sancheti
Purpose of Event	<ul style="list-style-type: none"> To impart knowledge about Horticulture as is one of the section of housekeeping department
Outcome	<ul style="list-style-type: none"> Students get knowledge of variety of indoor and outdoor plants.



Aakansha Nursery Gardener explaining variety of plants to the Students




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April 24th, 2017

TO WHOM IT MAY CONCERN

This is to certify that **Mr. Akshay Shete** a student of **IHMCT, Ahmednagar** underwent his Industrial Training at Hyatt Regency Pune from **23rd December 2016 to 20th April 2017**.

During this period he has trained in the following departments:

- Housekeeping
- F&B
- Culinary

The Training tenure was completed with Hyatt Regency Pune by Mr. Akshay Shete with an attendance percentage of **90**.

During his Training the overall performance was **Good**.

Our best wishes for his future endeavors.

For Hyatt Regency Pune,



Richard Gras
Personnel Manager





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Date - 16/06/2016

CERTIFICATE

To Whomsoever It May Concern

This is to certify that Mr. Sudarshan Telore, of A.J.M.V.P.S. Institute of HM & CT, Ahmednagar, has successfully undergone the Industrial Training in F& B Service, Housekeeping, Kitchen and Front Office Departments of our hotel from 20/01/2016 to 18/04/2016 and from 18/05/2016 to 16/06/2016.

He has attended total 119 days of his training out of the duration period.

During the tenure of his training, we found him to be honest and hard working.

For Sun-n-Sand Hotel, Shirdi.



Nilanchal Satapathy
Asst. Manager HR & Admin



Sun-n-Sand Hotels Pvt. Ltd. (CIN: 2701011761PTC012052)

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Bardez, Goa 403 515, India.
T : +91 0832 7161234
F : +91 0832 2481235
www.goacandolim.place.hyatt.com

October 10, 2016


CERTIFICATION

This is to certify that Mr. Dipak Kalam, a student of AJMVPS Institute of Hotel Management & Catering Technology, Ahmednagar, has completed a 20 weeks internship with Hyatt Place Goa/Candolim effective from May 23, 2016 until October 09, 2016.

During his time at Hyatt Place Goa/Candolim he trained in the Front Office, Housekeeping, Food & Beverage Service and Culinary departments.

We wish him all the best in his future endeavors.

For Hyatt Place Goa/Candolim,


Sanjay Patti
General Manager



R&H Spaces Pvt. Ltd.



Hyatt Place Goa/Candolim
Anna waddo, Main Candolim Road
Bardez, Goa 403 515, India.
T : +91 0832 7161234
F : +91 0832 2481235
www.goacandolim.place.hyatt.com

October 10, 2016

CERTIFICATION

This is to certify that Mr. Anuj Pawale, a student of AJMVPS Institute of Hotel Management & Catering Technology, Ahmednagar, has completed a 20 weeks internship with Hyatt Place Goa/Candolim effective from May 23, 2016 until October 09, 2016.

During his time at Hyatt Place Goa/Candolim he trained in the Front Office, Housekeeping, Food & Beverage Service and Culinary departments.

We wish him all the best in his future endeavors.

For Hyatt Place Goa/Candolim,


Sanjay Patti
General Manager



R&H Spaces Pvt. Ltd.



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awards this certificate to

Prakash Londe

of A.I.M.Y.P.S. Institute of Hotel Management & Catering Technology

in recognition of successfully completing
Industrial Exposure Training

from 23rd May '16 to 9th October '16 with 100 % attendance

in all departments

Manager - Learning and Development



Manager - HR, Security & Admin.-Corporate





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awards this certificate to

Sagar Shelke

of A.J.M.V.P.S Institute of Hotel Management & Catering Technology

in recognition of successfully completing
Industrial Exposure Training

from 23rd May '16 to 9th October '16 with 96 % attendance

in all departments

Manager - Learning and Development



Manager - HR, Security & Admin.-Corporate





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awards this certificate to

Shubhedra Horne

of AJMVPS Institute of Hotel Management & Catering Technology

in recognition of successfully completing
Industrial Exposure Training

from 28th May '16 to 9th October '16 with 94 % attendance

in all departments

Manager - Learning and Development

Manager - HR, Security & Admin.-Corporate





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awards this certificate to

Sanjeev Thorat

of A.J.M.V.P.S Institute of Hotel Management & Catering Technology

in recognition of successfully completing
Industrial Exposure Training

from 23rd May '16 to 9th October '16 with 91 % attendance

in all departments

Manager - Learning and Development



Manager - HR, Security & Admin.-Corporate



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