

As Per NEP 2020

University of Mumbai



Title of the program

- A- U.G. Certificate in Hospitality Studies
- B- U.G. Diploma in Hospitality Studies
- C- B.Sc. (Hospitality Studies)
- D- B.Sc. (Hons.) in Hospitality Studies
- E- B.Sc. (Hons. with Research) in Hospitality Studies

Syllabus for

Semester – Sem I & II

Ref: GR dated 20th April, 2023 for Credit Structure of UG

**(With effect from the academic year 2024-25
Progressively)**

University of Mumbai



(As per NEP 2020)

Sr. No.	Heading	Particulars	
1	Title of program O: _____ A	A	U.G. Certificate in Hospitality Studies
	O: _____ B	B	U.G. Diploma in Hospitality Studies
	O: _____ C	C	B.Sc. (Hospitality Studies)
	O: _____ D	D	B.Sc. (Hons.) in Hospitality Studies
	O: _____ E	E	B.Sc. (Hons. with Research) in Hospitality Studies
2	Eligibility O: _____ A	A	H.S.C OR Passed Equivalent Academic Level 4.0
	O: _____ B	B	Under Graduate Certificate in Hospitality Studies OR passed equivalent Academic Level 4.5
	O: _____ C	C	Under Graduate Diploma in Hospitality Studies OR passed equivalent Academic Level 5.0
	O: _____ D	D	B.Sc. in Hospitality Studies with minimum CGPA of 7.5 Academic Level 5.5
	O: _____ E	E	B.Sc. in Hospitality Studies with minimum CGPA of 7.5 Academic Level 5.5
3	Duration of program R: _____	A	One Year
		B	Two Years
		C	Three Years
		D	Four Years
		E	Four Years
4	Intake Capacity R: _____	60	

5	Scheme of Examination R: _____	NEP 40% Internal 60% External, Semester End Examination Individual Passing in Internal and External Examination	
6	R: _____ Standards of Passing	40%	
7	Credit Structure Sem. I - R: _____ A Sem. II - R: _____ B	Attached herewith	
	Credit Structure Sem. III - R: _____ C Sem. IV - R: _____ D		
	Credit Structure Sem. V - R: _____ E Sem. VI - R: _____ F		
8	Semesters	A	Sem I & II
		B	Sem III & IV
		C	Sem V & VI
		D	Sem VII & VIII
		E	Sem VII & VIII
9	Program Academic Level	A	4.5
		B	5.0
		C	5.5
		D	6.0
		E	6.0
10	Pattern	Semester	
11	Status	New	
12	To be implemented from Academic Year Progressively	From Academic Year: 2024-25	

Dopati Banerjee

Sign of the BOS Chairman
Ms. Dopati Banerjee
Board of Studies in Hospitality
Studies

Sign of the Dean
Prof. Dr. Anil Kumar Singh
Faculty of Interdisciplinary
Studies

Preamble

1) Introduction:

The B.Sc. in Hospitality Studies programme has been scrupulously created to meet the ever growing demand for talent in the Hospitality industry in India. Hospitality is one of the most flexible, malleable and dynamic industries. This industry has constantly changed and evolved over the last few decades. Technology and innovation have been appropriately integrated to enhance guest experience regarding concepts of accommodation, food, beverages, restaurants and travel to meet the ever changing demand of contemporary consumers. As the world today is changing more and more and opportunities are being created for travel and hospitality jobs in India and globally. As per Hotel Association of India, the hospitality and tourism sector is expected to create approximately 50 million direct and indirect jobs over the next decade.

The growth of the hospitality sector today depends upon recruiting and retaining talented candidates for the core departments of Front Office, Food & Beverage Service, Housekeeping and Food Production. The industry strives to retain Hotel Managers, Food Service Managers, Hotel Revenue Managers, Executive Chefs, Executive Housekeepers. Event Managers are also in demand. In India and worldwide, as more and more hotels are coming up, there has been a surge of demand for candidates to join hotels at varied level positions.

The B.Sc. in Hospitality Studies programme under the NEP 2020 aims to contribute to providing a skilled and talented resource of men & women to meet the nonstop growing demand in the hospitality and tourism industry. In addition to helping students to hone their basic academic knowledge and skill levels, this Programme also aims to ensure that the graduating student:

- Has understood and has in him/her strong ethical values and principles and will be able to apply the same at his/her workplace.
- Will develop a commitment to ethical conduct at his/her workplace.
- Will be aware of his/her social responsibilities towards the nation in every way.

This programme under NEP 2020 is an excellent opportunity for all aspiring individuals who intend to explore the different areas of hospitality industry and make a successful career in this industry. As this programme unfolds, students will be exposed to the different 'operations' departments of a hotel namely Food Production, F&B Service, Housekeeping, Front Office. They will acquire the theoretical knowledge of these core hotel areas and also an insight to the practical aspects of their functioning.

Besides this, students will also have courses like Environmental Studies, Ethics and Cultural values, Marketing, Accountancy and Communication in English and Hindi. Besides the above, this Programme also provides:-

For Internships, the students will be sent to different hotels and will work as employees in different core areas. This real time exposure will provide them with the ability to apply the knowledge and skills acquired by them in college and gain insight and practical knowledge of how hotels function thereby helping them to learn to handle customers, peers and superiors.

This Programme also aims at educating students in DLLE/ National Service Scheme (NSS) with an objective to developing their personality and character through voluntary

community service. Here over a period of 3/4 years, students will be engaged in different social activities for the betterment of the community locally and the country at large.

The crux of this Programme aims to develop young successful and aspiring hospitality professionals who are well versed with the theoretical and practical aspects of the hotels and its allied areas by providing them a holistic experiential and practical learning. In addition, the programme also aims to develop the critical thinking skills, the foundation ethics and value system regarding their duties towards the nation and the society.

2) Aims and Objectives:

- a. Critical Thinking Skills:** To enable students to think critically to take a decision for forming judgments. This includes observation, analysis, interpretation, reflection, evaluation, inference, explanation, problem solving, and decision making.
- b. Effective Communication:** To train students to speak, read, write and listen through electronic media in English and in Hindi. To enable students to reach out to large number of people via ideas, books, media and technology.
- c. Social interaction:** To empower students to stimulate views of others, mediate disagreements, negotiate on behalf of the organizations that they are working for and help mediate and mitigate situations.
- d. Ethical behaviour:** To provide students the knowledge to understand value systems including their own, and to apply ethical principles solve complex moral dilemmas at workplace.
- e. Environment and sustainability:** To create awareness among students about the negative impacts of the hospitality operations on the environment and to provide training to handle special projects directed towards waste management and conservation and protection of environment.
- f. Life long self-directed learning:** To help students to invest their time in a continuous learning and training process, thus upgrading themselves as per the latest trends and requirements of the hospitality industry.
- g. Effective citizenship:** To prepare students to be involved and to be effective citizens having civic knowledge, skills, correct attitude and ability to apply this in a practical 'real life' scenario.
- h. Research Skills Development:** To encourage students to develop appropriate research topics, select relevant research materials, and compose well-developed pieces of original research following discipline-specific writing conventions.
- i. Information Synthesis:** Enable students to analyze complex issues, channelize information from multiple sources, and effectively communicate ideas using a variety of formats and technologies within related areas.

These objectives collectively aim to create a comprehensive and a holistic learning experience that not only impart academic knowledge but also hone the practical skills and competencies necessary for students to navigate the complexities of the hospitality

industry and contribute meaningfully to both their professional careers and local communities.

3) Learning Outcomes:

PO 1- Acquire adequate knowledge commensurate with the requirements of the Hospitality industry.

PO 2- Develop requisite skills in their area of specialization to adapt to the ever changing and evolving needs of the Hospitality sector.

PO 3 - Acquire ability to adapt to the latest trends of the hospitality industry using modern tools and technology, imbibe customer relation management and complaint resolution techniques and develop research competence required for gainful employment.

PO 4 - Develop requisite knowledge and skills to start their own venture in any hospitality related area.

PO5 - Understand and develop the ability to implement eco-friendly practices in day-to-day hospitality operations that would reduce the industry carbon footprint.

1) Credit Structure of the Program (Sem I & II)

Under Graduate Certificate in Hospitality Studies

Credit Structure (Sem I & II)

R: _____ A											
Level	Semester	Major		Minor	OE	VSC, SEC (VSEC)	AEC, VEC, IKS	OJT, FP, CEP, CC, RP	Cum. Cr. / Sem.	Degree / Cum. Cr.	
		Mandatory	Electives								
4.5	I	Fundamentals of Hospitality (6 Credits)		-	2+2 credits	VSC: Restaurants Skills Practical's 2 credits, SEC: Basic Rooms Division Practical 2 credits	AEC: 2 credits, VEC: 2 credits, IKS: 2 credits	CC: 2 Credits	22 Credits	UG Certificate 44	
	R: _____ B										
	II	Accommodation Operations or Culinary and Restaurant Operations: (6 credits)		2 credits	2+2 Credits	VSC: Basic Front office or Basic Food Production - 2 credits, SEC: Basic Housekeeping or Basic F& B Service-2credits	AEC: 2 Credits, VEC: 2 Credits	CC: 2 Credits	22 Credits		
	Cum Cr.	12 Credits	-	2 Credits	8 Credits	4+4 Credits	4+4+2 Credits	4 Credits	44 Credits		

Exit option: Award of UG Certificate in Major with 40-44 credits and an additional 4 credits core NSQF course/ Internship OR Continue with Major and Minor

Under Graduate Diploma in Hospitality Studies

R: _____ C											
Level	Semester	Major		Minor	OE	VSC, SEC (VSEC)	AEC, VEC, IKS	OJT, FP, CEP, CC, RP	Cum. Cr. / Sem.	Degree/ Cum. Cr.	
		Mandatory	Electives								
5.0	III	8		4	2	VSC:2,	AEC:2	FP: 2 CC:2	22	UG Diploma 88	
	R: _____ D										
	IV	8		4	2	SEC:2	AEC:2	CEP: 2 CC:2	22		
	Cum Cr.	28		10	12	6+6	8+4+2	8+4	88		
Exit option; Award of UG Diploma in Major and Minor with 80-88 credits and an additional 4 credits core NSQF course/ Internship OR Continue with Major and Minor											

B.Sc. (Hospitality Studies)

Credit Structure (Sem V & VI)

		R: _____ E										
Level	Seme ster	Major		Minor	OE	VSC, SEC (VSEC)	AEC, VEC, IKS	OJT, FP, CEP, CC, RP	Cum. Cr. / Sem.	Degree/ Cum. Cr.		
		Mandato ry	Electives									
	V	10	4	4		VSC: 2		FP/C EP:2	22	UG Degree 132		
		R: _____ F										
5.5	VI	10	4	4				OJT :4	22			
	Cum Cr.	48	8	18	12	8+6	8+4+2	8+6+ 4	132			
Exit option: Award of UG Degree in Major with 132 credits OR Continue with Major and Minor												

[Abbreviation - OE - Open Electives, VSC - Vocation Skill Course, SEC - Skill Enhancement Course (VSEC), AEC - Ability Enhancement Course, VEC - Value Education Course, IKS - Indian Knowledge System, OJT - on Job Training, FP - Field Project, CEP - Continuing Education Program, CC - Co-Curricular, RP - Research Project]

First Year B.Sc. (Hospitality Studies) Semester I

Vertical No	Vertical	Name of the Course	Credits		Total Credits	Theory Hrs/Sem	Practical Hrs/Sem	Theory hrs/week	Pr. hrs /Week
			TH	PR					
1	Major	Fundamentals of Hospitality	4	2	6	60	60	4	4
2	Minor	NA for Sem I	-	-	-	-	-	-	-
3	Open Elective Courses (OE)	To be selected from the OE basket	-	2	2	-	As Applicable	-	4
				2	2		As Applicable		4
4	Vocational Skill Course (VSC)	Restaurant Skills -PR	-	2	2	-	60	-	4
	Skill Enhancement Course (SEC)	Basic Rooms Division- PR	-	2	2	-	60	-	4
5	Ability Enhancement Course (AEC)	To be selected from the AEC basket	2	-	2	30	-	2	-
	Value Education Course (VEC)	To be selected from the VEC basket	2	-	2	30	-	2	-
	Indian Knowledge System (IKS)	IKS	2	-	2	30	-	2	-
6	Co-curricular Course (CC)	Sports/Yoga/DLLE/NSS	-	2	2	-	60	-	4
Total			10	12	22	150	360	10	24

UNIVERSITY OF MUMBAI – B.Sc. (Hospitality Studies) SEMESTER I

University Of Mumbai- B.Sc. (Hospitality Studies)

Fundamentals of Hospitality-Theory

NEP CATEGORY - Major

APPLICABLE SEMESTER - I

TEACHING HOURS - 60 Hours

CREDITS – 4

NO OF HOURS PER WEEK - 4 Hour

COURSE OBJECTIVES (Module 1)

1. To inculcate a right attitude and impart the required basic knowledge and technical skills in the art of culinary.
2. To introduce the ingredients and equipment used in the kitchen.
3. To understand and apply basic culinary terminologies, techniques, and fundamental principles in the kitchen.

COURSE OBJECTIVES (Module 2)

1. Explain the evolution of the Global and Indian service industry.
2. Classify different outlets.
3. Illustrate organization charts and explain roles and responsibilities.
4. Differentiate criteria for purchasing equipment.
5. Differentiate types of meals and menus.
6. Identify different methods of service.
7. Explain traditional Indian styles of service.

COURSE OBJECTIVES (Module 3)

1. The students would be familiar with Hospitality and tourism industry
2. To be able to define a hotel and comprehend its core operational areas.
3. To be able to understand the need for classifying hotels.
4. To be able to identify different types of guest rooms and understand hotel tariff plans and their significance
5. To know about Organizational structure, hierarchy of a front office department
6. To recognize the role and importance of the front office in a hotel.
7. To understand the functions of the front office department

COURSE OBJECTIVES (Module 4)

1. To make the students familiar with role and importance of housekeeping department
2. To understand the organization structure and job description of various positions in the department.
3. The students will be able to identify correct personality traits required by housekeeping personnel.
4. The students are able to list cleaning equipment's and cleaning agents
5. The students will be able to identify cleaning agents along with dilution
6. The students will be able to perform various basic cleaning of different surfaces.

MODULE	CH NO		TOPIC	HRS
1	1		Introduction to the Food Production Department	2
		1.1	Levels of Skills and Experience	
		1.2	Attitude and Behavior in the Kitchen	
		1.3	Kitchen Uniforms	
		1.4	Personal Hygiene	
	2		Equipment's	1
		2.1	Equipment & Hand Tools used in the Kitchen	
		2.2	Safety Procedures for Handling Equipment	
		2.3	Modern Development in Equipment & Technology	

	3		Fuels	1
		3.1	Various Fuels used in the Kitchen	
		3.2	Advantages & Disadvantages of Various Fuels	
	4		Introduction to Cooking	2
		4.1	Aims and Objectives of Cooking	
		4.2	Methods of Cooking (Modes of Heat Transfer)	
	5		COMMODITIES	4
			Perishables	
			Classification of Various Raw Materials according to Functions	
		5.1	Milk and Milk Products (M i l k , Cream, Butter, Cheese, Curd)	
		5.2	Vegetables and Fruits	

		5.3	Egg, Poultry, Meat, Fish, & Seafood	
			Non-Perishables	
		5.4	Cereals & Pulses	
		5.5	Spices, Herbs & Condiments & Seasoning	
		5.6	Fats and Oils	
		5.7	Sweeteners	
		5.8	Raising & Leavening Agents	
	6		Hierarchy and Kitchen Staffing	2
		6.1	Duties and Responsibilities of Various Chefs	
		6.2	Role and Duties of the Executive Chef	
	7		Flour	2
		7.1	Structure of Wheat Grain	
		7.2	Types of Flour	
		7.3	Classification of Bread, Cakes, and Cookies.	
	8		Glossary Terms	1

Aeration	Baste	Barbeque
Batter	Blanching	Custard
Consistency	Caramel	Coagulation
Condiments	Dough	Doneness
Fermentation	Gelatinization	Homogenization
Infusion	Leavening	Marinate
Mise-en-place	Paring	Proving
Seasoning	Tempering	Remouillage

References

1. Thangam Philip – Modern Cookery I & II – Orient Longman – 2001
2. Auguste Escoffier – Ma Cuisine – Hamlyn – 2000
3. Digvijay Singh – Cooking Delight of the Maharajas – Vakils, Feffer & Son's Ltd. – 1982
4. Philip Dowell & Adrian Barley – The Book of Ingredients – Mermaid Books – 1987
5. Wayne Gisslen – Professional Baking – John Wiley & Sons – 1994
6. Martha Day – Baking – Lorenz Books – 1999
7. M. J. Leto & Bode – The Larder Chef – Heinemann Publishing House – 1989
8. Parvinder S. Bali - Food Production Operations
9. Thangam E. Philip - Modern Cookery for Teaching and Trade - 4th Vol. - 1996
10. Krishna Arora - Theory of Cookery – 2nd – 1992
11. Wayne Gisselen - Professional Cooking – 4th – 1992
12. Wayne Gisselen - Professional Baking – 2nd – 1994
13. J. C. Dubey - Basic Bakery - 1st – 1992
14. Kinton Ceserani - Theory of Catering – 7th – 1996
15. Bernard Davis - Food Commodities - 4th – 1998
16. Daniel R. Stevenson - Basic Cookery The Process Approach - 5th - 1997

MODULE	CH NO.		TOPIC	HRS
2	1		Introduction	1
		1.1	Brief history	

		1.2	Introduction to food service industry in India (IKS)	
	2		Classification	2
		2.1	Commercial (Residential / Non-residential)	
		2.2	Welfare	
		2.3	Institutional	
		2.4	Transport (Roads, Railways, Airlines and Marine)	
	3		Organization Chart	1
		3.1	Organization chart of the F&B department – Hotels (Large/Midsize/Small)	
		3.2	Organization chart of the F&B department – Standalone Restaurants	
	4		Types of Outlets	1
		4.1	Specialty Restaurants / Theme Restaurants	
		4.2	Coffee shop / Bistros	1
		4.3	Snack bar / Counter service.	
		4.4	Kiosks / Food courts	
	5		Staffing	1
		5.1	Duties and responsibilities of F&B Staff F&B Manager Banquet Manager Outlet Manager Senior Captain / Captain / Supervisor Steward	
		5.2	Coordination between departments	
	6		Meals and Menus	1
		6.1	Types of meals – Breakfast / Brunch / Lunch / High Tea / Dinner (Supper and Dinner)	
		6.2	A la carte, Table d'hôte and Cyclic menus	
	7		Mise – en – scene and Mise – en – place	1
		7.1	Music / lighting / Ventilation / Temperature	
		7.2	Lounge / Dining room / Still room / Pantry / Hotplate / Washrooms	
	8		Methods of Service	3
		8.1	Table Service – English / American / Family	
		8.2	Table Service – Russian / French / Butler	
		8.3	Bar Counter	
		8.4	Assisted Service – Carvery / Buffets	
		8.5	Self Service – Cafeteria / Counter / Free flow / Echelon / Supermarket	
		8.6	Single Point Service – Take away / Drive through / Fast food / Vending / Kiosk / Food court.	
		8.7	Specialized (In Situ) – Tray / Trolley / Home Delivery / Lounge / IRD / Drive In	
		8.8	Special Service – Formal / Wave / Carlton Club	
	9		Traditional Styles of Service – IKS	1
		9.1	Langar	
		9.2	Pangat	
		9.3	Sajjankot	
		9.4	Patru	
		9.5	Sadya	

	10	Glossary	2
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References

1. Food and Beverage Service – Dennis Lillicrap and John Cousins – Eighth Edition
2. Food and Beverage Service – R Singaravelavan – Oxford University Press – Second Edition
3. Food and Beverage Service and Operation Management – KCK Rakesh Kadam / VRK Chainickaa – UDH Publishers and Distributors
4. Food and Beverage Management – Davis and Stone

MODULE	CH NO.	TOPIC	HRS
3	1	Introduction to Hospitality Industry – Hospitality Industry Origin & Growth –	1
		1.1 Tourism Industry, Origin & Growth – Importance & Industries related to Tourism. –	2
		1.2 Hotel Definition & Core Areas & Overview. –	2
		1.3 Classification of Hotels – Need of classification, Classification on basis of Size, Location, Clientele.	3
	2	Introduction to Front office department -	2
		2.1 Role & Importance of Front Office.	1
		2.2 Types of Guest Rooms & Hotel Tariff Plan. -	2
		Hotel Organization, Need of Organization, Hotel Organization Chart – Small, Medium & Large Hotels.	1
		Major Departments of Hotel	1
		Total	15

References

Name of the book	Author	Publisher	Place of Publication
Jatashankar Tiwari	Front Office Management	Oxford University Press	New Delhi
S.K. Bhatnagar	Front Office Management	Frank Bros. & Co.	Noida
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill	New Delhi
Chakravarti, B.K.	Front Office Management In Hotel	BNS Publishers	New Delhi
Kasavana, Michael & Brooks, Richard	Managing Front Office Operations	AHMA	USA
Baker & Bradley	Principles of Hotel front Office Operations	Cassell	London

Deveau, insley & deveav, Patricia	Front Office Management and Operations (2)	Prentice Hall	NEW JERSEY
Bullied, An Ritchie, Caroline	Reception	Stanley Thornes	london
Braham, Bruce	Hotel Front Office	Hutchinson	London

MODULE	CH NO.		TOPIC	HRS
4	1	1.1	Understand the Role and Importance of Housekeeping department in hotels	2
		1.2	Layout of housekeeping department (large Hotel)	1
		1.3	Organization structure of housekeeping department (Large Hotel)	1
		1.4	Personality Traits of Housekeeping personnel	2
	2	2.1	Job description and specification for Executive housekeeper, Asst. housekeeper, Supervisor (Public, Floors, and Linen) Public area Houseman and GRA	3
		2.2	Key Terms	1
	3	3.1	Classification of cleaning equipment with examples	3
		3.2	Manual - Mechanical- Cleaning agents with examples	2

References

1. Hotel housekeeping operations and management - G.Raghubalan & Smritee Raghubalan Oxford university press.
2. Housekeeping Operations Design and Management-Malini Singh & Jaya B. George - Jaico Publications.
3. Housekeeping Management- Margaret Kappa, Aleta Nitschken, Patricia B. Schappert- A.H. & L.A

UNIVERSITY OF MUMBAI – B.Sc. (Hospitality Studies) SEMESTER I

Fundamentals of Hospitality - Practical

NEP CATEGORY – Major

APPLICABLE SEMESTER – I

TEACHING HOURS - 60 Hours

CREDITS - 2

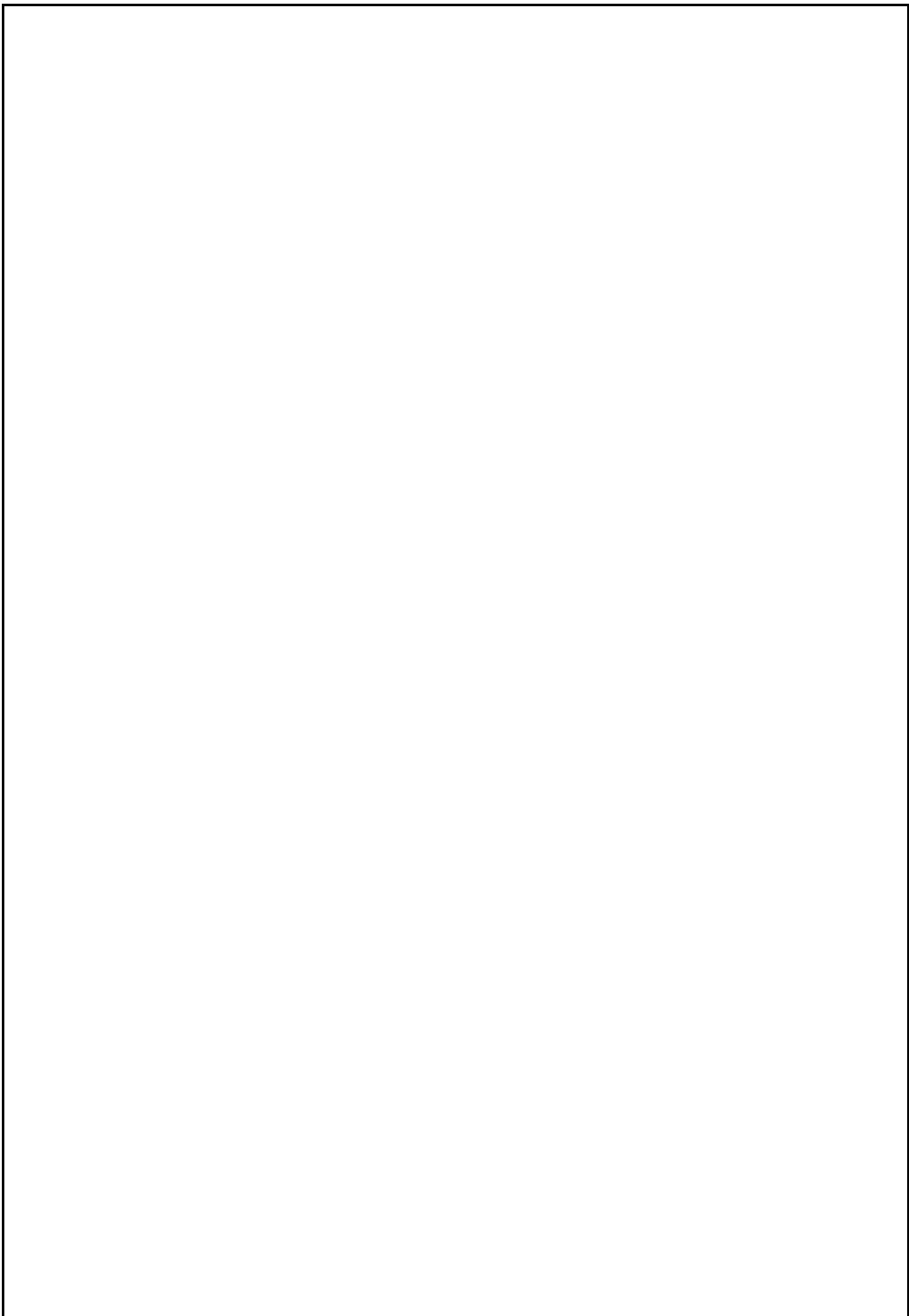
NO OF HOURS PER WEEK - 12 Hours

COURSE OBJECTIVES

1. To inculcate a right attitude and the required basic knowledge and technical skills in the art of culinary.
2. To introduce the ingredients and equipment used in the kitchen.
3. To understand and apply basic culinary terminologies, techniques, and principles in the kitchen.

PRACTICAL MENU

Module				
1	I	Cuts of Vegetables		
		Slicing	Chopping	Mincing
		Shredding (Chiffonade)	Jardinière (Batons)	Allumettes
		Julienne	Dices	Brunoise
		Lozenge	Paysanne	
		Eggs		
		Boiled Eggs (Soft and hard)		
		Fried Eggs [sunny Side up, Double Fried (Over Easy, Flipped)]		
		Scrambled Eggs		
		Omelette – Cheese, Spanish and Masala		
	II	Salads		
		Veg Kachumber		
		Mixed Veg Raita		
		Cole Slaw with Vinaigrette		
		Dressing Cole Slaw with		
		Mayonnaise		
		Russian Salad		



	III	Soups
		Crème of Tomate / Épinard / Champignon Consommé Julienne / Brunoise / Royale Puree Dubarry Potage Minestrone Cabbage Chowder Bisque (Crab, Prawn)
	IV	Poisson
		Fillet de Pomfret Colbert au beurre maître d' hotel Fillet de Pomfret Bonne Femme Fillet de Pomfret Belle Meuniere Fillet de Pomfret Orly Masala Fried Fish
	V	Poulet
		Poulet sauté a la king Poulet Sauté chasseur Poulet Sauté Champignon Methi Murg Murg Masala
	VI	Entrees
		Irish Stew Shepherd's Pie Boeuf Stroganoff Palak ghosht Mutton masala Pork Vindaloo
Module 2	VII	Legumes (Vegetables)

		Glazed Carrots / Beans Petite Pois a la Flamande Choux fleux au Gratin Ratatouille Legumes aux fine herbs Épinard a la Crème
		Palak Paneer Cabbage Foogath Batata Bhujia Vegetable Ragout
	VIII	Pommes de Terre
		French Fries Pommes Persilles Mashed Potato Pommes de terre Lyonnaise Duchees Potatoes Pommes de Terre Anna Hash Brown Potato Roast Potatoes
	IX	Cereals & Pulses

		Boiled Rice Jeera Rice Mixed Veg Pulao Tadka Dal Masal a Dal Moong Dal with Palak
	X	Rotis
		Phulkas Chappatis Pooris
	XI	Hot Desserts
		Doodhi Halwa Sevian Kheer Caramel custard Bread and Butter Pudding Crème Brulee Albert Pudding
	XII	Cold Desserts
		Coffee Mousse
		Fruit Salad with Crème Anglaise Lemon Souffle Soufflé au Caramel Bavarois a la Crème

Reference books

1. Thangam Philip – Modern Cookery I & II – Orient Longman – 2001
2. Auguste Escoffier – Ma Cuisine – Hamlyn – 2000
3. Digvijay Singh – Cooking Delight of the Maharajas – Vakils, Feffer & Son's Ltd. – 1982
4. Philip Dowell & Adrian Barley – The Book of Ingredients – Mermaid Books – 1987
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8. Thangam E. Philip - Modern Cookery for Teaching and Trade - 4th Vol. - 1996
9. Wayne Gisselen - Professional Cooking – 4th – 1992
10. Wayne Gisselen - Professional Baking – 2nd – 1994
11. J. C. Dubey - Basic Bakery - 1st – 1992
12. Daniel R. Stevenson - Basic Cookery The Process Approach - 5th – 1997

UNIVERSITY OF MUMBAI – B.Sc. (Hospitality Studies)

SEMESTER I

Restaurant Skills - Practical

NEP CATEGORY – Vocational Skill Course

APPLICABLE SEMESTER – I

TEACHING HOURS - 60 Hours

CREDITS - 2

NO OF HOURS PER WEEK - 4 Hours

COURSE OBJECTIVES

1. Identify equipment and tools required for food service.
2. Describe and display the right etiquettes and attributes of food service personnel.
3. Setup table covers.
4. Write guest orders.
5. Demonstrate different parts of service during a meal.
6. Display technical skills required for food service.
7. Elaborate dos and don'ts of food and beverage service.
8. Demonstrate correct procedures to handle challenging situations.

MODULE		TOPIC	HRS
1		Familiarization of equipment	4
	1.1	Furniture – Sideboards, host desk, tables and chairs.	
	1.2	Crockery and glassware.	
	1.3	Tableware - Flat ware, cutlery and hollowware	
	1.4	Linen	
	1.5	Special equipment	
		Etiquettes and Attributes	4
	2.1	Service etiquette for F&B service personnel	
	2.2	Attributes of service personnel	
		Laying and relaying of tablecloth	4
	3.1	Laying of tablecloth	
	3.2	Relaying of tablecloth	
	3.3	Points to be considered while laying a tablecloth	
		Technical Skills (4 hours)	4
	4.1	Carrying and balancing the salver / tray.	
		Napkin Folds	4
	5.1	Table folds	
	5.2	Glass folds	
	5.3	Ring folds	
		Table Setups	4
	6.1	A la carte cover	

		6.2	Table d'hôte cover	
	7		Initiation of Service	4
		7.1	Greeting and seating	
		7.2	Water service	
		7.3	Menu presentation	
Module 2	8		Order Taking	4
		8.1	Writing orders – Pivot point system	
		8.2	Suggestive selling and upselling	
		8.3	Cross selling	
	9		Service 1	4
		9.1	Soup service.	
		9.2	Silver service of food (platter to plate)	
		9.3	Pre-plated food service	
	10		Service 2	4
		10.1	Clearance	
		10.2	Crumbing and dessert service	
		10.3	Billing	
		10.4	Taking feedback	
	11		Dos and don'ts of table service	4
		11.1	Before service	
		11.2	During service	
		11.3	After service	
	12		Complete meal sequence 1	4
		12.1	Setup and Practice	
	13		Complete meal sequence 2	4
		13.1	Setup and Practice	
	14		Handling Situations	
		14.1	F&B service situation handling	
	15		Quizzes, Class tests, Presentations, Role Plays, Assignments and Journals	4

References

1. Food and Beverage Service – Dennis Lillicrap and John Cousins – Eighth Edition
2. Food and Beverage Service – R Singaravelavan – Oxford University Press – Second Edition
3. Food and Beverage Service and Operation Management – KCK Rakesh Kadam / VRK Chainickaa – UDH Publishers and Distributors
4. Food and Beverage Management – Davis and Stone

UNIVERSITY OF MUMBAI – B.Sc. (Hospitality Studies) SEMESTER I

Basic Rooms Division - Practical

NEP CATEGORY – Skill Enhancement Course

APPLICABLE SEMESTER – I **TEACHING HOURS** - 60 Hours **CREDITS** - 2

NO OF HOURS PER WEEK - 4 Hours

COURSE OBJECTIVES (Module I)

1. Students will develop effective self-introduction techniques.
2. Demonstrate appropriate grooming standards and exhibit positive mannerisms and body language.
3. Students will practice correct pronunciation using phonetic letters.
4. To enhance students' soft skills for effective communication.
5. To Enhance spontaneous speaking skills through extempore sessions.
6. Showcase knowledge about the city's attractions, hospitality services, and tourism potential.

COURSE OBJECTIVES (Module II)

1. To make the students familiar with role and importance of housekeeping department
2. The students are able to list cleaning equipment's and cleaning agents
3. The students will be able to identify cleaning agents along with dilution
4. The students will be able to perform various basic cleaning of different surfaces.
5. The students will be able to handle vacuum cleaner independently

MODULE		Topic	HRS
1	1.1	Self-Introduction	6
	1.2	Grooming, Mannerism, Body Language	4
	1.3	Phonetic Letters & Phrases	4
	1.4.	Soft Skills/Talk lines	4
	1.5	Extempore	6
	1.6	Know your City (Group presentation –PPT)	6
		Total hrs.	30

Reference

1. Professional Management of Housekeeping Operations- Thomas J.A .Jones- John Wiley & Sons
2. Housekeeping training manual- Sudhir Andrew's.
3. Housekeeping Management in Hotel and Service industry by - Dr Pralay Ganguly, Wiley India
4. Housekeeping (theory and Practices) by Jagmohan Negi, S Chand Publishing

MODULE	CH NO.		TOPIC	HRS
2	1	1.1	Introduction to housekeeping Industry (Malls, University, Hospitals, Hostels, Corporate offices, Airports and Cruise)	2
		1.2	Introduction to cleaning agents	2
		1.3	Introduction to cleaning equipment	2
	2	2.1	Mopping - wet and dry	4
		2.2	Cleaning of glass/ mirrors	4
		2.3	Cleaning & scrubbing of Tiles	4
	3	3.1	Dusting surfaces high and low'	4
		3.2	Vacuuming	4
		3.3	Floor scrubbing (manual/mechanical)	4.

References

1. Hotel housekeeping operations and management - G.Raghubalan & Smritee Raghubalan Oxford university press.
2. Housekeeping Operations Design and Management-Malini Singh & Jaya B. George - Jaico Publications.
3. Housekeeping Management- Margaret Kappa, Aleta Nitschken, Patricia B. Schappert- A.H. & L.A

4. Professional Management of Housekeeping Operations- Thomas J.A .Jones- John Wiley & Sons
5. Housekeeping training manual- Sudhir Andrew's.
6. Housekeeping Management in Hotel and Service industry by - Dr Pralay Ganguly, Wiley India
7. Housekeeping (theory and Practices) by Jagmohan Negi, S Chand Publishing.

Sem. – II

First Year B.Sc. (Hospitality Studies) Semester II

Vertical No	Vertical	Name of the Course	Credits		Total Credits	Theory Hrs/Sem	Practical Hrs/Sem	Th. hrs /week	Pr. hrs /Week
			TH	PR					
1	Major	Accommodation Operations (A) OR	6	-	6	90	-	6	-
		Culinary & Restaurant Operations(B)							
2	Minor	Basic Rooms Division(C) OR	2	-	2	30	-	2	-
		Basic Food Production & Service(D)							
3	Open Elective Courses (OE) (Both Mandatory)	To be chosen from the OE basket	2	-	2	-	-	-	-
			2	-	2	-	-	-	-
4	Vocational Skill Course (VSC)	Basic Front Office (E) OR	-	2	2	-	60	-	4
		Basic Food Production(F)							
	Skill Enhancement Course (SEC)	Basic Housekeeping OR	-----	2	2	-----	60	-----	4
		Basic F&B Service							
5	Ability Enhancement Course (AEC)	To be chosen from AEC basket	2	-	2	30	-	2	-
	Value Education Course (VEC)	To be chosen from VEC basket	2	-	2	30	-	2	-
6	Co-curricular Course (CC)	Sports/Yoga/DLLE/NSS	-	2	2	-	60	-	4
Total			16	6	22	240	180	16	12

UNIVERSITY OF MUMBAI – B.Sc. (Hospitality Studies) SEMESTER II

ACCOMMODATION OPERATIONS - Theory

NEP CATEGORY – Major (A)

APPLICABLE SEMESTER - II

TEACHING HOURS - 90 Hours

CREDITS - 6

NO OF HOURS PER WEEK - 6 Hours

COURSE OBJECTIVES (Module 1, 2 & 3)

1. To understand the functional areas, sections, and layout of the front office.
2. To understand the interconnections between reservation, reception, information desk, cash handling, and the travel desk.
3. To learn essential qualities and skills required for different front office roles.
4. The students will be able to take reservations & perform check in procedure.
5. To be familiar with sub departments of front desk such as concierge and bell desk.
6. To learn the rules of the House for Front Office Staff.
7. To learn the importance of effective communication in the front office.
8. To understand the duties and responsibilities of various front office staff roles.
9. To learn about the different types of rooms & types of meal Plans offered at the hotels.

COURSE OBJECTIVES (Module 4,5 & 6)

1. To understand the principles of cleaning and daily routine of housekeeping.
2. To make students familiar with maids service room- location and layout
3. Make the students familiar with guestrooms cleaning and standard content
4. Make the students familiar with Public area cleaning
5. Maintaining Housekeeping formats
6. To handle various situation in Housekeeping
7. Make the students familiar with coordination with other departments
8. Identify different keys
9. Learn how to handle Lost and found articles
10. Familiar with the Control desk

MODULE	CH NO.		TOPIC	HRS
1	1		Front Office Organization	
		1.1	Functional areas	1
		1.2	Section & layout of Front Office	1
			1.2.1 Reservation, Reception, Information Desk	1
			1.2.2 Cash and bills, Travel desk	1
			1.2.3 Communication section & uniform services	1
		1.3	Organization Of Front Office Staff.	3
		1.4	Duties & responsibilities	

			1.4.1 Front Office Personnel, Front Office Manager, Reservation Assistant	2
			1.4.2 Receptionist, Information Assistant, Cashier	2
			1.4.3 Telephone Operator, Bell Boy, Door Attendant.	1
		1.5	Qualities of Front Office Personnel.	2
2	2	2.1	Communication process, 7 C of Communication, Importance & types of Communication (Oral, Written & Non-Verbal).	5
		2.2	Interdepartmental Communication (House Keeping, Food and Beverage Department, Sales & marketing, Security, Engineering &	5

			Maintenance, Security, Finance Controller, Human Resource, Banquets).	
		2.3	Room Tariff – Introduction, Room Rates, Designation, Meal plans, Room Tariff Card.	5
3	3		Guest cycle	
		3.1	Types of Guests (Walk In, Confirmed, Foreign, VIP, Scanty Baggage, SPATT, Black Listed Guest, Lay Over Passenger, Airline Crew, MICE.	6
		3.2	Guest Cycle (Pre-Arrival, Arrival, Stay & Departure)	8
		3.3	Key terms	1
			Total	45

References

Name of the book	Author	Publisher	Place of Publication
Jatashankar Tiwari	Front Office Management	Oxford University Press	New Delhi
S.K. Bhatnagar	Front Office Management	Frank Bros. & Co.	Noida
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill	New Delhi
Chakravarti, B.K.	Front Office Management In Hotel	BNS Publishers	New Delhi
Kasavana, Michael & Brooks, Richard	Managing Front Office Operations	AHMA	USA
Baker & Bradley	Principles of Hotel front Office Operations	Cassell	London

Deveau, insley & deveav, Patricia	Front Office Management and Operations (2)	Prentice Hall	New Jersey
Bullied, An Ritchie, Caroline	Reception	Stanley Thornes	London
Braham, Bruce	Hotel Front Office	Hutchinson	London

MODULE	CH NO.		TOPIC	HRS
4	1	1.1	Types of rooms	2
		1.2	Principles of cleaning –types of soil, organization of cleaning	4
		1.3	Daily routine and systems (housekeeping day; shifts & definition, opening the house procedure, morning afternoon and night shift)	9
5	2	2.1	Interdepartmental coordination with other departments (Front office, Maintenance, Security, Food and Beverage)-	5
		2.2	Guestroom cleaning (Morning, Evening and second service), Special cleaning-	5
		2.3	Public area Cleaning (Lobby, Elevators, reception, Stairs, Conference rooms and Banquets, Restaurants, Spa and Health clubs, Cloak rooms, corridors)-	5
6	3	3.1	Lost and found procedure; formats- register slip & disposal of unclaimed articles	2
		3.2	Functioning of Control desk-(Guest message register, Log book, maintenance register, and consolidated rooms status report)	3
		3.3	Maid's service room/ floor pantry – location and layout	2
		3.4	Standard content of a guestroom.	2
	4	4.1	Types of keys and Key Control	2
		4.2	Guest floor rules	1
		4.3	Abbreviations	1
		4.4	Key terms	2

References

1. Hotel housekeeping operations and management - G.Raghubalan & Smritee Raghubalan Oxford university press.
2. Housekeeping Operations Design and Management-Malini Singh & Jaya B. George - Jaico Publications.
3. Housekeeping Management- Margaret Kappa, Aleta Nitschken, Patricia B. Schappert- A.H. & L.A
4. Professional Management of Housekeeping Operations- Thomas J.A .Jones- John Wiley & Sons
5. Housekeeping training manual- Sudhir Andrew's.

UNIVERSITY OF MUMBAI – B.Sc. (Hospitality Studies) SEMESTER II

Culinary & Restaurant Operations - Theory

NEP CATEGORY – Major (B)

APPLICABLE SEMESTER – II

TEACHING HOURS THEORY – 90 HOURS

CREDITS – 6

NO OF HOURS PER WEEK FOR THEORY – 6 HOURS

COURSE OBJECTIVES (Module 1, 2 & 3)

1. To develop and apply culinary techniques and principles.
2. To develop advanced skills in the identification and effective use of specialized kitchen tools and equipment.
3. To demonstrate expertise in preparing high-quality ingredients focusing on precision and advanced techniques.

COURSE OBJECTIVES (Module 4,5 & 6))

1. Define menu and differentiate between different types.
2. Explain the principles of menu planning.
3. Create different types of menus.
4. Elaborate on courses of French Classical Menu and explain examples.
5. Compare different types of breakfasts and their service.
6. Classify Non-alcoholic beverages, their types and brands.
7. Classify alcoholic beverages and their effects.
8. Explain in Room Dining procedures and systems.
9. Illustrate and explain the food and beverage control system.
10. Explain use of technology and its tools in operational areas.
11. Explain the scope of food service careers in the hospitality industry.

MODULE	CH NO		TOPIC	HRS
1	1		Methods of Cooking	3
		1.1	Modes of Heat Transfer	
		1.2	Methods of Cooking	
		1.3	Definition & Classification	
		1.4	Principles of each method and precautions, Moist methods, Dry methods, Frying, Combination methods, Microwave cooking, Infrared cooking.	

		1.5	Modern Cooking Methods Used in the Culinary Industry	
	2		Stocks	3
		2.1	Definition, Composition & Classification	
		2.2	Preparation, Care & Storage	
		2.3	Precautions in Preparation	
		2.4	Uses of Glazes and Aspic	
	3		Sauces	4
		3.1	Definition and Composition	
		3.2	Classification	
		3.3	Mother sauces and Derivatives	
		3.4	Precautions & rectification while preparing sauce.	
		3.5	Storage of Sauces	
	4		Soups	2
		4.1	Classification with Examples	
		4.2	Classical Accompaniments, Garnishes, and Toppings.	

		4.3	Consommé – Any 10 classical Garnishes	
		4.4	Modern Ways of Serving Soups	
		4.5	International Soups	
	5		Basic Menu Planning and Kitchen Layout	3
		5.1	History of Menu	
		5.2	Points to be borne in mind while planning a Menu.	
		5.3	General Layout of a 5-Star Kitchen	
		5.4	Receiving Area	
		5.5	Storage	
		5.6	Wash Up	
2	6		Commodities	5
		6.1	Milk and Milk Products	
		6.2	Milk, Cream, Butter, Cheese, Curd	
		6.3	Introduction and Processing	
		6.4	Market Forms and Types	
	7		Vegetables Fruits and Salads	2
		7.1	Classification of Vegetables and Fruits	
		7.2	Color Pigments in Vegetables	
		7.3	Uses of Fruits	
		7.4	Composition of Salads	
		7.5	Salad Dressing Types	
		7.6	International Classical Salads with Country of Origin	
	8		Egg and Poultry	2
		8.1	Structure of Egg	
		8.2	Functions and uses	
		8.3	Selection and Nutritive Value	
		8.4	Classification of Poultry	
		8.5	Cuts, Uses, and Selection Criteria	
	9		Meat	4
		9.1	Introduction to Meat Cookery	
		9.2	Variety Meats	

		9.3	Selection & Storage of Meats	
		9.4	Cuts of Lamb, Pork, Beef.	

MODULE	CH NO		TOPIC	HRS
3	10		Fish and Sea Food	2
		10.1	Classification and examples	
		10.2	Selection Cooking and Storage of Fish	
		10.3	Local Names	
		10.4	Cuts of Fish	
	11		Cereals, Pulses, Pastas	1
		11.1	Introduction and Classification	
		11.2	Varieties and By Products, Uses and Nutritional Value	
	12		Spices, Herbs and Condiments	1
		12.1	Classification with examples	
		12.2	Role and uses	
	13		Fats and Oils	1
		13.1	Saturated and Unsaturated Fats	

		13.2	Varieties of Shortening	
		13.3	Advantages and Disadvantages	
	14		Sweeteners	1
		14.1	Types of Sweeteners	
		14.2	Importance of Sweeteners	
		14.3	Uses of Sweeteners	
	15		Raising and Leavening Agents	1
		15.1	Classification and Role of Raising Agents	
	16		Pastries	4
		16.1	Role of Each Ingredient in Pastry Making	
		16.2	Classification and Suitable Examples	
		16.3	Baking Technique and Temperature for Each Pastry	
	17		Breads	2
		17.1	Role of each ingredient in Bread Making	
		17.2	Method of Bread Making	
		17.3	Steps to be considered in Bread Making.	
	18		Cookies	1
		18.1	Type of Cookies	
		18.2	Method of Preparation	
	19		Introduction to Indian Cooking	3
		19.1	History and Origin of Spices	
		19.2	Role of Spices in Indian Cooking	
		19.3	Concept of Wet and Dry Masalas	
		19.4	Basic Indian Gravies	

REFERENCE BOOKS

1. Thangam Philip – Modern Cookery I & II – Orient Longman – 2001
2. Auguste Escoffier – Ma Cuisine – Hamlyn – 2000
3. Digvijay Singh – Cooking Delight of the Maharajas – Vakils, Feffer & Son's

Ltd. – 1982

4. Philip Dowell & Adrian Barley – The Book of Ingredients – Mermaid Books – 1987
5. Wayne Gisslen – Professional Baking – John Wiley & Sons – 1994
6. Martha Day – Baking – Lorenz Books – 1999
7. M. J. Leto & Bode – The Larder Chef – Heinemann Publishing House – 1989
8. Parvinder S. Bali - Food Production Operations
9. Thangam E. Philip - Modern Cookery for Teaching and Trade - 4th Vol. - 1996
10. Krishna Arora - Theory of Cookery – 2nd – 1992
11. Wayne Gisselen - Professional Cooking – 4th – 1992
12. Wayne Gisselen - Professional Baking – 2nd – 1994
13. J. C. Dubey - Basic Bakery - 1st – 1992
14. Kinton Ceserani - Theory of Catering – 7th – 1996
15. Bernard Davis - Food Commodities - 4th – 1998
16. Daniel R. Stevenson - Basic Cookery The Process Approach - 5th - 1997

MODULE	CH NO.		TOPIC	HRS
4	1		Menu	3
		1.1	Origin and definition	
		1.2	Objectives of a menu	
	2		Other types of menus	3
		2.1	Banquet menu	
		2.2	Carte du jour	
		2.3	Plat du jour	
		2.4	California menu	
		2.5	Take-away menu	
		2.6	Children's menu	
		2.7	Club menu	
		2.8	Ethnic menu	
		2.9	Health menu	
	3		Principles of Menu Planning	3
		3.1	Points considered while planning a menu.	
		3.2	Compiling À la carte menu	
		3.3	Compiling Table d'hôte menu	
	4		French Classical Menu 1	3
		4.1	Hors d'oeuvre / Potage / Oeuf - Definitions and examples of each	

		4.2	Farineaux / Poisson / Entrée - Definitions and examples of each	
	5		French Classical Menu 2	3
		5.1	Relevé / Sorbet / Rôti / Legumes - Definitions and examples of each	
		5.2	Entremets / Fromage / Savoureaux / Dessert / Café - Definitions and examples of each	

MODULE	CH NO.		TOPIC	HRS
5	6		Breakfast	3
		6.1	Types of breakfast – Continental / American / Indian	
		6.2	Breakfast Menus	
		6.3	Breakfast Service	

	7		Tea service	3
		7.1	Afternoon tea - menus and service	
		7.2	High tea – menus and service	
	8		Beverages	3
		8.1	Definition	
		8.2	Classification of non-alcoholic beverages – Nourishing/Stimulating/Refreshing	
		8.3	Definition	
		8.4	Tea – origin, preparation methods, types and brands.	
		8.5	Tisanes	
		8.6	Nourishing drinks	
		8.7	Refreshing drinks	
	9		Coffee, Cocoa and Water	3
		9.1	Origin and manufacture	
		9.2	Methods of preparation	
		9.3	Types and brands	
		9.4	Table and Carbonated Water – types and Brands	
	10		In Room Dining	3
		10.1	Equipment required.	
		10.2	IRD procedures	
		10.3	IRD Order taking.	
		10.4	In room services – Mini Bar	

MODULE	CH NO.		TOPIC	HRS
6	11		Alcoholic Beverages 1	4
		11.1	Definition and history	
		11.2	Benefits, harmful effects and syndromes	
	12		Control system	4
		12.1	KOT and BOT - types	
		12.2	Simple control system	
		12.3	Discrepancies and variations	
	14		Technology in the food service industry	4
		14.1	Technology and the guest order and service Process	
		14.2	Order entry and output devices.	
		14.3	Software and reports	
	15		Glossary	3

References

1. Food and Beverage Service – Dennis Lillicrap and John Cousins – Eighth Edition
2. Food and Beverage Service – R Singaravelavan – Oxford University Press – Second Edition
3. Food and Beverage Service and Operation Management – KCK Rakesh Kadam / VRK Chainickaa – UDH Publishers and Distributors
4. Food and Beverage Management – Davis and Stone

UNIVERSITY OF MUMBAI – B.Sc. (Hospitality Studies) SEMESTER II

Basic Front Office – Practical (E)

NEP CATEGORY - Vocational Skill course

APPLICABLE SEMESTER - II

TEACHING HOURS - 60 Hours

CREDITS - 2

NO OF HOURS PER WEEK - 4 Hours

COURSE OBJECTIVES: (Module 1 &2)

1. Students will research and present key tourist attractions in Maharashtra.
2. Students will learn to design an informative and visually appealing brochure or tariff card.
3. Demonstrate knowledge of countries, capitals, currencies, Indian states, capitals, and cabinet ministers and stay updated on general knowledge and current affairs.
4. Familiarize with domestic and international airports and airline carrier codes
5. Understand and articulate the rules and policies governing front office operations.
6. Practice proper telephone etiquette in a hospitality industry.
7. Simulate scenarios involving reservation and check-in procedures for walk-in and FIT (Free Independent Traveler) guests.

Module	CH NO.	TOPIC	HRS
1	1.1	Places of interest in Maharashtra –	4
	1.2	Brochure / Tariff card designing -	4
	1.3	Country, Capital & currencies –	4
	1.4	Indian State, Capital & Cabinet Ministers -	4
	1.5	Airports in India (Domestic & International), Airline's carrier Codes. -	4
	1.6	General Knowledge / Current affairs -	4
	1.7	Rules of the House for Front Office Staff. -	6
2	2.1	Telephone Etiquettes –	4
	2.2	Role Play (Answering Call, holding a Call, transferring a call)-	12
	2.3	Role Play Reservation & Check In Procedure (Walk In & FIT)	14
		Total	60

References

Name of the book	Author	Publisher	Place of Publication

Jatashankar Tiwari	Front Office Management	Oxford University Press	New Delhi
S.K. Bhatnagar	Front Office Management	Frank Bros. & Co.	Noida
Chakravarti, B.K.	Front Office Management In Hotel	BNS Publishers	New Delhi
Andrews, Sudhir	Hotel Front Office Training Manual	The Tata M'cGraw Hill	New Delhi
Kasavana, Michael & Brooks, Richard	Managing Front Office Operations	AHMA	USA
Baker & Bradley	Principles of Hotel front Office Operations	Cassell	London
Deveau, insley & deveav, Patricia	Front Office Management and Operations (2)	Prentice Hall	NEW JERSEY
Bullied, An Ritchie, Caroline	Reception	Stanley Thornes	London
Braham, Bruce	Hotel Front Office	Hutchinson	London

UNIVERSITY OF MUMBAI – B.Sc. (Hospitality Studies) SEMESTER II

Basic Food Production - Practical

NEP CATEGORY - Vocational Skill course

APPLICABLE SEMESTER - II

TEACHING HOURS - 60 Hours

CREDITS - 2

NO OF HOURS PER WEEK - 4 Hours

COURSE OBJECTIVES: (Module 1 & 2)

COURSE OBJECTIVES

1. To enhance understanding and application of advanced culinary terminology, techniques, and principles.
2. To explore and apply fundamental cooking techniques used in the kitchen.
3. To develop skills sets in the identification and effective use of specialized kitchen tools and equipment.

Sr.	Topic
1	Suggested Menu Patterns <ul style="list-style-type: none"> • Indian Menus • Continental Menus

PRACTICAL MENU FOR MODULE 1&2

I	Snack Menu	
	Non-Veg	Veg.
	<ol style="list-style-type: none"> 1. Chicken / Beef Burgers 2. Chicken Grilled Sandwich 3. Chicken Pizza 4. Kheema Samosa 5. Mince Meat Croquettes 6. Shami Kabab 7. Chicken Lollypop 8. Fish Fingers 	<ol style="list-style-type: none"> 1. Veg. Burger 2. Veg Grilled Sandwich 3. Veg. Pizza 4. Punjabi Samosa 5. Chutney Pattice 6. Chillie Cheese Toast 7. Aloo Chat 8. Wada
	Accompaniments: Green / Red / Tamarind Chutney, Tartare Sauce, Hot Garlic Sauce, Tomato Sauce	
II	Salads	
	<ol style="list-style-type: none"> 1) Tossed Salad with French Dressing 2) Waldorf Salad 3) Palak / Pineapple / Anar Raita 4) Chicken Hawain Salad 	
	<ol style="list-style-type: none"> 5) Salad Caprese 6) Ceasar Salad 	
III	Soups	

	<ol style="list-style-type: none"> 1. Consommé Jacqueline / Celestine 2. Soupe à l' oignon à la François 3. Puree Lentils 4. Crème de Volaille 5. Soupe Cock e Leekie 6. Soupe Vichyssoise 7. Sea Food Chowder 8. Gazpacho 9. Mulligatawny
IV	Poisson
	<ol style="list-style-type: none"> 1. Fried Fish with tartare Sauce 2. Grilled Fish with Hollandaise Sauce 3. Baked Fish in Provencale Sauce 4. Fillet de Pomfret Cubat 5. Goan Fish Curry
V	Poulet
	<ol style="list-style-type: none"> 1. Poulet à la Rex 2. Poulet Sauté Mireille 3. Poulet Sauté Parmentier 4. Masala Roast Chicken 5. Murg Khorma
VI	Entrees
	<ol style="list-style-type: none"> 1. Scotch Eggs 2. Spaghetti Bolognaise 3. Grilled Steaks with Pepper Sauce 4. Barbeque Pork Chops with Robert Sauce 5. Goulash de Boeuf à la Hongroise 6. Mutton NilgiriKhorma 7. Mutton Rogan Josh
VII	Entremets
	<ol style="list-style-type: none"> 1. Mixed Vegetables Bhujija 2. Baingan Bharta 3. MuttarKumbh Masala 4. CourceProvencale 5. Corn and Pepper au gratin 6. Boquetier de Legumes 7. Aubergine à la Turquie 8. Spaghetti with Mushroom & Cheese Sauce 9. Cheese and Cauliflower Soufflé 10. Baked Spinach
VIII	Potatoes
	<ol style="list-style-type: none"> 1. Pommes de terre Croquettes 2. Jacket baked Potatoes 3. Pommes Chateau 4. Pommes Marquise

	<ol style="list-style-type: none"> 5. Gratin de Pommes de terre 6. Dauphinoise 7. Bubble and Squeak 8. Garlic & Herb Roast Potatoes 9. Soufflé de Pommes de Terre
IX	Cereals & Pulses
	<ol style="list-style-type: none"> 1. Aloo kiTihari 2. Pea Pulao 3. Riz Pilaf 4. Makhani Dal 5. Dal Fry 6. Moong Dal with Palak
X	Rotis & Parathas
	<ol style="list-style-type: none"> 1. Satpura Parathas 2. Dhakai Parathas 3. Missie Roti 4. Chapati
XI	Hot Dessert
	<ol style="list-style-type: none"> 1. Gajar / Beetroot Halwa 2. ShahiTukra 3. Christmas Pudding with Custard Sauce 4. Crêpe Suzette
XII	Cold Dessert
	<ol style="list-style-type: none"> 1. Blancmange 2. Fruit Trifle 3. Chocolate Mousse 4. Diplomat Pudding 5. Chocolate / Vanilla Panacotta
IX	Cereals & Pulses
	<ol style="list-style-type: none"> 1. Aloo kiTihari 2. Pea Pulao 3. Riz Pilaf 4. Makhani Dal 5. Dal Fry 6. Moong Dal with Palak
X	Rotis & Parathas
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| | <ol style="list-style-type: none">3. Chocolate Mousse4. Diplomat Pudding5. Chocolate / Vanilla Panacotta |
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UNIVERSITY OF MUMBAI – B.Sc. (Hospitality Studies) SEMESTER II**Basic Housekeeping-Practical**

NEP CATEGORY - Skill Enhancement Course

APPLICABLE SEMESTER - II

TEACHING HOURS - 60 Hours

CREDITS - 2

NO OF HOURS PER WEEK - 4 Hours

COURSE OBJECTIVES: (Module 1 & 2)

1. An understanding of entering procedure of the guestroom.
2. To learn the content of maids trolley and its setup.
3. Know how to make (traditional and modern style) bed.
4. Learn the guestroom cleaning procedure and bathroom cleaning.
5. To understand various guestroom contents and placement of amenities and guest supplies.
6. Learn various cleaning public area.
7. Thorough know how on cleaning and polishing of various metal surfaces.
8. Thorough know how on cleaning and polishing of wooden / Formica surfaces.
9. To be able to handle various housekeeping situations confidently.
10. Learn to maintain various formats used in housekeeping department.

MODULE	CH NO.		TOPIC	HRS
I	1	1.1	Setting up of a maid's trolley- Assignment (Drawing or arranging the trolley)	4
		1.2	Entering the Guestroom	2
		1.3	Bed making- (Traditional and Modern style)	12
		1.4	Cleaning of guestroom	8
		1.5	Cleaning of guestrooms Bathroom	4
II	2	2.1	Placing of Amenities and Guest supplies-.	4
		2.2	Cleaning of Public areas'-(Restaurant, Entrance, Lobby, Offices, corridors, elevators)	12
		2.3	Maintaining the Formats (Room status report, spring cleaning, key control register, Room cleaning checklist)-	4
		2.4	Metal polishing (Brass, Steel and Chrome)-	4
		2.5	Cleaning and maintaining of wooden surface/ Formica-	2
	3	3.1	Situation handling (DND, opening of a room for the guest, unusual request by the guest, handling sick guest, Suspicious looking person, inappropriately dressed guest) -	4

References

1. Hotel housekeeping operations and management - G.Raghubalan & Smritee Raghubalan Oxford university press.
2. Housekeeping Operations Design and Management-Malini Singh & Jaya B. George - Jaico Publications.
3. Housekeeping Management- Margaret Kappa, Aleta Nitschken, Patricia B. Schappert- A.H. & L.A
4. Professional Management of Housekeeping Operations- Thomas J.A .Jones- John Wiley & Sons
5. Housekeeping training manual- Sudhir Andrew's.

UNIVERSITY OF MUMBAI – B.Sc. (Hospitality Studies) SEMESTER II

Basic Food & Beverage Service-Practical

NEP CATEGORY - Skill Enhancement Course

APPLICABLE SEMESTER - II

TEACHING HOURS - 60 Hours

CREDITS - 2

NO OF HOURS PER WEEK - 4 Hours

COURSE OBJECTIVES: (Module 1 &2I)

1. Create 3/4/5 course table d'hôte menus.
2. Create breakfast menus and setup covers.
3. Create afternoon tea, high tea menus and setup covers.
4. Display different methods and styles of making mixed drinks.
5. Demonstrate the setup of specialized covers.
6. Write Kitchen Order Tickets and Bar Order Tickets
7. Explain points discussed at briefings and debriefings.

MODULE	CH NO.		TOPIC	HRS
1	1		Complete meal sequence - Recap	4
		1.1	Setup and Practice	
	2		Menu Planning 1	4
		2.1	Plan 3 course menu and setup.	
		2.2	Plan 4 course menu and setup.	
	3		Menu Planning 2	4
		3.1	Plan 5 course menu and setup	
		3.2	Practice 3/4/5 course menu setups.	
	4		Breakfast Menu Planning	4
		4.1	Continental Breakfast	
		4.2	American Breakfast	
		4.3	English Breakfast	
		4.4	Indian Breakfast	
	5		Breakfast Setup and Service	4
		5.1	Continental Breakfast	
		5.2	American Breakfast	
		5.3	English Breakfast	
		5.4	Indian Breakfast	
	6		Tea Menu Planning	4
		6.1	Afternoon Tea	
		6.2	High Tea	
	7		Tea Setup and Service	6
		7.1	Afternoon Tea	
		7.2	High Tea	

MODULE	CH NO.		TOPIC	HRS
2	8		Mixed Drinks – 1	2
		8.1	Styles and Methods	
		8.2	Demos – 5 Drinks	
	9		Mixed Drinks – 2	2

		9.1	Styles and Methods	
		9.2	Demos – 5 Drinks	
	10		Specialty Covers 1	6
		10.1	Hors d'oeuvre – Hors d'oeuvre Varies, Mais Natural, Huitre, Escargots, Pate de Foie Gras, Saumon Fume, Melon Frappe, Asperge, Caviar, Cocktail de Crevette.	
		10.2	Potage – Bortsch, Bouillabaise, Minestrone, St. Germain, French Onion	
		10.3	Oeufs – Sur le plat, Omelet	
		10.4	Farineaux – Standard cover, Spaghetti Bolognese / Napolitaine	
	11		Specialty Covers 2	4
		11.1	Poisson – Lobster, Poached fish, Fried fish	
		11.2	Entrée – Steaks – Chateaubriand, Escalope, Tartare, Irish Stew and standard cover.	
		11.3	Releve – Roast leg of lamb	
			Legumes – Standard cover	
			Fromage – Cheese board service	
			Entremets and Dessert – Standard cover	
	12		Order Taking	4
		12.1	Writing KOT's	
			Writing BOT's	
	13		Briefings and Debriefings	4
		13.1	Points discussed during briefings.	
		13.2	Importance of debriefings.	
	14		Menu Planning and Service Sequence	4
		14.1	Practice menu planning, setup and service	
	15		Quizzes, Class tests, Presentations, Role Plays, Assignments and Journals	4

References

1. Food and Beverage Service – Dennis Lillicrap and John Cousins – Eighth Edition
2. Food and Beverage Service – R Singaravelavan – Oxford University Press – Second Edition
3. Food and Beverage Service and Operation Management – KCK Rakesh Kadam / VRK Chainickaa – UDH Publishers and Distributors
4. Food and Beverage Management – Davis and Stone

UNIVERSITY OF MUMBAI – B.Sc. (Hospitality Studies) SEMESTER II

ETHICAL AND CULTURAL VALUES IN HOSPITALITY

NEP CATEGORY - Value Education Course (VEC)

APPLICABLE SEMESTER – II

TEACHING HOURS - 30 Hours

CREDITS – 2

NO OF HOURS PER WEEK - 2 Hours per week

COURSE OBJECTIVES (Module 1 & 2)

1. Students will be able to understand the principles of ethics and their application within the hospitality industry.
2. To help the student to cultivate ethical leadership qualities necessary for fostering a culture of integrity, trust, and accountability within hospitality organizations.
3. It helps students to learn how it reflects on personal values and ethical responsibilities as future leaders in the hospitality industry and commit to ethical behavior in professional practice.

MODULE	CH NO.	TOPIC	HRS
I	1.	Introduction to Ethics	4
		1.1 What is Ethics?	
		1.2 Why is Ethics important?	
		1.3 Code of Ethics	
		1.4 Types of Ethics	
	2.	Creating Ethical Corporate Culture	5
		2.1 Introduction to culture & Ethics	
		2.2 How culture develops	
		2.3 Assessing ethical aspect of corporate culture	
		2.4 Modifying and spreading the culture	
	3.	3.1 Trusteeship Management: The Gandhian philosophy of wealth management	3
	4	Ethical Dilemma and Ethical Decision Making:	3
		4.1 Ethical Dilemma	
		4.2 Ethical Decision Making	
II	5	Ethical Concern in Food and Beverage	3
		5.1 Cyclical Pattern	
		5.2 Consideration for Decision -Making	
		5.3 The Dilemma of Serving Alcohol	
	6	Ethics and the Front Office	3
		6.1 Reservation	
		6.2 Overbooking, Walk-In, and No-shows	
		6.3 Disputed Charges	
	7	Ethics and the Housekeeping	3
		7.1 Safety and Security	
	7.2 Use and disposal of cleaning chemicals		
	7.3 Administrative Duties		
	8	Ethics in Relationship with Community	4
	8.1	Introduction to Business Ethics and Community	

		8.2	Different views on Social Responsibilities of Business	
	9		Hospitality Ethics :A marketing Perspective	2
		9.1	Ethical Consideration for Product Decision	
		9.2	Ethical Consideration for Pricing Decision	

Reference Books

1. Ethics in Hospitality Management by Stephen S.J. Hall
2. Business Ethics and CSR by Dr. Rinkesh Chheda and Dr Pashmeen Kaur
Anand M.Com Part 1
3. Business Ethics Concepts & cases by M.G. Velasque
4. Ethics in the Hospitality & Tourism Industry(Second Edition) by Karen Lieberman, BruceNissen
5. Ethics of Management by Chakraborty

Assessment and Evaluation of Marks

Theory Courses Evaluation Scheme for First Year (UG) under NEP
 For theory courses with 2 credit points total marks Allotted would be 50
 Internal Assessment: 20 marks
 External Assessment: 30 marks

Nature of Examination	Bifurcation of Marks				Time	Total Marks
I. Internal Assessment for Theory Courses						
Continues Internal Assessment (CIA) Assignment	Sr. No	Examination	Module	Marks	Time	Total Marks
	1	Class Test	Module I or on Completed syllabus	10	30 Min	20
	2	Assignments / Case Study / Presentations / Project / Group Discussion / Ind. Visit. / Tutorial		10	30 Min	
Note: Class Test 1. MCQ's – 5 marks. 2. Answer in One line -10 marks. 3. Answer in brief (3 out of 6 questions) -15 marks.						
II. External Assessment for Theory Courses						
Semester End Examination	Question No	Paper Pattern (Theory question paper pattern: All questions are compulsory.)	Unit	Marks	Time	Total Marks
	Q. 1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From All modules	5	1 Hour	30
	Q. 2	Answer in one sentence (1 Mark each)	From All modules	10		
	Q. 3	Short Notes (Attempt any 3 out of 6)	3 questions per module to be set. Each student will choose 1 question per module.	15		

Practical Courses Evaluation Scheme for First Year (UG) under NEP
For Practical courses with 2 credit points total marks Allotted would be 50
Total Marks – 50 marks.
Assessment Pattern (Evaluation Criteria) to be approved by the BOS.

Letter Grades and Grade Points:

Semester GPA/ Programme CGPA Semester/ Programme	% of Marks	Alpha-Sign/ Letter Grade Result	Grading Point
9.00 - 10.00	90.0 - 100	O (Outstanding)	10
8.00 - < 9.00	80.0 - < 90.0	A+ (Excellent)	9
7.00 - < 8.00	70.0 - < 80.0	A (Very Good)	8
6.00 - < 7.00	60.0 - < 70.0	B+ (Good)	7
5.50 - < 6.00	55.0 - < 60.0	B (Above Average)	6
5.00 - < 5.50	50.0 - < 55.0	C (Average)	5
4.00 - < 5.00	40.0 - < 50.0	P (Pass)	4
Below 4.00	Below 40.0	F (Fail)	0
Ab (Absent)	-	Ab (Absent)	0

Justification for B.Sc. (Hospitality Studies)

1.	Necessity for starting the course:	<p>The B.Sc. (Hospitality Studies) is absolutely in synchronization with the vision of the New Education Policy 2020, which aims at the holistic development of students, preparing them for their future in the personal, social, and professional spheres. This program has been curated by professionals of the core areas of the dynamic hospitality industry within the limits of NEP 2020, to offer to the students an unique learning experience preparing them for employment or self-employment in the ever demanding sectors of the hospitality industry.</p> <p>Today the world is on a plate. Owing to large scale globalization, young adults are pretty much exposed to cuisines & various cultures of the world. Modernization of transport and communication, has allowed people to travel within the country and abroad. The basic needs of humans being food & shelter, a need to have professionals who are well versed in culinary and accommodation have risen. Thus the need of the hour is a student centric, holistic programme in Hospitality Studies. Recognizing the lacunae in the current curriculum, the Bachelors in Hospitality Studies evolves as a breath of fresh air.</p> <p>This program addresses the educational requirements of students who wish to join the hospitality industry by providing theory & practical inputs in the core areas of hospitality and the allied courses too.</p> <p>Every laboratory becomes an incubation center providing opportunities for entrepreneurship. The program is not just about academic growth, but a transformative path where the student undertakes a journey from a caterpillar to butterfly. It equips them with Problem solving techniques and critical thinking abilities. Furthermore, the program is dedicated to instilling essential human values, promoting ethical behavior, and fostering healthy inclusivity</p> <p>The program stands out amongst the rest as skill based and even allows for those with learning disabilities.</p>
2.	Whether the UGC has recommended the course:	<p>Yes. U/S 5(16) of the Maharashtra Public Universities Act, 2016 (Mah. Act No. VI of 2017), Universities are empowered to start to prescribe the courses of instruction and studies in choice-based credit system for the various examinations leading to specific degrees, diplomas or certificates in a stand-alone format or joint format with other State or national or global universities.</p>

3.	Whether all the courses have commenced from the academic year 2023-24	The above degree programme recommended by the BOS in Hospitality Studies, and further approved by the statutory bodies is to be introduced from the Academic Year 2024-2025.
4.	The courses started by the University are self-financed, whether adequate number of eligible permanent faculties are available?	This degree programme is unaided and is run self-financed in various affiliated colleges. However, if newly affiliated colleges are interested in its affiliation, they need to comply with the norms laid down as above.
5.	To give details regarding the duration of the Course and is it possible to compress the course?	The duration of the 1. U.G. Certificate in Hospitality Studies 2. U.G. Diploma in Hospitality Studies 3. B.Sc. (Hospitality Studies) B.Sc. (Hons.) in Hospitality Studies / B.Sc. (Hons. with Research) in Hospitality Studies degree programme is Minimum 1 (2 semesters), 2 (4 semesters), 3 (6 semesters) and 4 years (8 semesters) respectively.
6.	The intake capacity of each course and no. of admissions given in the current academic year:	60
7.	Opportunities of Employability / Employment available after undertaking these courses:	<ol style="list-style-type: none"> 1. All categories of Hotels & Motels. 2. Restaurants, Coffee shops, and all types of Eateries 3. Bakery & Patisserie 4. Kiosks 5. Cruise liners 6. Airlines/ Flight Kitchens 7. Off shore catering establishments 8. Industrial/Institutional Catering 9. Cloud Kitchens/ Commissaries 10. Fast moving consumer goods companies 11. Professional catering business 12. Retail 13. Banks 14. Food Critics/Bloggers 15. Food Stylist 16. Food Photographers 17. Travelogue 18. Faculty /Demonstrators



**Sign of the BOS Chairman
Ms Dopati Banerjee
Board of Studies in Hospitality Studies**

**Sign of the Dean
Prof. Dr. Anil Kumar Singh
Faculty of Interdisciplinary
Studies**

