

BSc IN HOSPITALITY, TOURISM AND EVENTS MANAGEMENT (HTE)

Year 1 - THEORY

SEMESTER 1

HTE1:- FUNDAMENTALS OF FOOD AND BEVERAGE SERVICE 1

- Introduction to the food and beverage service
- Food and beverage service areas in hotels , restaurants and their sub – divisions
- Food and beverage equipment's
- Food and beverage service personnel
- Menus and covers
- Types of meals

HTE2:- FUNDAMENTALS OF GUEST SERVICE OPERATIONS

- Hospitality industry
- Classification of hotels
- Types of guest supplementary accommodation
- Organizational structure
- Front office strategies and goals
- Classifying functional areas of hotels
- Work shifts in hotels
- Historical background of hotel industry
- Heritage hotels
- Guest cycle
- Front office equipment
- Basis of charging room rates
- Tariff card
- Inter departmental relationship in hotel
- Special guest procedure

HTE3:- FUNDAMENTALS OF HOUSEKEEPING 1

- Introduction to housekeeping
- Layout and organisational structure
- Staffing in housekeeping department
- Planning work of the house keeping department

- Hotel guest rooms
- Cleaning agents
- Cleaning equipment's
- Care and cleaning of different services

HTE4:- BUSINESS COMMUNICATION 1

- What is communication
- Nonverbal communication
- Language skills and hospitality English
- Presentation skills
- Etiquette
- Introduction to academic writing

HTE5:- PRINCIPLES OF EVENTS MANAGEMENT

- Introduction to management
- Evaluation of management thought
- Planning
- Organising
- Motivation
- Leadership
- Teams and team building
- Staffing

HTE6:- FUNDAMENTALS OF TOURISM

- What is tourism
- Purpose and types of tourism
- Components of tourism
- History of tourism
- Tourism products
- History of hospitality
- Tourism and Hospitality in India
- Global tourism and hospitality

PRACTICAL

HTE7:- FOOD AND BEVERAGE SERVICE PRACTICAL 1

- Food and beverage service equipment
- Restaurants misc. en place and misc. on scene
- Table layout – table d’hôte menu
- Table d’hôte menu to single guest
- Table d’hôte menu to multiple guest
- A la carte menu single and multiple guest

HTE8:- FRONT OFFICE PRACTICAL 1

- Introduction to practical sessions of front office
- Front office products and services
- Telephone handling and telephone etiquette
- Use of standard phrases
- Usage and application of property management system–OPERA
- Hospitality abbreviations , airline codes, countries , capitals and currencies

HTE9:- HOUSEKEEPING PRACTICAL 1

- Hotel visit (5 star hotels)
- Room layouts
- Cleaning agents
- Cleaning equipment’s
- Cleaning different surfaces
- Chamber made trolley
- Bed making – day bed and night bed

HTE10:- COMPUTER APPLICATION & HOSPITALITY TECHNOLOGY 1

- Introduction to computers
- Microsoft word
- Microsoft excel
- Microsoft power point
- Introduction to social media
- Website optimization for media

- Introduction to content marketing tools and techniques
- Google plus optimization
- Facebook optimization
- YouTube management and optimizations
- Blogging and social media promotion
- Google analytics and third party tools

SEMESTER 2

THEORY

HTE11:- FOOD PRODUCTION AND PATISSERIES 2

- Basic principles of food production – egg cookery
- Basic principles of food production - fish cookery
- Basic principles of food production - meat cookery
- Basic principles of food production - vegetables
- Fruits
- Salad and salad dressing
- Commodities- rice , cereals and pulses
- Fats and oils
- Sugar
- Raising agents
- Cocoa/chocolates
- Milk
- Butter
- Cream
- Cheese
- Herbs and spices
- Pastry

HTE12:- FOOD AND BEVERAGE SERVICE 2

- Room service
- Food and beverage service methods
- Control methods
- Tea
- Coffee
- Cocoa

- Tobacco history
- Beer
- Non-alcoholic beverage

HTE13:- FRONT OFFICE 2

- Importance of reservation
- Sources and types of reservation
- Amendment and cancellation
- Group reservation
- Reservation reports
- Front office procedures
- Free arrival procedures of FIT, VIP and GROUPS
- On arrival procedures of FIT, VIP and groups
- Post arrivals procedures of FIT, VIP and groups
- Handling scanty baggage
- Departure procedures
- Upselling techniques

HTE14:- COMMUNICATION AND STUDY SKILLS

- Vocabulary enhancement
- Grammar
- Letter and resume writing
- Interview preparation
- Group discussion
- Learning styles
- Study skills
- Paraphrasing
- Formal communication
- Report formats
- Essay formats
- Referencing

HTE15:- HOSPITALITY AND TOURISM MARKETING

- What is marketing
- Services marketing

- Marketing mix elements
- Market segmentation in tourism and hospitality
- Tourism and hospitality marketing features
- Consumer behaviour
- Digital marketing in hospitality and tourism

HTE16:- ACCOUNTS AND COSTING

- Accounts of finance definition , identification and differentiation
- Final accounts of trading organisation
- Classification of department hotel accounts method
- Cost accounting
- Stock valuation

PRACTICAL

HTE17:- FOOD PRODUCTION AND PATISSERIE PRACTICAL 2

- French hors d'oeuvres dessert
- Italian salad, béchamel sauce, traditional chicken preparation
- International soup and traditional stew
- Salad with vinaigrette dressing and grilled fish preparation
- Italian starter , main course and dessert
- Five star breakfast execution
- Pasta and pasta sauces

HTE18:- FOOD AND BEVERAGE SERVICE PRACTICAL 2

- Table layout and service
- Specialised types of tables service
- Tea and coffee service
- Room service
- Service of soft drinks / beer
- 5 star breakfast service

HTE19:- FRONT OFFICE PRACTICAL 2

- Reservations
- Upselling techniques and suggestive selling
- Reservation handling

- Individual – reservation handling groups
- Pre-registration procedures for fit , VIP / walk in / VIP/ group
- Registration – on arrival and post arrivals procedure
- Rooming and room change procedures

HTE20:- HOUSEKEEPING PRACTICAL 2

- Standard supplies
- Periodic cleaning and special cleaning
- Public area cleaning
- Guest room inspection
- Housekeeping records
- Handling telephone calls

Year 2

SEMESTER 3

HTE21:- SUPERVISED WORK EXPERIENCE (20-22 WEEKS) –Training

Manager's Evaluation

- Report, Signed Log Sheets, Viva Voce

SEMESTER 4

THEORY

HTE22:- FOOD PRODUCTION AND PATISSERIE OPERATIONS 3

- History and fundamentals of Indian cuisines
- Masalas and basic gravies
- Indian breads
- Quantity food production
- Food costing and menu planning
- Rechauffe cooking
- ✓ Indian cuisines
- ✓ Jammu and Kashmir
- ✓ Rajasthani
- ✓ Gujarati
- ✓ Maharashtrian

- ✓ Goan
- ✓ Bengali
- ✓ Tamil Nadu
- ✓ Keralian
- ✓ Andhra Pradesh
- ✓ Hyderabadi
- ✓ Awadhi
- ✓ Indian snacks and street food
- Bakery and confectionary
- Types of pastes
- Cakes and basic mixtures
- Breads and dough
- Icings
- Ingredients pairing techniques

HTE23:- FOOD AND BEVERAGE SERVICE OPERATIONS 3

- Alcoholic beverages
- Basics of spirits
- Proof spirits
- Whiskey
- Scotch whiskey
- American whiskey
- Irish whisky
- Canadian whiskey
- Rum
- Gin
- Vodka
- Brandy
- Cognac
- Armagnac
- Tequila
- Other spirits
- Aperitifs
- Liqueurs
- Wine basics
- Old world wines
- New world wines
- Champagne
- Sherry
- Port

- Madeira
- Marsala
- Food and wine harmony
- Mocktails / speciality coffee
- Bar
- Cocktails

HTE24:- FRONT OFFICE OPERATIONS 3

- Accommodation operation statistic
- Definition of forecasting
- Occupancy ratios and revenue analysis
- Front office accounting
- Checkout and settlement procedures
- Credit control
- Night audit
- Case studies

HTE25:- HOUSEKEEPING OPERATIONS 3

- Linen room operation
- Laundry operations
- Pest control
- Stain removal
- Flower arrangements
- Fibres and fabrics

HTE26:- COMMUNICATION AND STUDY SKILLS

- Vocabulary enhancement
- Grammar
- Letter and resume writing
- Interview preparation
- Group discussion
- Learning styles
- Study skills
- Paraphrasing
- Formal communication
- Report formats
- Essay formats

- Referencing

HTE27:- Tour Operators and Travel Services

- Introduction to tour and travel operations
- Functions and operations of travel agents and agencies
- Itinerary planning
- Transportation, logistics and costs
- Tour programmes and packages
- Global distribution systems
- Online travel agencies and digital marketing

PRACTICAL

HTE28:- FOOD PRODUCTION AND PATISSERIE PRACTICAL 3

- Basics gravies and dishes
- Basic masala and paste
- Awadhi cuisine
- Tandoor
- Bengali cuisines
- Kashmiri cuisines
- Rajasthani cuisines
- Goan cuisines
- Kabab platter
- Punjabi cuisines
- Tamil nadu cuisines
- Hyderabadi cuisines
- Maharastrian cuisines
- French cuisines
- Chinese cuisines
- Thai cuisine
- Italian cuisine

- ✓ Bakery and confectionary
- ✓ Baguette
- ✓ Brown bread

- ✓ Puff paste
- ✓ Tea cakes
- ✓ Foccacia
- ✓ Choux paste
- ✓ Sponge petit four

HTE29:- FOOD AND BEVERAGE SERVICE PRACTICAL 3

- Gueridon service
- Crepe preparation
- Flambé service
- Service of speciality coffee
- Whiskey nosing
- Menu planning , table laying and silver service
- Cocktail / mocktails/ mixed drinks
- Wine tasting

HTE30:- FRONT OFFICE PRACTICAL 3

- Check in sessions
- OPERA
- OPERA operations, applications and situations
- Preparation guest folio
- Auditing of bill statements
- Guest complaint handling
- Preparation and filling up forms

HTE31: HOUSEKEEPING PRACTICAL 3

- Laundry equipment – survey and studies
- Inventory calculations
- Washing and ironing
- Linen management
- Towel art
- Stain remover
- Flower arrangements
- Case studies

HTE32: REALIA – REAL TIME ACTIVITIES

- Food and dining
- Entrepreneurial activity

HTE33: HOSPITALITY TECHNOLOGY 2

- Hospitality technology overview
- Application of analytics and in hospitality technology
- Searching and marketing
- Display and social media marketing

YEAR 3

SEMESTER 5

THEORY

HTE34:- FOOD PRODUCTION AND PATISSERIE MANAGEMENT

- Food production management
- Garnishes and accompaniment
- Salads and dressings
- Stocks , soups and sauces
- Grade-manger
- Menu planning
- Food costing
- Basics of international cookery
- Basics of Indian cookery
- Fundamentals of bread making
- Basic pastries

HTE35:- FOOD and BEVERAGE SERVICE MANAGEMENT

- Banquette operations
- Classification revision
- ✓ Beer
- ✓ Cheese
- ✓ Cigar

- ✓ Tea
- ✓ Coffee
- Food and Beverage Service liaison with other departments
- New world wines
- Old world wines
- Spirits and liquors
- Menu planning
- Menu engineering matrix

HTE36: FRONT OFFICE MANAGEMENT

- Planning and evaluation operation
- Application of management in front office
- Revenue management
- Concepts and applications
- Marketing and sales in front office

HTE37:- HOUSEKEEPING MANAGEMENT

- Housekeeping in public areas :- hospitals , malls, residential institutions
- Budget processes and planning
- Principles of purchase system
- Contracts and outsourcing
- Soft furnishing
- Soft flooring
- Safety and security
- Fire safety

HTE38:- Sustainable Tourism

- What is meant by sustainability?
- The importance of sustainable tourism and hospitality
- Importance for tourism and hospitality
- Areas of sustainability – historical, geographical, cultural and environmental and how these are associated with tourism and hospitality
- Sustainability in historical places, geographical, cultural, social, effects on the environment,
- Measures are taken regarding sustainability in tourism and hotels

- Importance of guest awareness and responsibilities

HTE39:- Human Resource Management for International Business

- **Types of International Organizations:** International, Multinational, Global and Transnational Corporations
- **International HRM:** Definition, Difference between Domestic and International HRM
- **External Environment and IHRM:** Political, Cultural Environment
- **Need for IHRM**
- **Functions of IHRM**
- **IHRM Practices :** International Staffing, Pre departure training for international assignments, Repatriation, Performance management in international assignments, Compensation issues in international assignments
- **Reasons for growing interest in IHRM**
- Issues in IHRM

PRACTICAL

HTE40:- FOOD PRODUCTION AND PATISSERIE PRACTICAL 4

- French cuisine
- Steak preparation
- Knife skills
- Italian cuisine
- Sandwiches
- Thai cuisines
- Indian cuisines
- French cuisines
- Salads and dressings

HTE41:- FOOD AND BEVERAGE SERVICE PRACTICAL 4

- Cocktails
- Tea
- Sandwiches
- Pasta
- Gueridon sweet dishes

- Fine dining planning and execution
- Menu merchandising

HTE42:- FRONT OFFICE PRACTICAL 4

- Identifying and handling complaints
- Corporate sales and presentations
- Practical work on OPERA

HTE43:- HOSPITALITY TECHNOLOGY 3

- Technology assisted discovery
- Technology assisted customer accusation
- Technology assisted customer relationship management
- Customer engagement and leveraging social media
- Building hospitality brands through digital contents
- Technology assisted enhancement of customer experience

HTE44:- PROFESSIONAL DEVELOPMENT PROGRAMME (PDP) 1

- Key factors to successful careers
- First impression
- Employee availability skills
- Self SWOT analysis
- SMART objectives
- Resume writings
- Case studies and situations
- Group discussion
- Extempore

SEMESTER 6:
THEORY (MAJOR)

HTE45/SP1/SP2/SP3/SP4/SP5 SPECIALISATION IN ANY ONE SUBJECT:-

FOOD PRODUCTION and CULINARY ARTS

- Garnishes and accompaniments
- Salads and dressings
- Farinaceous products
- International and cold soups
- Garde manger
- Charcuterie
- Menu planning
- Food costing and control
- International cookery and basics of cookery

FOOD AND BEVERAGE SERVICE OPERATIONS AND MANAGEMENT

- Critical appreciations of wines and spirits
- Food and accompaniment of international cuisines
- Critical appreciation of tea ,cheese , coffee and cigar
- Cocktails
- Menu pricing
- Budgeting
- Food cost
- Variance analysis
- Control cycle in food and beverage department applications
- Bar operations and inventory management

FRONT OFFICE OPERATIONS AND MANAGEMENT

- Planning rooms management
- Managing human resource in rooms management
- Budgeting for rooms management
- Risk and environmental management

HOUSEKEEPING OPERATIONS AND MANAGEMENT

- Planning and organising the housekeeping department
- Managing human resources in the HK department
- Renovation and new property opening

- Horticulture and flower arrangements
- Budgeting for the HK department
- Waste to wealth
- Green housekeeping and sustainable development
- Changing trends in housekeeping
- Hotel visits
- Theme decorations for hospitality events

TOURISM AND EVENTS OPERATIONS AND MANAGEMENT ???SYLLABUS

HTE46:- CONFERENCE AND EVENTS MANAGEMENT (Meetings, Incentives, Conferences and Events - MICE)

- Understand how MICE relates to the tourism and hospitality industry
- Understand the meaning of each sector of MICE
- Identify the types of meetings
- Understand the factors behind incentive travel decisions
- Understand the difference between meetings and conventions
- Identify the purpose of exhibitions
- Understand what impacts MICE can bring to a destination

HTE47:- INTERNATIONAL HOSPITALITY AND TOURISM POLICIES

- Importance of Geography in Hospitality
- Major landforms as tourist resources
- Factors affecting global and regional tourist movements
- Domestic and International Tourism
- Economic impact of international tourism
- Alternative tourism
- Patterns and characteristics of India's outbound tourism
- Tourism Organisations

HTE48:- SPECIALISATION AS PER CHOICE (ANY ONE)

FOOD PRODUCTION

- Application of White stock

- Application of Brown stock
- Applications of vegetable stock
- Applications of fish stock
- Thick soup
- Unparsed soups
- Cold soups
- Mother sauces
- Cold sauces
- Lobster sauces
- French cuisine
- Italian cuisine
- British cuisine
- Thai cuisine
- Mediterranean cuisine
- Applications of Patisserie

FOOD AND BEVERAGE SERVICE WORKSHOPS

- Cocktails
- Menu pricing
- Food and wine pairing
- Hi -tea
- Martini manhattans
- Control cycles
- Bar operations
- Food and beverage techniques

FRONT OFFICE AND HOUSEKEEPING: PRESENTATION/PROJECTS AND FIELD VISITS.

- Hotel visits
- Laundry equipment, agents, machinery, outsourcing
- Flower arrangements, identification of flowers, foliage, fillers along with costs
- Furnishing and veneers – fabrics, curtains, floors, walls
- Yield Management (in Hospitality)
- Service Recovery
- Six Sigma (in Hospitality)
- Service Globalization & Growth (in Hospitality)
- “Guestology”
- “Moment-of-truth”
- Organizational/Service Culture (in Hospitality)
- Market Segmentation as Revenue Sources

- Time Management (in Hospitality)
- **Extempore Topics:**
- Bucket check
- CRS
- Cross-training
- Cut-off Date
- Delinquent Account
- Floor Limit
- Forecasting
- Franchising
- Horizon
- House Limit
- Hubbart Formula
- Hurdle Rate
- Market Condition Approach
- Overstay
- Residential Hotel
- Skipper
- Understay
- Upselling
- Wash Down
- Rule-of-thumb Approach
- Revenue Center
- Night Audit
- Quad

EVENTS AND TOURISM WORKSHOP/PRESENTATION

You are required to plan an event in a heritage tourist attraction for one of the following scenarios:

- Wedding
- Incentive tour
- Business promotion
- Corporate events

Give detailed event and locale specifications of the planning and execution

HTE49:- Live event

- Project preparation
- Presentation
- Feasibility
- Live planning
- Execution

HTE50:- PROFESSIONAL DEVELOPMENT PROGRAMME (PDP) 2