



BANGALORE UNIVERSITY

(According to NEP - 2020 Regulations)

SYLLABUS & REGULATIONS

OF

Bachelor of Hotel Management (BHM)

Academic Year 2021-22 & Onwards

DEPARTMENT OF COMMERCE

Jnanabharathi Campus, Bangalore University, Bengaluru – 560056

www.bangaloreuniversity.ac.in

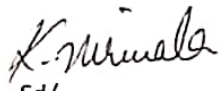

BANGALORE UNIVERSITY
DEPARTMENT OF COMMERCE
Jnana Bharathi Campus, Bengaluru – 560 056.

Dr. K Nirmala
Chairperson

Date: 14-02-2022

Proceedings of the BOS-UG Meeting held on 14-02-2022 through online
Department of Commerce, Bangalore University

The following BOS members have accepted the syllabus of BHM course:

1. Dr. K. Nirmala	Chairperson	
2. Dr. Nagaraj G.H	Member	Sd/-
3. Dr. S. Muralidhar	Member	Sd/-
4. Dr. Chethana M.R	Member	Sd/-
5. Dr.Gurumurthy Gowda	Member	Sd/-
6. Dr. Sreekantha R	Member	Sd/-
7. Dr. Leelavathy A M	Member	Sd/-
8. Dr.Thammanna Gowda	Member	Sd/-
9. Dr. Gangadharappa	Member	Sd/-
10. Dr. Jayaram	Member	Sd/-
11. Dr. Mohammed Pasha	Member	Sd/-
12. Dr. Karunakara Reddy	Member	Sd/-

 14/2/22

CHAIRPERSON
Dept. Of Commerce
Bangalore University
Bengaluru - 560 056.

PREAMBLE

The Curriculum designed by the Subject Expert Committee in trajectory with National Education Policy 2020 guidelines aims to provide a framework for understanding the hospitality industry by sensitizing students to the conceptual, visual, and perceptual process. The framed syllabus and the course policy are learner-centric with varying levels of skills in each academic year. Program structure and selected courses give diverse choices of subjects in tune with the changing trends in hospitality and tourism industries under the Choice Based Credit System.

The Indian hospitality industry has emerged as one of the key drivers of growth among the services sector in India. Considering this growth in the coming years, the industry needs professionals with in-depth knowledge & skills having the ability to bring in significant changes. Therefore, the Hotel Management course curriculum is designed to create market-ready professionals with upgraded, updated, and creative operational and managerial capabilities. As envisioned in the National Education Policy 2020 the syllabus offers holistic education and all-round development in undergraduate studies under Choice Based System, the main objective of 'Hospitality Studies' is to articulate the students about the fundamentals of Hospitality services. Hospitality, as a profession, includes the entire process of guest service relevant to all the stages of a guest cycle. This course will provide an overview of Hospitality operations and management and elaborate on different aspects like culinary, guest service management, Food and beverage service, Housekeeping, Tourism, Guest behaviors, Sustainability, and allied subjects.

Subject experts teaching post-graduate and under-graduate courses from various universities and colleges have contributed to preparing the curriculum - were instrumental in framing this new curriculum and sustainable education with regional, national, and global competitive knowledge in addition to best employable skills. The course curriculum presented in the following pages conforms to the general guidelines of the NEP 2020 scheme, semester schedule, evaluation criteria and course credit structure of the Hotel Management Program. It comprises 188 credits shared over 38 core papers, 7 open electives, 4 discipline electives, 8 languages, 11 skill enhancement courses. Courses on life skills, Constitution of India, Environmental Studies are included as per the UGC directives.

BHM PROGRAM OUTCOMES

Upon successful completion of Hotel Management Course, the student should be able to:

PO 1: Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and industry.

PO 2: Apply the concepts and skills necessary to achieve guest satisfaction.

PO 3: Demonstrate leadership and teamwork to achieve common goals.

PO 4: Conduct him/herself in a professional and ethical manner, and practice industry-defined work ethics.

PO 5: Communicate effectively and confidently in the classroom, community and industry.

PO 6: Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.

PO 7: Lead with the knowledge that the foundation of hospitality and tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.

PO 8: Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.

PO 9: Demonstrate ability to perform basic, supervisory and managerial level job functions in hotel, restaurant and tourism careers.

PO 10: Evaluate diversity and ethical considerations relevant to the hospitality industry.

GRADUATE ATTRIBUTES

The graduate attributes are the outline of the expected course learning outcomes mentioned in the beginning of each course. The characteristic attributes that a graduate will be able to demonstrate through learning various courses which are listed below:

✓ Disciplinary Knowledge

Capability of executing comprehensive knowledge and understanding of one or more disciplines that form part of Hospitality and Tourism Management.

✓ Communication Skills

- i. Ability to communicate long standing, unsolved problems related to Hospitality and Tourism.
- ii. Ability to show the importance of Hospitality and Tourism as precursor to various market Developments.

✓ **Critical Thinking**

- i. Ability to engage in reflective and independent thinking by understanding the concepts in every area of Hospitality and Tourism Business;
- ii. Ability to examine the results and apply them to various problems appearing in different branches of Hospitality and Tourism Business.

✓ **Problem solving**

- i. Capability to reduce a business problem and apply the classroom learning into practice to offer solution for the same;
- ii. Capabilities to analyze and synthesize data and derive inferences for valid conclusion;
- iii. Able to comprehend solutions to sustain problems originating in the diverse management are such as Finance, Marketing, Human Resource, Taxation within the Hospitality and Tourism Industry.

✓ **Research Related Skills**

- i. Ability to search for. Locate, extract, organize, evaluate, and use or present information that is relevant to a particular topic
- ii. Ability to identify the developments in various branches of Hospitality and Tourism Management and Business

✓ **Information and Communication Technology (ICT) digital literacy**

Capability to use various ICT tools (like spreadsheet) for exploring, analysis, and utilizing the information for business purposes.

✓ **Self-directed Learning**

Capability to work independently in diverse projects and ensure detailed study of various facets Hospitality and Tourism

✓ **Moral and Ethical Awareness/Reasoning**

- i. Ability to ascertain unethical behaviour, falsification, and manipulation of information;
- ii. Ability to manage self and various social systems.

✓ **Life-long learning**

Capability of self-paced and self-directed learning aimed at personal development and for improving knowledge/skill development and reskilling in all areas of Hospitality and Tourism Management.

PRACTICAL TRAINING AND PROJECT REPORTS:

Industrial Training:

BHM being a professional course, the students are required to undergo an Industrial Training in a star hotel. The objective of the training is to expose the students to the operational aspects of the core departments of a hotel. The aims of the training is to enable the students to gain operational and managerial skills required to effectively manage a hotel. The minimum duration of the training is six months.

1st SEMESTER

Name of the Program: Hotel Management Course Code: HM C 1 (T) Course category: Discipline Core Course Name of the Course: Food & Beverage Production-I (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs
Course Learning Objectives: a. Elaborate on the evolution of the culinary industry b. Explain the use and characteristics of food commodities c. Evaluate the various kitchen safety and security measures a. Acquire necessary knowledge required for a career in the field of culinary		
Course Outcomes: On successful completion of the course, the Students will be able to a. Explain the Origin and Evolution of Modern Cookery b. Identify various tools used for cooking c. Elaborate on the role and importance of various cooking ingredients d. Analyze the basic food nutrients and its role e. Assess the importance of kitchen safety measures f. Elucidate the importance of waste management in kitchen		
UNIT-1: INTRODUCTION TO THE ART OF COOKERY		No of Hours: 15
1.1 Introduction to Culinary 1.2 Evolution of Global & Indian Food Culture 1.3 Kitchen hierarchy and Job Description & Specification 1.4 Aims, Objectives, Principles & Methods of Cooking Food 1.5 Identification of Kitchen equipment, utensils, layout 1.6 Types of Cooking Fuels 1.7 Personal Hygiene & Kitchen Ethics 1.8 Introduction to FSSAI & HACCP		
UNIT-2: FOOD COMMODITIES		No of Hours: 15
2.1 Classification, Origin & Cuts of fruits and vegetables 2.2 Role of Fats and Oils used in Cookery 2.3 Spices and Herbs used in Cookery 2.4 Classification, Composition & Preparation of Eggs 2.5 Classification & Cuts of Fish, Meats (Beef, Lamb, Pork & Poultry) 2.6 Cleaning and pre-preparation of food commodities 2.7 Basics of Food Nutrition		
UNIT-3: KITCHEN SAFETY AND QUALITY CONTROL		No of Hours: 10

- 3.1 Kitchen Safety measures (Fire Safety & Handling Fire Extinguishers)
- 3.2 Anatomy, Classification & Handling of kitchen Knives
- 3.3 Food Safety & Preservation Techniques
- 3.4 Purchase Quality & Storage of Food Products – Meat, Fish, Vegetable, Fruits Etc.
- 3.5 Kitchen Waste Management
- 3.6 Basic First Aid

Suggestive Readings:

1. Food Production Operations by Chef Parvinder S. Bali
2. Practical Professional Cookery by Cracknell and Kaufmann
3. Catering Management by Mohini Sethi & Surjeet Malhan
4. Hygiene and Sanitation by S. Roday
5. Indian Food: A Historical Companion by Achaya KT
6. Food: A Culinary History by Jean-Louis Flandrin

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management Course Code: HM C 1 (P) Course category: Discipline Core Course Name of the Course: Food & Beverage Production-I (Practical)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs	52 Hrs
Course Learning Objectives: a. Acquire knowledge and skills in the areas of culinary operations and management b. Get familiar with the latest up-to-date food preparation skills and techniques required for culinary operations		
Course Outcomes: On successful completion of the course, the Students will be able to a. Demonstrate the basic cuts of Meats, Poultry, vegetables and fruits b. Demonstrate basic cooking techniques used in commercial kitchens c. Prepare culinary delicacies belonging to various Indian Cuisines		
WEEK1: Foundation of cooking – Identification of Kitchen Utensils, Equipments & Ingredients, Operations of Equipments and Knife Handling Procedures, Kitchen Hygiene		
WEEK2: Basic Cooking Methods and Pre-Preparations – Cuts of Vegetables (Julienne, Jardinière, Macedoine, Brunoise, Paysanne, Dices, Cubes, Shred, Mirepoix, etc.) 1) Blanching 2) Boiling 3) Sautéing		
WEEK3: Basic Cooking Methods and Pre-Preparations - Cuts of Chicken 1) Roasting 2) Braising 3) Broiling		
WEEK4: Basic Cooking Methods and Pre-Preparations - Cuts of Fish 1) Frying (Deep Frying & Sallow Frying) 2) Stewing 3) Steaming		
WEEK 5: Egg Cookery Demonstration and Preparation of Egg dishes 1) Boiled Egg (Soft & Hard) 2) Fried Egg (Easy Over, Bull’s Eye, Double fried Etc.) 3) Scrambled Egg		

- 4) Poached Egg (Egg Benedict)
- 5) Omelette (Plain, Stuffed, Spanish)

WEEK 6: Karnataka Cuisine - 3 Course Menu with Accompaniments

WEEK 7: Chettinad Cuisine - 3 Course Menu with Accompaniments

WEEK 8: Kerala Cuisine - 3 Course Menu with Accompaniments

WEEK 9: Andhra Cuisine - 3 Course Menu with Accompaniments

WEEK 10: Goan Cuisine - 3 Course Menu with Accompaniments

WEEK11: Maharashtrian Cuisine - 3 Course with Accompaniments

WEEK12: Coastal Karnataka Cuisine (Karavali) - 3 Course Menu with Accompaniments

WEEK13: Hyderabadi Cuisine - 3 Course Menu with Accompaniments

Suggestive Readings:

1. Food Production Operations by Chef Parvinder S. Bali
2. Practical Professional Cookery by Cracknell and Kaufmann
3. Catering Management by Mohini Sethi & Surjeet Malhan
4. Hygiene and Sanitation by S. Roday
5. Indian Food: A Historical Companion by Achaya KT
6. Food: A Culinary History by Jean-Louis Flandrin

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM C 2 (T) Course category: Discipline Core Course Name of the Course: Accommodation Operations - I (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3Hrs	40Hrs
Course Learning Objectives: <ol style="list-style-type: none"> a. To provide students with a systematic approach to managing accommodation operations in the hospitality industry. b. To prepare students with what it takes to direct the day-to-day operations of this vital department, from “big picture” management down to technical details. 		
Course Outcomes: On successful completion of the course, the students will be able to <ol style="list-style-type: none"> a. Explain the meaning and evolution of Hospitality and Tourism Industry b. Compare the various types of Hotels, Guest rooms and Tariff plans c. Describe the various functional areas of the accommodations department d. Highlight the importance of intra & inter departmental coordination e. Identify various Guest services challenges faced by accommodations personnel 		
UNIT-1: INTRODUCTION TO HOSPITALITY INDUSTRY No of Hours: 14 Hrs		
1.1 Meaning, Definition & Origin of Hospitality Industry 1.2 Importance of Travel & Tourism sector for hotels 1.3 Evolution & Growth of Global & Indian Hospitality Industry 1.4 Classification of Accommodation facilities 1.5 Types of Guest Rooms 1.6 Core and Non-Core departments of a hotel 1.7 Organizational structure of a hotel 1.8 Role of Information Technology in Accommodation operations 1.9 Careers in Accommodations department		
UNIT- 2: INTRODUCTION TO ACCOMMODATIONS DEPARTMENT (FRONT OFFICE) No of Hours: 14 Hrs		
2.1 Functional Areas, Sections and Layouts of Hotel Front Office 2.2 Front Office Department Hierarchy 2.3 Duties and Responsibilities of Front Office Personnel 2.4 Qualities of Front Office Personnel 2.5 Front Office Communication 2.6 Interdepartmental Coordination & Communication 2.7 Introduction to Room Tariffs		

UNIT- 3: INTRODUCTION TO ACCOMMODATIONS

DEPARTMENT(HOUSEKEEPING)

No of Hours: 12Hrs

- 3.1 Functional Areas, Sections and Layouts of Housekeeping
- 3.2 Qualities of Front Office Personnel
- 3.3 Responsibilities and Functions of Housekeeping personnel
- 3.4 Role of Housekeeping in Allied Industries
- 3.5 Housekeeping Organizational Structure
- 3.6 Inter departmental Coordination
- 3.7 Job description and specification of housekeeping personnel

Suggestive Readings:

1. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
2. Front Office Operations and Management - Jatashankar R. Tiwari
3. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
4. Hotels for Tourism Development – Dr. Jagmohan Negi
5. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
6. Green Housekeeping - By Christina Strutt

Online Resources

1. Hotel Housekeeping Duties: A Day in the Life - Hotel Tech Report
<https://hoteltechreport.com/news/hotel-housekeeping-duties>
2. Role of Housekeeping in Guest Satisfaction and Repeat Business – Himanshu Rajak
<https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>
3. Top issues and solutions for your housekeeping department- Larry Mogelonsky
<https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>
4. 100 Hotel Trends You Need to Watch in 2021 & Beyond- Jordan Hollander
<https://hoteltechreport.com/news/100-hotel-trends>
5. How a PMS Can Transform the Way You Look at Hotel Front Office Technology- Hotelogix
<https://www.hotelnewsresource.com/article105518.html>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management
Course Code: HM C 2 (P)
Course category: Discipline Core Course
Name of the Course: Accommodation Operations - I (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs	52 Hrs

Course Learning Objectives:

- a. To provide students with a systematic approach to managing accommodation operations in the hospitality industry.
- b. To prepare students with what it takes to direct the day-to-day operations of this vital department, from “big picture” management down to technical details.

Course Outcomes: On successful completion of the course, the students will be able to

- a. Develop a smart personality in tune with the hospitality industry standards
- b. Efficiently handle guest requirements and complaints
- c. Perform guest reservation and registration functions

WEEK 1: Personal Hygiene, Grooming and Etiquette

WEEK 2: Positive Body language

WEEK 3: Welcoming / Greeting the guest

WEEK 4: Countries, Capitals & Currencies of the world

WEEK 5: Official Airlines of the world, Important Tourism destinations of the World

WEEK 6: Luggage handling – FIT, Walk-Ins, Corporate, Crew and Groups + Preparing Errand Cards for each

WEEK 7: Identification and usage of Cleaning Chemicals

WEEK 8: Identification of Housekeeping Equipment

WEEK 9: Bed Making Part 1

WEEK 10: Bed Making Part 2

WEEK 11: Identification and maintenance of Guest & Non-Guest Linen

WEEK 12: Glossary Terms Part 1 (Front Office)

WEEK 13: Glossary Terms Part 2 (Housekeeping)

Suggestive Readings:

1. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
2. Front Office Operations and Management - Jatashankar R. Tiwari
3. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
4. Hotels for Tourism Development – Dr. Jagmohan Negi
5. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
6. Green Housekeeping - By Christina Strutt

Online Resources

1. Hotel Housekeeping Duties: A Day in the Life

By Hotel Tech Report

<https://hoteltechreport.com/news/hotel-housekeeping-duties>

2. Role of Housekeeping in Guest Satisfaction and Repeat Business

by Himanshu Rajak

<https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>

3. Top issues and solutions for your housekeeping department

by Larry Mogelonsky

<https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

4. 100 Hotel Trends You Need to Watch in 2021 & Beyond

By Jordan Hollander

<https://hoteltechreport.com/news/100-hotel-trends>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM C 3 (T) Course category: Discipline core Courses Name of the Course: Food & Beverage Service - I (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs
Course Learning Objectives: 1. To gain an insight of the Global Hospitality and Catering industry 2. To understand the functioning of the Food & Beverage Service Department in Hotels.		
Course Outcomes: On successful completion of the course, the students will be able to 1. To understand the importance of the Food & Beverage Service department 2. Describe a structure of the Food and Beverage Service sequence 3. Understand the scope of F & B and its role in Hotel Industry 4. Explain the various F & B Outlets in a hotel 5. Discuss the F & B Industry and its components 6. Explain the Role of F & B Service department		
UNIT-1: OVERVIEW OF HOSPITALITY & CATERING INDUSTRY No. of Hours 15 Hrs		
1.1 Introduction to the Hospitality Industry and growth of the industry in India 1.2 Role of the Catering Establishment in the Travel and Tourism industry 1.3 History and achievements of accomplished hospitality brands/ leaders in India and abroad 1.4 Employment opportunities in Hospitality Industry 1.5 Types of Food & Beverage operations 1.6 Classification of catering operations - Commercial, Residential, Non-Residential, Welfare, Industrial and Institutional and Transport 1.7 Organization of Food & Beverage department of a hotel 1.8 Principal staff of various types of Food & Beverage operations 1.9 Duties & responsibilities of Food & Beverage Service personnel 1.10 French terminologies related to Food & Beverage 1.11 Attributes of F&B Service personnel 1.12 Inter departmental and intra department co- ordination		
UNIT- 2: FOOD SERVICE AREAS AND EQUIPMENTS USED No of Hours: 15 Hrs		
2.1 Speciality Restaurants 2.2 Coffee Shop 2.3 In Room Dining (IRD) 2.4 Banquet		

- 2.5 Live Kitchen
- 2.6 Bar & Lounge
- 2.7 Butler Service
- 2.8 Pantry, Food Pick-Up area, Stores, Linen Room, Kitchen Stewarding
- 2.9 Cutlery & Crockery
- 2.10 Glassware & Hollow ware
- 2.11 Food service Trolleys
- 2.12 French glossary related to the above

UNIT- 3: NON-ALCOHOLIC BEVERAGES

No of Hours: 10 Hrs

- 3.1 Classification of Non-Alcoholic Beverages
- 3.2 Tea - History, Origin, Manufacture, Types and Brands
- 3.3 Coffee - History, Origin, Manufacture, Types and Brands
- 3.4 Cocoa and Malted Beverages - Origin and manufacture
- 3.5 Preparation of different types of coffee - Recipe and Ingredients
- 3.6 Juices and Aerated beverages - History, Origin, Manufacture, Types and Brands
- 3.7 Service of non-alcoholic Beverage

Suggestive Readings:

Food & Beverage Service Training Manual- By Sudhir Andrews
Food & Beverage Service By R Singaravelan
The Steward By Peter Diaz
Food & Beverage Service By Anil Sagar
The World Atlas of Coffee – James Hoffman

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management
Course Code: HM C 3 (P)
Course category: Discipline core Courses
Name of the Course: Food & Beverage Service - I (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs	52 Hrs

Course Learning Objectives:

1. To gain an insight of the Global Hospitality and Catering industry
2. To understand the functioning of the Food & Beverage Service Department in Hotels.

Course Outcomes: On successful completion of the course, the students will be able to

1. To understand the importance of the Food & Beverage Service department
2. Describe a structure of the Food and Beverage Service sequence
2. Understand the scope of F & B and its role in Hotel Industry
4. Explain the various F & B Outlets in a hotel
5. Discuss the F & B Industry and its components
6. Explain the Role of F & B Service department

WEEK 1: Familiarization of F&B Service department

WEEK 2: Food & Beverage Service Etiquette

WEEK 3: Familiarization of F&B Service Equipment

WEEK 4: Care & Maintenance Of Food & Beverage Service Equipment

WEEK 5: Basic Technical Skills - Handling Service Gear, Carrying a tray or salver

WEEK 6: Basic Technical Skills - Laying a Table Cloth, Changing a table cloth during service

WEEK 7: Basic Technical Skills - Organizing side station, Napkin Folds, Service of water,

WEEK 8: Basic Technical Skills - Sequence of Food Service

WEEK 9: Basic Technical Skills - Sequence of Food Service

WEEK 10: Tea– Preparation & Service

WEEK 11: Coffee – Preparation & Service

WEEK 12: Coffee – Preparation & Service

WEEK 13: Service of other Non- alcoholic Beverages

Suggestive Readings:

The Ultimate Encyclopedia of Wine, Beer, Spirits and Liqueurs- Stuart Walton and Brian Glover
 Food & Beverage Service Operations- Dennis & Lillicarp
 Food & Beverage Service Operations and Management - R. Singeravelavan

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management
Course Code: OE 1*
Course category: Open Elective 1
Name of the Course: Service Quality Management

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs

Course Learning Objectives:

To gain a general understanding of the theoretical concepts as well as their practical applications so as to improve the quality of day-to-day business operations

Course Outcomes: On successful completion of the course, the students will be able to

- a. Explain the concept of Service Quality Management
- b. Evaluate the pros & cons of Quality Management
- c. Elaborate on the principles of Leadership
- d. Elucidate on Strategic Business Models in Service industry
- e. Analyze Service Quality Gaps in Service sectors
- f. Assess the role of people in Quality Management

UNIT-1: INTRODUCTION TO QUALITY MANAGEMENT

No of Hours: 10 Hrs

- 1.1 Introduction to the concept of Quality
- 1.2 Background & History
- 1.3 Traditional Vs Non-Traditional Approaches to Quality
- 1.4 Tangible Vs Intangible Benefits
- 1.5 Deming's 14 Points for Transformation
- 1.6 Customers & Quality
- 1.7 Role of Internal & External Customers

UNIT- 2: LEADERSHIP IN QUALITY MANAGEMENT

No of Hours: 15 Hrs

- 2.1 Principles of Leadership
- 2.2 Leadership Decision Making
- 2.3 Strategic Objectives of Businesses
- 2.4 Business Processes - Planning, Control & Capability
- 2.5 Managing Variation Reduction using SPC
- 2.6 The Transactional Supplier Relationship Model
- 2.7 Partnering beyond the Supply Chain

UNIT- 3: PEOPLE IN QUALITY MANAGEMENT

No of Hours: 15 Hrs

- 3.1 Respect for Individuals
- 3.2 Empowerment, Motivation, Participation and Teamwork
- 3.3 Ethics and Corporate Social Responsibility

3.4 Learning, Change and Process Improvement

3.5 Delivering and Measuring Service Quality

3.6 Service Quality gaps

3.7 Implementing Quality Management

*** For Non BHM Students**

Suggestive Readings:

1. Quality Management by Graeme Knowles
2. Service Quality Management in Hospitality, Tourism, and Leisure by Mok Connie
3. Service Quality Management in Hospitality and Tourism by Metti M.C

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: OE 2* Course category: Open Elective 2 Name of the Course: Housekeeping Decorations		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs
Course Learning Objectives: a. To become aware of the planning principles for designing various interior spaces b. To gain better understanding of Space designing and management c. To apply one's aesthetics and creative abilities in making attractive and functional interiors.		
Course Outcomes: On successful completion of the course, the students will be able to a. Explain the basic concepts of design b. Elaborate on the principles and elements of design c. Design layouts of Rooms, Restaurants, Lobby and other guest areas of a hotel d. Illustrate on colour wheels and colour combinations e. Explain various types of lighting f. Elucidate on different types of walls, furnishes and furniture		
UNIT-1: INTRODUCTION TO INTERIOR DECORATION No of Hours: 10 Hrs		
1.1 Concepts and definition of Design 1.2 Design: Structural & Decorative 1.3 Elements of Design 1.4 Principles of Design		
UNIT- 2: LAYOUT OF ROOMS & COLOR SCHEMES No of Hours: 15 Hrs		
2.1 Classification of Rooms 2.2 Basic furniture layout plan 2.3 Layout of rooms 2.4 Layouts of Food and Beverage outlets 2.5 Introduction to Colour 2.6 Colour wheel 2.7 Classification and importance of Colours 2.8 Colour Schemes		
UNIT- 3: LIGHTING, FURNITURE AND FURNISHINGS No of Hours: 15 Hrs		
3.1 Introduction to Light 3.2 Classification of Lighting 3.3 Use of Light in various areas of the hotel 3.4 Introduction to Wall coverings		

3.5 Types of Windows

3.6 Types of floor finishes (hard – granite, marble, tile, semi hard – rubber linoleum, cork, Wood, Soft-carpet and types of carpets, rugs, durries)

*** For Non BHM Students**

Suggestive Readings:

1. Hotel, hostel and hospital housekeeping, Branson and Lennox
2. Hotel Housekeeping – Operations and Management, G.Raghubalan and SmriteeRaghubalan, Oxford University Press
3. The Professional Housekeeper – Schneider, Tucker and Scoviak
4. Housekeeping Operations, Design and Management – Malini Singh, Jaya B George, Jaico Publishers
5. Interior Design and Decoration – P. Seetharaman and ParveenPannu, CBS Publishers

Note: Any other Latest Edition of reference/textbooks can be included.

2nd SEMESTER

Name of the Program: Hotel Management Course Code: HM C 4 (T) Course category: Discipline Core Course Name of the Course: Food & Beverage Production-II (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs
Course Learning Objectives: a. Elaborate on the fundamentals of Indian Cookery b. Explain the various type and categories of Indian Food c. Elucidate on the basics of bakery operations		
Course Outcomes: On successful completion of the course, the students will be able to a. Explain the history of Indian food Culture b. Compare various Indian Masalas and its characteristics c. Identify the emerging trends in Indian Cuisine d. Explain the various types of Indian Breads e. Explicate on Indian Regional, Traditional & Comfort foods		
UNIT1 -FUNDAMENTALS OF INDIAN COOKERY		No of Hours: 15 Hrs
1.1 Introduction to Indian Food Culture 1.2 Heritage of Indian Cuisine 1.3 Role of Indian Condiments, Herbs & Spices in cookery 1.4 Different Masalas used in Indian cookery (Wet & Dry) 1.5 Blending of spices and concept of Masala Preparations 1.6 Indian Gravies & Curries 1.7 Thickening and Coloring Agents used in Indian cookery 1.8 Indian Culinary Glossary Terms and Popular dishes 1.9 Emerging Trends in Indian Cuisine		
UNIT 2– INDIAN FOOD		No of Hours: 13 Hrs
2.1 Indian breads – Roti, Naan, kulcha, Phulka Etc 2.2 Origin and history of Indian sweets 2.3 Ingredients, Equipments, Coloring & Flavoring Agents used in Preparation of Indian Sweets 2.4 Indian Regional, Traditional & Comfort Foods 2.5 Traditional Home-style Indian cooking – Concepts, Demand & Emerging trends		
UNIT 3 -INTRODUCTION IN BAKERY		No of Hours: 12 Hrs
3.1 Origin & History of Baking 3.2 Flours - Types, Characteristics, Importance & Uses 3.3 Raising Agents - Types, Characteristics, Importance & Uses 3.4 Equipment and tools used in Bakery 3.5 Breads- Types, Preparation & Bread Faults		

Suggestive Readings:

1. Food Production Operations by Chef Parvinder S. Bali
2. Practical Professional Cookery by Cracknell and Kaufmann
3. Catering Management by Mohini Sethi & Surjeet Malhan
4. Hygiene and Sanitation by S. Roday
5. Indian Food: A Historical Companion by Achaya KT
6. Food: A Culinary History by Jean-Louis Flandrin

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM C 4 (P) Course category: Discipline Core Course Name of the Course: Food & Beverage Production-II(Practical)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs	52 Hrs
Course Learning Objectives: a. Acquire knowledge and skills pertaining to Indian Cuisine b. Get familiar with the latest up-to-date skills and techniques used in preparing Indian food delicacies		
Course Outcomes: On successful completion of the course, the Students will be able to a. Prepare culinary delicacies belonging to various Indian Cuisines b. Demonstrate the preparation of various types of Breads c. Demonstrate the preparation of various types of Sponges d. Demonstrate the preparation of various types of Hot & Cold Desserts		
WEEK 1: Gujarati Cuisine - 3 Course Menu with Accompaniments		
WEEK 2: Kashmiri Cuisine - 3 Course Menu with Accompaniments		
WEEK 3: Awadhi Cuisine - 3 Course Menu with Accompaniments		
WEEK 4: Bengali Cuisine - 3 Course Menu with Accompaniments		
WEEK 5: Rajasthani Cuisine - 3 Course Menu with Accompaniments		
WEEK 6: Panjabi Cuisine - 3 Course Menu with Accompaniments		
WEEK 7: Tandoori - 3 Course Menu with Accompaniments		
WEEK 8: Indian Sweets (Any 4 Sweets)		
WEEK 9: Bread Making-1 Demonstration and Preparation of 1) Bread Loaf (2 Varieties) 2) Bread Rolls (Soft rolls and Hard rolls) 3) Bread Sticks		
WEEK 10: Bread Making -2 Demonstration and Preparation of 1) French Bread 2) Breakfast Rolls (Croissants, Danish Pastry, Doughnuts & Brioche)		
WEEK 11: Basic Sponge Cakes Demonstration and Preparation of		

- 1) Plain Fatless Sponge Cake
- 2) Swiss Rolls
- 3) Fruit Cake & Muffins

WEEK 12: Simple Cookies

Demonstration and Preparation of

- 1) Melting moments
- 2) Tri colour biscuits
- 3) Chocolate chip Cookies
- 4) Salt Cookies

WEEK 13: Hot/Cold Desserts

Demonstration and Preparation of

- 1) Caramel Custard
- 2) Bread and Butter Pudding
- 3) Hot Soufflé – (2 Flavors)
- 4) Mousse (2 Types)

Suggestive Readings:

1. Food Production Operations by Chef Parvinder S. Bali
2. Practical Professional Cookery by Cracknell and Kaufmann
3. Catering Management by Mohini Sethi & Surjeet Malhan
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5. Indian Food: A Historical Companion by Achaya KT
6. Food: A Culinary History by Jean-Louis Flandrin

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management
Course Code: HM C 5 (T)
Course category: Discipline core Courses
Name of the Course: Food & Beverage Service - II (Theory)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs

Course Learning Objectives:

1. To acquire theoretical knowledge pertaining to Menu Planning
2. To understand the operations behind Food & Beverage Service operations in hotels
3. To understand the concept of using the French Classical Menu

Course Outcomes: On successful completion of the course, the students will be able to

1. Explain the various terminologies used in Food and Beverage operations
2. Illustrate a flow chart for cover set up.
3. Describe the cover layout based on the menu
4. Explain the role of Food & Beverage Service in enhancing guest satisfaction

UNIT-1: FOOD SERVICE, MENU KNOWLEDGE AND PLANNING

No of Hours: 14 Hrs

- 1.1 Food Service Styles - Waiter Service, Self Service, Assisted Service, etc
- 1.2 Origin, Functions & Types of Menus
- 1.3 French Classical Course
- 1.4 Dishes and their Description for French Classical Menu
- 1.5 Cover and Accompaniments
- 1.6 Factors influencing planning menu
- 1.7 Compiling A La Carte & Table D'hôte Menu
- 1.8 Menu as a Sales & Marketing tool

UNIT- 2: FOOD SERVICE

No of Hours: 14 Hrs

- 2.1 Breakfast, Lunch, Dinner - Origin & Types
- 2.2 Planning a Breakfast, Lunch, Dinner Menu
- 2.3 Service of Breakfast in Restaurants
- 2.4 Brunch & Afternoon Tea - Origin & Types
- 2.5 Room Service - Concept & Origin
- 2.6 Location & Equipments required for Room Service
- 2.7 Room Service Procedure
- 2.8 Guéridon Service - Concept & Origin
- 2.9 Types of Guéridon Trolleys
- 2.10 Equipments used in a Guéridon Trolley

- 2.11 Guéridon Food Preparation Techniques
- 2.12 Pros & Cons of Guéridon Service
- 2.13 Basic Guéridon Dishes

UNIT- 3: PERSONALIZED SERVICE / BUTLER SERVICE

No of Hours: 12 Hrs

- 3.1 Butler service – History, Meaning and Importance
- 3.2 Core values and Skills of a Butler
- 3.3 Essential techniques of Butler service
- 3.4 Types of Butler service
- 3.5 Butler Service Operations - House management, Staff Management, Table Management , Laundry and Wardrobe Management, Valet skills
- 3.6 Standard Operating Procedures
- 3.7 F&B Situation Handling

Suggestive Readings:

- Food & Beverage Service Training Manual- By Sudhir Andrews
- Food & Beverage Service By R Singaravelan
- The Steward By Peter Diaz
- Food & Beverage Service By Anil Sagar
- The World Atlas of Coffee – James Hoffman
- A butler’s life: scenes from the other side of the silver salver – Christopher Allen

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management
Course Code: HM C 5 (P)
Course category: Discipline core Courses
Name of the Course: Food & Beverage Service - II (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs	52 Hrs

Course Learning Objectives:

1. To gain an insight of the Global Hospitality and Catering industry
2. To understand the functioning of the Food & Beverage Service Department in Hotels.

Course Outcomes: On successful completion of the course, the students will be able to

1. To understand the importance of the Food & Beverage Service department
2. Describe a structure of the Food and Beverage Service sequence
2. Understand the scope of F & B and its role in Hotel Industry
4. Explain the various F & B Outlets in a hotel
5. Discuss the F & B Industry and its components
6. Explain the Role of F & B Service department

WEEK 1: Menu Engineering

WEEK 2: Menu Planning

WEEK 3: Cover Setup - All Meals

WEEK 4: Sequence of Service

WEEK 5: Sequence of Service

WEEK 6: Room Service Tray Setup

WEEK 7: Room Service Order taking Operations

WEEK 8: Banquet functions and Board Room Set-up

WEEK 9: Guerdon Service - Banana Flambé, Crêpe Suzette or Similar

WEEK 10: Guerdon Service - Cocktail de Crevettes, De-boning of Grilled fish or Similar

WEEK 11: Butler Service - Basic Butler Etiquette, Styles of Butler Service

WEEK 12: Butler Service - House, Table & Wardrobe Management, Valet Skills

WEEK 13: Food & Beverage Situation Handling

Suggestive Readings:

The Ultimate Encyclopedia of Wine, Beer, Spirits and Liqueurs- Stuart Walton and Brian Glover
 Food & Beverage Service Operations- Dennis & Lillicarp
 Food & Beverage Service Operations and Management - R. Singaravelavan
 Hospitality Butlers: Bringing About a Completely New Level of Service by Steven M Ferry

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management Course Code: HM C 6 (T) Course category: Discipline core Courses Name of the Course: Accommodation Operations - II (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs
Course Learning Objectives: <ol style="list-style-type: none"> a. To understand the basic accommodation operations in hotels and identify the associated challenges. b. To acquire theoretical and practical operational knowledge of the key sub sections of accommodations department. c. To illustrate the complexities and demands of working in the industry through the scope of accommodations operations. 		
Course Outcomes: On successful completion of the course, the students will be able to <ol style="list-style-type: none"> a. Explain the basic concepts of accommodation processes b. Explain the significance of accommodation operations in allied sectors c. Analyse the various operational processes in accommodations sector d. Evaluate the changing trends in accommodations operations e. Appreciate the role of accommodations personnel during pandemics and natural & manmade disasters 		
UNIT-1: FRONT OFFICE PROCESSES IN ACCOMMODATIONS DEPARTMENT No of Hours: 12 Hrs		
1.1 Guest Cycle 1.2 Types, Modes & Sources of Reservation 1.3 Processing Reservation Requests 1.4 Guest Registration & Check-In 1.5 Guest Services & Complaints 1.6 Guest Check-out and Settlement 1.7 Potential Check-out Problems & Solutions 1.8 Post Check-out Services		
UNIT- 2: HOUSEKEEPING PROCESSES IN ACCOMMODATIONS DEPARTMENT No of Hours: 14 Hrs		
2.1 Guest Rooms - Types and Layouts 2.3 Cleaning Schedule - Daily, Monthly and Annually 2.4 Types of Cleaning agents & Cleaning equipment 2.5 Storage, Upkeep & Maintenance of Chemicals & Equipment 2.6 Cleaning of Guest Rooms and Public Areas 2.7 Pest control, Hygiene & sanitation 2.8 Key Operations in Housekeeping - Interdepartmental Co-ordinations		

- Communication with Guests
- Inter & Intra Departmental Communication
- Preparation of Daily routines
- Key Control & Security
- Lost & Found
- Linen & Uniform room - Layouts & Operations
- Laundry operations - Guest Laundry, Room Linens, F & B Linens, etc

MODULE 3: SAFETY AND SECURITY IN HOTELS

No of Hours: 14 Hrs

- 3.1 Hotel security Staff & Systems
- 3.2 Role of Accommodation department personnel
- 3.3 OSHA Guidelines for Workplace Safety
- 3.3 Security & Control of Room Keys
- 3.4 Fire Safety – Classification of Fire, SOPs in the event of Fire
- 3.5 Accidents – Accidents in Hotels, Accident Report
- 3.6 First Aid – First Aid Box, first-aid for some common problems
- 3.7 Handling unusual events and emergencies – Terrorism, Robbery & Theft

Suggestive Readings:

1. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
2. Front Office Operations and Management - Jatashankar R. Tiwari
3. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
4. Hotels for Tourism Development – Dr. Jagmohan Negi
5. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
6. Green Housekeeping - By Christina Strutt

Online Resources

1. Hotel Housekeeping Duties: A Day in the Life

By Hotel Tech Report

<https://hoteltechreport.com/news/hotel-housekeeping-duties>

2. Role of Housekeeping in Guest Satisfaction and Repeat Business

by Himanshu Rajak

<https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>

3. Top issues and solutions for your housekeeping department

by Larry Mogelonsky

<https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

4. 100 Hotel Trends You Need to Watch in 2021 & Beyond

By Jordan Hollander

<https://hoteltechreport.com/news/100-hotel-trends>

5. How a PMS Can Transform the Way You Look at Hotel Front Office Technology

By Hotelogix

<https://www.hotelnewsresource.com/article105518.html>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM C 6 (P) Course category: Discipline core Courses Name of the Course: Accommodation Operations - II (Practical)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs	52 Hrs
Course Learning Objectives: <ul style="list-style-type: none"> a. To understand the basic accommodation operations in hotels and identify the associated challenges. b. To acquire theoretical and practical operational knowledge of the key sub sections of accommodations department. c. To illustrate the complexities and demands of working in the industry through the scope of accommodations operations. 		
Course Outcomes: On successful completion of the course, the students will be able to <ul style="list-style-type: none"> a. Develop a smart personality in tune with the hospitality industry standards b. Efficiently handle guest requirements and complaints c. Perform various housekeeping operational tasks and deliver superior quality services 		
WEEK 1: Reservations - Taking down reservations for FIT, FFIT, Corporate guests, Groups & Crews		
WEEK 2: Check In processes - Filling Registration Forms for FIT, FFIT & Corporate guests		
WEEK 3: Check In processes - Filling Registration Forms for Groups & Crews		
WEEK 4: Check-out processes - Guest Check-out and Settlement procedures		
WEEK 5: Role play: Accepting / Rejecting a Reservation, Checking-In & Checking-out a guest		
WEEK 6: Role play: Handling Special Requests, Guest Services & Complaints		
WEEK 7: Cleaning procedures – Bathroom cleaning & Glass cleaning		
WEEK 8: Cleaning procedures – Area cleaning - Rooms & Public Areas		
WEEK 9: Towel Art - Lotus flower towel design, Flower in vase towel design, Peacock towel design, Bird towel design		
WEEK 10: Towel Art - Elephant towel design, Towel flower basket design, Towel swans. Swan basket towel design		
WEEK 11: Identification of various wall covering		
WEEK 12: Identification of various floor surfaces		
WEEK 13: Forms & Formats used in Accommodations department		

Suggestive Readings:

1. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
2. Front Office Operations and Management - Jatashankar R. Tiwari
3. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
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Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: OE 3 Course category: Open Elective 3 Name of the Course: Hygiene & Food Safety		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs
Course Learning Objectives: <ol style="list-style-type: none"> a. To enable students to gain an insight into the framework of various aspects of Food Safety and Hygiene b. To develop skills for maintaining appropriate hygienic conditions in commercial and non-commercial catering establishments 		
Course Outcomes: On successful completion of the course, the students will be able to <ol style="list-style-type: none"> a. Explain the basic concepts of Travel b. Identify major travel destinations worldwide c. Elaborate on the basics of itinerary planning d. Explain the concept of Tour packages e. Design strategies to market tourism products 		
UNIT-1: INTRODUCTION TO FOOD HYGIENE AND SANITATION No of Hours: 05 Hrs		
1.1 Importance of hygiene in catering establishments 1.2 Sanitation and its importance 1.3 Common Foodborne microorganisms 1.4 Role of microorganisms in food & beverage operations 1.5 Sustainable Development Goals 1.6 Water, Sanitation and Health 1.7 Global Scenario of Malnutrition		
UNIT- 2: Food Contamination and Spoilage No of Hours: 20 Hrs		
2.1 Types of Contaminants n Foods 2.2 Signs of spoilage in common foods 2.3 Reasons for Food Spoilage 2.4 Source of Food contamination 2.5 Food-borne illnesses 2.6 Types of Eating Disorders and their Symptoms 2.7 Food Preparation and Storage		
UNIT- 3: Safe Food operations No of Hours: 15 Hrs		
3.1 Receiving and Inspecting Food deliveries 3.2 Food storage techniques 3.3 Minimizing microbial load		

- 3.4 Common faults in food faults
- 3.5 Protective display of foods
- 3.6 Rules to be observed during food service

*** For Non BHM Students**

Suggestive Readings:

1. Food hygiene and sanitation - S. Roday
2. Managing food hygiene - Nicholas John
3. Food hygiene for food handlers - Jill Trickett
4. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard Linton

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: OE 4* Course category: Open Elective 4 Name of the Course: Tourism and Climate Change		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs	40 Hrs
Course Learning Objectives: <ol style="list-style-type: none"> a. To Understand the relationship and mutual impacts of tourism and climate change b. Evaluate climate change mitigation/adaptation strategies within the tourism sector c. Assess the future challenges in tourism related to climate change 		
Course Outcomes: On successful completion of the course, the students will be able to <ol style="list-style-type: none"> a. Illustrate the basic processes behind global warming and climate change b. Evaluate the new realities of climate change with respect to tourism industry c. Explain the human influence on climate change d. Assess the impact of climate change on tourism supply e. Evaluate the demand implications of climate induced environmental changes on tourism f. Identify mitigation strategies in the tourism transport sector g. Analyze the pro-environmental behaviour of tourists h. Identify tourism and climate change related Knowledge gaps and Research needs 		
UNIT-1: Climate change and its implications for the Tourism No of Hours: 08 Hrs		
1.1 The New Realities of Tourism in an Era of Global Climate Change 1.2 Distinguishing Weather, Climate, and Climate Change 1.3 Human Influence on Climate Change 1.4 Global and Regional Climate Change in the 21st Century		
UNIT- 2: Impacts and Adaptation at Tourism Destinations No of Hours: 16 Hrs		
2.1 Impacts on Tourism Supply 2.2 Adaptation to Climate Change 2.3 Consumer Response to a Changing Climate 2.4 Demand Implications of Climate-induced Environmental Change 2.5 Current CO2 Emissions and Radiative Forcing from Tourism 2.6 Emissions Related to Individual Holiday		
UNIT- 3: Mitigation Policies and Measures No of Hours: 16 Hrs		
3.1 Mitigation in the transport sector - Air, Surface, Water 3.2 Destination Mobility Management 3.3 Tourism Establishments - Mitigation Options & Emissions Management 3.4 The Role of Tour Operators and other Organizations		

3.5 Tourist Behaviour - Consumer Choices & Carbon Offsetting

3.6 Knowledge Gaps and Research Needs

*** For Non BHM Students**

Suggestive Readings:

1. Climate Change and Tourism by Becken Susanne
2. Tourism, Climate Change and Sustainability by Maharaj Vijay Reddy
3. Climate Change and Tourism by Kalacas Maria Rellie B.
4. Tourism and Climate Change by Scott Daniel
5. Sustainable Tourism - A Global Perspective by Rob Harris, Tony Griffin & Peter Williams

Note: Any other Latest Edition of reference/textbooks can be included.

K. Murale
14/2/22

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