

## Semester V - B. Sc. (Hospitality Studies)

Course Code	Course	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO501	Food Production & Patisserie	3	4	-	45	60	-	45	60	-	105	100	100	2	2	-	4
USHO502	Food & Beverage Operations Management	3	4	-	45	60	-	45	60	-	105	100	100	2	2	-	4
USHO503	Front Office (16)	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO504	Housekeeping	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO505	Rooms Division Management(Practical)(pg 24)	-	4	-	-	60	-	-	60	-	60		100	-	2	-	2
USHO506	Corporate English	3	3	-	45	45	-	45	45	-	90	100	100	2	2	-	4
USHO507	Environmental & Sustainable Tourism	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
Total		18	15	-	270	225	-	270	225	-	495	600	400	12	8	-	20
<b>L</b> one lecture / period of 60 minutes (1 hr.) <b>P</b> Practical <b>T</b> Tutorial																	



## FOOD PRODUCTION & PATISSERIE (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	V	Food Production & Patisserie-(USHO 501)
Course Code	Title	Credits	
USHO501	Food Production & Patisserie	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 501	Food Production & Patisserie	03	04	-	45	60	-	45	60	-	105	100	100	02	02	-	04

### OBJECTIVES:

- To educate students on basic to advance culinary skills.
- To give an overview of culinary specialties across the globe.
- To educate students on latest food trends.
- To highlight the importance of food safety.
- To train students for better employment prospects.

**Contents of syllabus for USHO501**

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>01</b>	<b>1</b>	Basic of Food Production  1.1 Classical Kitchen Brigade 1.2 Cuts of Vegetable 1.3 Cuts of Meat, Fish, Poultry 1.4 Basic Methods of Cooking 1.5 Stocks 1.6 Sauces 1.7 Soups 1.8 Salads	<b>15</b>	<b>15</b>
	<b>2</b>	Basics of Bakery & Confectionery  2.1 Breads 2.2 Cakes 2.3 Cookies 2.4 Pastries		
	<b>3</b>	Modern Cooking Techniques & Processes  3.1 Sous Vide Cooking, Cook Chill & Cook Freeze 3.2 HACCP (Definition, Process in brief, Application in the Kitchen) 3.3 FSSAI Law		
	<b>4</b>	Larder  4.1 Definition; layout of the department 4.2 Hierarchy, Duties & responsibilities of larder chef 4.3 Tools & Equipment of larder department 4.4 Importance of larder control 4.5 Yield testing		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>5</b>	Charcuterie  5.1 Introduction to Charcuterie 5.2 Brines – Cures – Marinades - Smoking 5.2.1 Types, uses, differences 5.3 forcemeats 5.3.1 Components of forcemeat 5.3.2 Methods of making forcemeat 5.4 Sausages 5.4.1 Components of sausage 5.4.2 Types of sausages 5.4.3 International sausages with country of origin	<b>15</b>	<b>15</b>

		<p>5.5 Charcuterie Products</p> <p>5.5.1 Galantine, Ballotine, Pates, Terrines</p> <p>5.5.2 Mousse &amp; Mousseline</p> <p>5.5.3 Gelée, Aspic Jelly &amp; Chaud Froid</p> <p>5.6 Ham – Bacon – Gammon</p> <p>5.6.1 Definitions</p> <p>5.6.2 Types of Bacon</p> <p>5.6.3 International Ham/Bacon with country of origin</p> <p>5.6.4 Difference between Ham/Bacon/Gammon</p>		
	<b>6</b>	<p>Cheese</p> <p>6.1 Definition &amp; History</p> <p>6.2 Manufacturing Process</p> <p>6.3 Types &amp; Uses</p> <p>6.4 International Cheese with Country of origin</p> <p>6.5 Cheese Board (Layout &amp; Presentation)</p>		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>7</b>	<p>International cuisine.</p> <p>7.1 Geographic Location</p> <p>7.2 Historical Background</p> <p>7.3 Staple Food &amp; Specialties With Recipes</p> <p>7.4 Tourist Destination</p> <p>7.5 Sports</p> <p>7.6 Festivals</p> <p>7.7 Regional Attire</p> <p>7.8 Currency</p> <p>7.9 Equipments &amp; Raw Ingredients</p> <p>7.10 Glossary Terms</p> <p>7.11 Audio Visual Clips</p> <p>Assignment to be prepared any one from the following countries:</p> <ul style="list-style-type: none"> <li>• Europe Continent                             <ul style="list-style-type: none"> <li>○ France</li> <li>○ Italy</li> <li>○ Spain &amp; Portugal</li> <li>○ Germany</li> <li>○ Great Britain</li> <li>○ Scandinavian countries</li> <li>○ Greece</li> </ul> </li> <li>• Middle East                             <ul style="list-style-type: none"> <li>○ Morocco</li> <li>○ Lebanon</li> <li>○ Turkey</li> </ul> </li> <li>• Far East                             <ul style="list-style-type: none"> <li>○ China</li> </ul> </li> </ul>	<b>15</b>	<b>15</b>

		<ul style="list-style-type: none"> <li>○ Japan</li> <li>○ Thailand</li> <li>● North Central America                         <ul style="list-style-type: none"> <li>○ USA</li> <li>○ Mexico</li> </ul> </li> </ul>		
	<b>8</b>	<p>Chocolate</p> <p>8.1 History and sources              8.2 Manufacturing and processing of chocolate              8.3 Types of chocolates              8.4 Tempering of chocolate              8.5 Application of cocoa, butter and white chocolate</p>		
	<b>9</b>	<p>Icings</p> <p>9.1 Definition &amp; Introduction              9.2 Varieties of Icing              9.3 Uses of Icing</p>		

● **List of Culinary Terms –**

1. Aloyou	18. Eeste	35. Noisette
2. Arêtes	19. En croute	36. Noix
3. Ballotine	20. Escargot	37. Rauget
4. Borde de lard	21. Escrocote	38. Rifroidir
5. Clou de girofle	22. Farine	39. Rognons
6. Cochon de loit	23. Fouetter	40. Roulade
7. Cornichon	24. Frappe	41. Rouler
8. Cotelette	25. Gelinette	42. Salpicon
9. Couronne	26. Gingembre	43. Saumure
10. Creamux	27. Godiveau	44. Suif
11. Crepine	28. Jombon	45. Tasse
12. Croquant	29. Laitance	46. Thon
13. Demi – devil	30. Medallion	47. Timbale
14. Denerver	31. Melange	48. Trencher
15. Depouiller	32. Merine	49. Viande
16. Eaut – gout	33. Navarin	50. Vide
17. Eberber	34. Nettoyer	

## **FOOD PRODUCTION & PATISSERIE (Practical)**

Unit	Practical	Hours
1	<ol style="list-style-type: none"> <li>1. France</li> <li>2. Italy</li> <li>3. Middle east</li> <li>4. China</li> <li>5. Breads ( soft rolls/hard rolls/bread loaf)</li> </ol>	20
2	<ol style="list-style-type: none"> <li>6. USA</li> <li>7. Great Britain</li> <li>8. Spain / Portugal</li> <li>9. Mexico</li> <li>10. Pastries (Short Crust/Laminated/Choux)</li> </ol>	20
3	<ol style="list-style-type: none"> <li>11. Germany</li> <li>12. Thailand (South East)</li> <li>13. Greece</li> <li>14. International Classical Cakes (Black Forest/ Sacher Torte/ Dobos /Pavlova)</li> <li>15. Mystery Basket</li> </ol>	20

- Each Menu will consist of dishes which comprises starter/soup/salad, main course with two accompaniments and a dessert.
- Examination Menu [Choice of 5 Menus – 5 Dishes which comprises of starter/soup/salad, main course with two accompaniments and a dessert. (1 Bakery Product compulsory)]

### Scheme of Examination (Theory)

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination**

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	90
2	Journal	05
3	Viva	05
<b>Total</b>		<b>100</b>

**REFERENCE BOOKS**

1. Hamlyn, Paul, (1984), *Larousse Gastronomique*, Hamlyn, London
2. Stevenson, Daniel, (1991), *Basic Cookery The Process Approach*, Stanley Thornes (Publishers Ltd., England
3. Kinsella John, & Harvey David, (1996), *Professional Charcuterie*, John Wiley & sons, Canada
4. Leto M.J.& Bode W.K.H., (2007), *The Larder Chef Food Preparation & Presentation*, Butterworth - Hinemann, UK
5. Campbell John , Foskett David, (2012), *Practical Cookery for level 2 NVQ & Apprenticeships*, Hodder Education, UK
6. Bali Parvinder S., (2012), *International Cuisine & Food Production Management*, Oxford University, New Delhi
7. Bali Parvinder S., (2011), *Quantity Food Production Operation*, Oxford University Press, New Delhi
8. Harbutt Juliet, (2009), *The World Encyclopedia of Cheese*, Hermes House , London
9. Ramesh P & Jos Wellman, (2009), *Professional Cookery -Theory & Practice*, Better Yourself Book, Mumbai
10. Basan Ghillie & Jan Terry, (2008), *A Practical Cook's Encyclopedia of Malaysia & Singapore*, Hermes House , London
11. Sheasby Anne, (2008), *New Soup Bible*, Hermes House , London
12. Chan Wynn timer, (2004), *Fresh Chinese*, Hamlyn, Great Britain
13. Amiard Herve & Mouton Laurence, (2004), *A Taste of Morocco*, Hachette, France
14. Trutter Marion, (2009), *Culinaria Spain*, Konemann Publisher, Spain
15. Schlotter Katrin & Schmid Gregor, (2010), *Culinaria China; Cuisine, Country, Culture*, Hfullmann, China
16. Beazley Mitchell , (2007), *Cook Espana, Drink Espana - A Culinary Journey Around the food & Drink of Spain*, Mitchell Beazley, Great Britain
17. Foskett David & Cesrani Victor, (2007), *The Theory of Catering (with DVD)*, Book Power with Hodder, UK
18. Garlough robert & Campbell Angus, (2008), *Modern Garde Manger*, Thomson Delmer, Australia
19. France Christine, (2008), *Sauces*, Hermes House , London
20. Tubby Linda, (2008), *The Barbecue Bible*, Hermes House , London
21. Ingram Christine, (2008), *Appetizer, Starter Horsdoeures*, Hermes House , London
22. Ramesh P & Jos Wellman, 2009, *Professional Cookery -Theory & Practice*, Better Yourself Book, Mumbai
23. Gisslen Wayne, (2001), *Professional Cooking*, John Wiley & sons, New York
24. Larousssem, David, (1996), *Professional Garde Manger*, John wiley & sons, New Delhi

## FOOD & BEVERAGE OPERATIONS MANAGEMENT (Theory)

Name of the Programme	Duration			Semester	Course/ Course Code		
B.Sc. in Hospitality Studies	Six Semester			V	Food & Beverage Operations Management (USHO 502)		
Course Code	Title			Credits			
USHO502	Food & Beverage Operations Management			2+2			
For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 502	Food & Beverage Operations Management	03	04	-	45	60	-	45	60	-	105	100	100	02	02	-	04

### OBJECTIVES:

At the end of semester V the student will be able to:-

- Identify Food & Beverage setup and planning of various outlets in the department.
- Describe casual, theme restaurants etc. and how they are operated.
- How food service managers develop and manage labour & revenue control system.
- Explain how banquets and catering events are booked and planned, and describe how managers and staff members provide service for these events.
- Explain the operations of various catering establishments such as Railway, Airline & Marine caterings.

## Contents of syllabus for USHO502

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	1.1 F & B Outlet Planning 1.1.1 Objective of a good layout 1.1.2 Steps in planning of layout. (Specialty Restaurants, Coffee Shop, Room Service) 1.1.3 Factors to be considered while planning the actual ambience (Colour, light, décor, furniture & uniform) 1.2 Operational aspects of various F & B Outlets (Specialty Restaurants, Coffee Shop, Room Service) 1.2.1 Menu planning 1.2.2 Constraints of Menu planning 1.2.3 Planning of staff requirement 1.2.4 Shifts (Panzer, Straight, Split & Reliever) 1.2.5 Factors to be considered for selecting appropriate Crockery, Cutlery, Glassware, and Linen. 1.3 Elements of cost 1.3.1 Types of cost (Material, Labour & Overhead) 1.3.2 Cost Groups (Fixed, semi-fixed & variable) & types of profit (gross & net) 1.3.3 Breakeven / Cost volume profit analysis	15	15

Unit No.	Chapter No.	TOPIC	Hours	Marks						
02	2	Function Catering / Banquets  2.1 Definition, History & Importance 2.2 Organization of Banquet dept., duties and responsibilities. 2.3 Types of Banquets: Formal, Semiformal & Informal 2.4 Banquet Sales 2.5 Banquet reservation diary and booking procedure. 2.6 Function contract & Function prospectus 2.7 Banquet Menus 2.8 Types of service in the banquets. 2.9 Staffing & Duty allocation 2.10 Toast procedure at wedding reception & Protocol 2.11 Outdoor catering. 2.12 Glossary  <p style="text-align: center;"><b><u>Glossary</u></b></p> <p><b>Audiovisual Equipment</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Dais</td> <td style="width: 33%;">Easel</td> <td style="width: 33%;">Flip charts</td> </tr> <tr> <td>Keystoning</td> <td>Lavaliere microphone</td> <td>Lectern</td> </tr> </table>	Dais	Easel	Flip charts	Keystoning	Lavaliere microphone	Lectern	15	15
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Keystoning	Lavaliere microphone	Lectern								

	<table border="1"> <tr> <td>Monitor</td> <td>Opaque projector</td> <td>Overhead projector</td> </tr> <tr> <td>Podium (rostrum)</td> <td>Roving microphone</td> <td>Table microphone</td> </tr> <tr> <td>Teleconferencing</td> <td></td> <td></td> </tr> </table>	Monitor	Opaque projector	Overhead projector	Podium (rostrum)	Roving microphone	Table microphone	Teleconferencing																								
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<b>Types of Meetings</b>				
Assembly	Breakout sessions	Clinic		
Colloquium	Concurrent sessions	Conference		
Congress	Convention	Dealer meetings		
Forum	Incentive meetings	Plenary session		
Retreat	Sales meeting	Seminar		
Summit	Symposium	Workshop		
<b>Misc Function Catering Terminology</b>				
Air walls	Cash bar	Corkage		
Crash bar	Guaranteed and Expected number	Head count		
Host bar	PDR	Pre-function area		
Reader Board	Reception	Skirting		
Theme party	Upstage			

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	3	3.1 Buffet. 3.1.1 Definition & Types of buffets. (Meal period, manner of consumption, food served & other types – Display, Gourmet & Running) 3.1.2 Points to be considered while planning a buffet. 3.1.3 Buffet equipment 3.1.4 Banquet layout (formal, informal & cabaret) & Space area calculation 3.1.5 Meeting room setups: (U Shape, Hollow Square, Classroom Theatre, Board of Directors, ‘T’ Shape) 3.2 Food and Beverage Management in various catering establishments 3.2.1 Railway Catering & Airline catering 3.2.2 Marine Catering (offshore & cruise liners) 3.2.3 Industrial catering	15	15

**ASSIGNMENTS**

<b>Sr. No.</b>	<b>Topic for Assignments</b>	<b>Marks</b>
1	Design & Layout of a Specialty Restaurant, Coffee Shop or Room Service	(10)
2	Designing Function Prospectus	(10)
3	Layout of the various seating plans associated with banquets	(10)
4	Layouts of various buffet setup as per function & space requirement.	(10)

**FOOD & BEVERAGE OPERATIONS MANAGEMENT (Practical)**

<b>Unit</b>	<b>Practical</b>	<b>Hours</b>
1	1 Practice: Sample layout plans 1.1 Specialty Restaurants 1.2 Coffee Shop 1.3 Room Service 2 Compiling menus a la Carte (Specialty Restaurants, Coffee Shop, and Room Service). 3 Order-taking (Room Service). 4 Planning Duty Rota for, Specialty Restaurants, Coffee Shop, and Room Service	20
2	5 Drafting Function Prospectus 6 Table setups and arrangements for banqueting and buffet including menu designing with styles of service & Calculation of space requirement (Formal banquet, Cocktail parties, conventions, exhibition, fashion show, wedding reception).	20
3	7 Frilling (Box, Diamond & Accordion Pleated) 8 Screening of educational videos related to Railway, Airline, Marine & Industrial catering	20

**Scheme of Examination (Theory)**

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination**

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	90
2	Journal	05
3	Viva	05
	<b>Total</b>	<b>100</b>

**REFERENCE BOOKS**

1. Andrews S, (2009), *Food & Beverage Service A Training Manual,(Second Edition)*, Tata McGraw-Hill Publishing Company Limited, New Delhi
2. Fuller, John, (1992), *Advanced Food Service*, Stanley Thornes Publishers Ltd., England
3. Kivela, Jaks, (1994), *Menu Planning for the Hospitality Industry*, Hospitality Press P Ltd., Melbourne
4. Lilicrap, Dennis & Cousins, John, (1994), *Food and Beverage Service*, Common Wealth Publication, New Delhi
5. Magris, Marzia, (1995), *An Introduction to Food & Beverage Studies*, Hospitality Press P Ltd, Melbourne
6. Singaravelavan .R, (2011), *Food and Beverage Service*, Oxford University Press, Delhi

### FRONT OFFICE (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Front Office (USHO 503)
Course Code	Title	Credits	
USHO503	Front Office	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO 503	Front Office	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

**OBJECTIVES:**

Students will be able to:

- To understand the formulas that are applied in the front office for forecasting and evaluating
- Decision making through statistical data in Front office operations
- Understand the rules & acceptance of foreign exchange.

**Contents of syllabus for USHO503**

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>		
<b>01</b>	<b>1</b>	Planning Operations  1.1 Management Function 1.1.1 Planning, Organising, 1.1.2 Co-ordinating, 1.1.3 Staffing, Leading, 1.1.4 Controlling, Evaluating 1.2 Establishing Room Rate 1.2.1 Different Approaches for pricing rooms 1.2.2 Market Condition Approach, 1.2.3 Rule of Thumb, 1.2.4 Hubbart’s Formula-Determining single and double rate 1.3 Special Room Rates Offered 1.3.1 Corporate / Commercial Rate, 1.3.2 Group Rate, 1.3.3 Promotional Rate, 1.3.4 Incentive Rate, 1.3.5 Family Rate, 1.3.6 Package, 1.3.7 Complimentary Rate 1.4 Forecasting Room Availability 1.4.1 Forecasting Data 1.4.1.1 Percentage of No-show, 1.4.1.2 Percentage of Cancellations, 1.4.1.3 Percentage of walk-ins, 1.4.1.4 Percentage of overstay, 1.4.1.5 Percentage of under stay, 1.4.2 Forecast formula; 1.4.3 Sample 3 and 10 days forecast; 1.4.4 Refining Forecast 1.5 Budgeting for Operations 1.5.1 Three Day Forecast; 1.5.2 Forecasting room revenue, 1.5.3 Estimating expenses, 1.5.4 Refining budget plans 1.6 Key Terms		
	<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	
<b>02</b>	<b>2</b>	Evaluating Operations  2.1 Evaluating front office operations 2.1.1 Daily Operations Report, 2.1.2 Monthly Income Statement 2.1.3 Occupancy Ratios;		

		2.1.3.1 Occupancy Percentage 2.1.3.2 Room Count 2.1.3.3 House Count 2.1.3.4 Double Occupancy percentage 2.1.3.5 Bed Occupancy Percentage 2.1.3.6 Foreign Guest Percentage 2.1.3.7 Average Daily Rate 2.1.3.8 Revenue Per Available Room (RevPAR) 2.1.3.9 Average Rate Per Guest (ARG) 2.1.4 Yield Statistic. 2.1.5 Market Share Index/ Fare Market Share 2.1.6 Evaluation of Hotels By Guests 2.2 Key Terms		
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Unit No.	Chapter No.	TOPIC	Hours	Marks
03	3	3.1 Handling Foreign Currency 3.2 Foreign Currency Exchange 3.3 Procedures to be followed while exchanging Foreign Currency 3.4 Currencies accepted by RBI 3.5 Foreign Exchange Certificate- Format 3.6 Foreign Exchange Settlements using Credit Cards. 3.7 Export Promotion Capital Goods Scheme (EPCG)		

### Contents of syllabus for USHO505

### FRONT OFFICE (Practical)

Unit	Practical	Hours
1	Group Discussion	
2	Situation Handling	
3	Manpower Planning	

**FRONT OFFICE (ASSIGNMENTS)**

Sr. No.	Topic for Assignments	Marks
1	Designing of Tariff card & Designing of Brochure	10

**Scheme of Examination (Theory)**

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15

Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### **REFERENCE BOOKS**

1. Andrews, Sudhir, (1995), *Hotel Front Office Training Manual*, The Tata M'cGraw Hill, New Delhi.
2. Andrews, Sudhir, (2007), *Front Office Management & Operations*, The Tata M'cGraw Hill, New Delhi.
3. Aggarwal Ravi, (2002), *Hotel front Office*, sublime Publications, Jaipur.
4. Bhatnagar S.K, (2002), *Front office Management*, Frank Bros & Co., New Delhi.
5. Chakravarti B.K., (1999), *Front Office Management in Hotel*, CBS Publisher, New Delhi.
6. Chakrawarti B.K., (2006), *Concept of Front Office Management*, APH Publishing, New Delhi.
7. Singh R.K., (2006), *Front Office Management*, Aman Publication New Delhi.
8. Tewari Jatashankar R., (2009), *Hotel Front Office Operations & Management*, Oxford University Press, New Delhi.

## HOUSEKEEPING (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Housekeeping (USHO 504)
Course Code	Title	Credits	
USHO504	Housekeeping	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 504	Housekeeping	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

**OBJECTIVES:**

At the end of semester V:

- Explain and apply the guidelines for hiring various housekeeping contract services.
- Manage the man power planning in the housekeeping department in different category of hotels.
- Apply the elements and concept of interior decorations & elevations.

**Contents of syllabus for USHO504**

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>01</b>	<b>1</b>	Current Trends In Housekeeping 1.1 Green housekeeping practices 1.2 Cleaning equipment and agents 1.3 Guest supplies and amenities 1.4 Level of service (Limited Service, Mid-Range and Full Service)	<b>15</b>	<b>15</b>
	<b>2</b>	Contract Services / Outsourcing 2.1 Types of contract 2.2 Guidelines for hiring contract services 2.3 Advantages and disadvantages of contract service		
	<b>3</b>	Manpower Planning 3.1 Determining staff strength (fixed staff) 3.2 Scheduling staff (Duty Rosters)		
<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>4</b>	Lighting And Lighting Fixtures 4.1 Lighting for different areas of the hotel 4.2 Functional and aesthetic aspects of light	<b>15</b>	<b>15</b>
	<b>5</b>	Windows and Window Treatment 5.1 Types of windows and window treatment 5.2 Selection and care		
	<b>6</b>	Wall and Ceiling Finishes 6.1 Types 6.2 Selection 6.3 Care		
<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>7</b>	Carpets and Floor Coverings 7.1 Types 7.2 Selection 7.3 Care	<b>15</b>	<b>15</b>
	<b>8</b>	Interior Designing 8.1 Elements of design 8.2 Principles of design 8.3 Colour schemes		

**HOUSEKEEPING (ASSIGNMENTS)**

<b>Sr. No.</b>	<b>Topic for Assignments</b>	<b>Marks</b>
1	Calculating Staffing levels / Manpower Planning (Small to medium hotel)	(10)
2	Calculating curtain material requirements and costing for different Window Treatments	(10)
3	Samples / brochures / pictures and information for Floor Coverings	(10)
4	Samples / brochures / pictures and information for Wall Finishes.	(10)
5	Sourcing of various housekeeping contract service providers in Mumbai – High rise cleaning/ Façade Cleaning/ Carpet Shampooing, Washroom Services etc.	(10)

**Scheme of Examination (Theory)**

**(a) Internal assessment- 40 marks**

<b>Sr.</b>	<b>Evaluation type</b>	<b>Marks</b>
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

- 1 Raghubalan G., Raghubalan Smritee, (2007 – 2009), *Hotel Housekeeping Operations and Management*, 2<sup>nd</sup> Edition, Oxford University Press.
- 2 Singh Malini & George Jaya B., (2008), *Housekeeping Operations, Design and Management*, 1<sup>st</sup> Edition, Jaico Publications.
- 3 Jones Thomas J.A., (2005), *Professional Management of Housekeeping Operations*, 4<sup>th</sup> Edition, John Wiley & Sons.
- 4 Andrews Sudhir, (2007), *Text Book of Hotel Housekeeping Management & Operations*, 1<sup>st</sup> Edition, Tata McGraw Hill.

## ROOMS DIVISION MANAGEMENT (Practical)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Rooms Division Management (USHO 505)
Course Code	Title	Credits	
USHO505	Rooms Division Management	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact		4					
Credit		2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 505	Rooms Division Management	03	04	-	45	60	-	45	60	-	105	100	100	02	02	-	04

### OBJECTIVES:

- To enhance the capabilities of student in understanding the contemporary hospitality and general issues through discussion and managing situations.
- To understand the importance of manpower planning in accommodation operation.
- To practically learn and demonstrate housekeeping operation and get an insight into the concept of colour wheel and elements & principles of design.

**Contents of syllabus for USHO505**

**FRONT OFFICE (Practical)**

Unit	Practical	Hours
1	Group Discussion	10
2	Situation Handling	10
3	Manpower Planning	10

**HOUSEKEEPING (Practical)**

Unit	Practical	Hours
1	Creating SOPs (Standard Operating Procedure) for: <ul style="list-style-type: none"> <li>• Turn-down service</li> <li>• Entering a guest room</li> <li>• Cleaning WC (Water Closet)</li> <li>• Cleaning and setting Vanity counter</li> <li>• Cleaning shower cubicle / bathtub</li> <li>• Vacuum Cleaning</li> <li>• Dusting guest room</li> <li>• Laundry collection</li> <li>• Stacking Maid's Trolley</li> <li>• Elevator cleaning</li> </ul>	10
2	Creating Area Checklist (Rooms and Public Area)	05
3	Illustration of a colour wheel	05
4	Identifying & Creating colour schemes	10

**Scheme of Examination (Practical)**

**Conduct of Practical Examination**

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	90
2	Journal	05
3	Viva	05
	<b>Total</b>	<b>100</b>

## CORPORATE ENGLISH (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Corporate English (USHO 506)
Course Code	Title	Credits	
USHO506	Corporate English	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 506	Corporate English	03	04	-	45	60	-	45	60	-	105	100	100	02	02	-	04

### OBJECTIVES:

- To enable the student to enhance their communication skills (verbal & written)
- To adapt to the challenges in the global scenario.
- To practice the dynamics of business etiquettes.

**Contents of syllabus for USHO506**

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>01</b>	<b>1</b>	General Business English 1.1 Business English basics 1.2 General vocabulary 1.3 Introduction to International English	<b>15</b>	<b>15</b>
	<b>2</b>	Grammar 2.1 Words and Phrases 2.2 Overview of tenses 2.3 Other common areas of difficulty for Indian speakers 2.4 Prepositions, time expressions & pronouns 2.5 Articles and nouns 2.6 Sentence Construction		
	<b>3</b>	Group Discussions 3.1 Group discussion competencies 3.2 Active listening 3.3 Expanding Arguments 3.4 Functional language 3.5 Paragraph development		
	<b>4</b>	Public speaking & Presentation skills 4.1 Structuring your presentation 4.2 Linguistic techniques 4.3 Introduction to effective openings - task 4.4 Hooks : seeking the audience attention 4.5 Sign posting language 4.6 The visual and vocal components 4.7 Visual aids 4.8 Other essential Sub Skills 4.9 Body language 4.10 Dealing with questions 4.11 Effective Presentation Strategies 4.12 Interviews / Group Discussion		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>5</b>	Vocabulary 5.1 Word building 5.2 Dictionary skills	<b>15</b>	<b>15</b>
	<b>6</b>	Power writing 6.1 The writing process		

		6.2 The Power writing process 6.3 Focus on content 6.4 Make your purpose clear 6.5 Make the intended action explicit 6.6 Focus on structure 6.7 Focus on language 6.8 Complete and concise messages		
	<b>7</b>	Interpersonal Skills		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>8</b>	Academic Writing  8.1 The writing process 8.2 Structuring an essay 8.3 Writing ideal introductions 8.4 General statements 8.5 Paragraph construction 8.6 Organising main ideas & controlling ideas	<b>15</b>	<b>15</b>
	<b>9</b>	Topic sentences  9.1 Supporting sentences 9.2 Transition words & phrases 9.3 Plagiarism / Referencing 9.4 Critical thinking skills 9.5 Paraphrasing & writing effective conclusion		
	<b>10</b>	Corporate Communication  10.1 Business letters, Emails, Memo, Report 10.2 Meetings, Team work, MICCEE (Meetings, Incentives, Conventions, Conference, Events & Exhibition) 10.3 Cross cultural communication		

**CORPORATE ENGLISH (Practical)**

Unit	Practical	Hours
1	1. Revision of Grammar 2. Presentation I – Current Issues 3. Group Discussion	20
2	4. Personal Interviews 5. Presentation II (Groups & Individual) 6. Structuring the presentation 7. Visual Aids to enhance effective presentation	20
3	8. Formal E-mail & Telephonic etiquettes, 9. Active listening, body language, posture, eye contact 10. Academic writing (Report writing, essay writing, assignment) 11. Role play, conducting, meeting / conference	20

**Scheme of Examination (Theory)**

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### Conduct of Practical Examination

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	90
2	Journal	05
3	Viva	05
	<b>Total</b>	<b>100</b>

### REFERENCE BOOKS

1. Thill, J.V. and Bovee C.L. (2005). *Excellence in Business Communication*, 6th ed. USA: Pearson Prentice-Hall
2. Kumar, S. and Lata, P. - (2012). *Communication Skills*, 1<sup>st</sup> ed. Oxford University press
3. Sen, L. (2008). *Communication Skills*, 2<sup>nd</sup> ed Prentice Hall of India Private Ltd.
4. Raman, M and Sharma, S. (2004) *Technical Communication*, Oxford University Press,
5. Francis, S. (2009) *Effective Business Communication*, 1<sup>st</sup> ed. Macmillan Publishers Pvt. Ltd

**ENVIRONMENTAL & SUSTAINABLE TOURISM (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Environmental & Sustainable Tourism (USHO 507)
Course Code	Title	Credits	
USHO507	Environmental & Sustainable Tourism	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO 507	Environmental & Sustainable Tourism	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

**OBJECTIVES:**

At the end of semester V:

- The student will be able to understand and explain the importance of Environmental and Sustainable Tourism.
- The student will be able to identify and explain Environmental changes due to Tourism.
- The student will comprehend Sustainability of Tourism for future generations.
- The student will be able to understand about the World's fastest growing Travel & Tourism industry.

- Contents of syllabus for USHO504

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	Environmental Studies 1.1 Definition, Scope and Importance 1.2 Need for public awareness 1.3 Renewable & Non-renewable Resources (Definition & Importance) 1.4 Consumerism & Waste Products	15	15
	2	Introduction to Tourism & Travel 2.1 Flashback – From early times till today (Purpose of travel in ancient times, invention of wheel, contribution of Thomas Cook, today's scenario). 2.2 Definition of Tourism as stated by U.N.W.T.O. 2.3 Types of Tourism-Pilgrimage, Business Tourism, Health Tourism, Adventure Tourism, Sports Tourism, Culinary & Wine Tourism. 2.4 Definition of Travel 2.5 Various modes of Transport – Land (Rail and Road), Water (Ferries and Cruises), Air.		

Unit No.	Chapter No.	TOPIC	Hours	Marks
02	3	Tourism Organisations 3.1 National/Domestic Organisations (M.T.D.C., I.T.D.C.) 3.2 International Organisations (U.N.W.T.O., W.T.T.C., U.F.T.A.A., U.N.E.S.C.O., S.T.I.)	15	15
	4	Sustainable Development 4.1 Why Sustainable Development? 4.2 Rio Summit 4.3 Impact of Tourism on the World		

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	5	Sustainable Tourism 5.1 Introduction to Sustainable Tourism 5.2 Sustainable Tourism with respect to Developed Countries (List of these countries, one major destination from each country that requires Sustainable development) 5.3 Sustainable Tourism with respect to Developing Countries	15	15

		(List of these countries, one major destination from each country that requires Sustainable development) 5.4 Sustainable Tourism in India 5.5 Sustainable Tourism in Mumbai 5.6 Sustainable Tourism as an Umbrella – Ecotourism, UNESCO Sites. 5.7 Impact of Travel on Sustainable Tourism 5.8 Impact of Accommodation on Sustainable Tourism 5.9 Responsible Tourism – Guidelines, “Making Tourism More Sustainable – A Guide for Policy Makers” – Role of United Nations Environment Programme (UNEP).		
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**ASSIGNMENTS**

Sr. No.	Topic for Assignments	Marks
1	Sustainable Tourism advice for any location / place in India	10
2	Environmental effects of Tourism	

**Scheme of Examination (Theory)****(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

(Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

1. Roday, S., (2012), *Tourism Operation and Management*, 1<sup>st</sup> Edition, Oxford University Press.
2. Narasaiah, M., (2003), *Tourism and the Environment*, 1<sup>st</sup> Edition, Discovery Publishing House.
3. Holden, A., (2008), *Environment & Tourism*, 2<sup>nd</sup> Edition, Routledge.
4. Sharpley, R., (2009), *Tourism Development & the Environment: Beyond the Sustainability*, 1<sup>st</sup> Edition, Earthscan.
5. Zeppel, H., (2006), *Indigenous Ecotourism*, 3<sup>rd</sup> Edition, Cabi publications.
6. Raj, A., (2007), *Sustainability Profitability & Successful Tourism*, 1<sup>st</sup> Edition, Kanishka Publishers.

NOTE: TUTION FEE FOR THE SEMESTER Rs. 65,000/-

