

 <p>SHIVAJI UNIVERSITY, KOLHAPUR 416 004, MAHARASHTRA PHONE : EPABX - 2609000, BOS Section - 0231-2609094, 2609487 Web : www.unishivaji.ac.in Email: bos@unishivaji.ac.in शिवाजी विद्यापीठ, कोल्हापूर, ४१६ ००४, महाराष्ट्र दूरध्वनी - इपीबीएक्स - २०६०९०००, अभ्यासमंडळे विभाग : ०२३१- २६०९०९४, २६०९४८७ वेबसाईट : www.unishivaji.ac.in ईमेल : bos@unishivaji.ac.in</p>	<p>SHIVAJI UNIVERSITY, KOLHAPUR 416 004, MAHARASHTRA PHONE : EPABX - 2609000, BOS Section - 0231-2609094, 2609487 Web : www.unishivaji.ac.in Email: bos@unishivaji.ac.in शिवाजी विद्यापीठ, कोल्हापूर, ४१६ ००४, महाराष्ट्र दूरध्वनी - इपीबीएक्स - २०६०९०००, अभ्यासमंडळे विभाग : ०२३१- २६०९०९४, २६०९४८७ वेबसाईट : www.unishivaji.ac.in ईमेल : bos@unishivaji.ac.in</p>	
--	--	---

Ref.: SU/BOS/ IDS /289

Date: 08- 05- 2025

To,

The Principal,
Manali's Institute of Hotel Management & Catering Technology,
Kasegaon, Tal. Walwa, Dist. Sangli.

Subject : Regarding revised syllabi of **B. Sc. Hotel Management Part III** degree programme under the Faculty of Inter- Disciplinary Studies as per NEP-2020 (1.0).

Sir/Madam,

With reference to the subject mentioned above, I am directed to inform you that the university authorities have accepted and granted approval to the revised syllabi, nature of question paper and equivalence of **B. Sc. Hotel Management Part III** degree programme under the Faculty of Inter- Disciplinary Studies as per National Education Policy, 2020 (NEP 1.0).

This syllabus, nature of question and equivalence shall be implemented from the academic year **2025-2026** onwards. A soft copy containing the syllabus is attached herewith and it is also available on university website www.unishivaji.ac.in NEP-2020 (Online Syllabus)

The question papers on the pre-revised syllabi of above-mentioned course will be set for the examinations to be held in October /November 2025 & March/April 2026. These chances are available for repeater students, if any.

You are, therefore, requested to bring this to the notice of all students and teachers concerned.

Thanking you,

Yours Faithfully

(Dr. S. M. Kubal)

Dy Registrar

Encl. : As above.

Copy to: For Information and necessary action.

1	The Dean, Faculty of IDS	7	P.G.Admission Section
2	Director, Board of Examination and Evaluation	8	Affiliation T. 1 & T. 2 Section
3	The Chairman, Respective Board of Studies	9	Appointment A & B Section
4	B. Sc. Exam Section	10	P.G.Seminar Section
5	Eligibility Section	11	I.T. Cell
6	Computer Centre	12	Internal Quality Assurance Cell (IQAC)

SHIVAJI UNIVERSITY, KOLHAPUR.



Accredited By NAAC with 'A++'

Grade Syllabus For

B.Sc. Part- III

**HOTEL
MANAGEMENT**

**(NEP-1.0 PATTERN)
SEMESTER V AND VI**

(Syllabus to be Implemented From June, 2025-26 Onwards.)

➤ **PREAMBLE:**

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

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

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

Has understood and has in him/her strong ethical values and principles and will be able to apply the same at his/her workplace.

- Will develop a commitment to ethical conduct at his/her workplace.
- Will be aware of his/her social responsibilities towards the nation in every way.

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

Besides this, students will also have courses like Environmental Studies, Ethics and Cultural values, Marketing, Accountancy and Communication in English and Hindi. Besides the above, this Programme also **provides:-** For Internships, the students will be sent to different hotels and will work as employees in different core areas. This real time exposure will provide them with the ability to apply the knowledge and skills acquired by them in college and gain insight and practical

- knowledge of how hotels function thereby helping them to learn to handle customers, peers and superiors.
- This Programme also aims at educating students in DLLE/ National Service Scheme (NSS) with an objective to developing their personality and character through voluntary community service. Here over a period of 3/4 years, students will be engaged in different social activities for the betterment of the community locally and the country at large.
- The crux of this Programme aims to develop young successful and aspiring hospitality Professionals who are well versed with the theoretical and practical aspects of the hotels and its allied areas by providing them a holistic experiential and practical learning. In addition, the

programme also aims to develop the critical thinking skills, the foundation ethics and value system regarding their duties towards the nation and the society.

➤ PROGRAMME LEARNING OUTCOMES (PO)

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

➤ DURATION

The Bachelor of Science in **Hotel Management** programmed shall be A FULL TIME COURSE OF 3/4 YEARS – 6/8 SEMESTERS DURATION with 22 Credits per Semester. (Total Credits = 132/176)

➤ ELIGIBILITY FOR ADMISSION:

The candidate who has qualified SENIOR SECONDARY SCHOOL EXAMINATION (10 + 2) OR EQUIVALENT from a recognized board/institutes eligible for admission for this course. The criteria for admission is as per the rules and regulations set from time to time by concerned departments, HEIs, university, government and other relevant statutory authorities.

➤ MEDIUM OF INSTRUCTION:

The medium of instruction shall be ENGLISH

➤ EXAMINATION PATTERN:

The pattern of examination will be Semester End Examination with Practical Internal Assessment/Evaluation. **NOTE: Separate passing is mandatory for both, Semester End Examination and Internal Evaluation/Assessment. (Annexure-I)**

STRUCTURE OF PROGRAMME:

(Credit Distribution Structure for with Multiple Entry and Exit Options B.Sc. - in Hotel Management)

COURSE CATEGORY	ABBREVIATION (Only 2 Letters)	DESCRIPTION
MAJOR	Mandatory (MM)	Major – Mandatory Course
	Elective (ME)	Major – Elective Course
MINOR	Minor (MN)	Minor - Course
IDC/MDC/ GEC/OE	IDC (ID)	Interdisciplinary Course
	MDC (MD)	Multi-Disciplinary Course
	GEC (GE)	General Elective Course
	OE (OE)	Open Elective Course (Generic Course not from Major or Minor Category)
VSC/SEC	VSC (VS)	Vocational Skill Course
	SEC (SE)	Skill Enhancement Course
AEC/VAC/IKS	AEC (AE)	Ability Enhancement Course
	VAC (VA)	Value Added Course
	IKS (IK)	Indian Knowledge System
OJT/FP/CEP/CC/RP	OJT (OJ)	On Job Training
	FP (FP)	Field Project
	CEP (CE)	Community Engagement Project
	CC (CC)	Co-curricular Course
	RP (RP)	Research Project

iii) Structure of B.Sc. Programme Sem V&VI

SEMESTER-V (Duration-6Months)															
Sr. No.	Subject Title	TEACHING SCHEME						EXAMINATION SCHEME							
		THEORY			PRACTICAL			THEORY			PRACTICAL				
		Credits	No. of lectures	Hours				Internal		University		PRACTICAL EXAMINATION IS ANNUAL			
					Max Marks	Min Marks	Hours	Max Marks	Min Marks	Hours	Max Marks				Min Marks
1	DSE-E	2	3	2.4	8	20	16	10	4	2	40	14			
2	DSE-E	2	3	2.4				10	4	2	40	14			
3	DSE-E	2	3	2.4				10	4	2	40	14			
4	DSE-E	2	3	2.4				10	4	2	40	14			
5	AECC-E	4	4	3.2				10	4	2	40	14			
6	SEC-V	Any one from pool of courses			2	---	---	---	---				2	50	18
	TOTAL	12	16	12.8	10	20	16	50			200				
SEMESTER-VI (Duration-6 Months)															
1	DSE-F	2	3	2.4	8	20	16	10	4	2	40	14	As per BOS Guide-Lines	200	70
2	DSE-F	2	3	2.4				10	4	2	40	14			
3	DSE-F	2	3	2.4				10	4	2	40	14			
4	DSE-F	2	3	2.4				10	4	2	40	14			
5	AECC-E	4	4	3.2				10	4	2	40	14			
6	SEC-VI	Any one from pool of courses			2	---	---						2	50	18
	TOTAL	12		12.8	10		16	50			200				
	GRAND TOTAL	24	32	25.6	20	40	32			400	800				

Nature of Theory Pattern:

Qu. No.	Nature of Question	Marks
Qu.1	MCQ type Question and True or false and match the pairs	10 M
Qu. 2	Answer in single line (all questions compulsory)	5 M
Qu. 3	Short answer question (any three out of five)	25 M
	Total	40 M

Nature of Practical:

Qu. No.	Nature of Question	Marks
---------	--------------------	-------

Qu.1	Practical relations questions	30 M
Qu. 2	Submission of journal	10 M
Qu.3	Viva-voce	10 M
	Total	50 M

Nature of internal Assessment:

Internal Assessment shall be as per university guidelines	10 M
--	-------------

Shivaji University, Kolhapur
Bachelor of Science Hotel management
Credit Framework
Third Year

SEMESTER - V																		
Sr.No	Course	Subject	Teaching Scheme										Examination Scheme					
			Theory			Practical				Theory					Practical			
										Internal			University					
			Credit	No of Lectures	Hours	Credit	No of Lectures	Hours		Max Marks	Min Marks		Hours	Max Marks	Min Marks	Hours	Max Marks	Min Marks
1	DSE	Specialised Food Production - V	2	3	2.4	8	20	16		10	4		2	40	14	As Per BOS Guide Line		
2	DSE	Food & Beverage Service & Management - V	2	3	2.4					10	4		2	40	14			
3	DSE	Front Office Operation - V	2	3	2.4					10	4		2	40	14			
4	DSE	House Keeping Operation - V	2	3	2.4					10	4		2	40	14			
5	AEC	Business Communication - I	4	4	3.2					10	4		2	40	14			
6	SEC	Computer Fundament				2	4	6					2	50	18	
		Total	12	16	12.8	10	24	22		50				200				
SEMESTER VI																		
1	DSE	Advanced Food Production - VI	2	3	1.5	8	20	16		10	4		2	40	14	As per BOS Guide Line	200	70
2	DSE	Advance Food Service & Management- VI	2	3	1.5					10	4		2	40	14			
3	DSE	Specialised Front Office Service - VI	2	3	1.5					10	4		2	40	14			
4	DSE	Specialised House Keeping Service - VI	2	3	1.5					10	4		2	40	14			
5	AEC	Business Communication - II	4	4	3.2					10	4		2	40	14			
6	SEC	Soft Skill & Personality Development				2	4	6					2	50	18	
		Total	12	16	12.8	10	24	22		50				200				
		Grant Total	24	32		20	48	44					400	800				

BSc. Hotel Management Semester V

SEMESTER - V																		
Sr.No	Course	Subject	Teaching Scheme										Examination Scheme					
			Theory			Practical				Theory			Practical					
										Internal		University						
			Credit	No of Lectures	Hours	Credit	No of Lectures	Hours		Max Marks	Min Marks	Hours	Max Marks	Min Marks	Hours	Max Marks	Min Marks	
1	DSE	Specialised Food Production - V	2	3	2.4	8	20	16		10	4	2	40	14	As Per BOS Guide Line			
2	DSE	Food & Beverage Service & Management - V	2	3	2.4					10	4	2	40	14				
3	DSE	Front Office Operation - V	2	3	2.4					10	4	2	40	14				
4	DSE	House Keeping Operation - V	2	3	2.4					10	4	2	40	14				
5	AEC	Business Communication - I	4	4	3.2					10	4	2	40	14				
6	SEC	Computer Fundament				2	4	6				2	50	18		
Total			12	16	12.8	10	24	22	50			200						

Bsc. Hotel Management
Part – III
Semester - V
Specialised Food Production - V

Total Credit – 4
Theory – 2
Practical – 2

Theory – 3 Lecture/Week
Practical – 4 /Week/Batch
Work – Load – 7

Total Marks – 100
Theory – 40
Internal – 10
Practical – 50

Course Outcome: -

- The course develops the knowledge and understanding of the international cuisine amongst students.

Total Hours – 30

Module 1. Cuisine.

4 Hrs

- 1.1 Evolution & history
- 1.2 Salient features
- 1.3 Difference between Haute Cuisine & Nouvelle Cuisine
- 1.4 Service Style – points to be considered
- 1.5 Preparing plated service

Module 2. Convenience Foods.

3 Hrs

- 2.1. Characteristics
- 2.2. Processing methods
- 2.3. Advantages & Disadvantages

Module 3. Appetizers.

3 Hrs

- 3.1 Classification with examples
- 3.2 Classical appetizers
- 3.3 Precautions for preparing, presenting and storing from food spoilage view

Module 4. Mousse & Mousseline.

3 Hrs

- 4.1 Types of mousse (savoury)
- 4.2 Preparation of mousse & mousseline
- 4.3 Difference between mousse & mousseline

Module 5. Salads.

3 Hrs

- 5.1 Classification
- 5.2 Composition
- 5.3 Principles of making a salad.
- 5.4 Classical salads

Module 6. Sandwiches.

4 Hrs

- 6.1 Parts / composition of sandwiches
- 6.2 Types of bread used in sandwich making
- 6.3 Types of sandwiches
- 6.4 Fillings – basic principles of sandwich spread making & fillings.
- 6.5 Precautions to take while preparing sandwiches
- 6.6 Storing of sandwiches for health & safety.

Module 7. Flour Pastries. 4 Hrs

- 7.1 Definition & Classification- Short Crust, Hot Water/ choux, Rough Puff, Flaky
- 7.2 Role of ingredients
- 7.3 Recipes, methods of preparation
- 7.4 Do's and Don'ts while preparing Pastry

Module 8. Cookies. 3 Hrs

- 8.1 Definition / introduction
- 8.2 Types of cookies
- 8.3 Methods of mixing & Baking

Module 9 Icing, Frosting & Fillings. 3 Hrs

- 9.1 Definition & Uses
- 9.2 Classification
- 9.3 Ingredients used

Practical's:- 60 Hrs

1.) Minimum 24 individual practical's to cover international menus (French, Chinese, Mexican, Italian). Menus may be designed so as to cover classical appetizers, soups, main course accompaniments, salads, breads and desserts. Students should be able to put to use knowledge gained about various cuts of meat, fish, poultry and vegetables.

65

2) Practical Examination:- to be conducted on advanced continental menus consisting of appetizer, soup, fish / poultry, potato preparation/ accompaniment, salad, deserts.

Reference Books:-

1. The Larder Chef – M.J. Leto & W.H. K.Bode
2. Garnishes- Lyn Rutherford
3. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn
4. Professional Chefs- Art of Garde Manger (4th Edition) Frederic H. Semerschmid
And John F. Nicolas
5. Classical Recipes of the world – Smith, Henry
6. Food Hygiene and Sanitation- S. Roday-Hill Publication

Bsc. Hotel Management
Part – III
Semester - V
Food & Beverage Service & Management - V

Total Credit – 4
Theory – 2
Practical – 2

Theory – 3 Lecture/Week
Practical – 4 /Week/Batch
Work – Load – 7

Total Marks – 100
Theory – 40
Internal – 10
Practical – 50

Course Outcome: -

- The students will gain a comprehensive knowledge and develop technical skills in aspects of Specialized Food and Beverage services.

Total Hours – 30

Module 1. Cocktails.

4 Hrs

- 1.1 Introduction, History, Methods of Mixing cocktails
- 1.2 Rules of mixing cocktails
- 1.3 Classic Cocktails- Recipes, innovative cocktails & mock tails (at least 5 from each base)
- 1.4 Cocktail Bar Equipment, garnishes, decorative accessories.
- 1.5 Definition of other mixed drinks – (Ex. Cobbler, Daisy, Sangaree etc.)

Module 2. Banquets.

5 Hrs

- 2.1 Organization structure, Duties & Responsibilities of banqueting staff
- 2.2 Administrative Procedures, Formats Maintained
- 2.3 Banquet Function Prospectus
- 2.4 Types of Function (Formal and Informal)
- 2.5 Menu Planning (Indian, Continental, Theme, conference, cocktail, others)
- 2.6 Seating Arrangements
- 2.7 Off Premise/ Out door catering, Air line/ Railway/ Sea Catering.

Module 3. Gueridon Service.

5 Hrs

- 3.1 Origin and definition
- 3.2 Types of Trolleys and layout
- 3.3 Special equipment
- 3.4 Service Procedures
- 3.5 Service of important classical dishes

Module 4. Food & Beverage Cost Controls.

4Hrs

- 4.1 The Control Cycle
- 4.2 Planning Cycle
- 4.3 Operational Cycle
- 4.4 Post Operational Cycle

Module 5. Elements of Cost.

4Hrs

Module 6. Cost Dynamics & Break - Even.

4Hrs

- 6.1 Definition of Cost, Basic Concept of Profits
- 6.2 Pricing & Control Aspects

Module 7. F & B Inventory Control.

4Hrs

- 7.1 Basic Cost Control
- 7.2 Re order Level
- 7.3 ABC Analysis
- 7.4 EOQ

Practicals:

60 Hrs

- 1. Filling of Banquet function prospectus, Menu Planning & Service (International Menus - French, Chinese, Mexican & Italian)
- 2. Formal banquets (Seating arrangements and service procedures)
- 3. Banquet seating styles, formal banquet service
- 4. Setting up of bar with glasses & equipment
- 5. Mise-en-place for serving a dish from Gueridon Trolley & Service of dishes (flambe & salads)
- 6. Setting up of buffets and service procedures.
- 7. Guest Situation Handling

Reference Books:

- 1. Food & Beverage Service- Lillicrap & Cousins
- 2. Modern Restaurant Service- John Fuller
- 3. Beverage Book- Andrew, Dunkin & Cousins
- 4. Bar & Beverage Book- Mary Porter & Kostagris
- 5. Alcoholic Beverages- Lipinski & Lipinski
- 6. Food & Beverage Mgmt – Bernard Davis, Andrew Lockwood, Sally Stone

Bsc. Hotel Management
Part – III
Semester - V
Front Office Operation - V

Total Credit – 4
Theory – 2
Practical – 2

Theory – 3 Lecture/Week
Practical – 4 /Week/Batch
Work – Load – 7

Total Marks – 100
Theory – 40
Internal – 10
Practical – 50

Course Outcome:

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

Module 1. Sales Techniques.

Total Hours – 30 6 Hrs

- 1.1 Various Sales Tools
- 1.2 Role of Front Office Personnel in maximising occupancy
- 1.3 Overbooking, Repeat guests, Return Reservations.
- 1.4 Offering Alternatives and Suggestive Selling
- 1.5 Business related Marketing Techniques

Module 2. Establishing Room Rates.

6 Hrs

(Rule of Thumb Approach, Hubbart's Formula)

Module 3. Forecasting Room Availability.

6 Hrs

- 3.1 Useful forecasting Data
- 3.2 Room Availability Forecast
- 3.3 Forecast forms [sample]

Module 4. Computer Application in Front Office.

6 Hrs

- 1.1 Property Management System
- 1.2 PMS Application in Front Office
- 1.3 PMS Interface with Stand-Alone System
- 1.4 Different Property Management

Module 5. Differentiation of Guest.

6 Hrs

- 1.1 International Traveller
- 1.2 Domestic Traveller
- 1.3 Classification Of Traveller

Practicals:-

60 Hrs

- 1. Up-selling 2. Suggestive Selling 3. Formats of Night audit process
- 4 Preparing Forecast sheets-week 5. Preparing Forecast sheets-month 6. Overbooking
- 7 Increasing Repeat Guests 8. Encouraging Return reservation

Reference Books : –

- 1 Hotel front Office Training Manual. -Sudhir Andrews
- 2 Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J. Huyton
- 3 Hotel Front Office Bruce Braham

Bsc. Hotel Management
Part – III
Semester - V
House Keeping Operation- V

Total Credit – 4
Theory – 2
Practical – 2

Theory – 3 Lecture/Week
Practical – 4 /Week/Batch
Work – Load – 7

Total Marks – 100
Theory – 40
Internal – 10
Practical – 50

Course Outcome:

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

Module 1. Interior Decoration.

Total Hours – 30 6 Hrs

- 1.1 Importance & Definition
- 1.2 Principles of Design
- 1.3 Elements of Design – Line/ Form/ Color / Texture

Module 2. Refurbishing & Redecoration.

6 Hrs

- 2.1 Definition
- 2.2 Factors
- 2.3 Snagging list

Module 3. Gardening & Horticultural aspects in Housekeeping.

6 Hrs

Module 4. Budget & Budgetary Control.

6 Hrs

- 4.1 Definition, Concept & importance
- 4.2 Types of Budgets – operating & capital
- 4.3 Housekeeping Room Cost

Module 5. Purchasing System.

6 Hrs

- 5.1 Identification & selection of supplier
- 5.2 Purchase procedure – Purchase order, receiving, storage & issuing
- 5.3 Concept of ROL, bin card & other records maintain for purchasing

Practicals : –

60 Hrs

1. Basic layout of a Guest Room.
2. Formats of purchase records such as purchase order, bin card, requisition slip etc.
3. Colour Wheel
4. Calculation of staff requirement for house keeping department for 5 star hotels.
5. Calculation of staff requirement for house keeping department for 3 star hotels.
6. Preparing duty rota for supervisory staff.
7. Preparing duty rota for GRA & Public Area attendance. 8.) Daily & monthly consumption sheet. 70

Book Reference :-

1. Professionals Housekeeper – Georgina Tucker Schneider, Mary Scoviak

2. Professional Management of H.K. Operations – Matt. A. Casado (Wiley)
 - 4 Managing Front Office Operations- Michael Kasavana, Charles Steadmon
 - 5 Checkin Checkout - Jerome Vallen
 - 6 The Hotel Receptionist- Grace Paige, Jane Paige
 - 7 Front Office Procedures and Management - Peter Abbott
 - 8 Front Office operations/Accommodations Operations-Colin Dix
 - 9 Hotel reception- Paul White and Helen
 - 10 Front Office Operation and Administration(Dennis Foster)
 - 11 Hotel Front Office Operation and Management – Jatashanker R. Tewari

Bsc. Hotel Management
Part – III
Semester - V
Business Communication - I

Total Credit – 4
Theory – 4
Practical – 0

Theory – 4 Lecture/Week
Practical – 0 /Week/Batch
Work – Load – 4

Total Marks – 50
Theory – 40
Internal – 10

Course Outcome:-	Total Hours – 60 Hrs
<ul style="list-style-type: none"> • Business Environment, Business Vocabulary • CV/Resume and its essentials, Sentence • Letter, Presenting Date, Interview & Preparation with Do and Don'ts 	
Module 1. Use of English in Business Environment.	15 Hrs
1.1 Business Vocabulary: Vocabulary for banking, marketing and for maintaining	
1.2 public relations	
1.3 What is a sentence?	
1.4 Elements of a sentence	
1.5 Types of sentence: Simple, compound, complex	
Module 2. Writing a Letter of Application and CV/Resume.	15 Hrs
2.1 Structure of a letter of application for various posts	
2.2 CV/Resume and its essentials	
Module 3. Presenting Information/Data.	15 Hrs
3.1 Presenting information/data using graphics like tables, pie charts, tree diagrams, bar diagrams, graphs, flow chart	
Module 4. : Interview Technique.	15 Hrs
4.1 Dos and donts of an interview	
4.2 Preparing for an interview	
4.3 Presenting documents	
4.4 . Language used in an interview	

Practical/ Assignment of Every Module One by One *(Adjust Time From Module For Assignment)*

Reference Books:-

- 1) Sethi, Anjanee & Bhavana Adhikari. Business Communication. New Delhi: Tata McGraw Hill
- 2) Tickoo, Champa& Jaya Sasikumar. Writing with a Purpose. New York: OUP, 1979.
- 3) Sonie, Subhash C. Mastering the Art of Effective Business Communication. New Delhi: Student Aid Publication, 2008.
- 4) Herekar, Praksh. Business Communication. Pune: Mehta Publications, 2007.
- 5) Herekar, Praksh. Principals of Business Communication. Pune: Mehta Publications, 2003.
- 6) Rai, Urmila& S. M. Rai. Business Communication. Himalaya Publishing House, 2007.
- 7) Pradhan. N. S. Business Communication. Mumbai: Himalaya Publishing House, 2005,
- 8) Pardeshi, P. C. Managerial Communication. Pune: Nirali Prakashan, 2008

**Bsc. Hotel Management
Part – III
Semester - V
Computer Fundamental**

**Total Credit – 2
Theory – 0
Practical – 2**

**Theory – 4 Lecture/Week
Practical – 2 /Week/Batch
Work – Load – 4**

**Total Marks – 50
Practical – 50**

Course Outcome:-

Total Hours – 60 Hrs

- Understanding computer concepts: Students will be able to understand the fundamental concepts and terminology of computers.
- Understanding computer structure: Students will be able to understand the basic structure and functioning of a computer system.
- Understanding computer hardware: Students will understand the essential hardware components of a computer, such as the CPU, memory, storage devices, input devices, and output devices

Sr No.	Topic	Hrs
1	Various Components Of Computer	4
2	Internal And External DOS Commands	4
3	Windows Operating System	7
4	MS Word	10
5	MS Excel	15
6	MS Power Point	10
7	Web Browser And E-mail	10

Practical :-

1. Applying Command
2. Operate And Draw Computer Hardware Parts
3. Know Operating System Installation And How it work
4. **Ms Words:-** Bar-Quick Access Tool, Title, Tabs, Menu, Standerd Tools, Scroll , (Operate All Fuctioned) **Use Home, Insert, Design, Page Layout, References, Mailings, Review, View Apply in Documents**
5. **Ms Excel :-** Quick Acces Bar, Name Box, Title Bar, The Ribbon, Formula Bar, Sheets, Run Programme, (Operate All Fuctioned) **Use Home, Insert, Page Layout, Formulas, Date, Review, View, Disigned**
6. **Ms Power Point :-** Bar-Quick Access Tool, Title, (Operate All Fuctioned) **Use Home, Insert, Design, Transitions, Animations, Slideshow, Review, View**Identified and operate **Web Browser and E-Mail**

Books Reference:- 1) Maharashtra Sate Certificate in Information Technology – MKCL

BSc. Hotel Management Semester VI

SEMESTER VI																	
1	DSE	Advanced Food Production - VI	2	3	1.5	8	20	16	10	4	2	40	14	As per BOS Guide Line	200	70	
2	DSE	Advance Food Service & Management- VI	2	3	1.5				10	4	2	40	14				
3	DSE	Specialised Front Office Service - VI	2	3	1.5				10	4	2	40	14				
4	DSE	Specialised House Keeping Service- VI	2	3	1.5				10	4	2	40	14				
5	AEC	Business Communication - II	4	4	3.2				10	4	2	40	14				
6	SEC	Soft Skill & Personality Development				2	4	6				2	50	18	
Total			12	16	12.8	10	24	22	50			200					

Bsc. Hotel Management
Part – III
Semester - VI
Advanced Food Production - VI

Total Credit – 4
Theory – 2
Practical – 2

Theory – 3 Lecture/Week
Practical – 4 /Week/Batch
Work – Load – 7

Total Marks – 100
Theory – 40
Internal – 10
Practical – 50

Course Outcome: -

- Personnel deciding to make a career in the food & beverage productions need to acquire finer skills & through understanding of the managerial principles so that the student is professionally developed.

Total Hours – 30

Module 1. International Cuisine.

3 Hrs

- 1.1 Introduction to influences of cultures on regions
- 1.2 Special features with respect to ingredients, methods, presentation styles in the following Countries-
Asian , European, North & South American & Mexican, Italian, French, Thai, Turkish

Module 2. Pates & Galantines.

3 Hrs

- 2.1 Types & making of pate
- 2.2 Commercial pate & pate maison
- 2.3 Truffle sources, cultivation uses & types of truffe
- 2.4 Types & making of galantine 3.5 Ballotines

Module 3. Desserts.

4 Hrs

- 3.1 Frozen Deserts
- 3.2 Classification
- 3.3 Types & methods of preparation care uses.
- 3.4 Hot Puddings – Methods of preparation, care, uses
- 3.5 Ice- creams, methods, types
- 3.6 Indian Specialty Deserts

Module 4. Chocolate Making.

3 Hrs

- 4.1 Manufacturing & processing of chocolate
- 4.2 Types of chocolate
- 4.3 Preparations & care in chocolate work
- 4.4 Fillings & toppings – preparation, method, care in preparation, presentation, and storage.

Module 5. Kitchen Layout & Design.

6 Hrs

- 5.1 Information required.
- 5.2 Areas of the kitchen with recommended dimension.
- 5.3 Factors that affect kitchen design.
- 5.4 Principles of kitchen layout & design.
- 5.5 Placement of equipment.
- 5.6 Flow of work.
- 5.7 Layouts of kitchens, bakery & confectionery in various organizations
- 5.8 Layout of receiving & storage area. 9.9 Layout of service & wash up.

Module 6. Specialized Kitchen Equipment.	4 Hrs
6.1 Classification	
6.2 Modern Development in equipment manufacture	
6.3 Selection care and maintenance	
6.4 List of industrial equipment manufacturers (Buffalo Chopper, Bone saw, bread slicing machine, gravity slicer, combi oven, microwave oven, rotary oven, dough sheeter)	
Module 7. Kitchen Stewarding.	3 Hrs
7.1 Importance of kitchen stewarding	
7.2 Hierarchy & staffing in kitchen stewarding department	
7.3 Equipment found in kitchen stewarding department	
Module 8. Garbage Disposal.	4 Hrs
8.1 Introduction	
8.2 Ways of accumulation	
8.3 Segregation	
8.4 Disposal methods	
8.5 Importance and maintenance of garbage bins	
Practical's:-	60 Hrs

- 1. 7- Course 24 Menus 24*7 = 168 Dishes of**
International menus (Thai, Spanish, British, American, Mexican, Turkish, Italian etc.)
- Students should learn making of **pates galantine** and terrine, classical salads, savouries.
- Experimental Food Production**
Sugar Craft and chocolate confectionery.
Advanced Indian Sweet-meats
Practical Examination (International Menus) as above.
- 4. Practical Examination (International Menus) as above.**

Reference Books: -

- Professional charcuterie – By John Kinsella and David T. Harvey
- The Professional Garde Manger – By David Paul Larousse
- The Art of Garde Manger – By Frederic H. Sonneschmidt, John F. Nicolas.
- Professional Baking - Wayne Gisslen
- The Professional Chefs Knife Kit – (Culinary Institute of America).
- The Professional Chef – (Culinary Institute of America)
- The Art of Sugar Craft – Sugar paste – By Brenda Purton
- The Art of Sugar Craft – Royal Icing – By Brenda Purton
- The Art of Sugar Craft – Piping – By Nicholas Lodge
- The Professional Chefs' – Guide to Kitchen Management – By John Fuller,
- John Knight, Charles A. Salter
- Kitchen Planning & Management – By John Fuller & David Kirk

Bsc. Hotel Management
Part – III
Semester - VI
Advance Food Service & Management – VI

Total Credit - 4
Theory – 2
Practical – 2

Theory – 3 Lecture/Week
Practical – 4 /Week/Batch
Work – Load – 7

Total Marks – 100
Theory – 40
Internal – 10
Practical – 50

Course Outcome: -

- Personnel deciding to make a career in the food & beverage productions need to acquire finer skills & through understanding of the managerial principles so that the student is professionally developed.

Total Hours – 30
5 Hrs

Module 1. Restaurant planning & Operations.

- 1.1 Types of Restaurants
- 1.2 Location or site
- 1.3 Sources of Finance
- 1.4 Design Consideration
- 1.5 Furniture
- 1.6 Lighting and Décor
- 1.7 Equipment required
- 1.8 Records maintained 1.9 Licences required

Module 2. Bar Planning & Operation.

5 Hrs

- 2.1 Types of Bar
- 2.2 Target clientele
- 2.3 Location
- 2.4 Atmosphere and Décor
- 2.5 Basic elements of layout and design consideration
- 2.6 Parts of bar 2.7 Beverage control procedures
- 2.8 Records maintained
- 2.9 Licenses required
- 2.10 Equipment required

Module 3. Personnel Management in F & B Service.

5 Hrs

- 3.1 Developing a good F & B Team (desirable attributes for various levels of hierarchy)
- 3.2 Allocation of work, Task analysis and Duty Rosters
- 3.3 Performance Measures
- 3.4 Customer Relations
- 3.5 Staff Organizations and Training
- 3.6 Sales Promotion

Module 4. Budgeting.

3 Hrs

- 4.1 Definition & Objectives.
- 4.2 Kinds of Budgets (Sales Budget, Labour Cost Budget, Overhead Cost Budget)
- 4.3 Budgeted Trading Account (P & L)

Module 5. F & B Management in Fast Food and Popular Catering **4 Hrs**

- 5.1 Introduction
- 5.2 Basic policies – Financial marketing and Catering
- 5.3 Organizing and Staffing
- 5.4 Control and performance measurement

Module 6. F & B Management in Hotel & Restaurant **4 Hrs**

- 6.1 Introduction
- 6.2 Basic policies - Financial marketing and Catering
- 6.3 Organizing and Staffing
- 6.4 Control and performance measurement

Module 7. F & B Management in Industrial Catering **4 Hrs**

- 7.1 Introduction
- 7.2 Basic policies - Financial marketing and Catering
- 7.3 Organizing and Staffing
- 7.4 Control and performance measurement

Practicals – **60 Hrs**

1. Planning a restaurant (International cuisine, fast food, and coffee shop) with the FACTORS mentioned in the THEORY).
2. Planning of a bar with the factors mentioned in theory
3. Preparation of duty rosters in restaurants and function catering

(Practical & Assignment) (Attached a Copy of Duty Roster in Assignment)

4. **Menu planning** – Indian and International with How choose wines, Alcoholic Beverage with menu
5. Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summary sheet, Guest comments, Log Book, etc.)

(Practical & Assignment) (Attached a Copy of Format in (Assignment)

6. List of restaurant equipment, & manufacturers with market analyze **(Assignment)**
7. List of licenses required Document **(Assignment)**
8. Compiling Beverage lists **(Assignment)**

9. Budgets (Sales Budget, Labour Cost Budget, Overhead Cost Budget,)
(Practical & Assignment) (Attached a Copy of Budgets in Assignment)

10. Preparing Profit And Losses Statement, **(Practical & Assignment)**

Reference Books:

1. Food and Beverage Service – Dennis Lillicrap and John Cousins
2. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone.
3. Facility Planning and Design – Edward Kagarian
4. Bar and Beverage Book – Costas Katsigris, Mary Proter & Thomas
5. Theory of Catering - Kinton and Cesarani

Practical Examination:-Budgeting, Menu Planning (Indian & International with Condition chosen wine & Alcoholic Beverage Profit & Losses Statement Duty Rota Planning

Bsc. Hotel Management
Part – III
Semester - VI
Specialised House Keeping Service - VI

Total Credit – 4
Theory – 2
Practical – 2

Theory – 3 Lecture/Week
Practical – 4 /Week/Batch
Work – Load – 7

Total Marks – 100
Theory – 40
Internal – 10
Practical – 50

Course Outcome: -

- The subject ends to establish the importance of accommodation management with in the hospitality industry. It equips the student to acquire knowledge & skills with respect to planning & designing aspects.

Total Hours – 30

Module 1. Colour.

3 Hrs

- 1.1 Colour Wheel
- 1.2 Colour Schemes
- 1.3 Psychological effects of colour

Module 2. Lighting.

3 Hrs

- 2.1 Classification / type
- 2.2 Lighting for the guest rooms & public areas

Module 3. Windows & window treatment.

4 Hrs

- 3.1 Different types of windows
- 3.2 Curtains & draperies , valances, swag, blinds
- 3.3 Window cleaning – Equipment and Agents

Module 4. Soft furnishing & Accessories.

3 Hrs

- 4.1 Types, use & care of soft furnishing
- 4.2 Role of accessories

Module 5. Floor, Floor finishes & Wall Coverings.

8 Hrs

- 5.1 Classification / types
- 5.2 Characteristics
- 5.3 Selection criteria
 - 5.1.1 Cleaning Procedures – care & maintenance
 - 5.1.2 Agents used, polishing / buffing
 - 5.1.3 Floor seals
 - 5.1.4 Carpets
 - 5.1.5 Types – selection care & maintenance
 - 5.1.6 Types of wall coverings
 - 5.1.7 Functions of wall coverings

Module 6. Planning of a Guest Room.

5 Hrs

- 6.1 Application of Chapter 1-4 in Planning.
- 6.2 Size of a Guest Room as per the classification norms
- 6.3 Layout of the guest room to the scale
- 6.4 Furniture- size and arrangement
- 6.5 Bathroom fixtures and amenities

6.6 Planning of Service Areas – Linen Room / Laundry

Module 7. Environmental Practices in Housekeeping. **2 Hrs**

7.1 Eco friendly cleaning supplies

7.2 Waste reductions programme

7.3 Recycling of materials

Module 8. MICE – Meeting Incentive Convention Exposition. **2 Hrs**

8.1 Concept

8.2 Importance

8.3 Planning for MICE

Practicals :- **60 Hrs**

1. Identification of **color schemes**
2. Study the layout and model preparation for – a. Single b. Double c. Handicap room, etc.
3. Planning and Designing of a Lobby (Assignment)
4. Assignment on floor finishing, wall coverings, curtains. (Samples to be collected)
5. **Designing a Brochure** for a. A heritage Hotel b. Business Hotel and c. Resort
6. Collect five different **examples** of Hotel **Advertisements** – (Assignment)
7. Comparative **study** of any two **MICE** destinations
8. **Assignment** – Workout a model-marketing plan for a Five Star Hotel.

Reference Books:-

1. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak
2. Professional Management of H.K. operations- Matt. A. Casado (Wiley)
3. Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer
4. Check in – Check Out – Gary Vallen, Jereme, Vallen
5. Managing Front Office Operations – Micheal Kasavana, Richard M Brooks

Bsc. Hotel Management
Part – III
Semester - VI
Specialised Front Office Service - VI

Total Credit – 4
Theory – 2
Practical – 2

Theory – 3 Lecture/Week
Practical – 4 /Week/Batch
Work – Load – 7

Total Marks – 100
Theory – 40
Internal – 10
Practical – 50

Course Outcome: -

Total Hours – 30

Students will be able to understand:

- Yield management and its application in the Hotel Industry.
- Measurement of Yield for Management Decision Making.
- Passport & Visa regulations.

Module 1. Yield Management.

5 Hrs

- 1.1 Introduction
- 1.2 Concept of Yield Management
 - 1.2.1 Applications (Hospitality Industry)
- 1.3 Various strategies to maximise yield
 - 1.3.1 Capacity Management, Discount Allocation, Duration Control

Module. 2. Measuring Yield Management.

5 Hrs

- 2.1 Measuring Yield
- 2.2 Potential Average Single Rate
- 2.3 Potential Average Double Rate
- 2.4 Multiple Occupancy Percentage
- 2.5 Rate Spread/ Rate Differential
- 2.6 Potential Average Rate
- 2.7 Room Rate Achievement Factor
- 2.8 Revenue Per Available Room (RevPAR)
- 2.9 Equivalent Occupancy

Module 3. Elements of Yield Management

6 Hrs

- 3.1 Group Room Sale (Group Booking Data, Group booking pace, Anticipated Group
- 3.2 Business, Lead Time, Displacement of Transient Business)
- 3.3 Transient/ FIT Room Sales
- 3.4 Food and Beverage Activity
- 3.5 Local and Area-wide activities
- 3.6 Special Events
- 3.7 Using Yield Management
- 3.8 Potential High and Low Demand Tactics
- 3.9 Implementing Yield Strategies
- 3.10 Minimum length of stay

Module 4. Passport

7 Hrs

- 4.1 Passport

- 4.2 Definition and Types of Passport
- 4.3 Guidelines for Indian Passport Holders
- 4.4 Issue of New Passport
- 4.5 Renewal Of Passport
- 4.6 Passport for
- 4.7 Replacement of Lost/ Damaged Passport (Duplicate)
- 4.8 Extension of short validity passport
- 4.9 Change of Name/ Surname after marriage
- 4.10 Change of appearance
- 4.11 Change in Date of Birth/ Place of Birth
- 4.12 Emergency Travel Document

Module 5. Visa.

7 Hrs

- 5.1 Visa
- 5.2 Definition and types of visas
- 5.3 Requirement for visa,
- 5.4 Tourist visa,
- 5.5 Collective visa,
- 5.6 Transient visa & exemption from registration
- 5.7 Other types of Visas
- 5.8 Business visa,
- 5.9 Conference visa,
- 5.10 Employment visa,
- 5.11 Recreation visa,
- 5.12 Research visa,
- 5.13 Missionary visa,
- 5.14 Landing Permit Facilities,
- 5.15 PIO card(Person of Indian Origin)

Practical:-

60 Hrs

1. Role Play Activities: (Transient FIT's, Groups & Special Category Guest)
 1. Pre-arrival stage
 2. Arrival Stage
 3. Occupancy
 4. Departure
2. Handling Guest Complaints & Situations Theft, Drunken guest & Difficult guest, Bomb Threat, Fire, Death, Guest with Health Problems, Service related complaint, Black Listed Guest, Wake up call, Discrepancy in charges, Pet Policy.
3. Case Study (10 Case Studies)

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. Huyton Jeremy & Baker Sue, (2001), Case Studies in Rooms Operations and Management, Hospitality Press, Melbourne, Australia.
8. Singh R.K., (2006), Front Office Management, Aman Publication, New Delhi.
9. Tewari Jatashankar R., (2009), Hotel Front Office Operations & Mgmt, Oxford University Press, New Delhi.

Bsc. Hotel Management
Part – III
Semester - VI
Business Communication - II

Total Credit - 4
Theory – 4
Practical – 0

Theory – 4 Lecture/Week
Practical – 0 /Week/Batch
Work – Load – 4

Total Marks – 50
Theory – 40
Internal – 10

Course Outcomes:-

Time Hourse – 60 Hrs

The Student Should Able To :-

- Group Discussion, Agreement
- Some Corresponding,
- Negotiation and English for Marketing
- Dealing with Customer

Module 1. Group Discussion.

15 Hrs

- 1.1 Preparing for a Group Discussion
- 1.2 Initiating a Discussion
- 1.3 Eliciting Opinions, Views, etc.
- 1.4 Expressing Agreement/ Disagreement
- 1.5 Making Suggestion: Accepting and Declining Suggestions Summing up.

Module 2. Business Correspondence

15 Hrs

- 2.1 Writing, Memos, e-mails, complaints, inquiries, etc.
- 2.2 Inviting Quotations
- 2.3 Placing Orders, Tenders, etc.

Module 3. English for Negotiation

15 Hrs

- 3.1 Business Negotiations
- 3.2 Agenda for Negotiation Stages of Negotiation

Module 4. English for Marketing

15 Hrs

- 4.1 Describing/Explaining a Product/Service
- 4.2 Promotion of a Product
- 4.3 Dealing/ bargaining with Customers
- 4.4 Marketing a Product/Service:- Using Pamphlets, Hoardings, Advertisement, Public Function/Festival

Practical:-

Reference Books:-

1. Herekar, Praksh. Business Communication. Pune: Mehta publications, 2007
2. Herekar, Praksh. principals of Business Communication. Pune: Mehta Publications, 2003
3. John David. Group Discussions. New Dellhi: Arihant Publications.
4. Kumar, Varinder. Business Communication. New Delhi: Kalyani Pubhshers, 2000
5. Pardeshl, P. C. Managerial Communication pune: Nirali Prakashan, 2008.
6. Pradhan, N, S Business Communication. Mumbai: Himalaya Publishing House, 2005
7. Rai, Urmila & S.M. Rai. Business Communication. Mumbai: Himalaya Publishing House, 2007

Bsc. Hotel Management
Part – III
Semester - VI
Soft Skill & Personality Development - VI

Theory – 0
Practical – 2

Theory – 0 Lecture/Week
Practical – 2 /Week/Batch
Work – Load – 4

Total Marks – 50
Practical – 50

Course Outcomes:-

Time Hourse – 60 Hrs

- On completion of this course, the student should be able to:
- define basics of Personality Development
- understand listening, speaking & writing etiquettes
- utilize knowledge gained in developing a positive personal attitude
- To Enable Student To Develop Skills & Personality Development .

Topic 1. Personal Skills

10 Hrs

- Knowing Oneself
- Confidence Building
- Defining Strengths
- Time And Stress Management

Topic 2. Social Skills

10 Hrs

- Appropriate And Contextual Use Of Language
- Non Verbal Communication, Interpersonal Skills
- Problem Solving.

Topic 3. Personaliti Development

10 Hrs

- Personal Grooming And Business Etiquettes, Corporate Etiquette, Social Etiquett Telephone Etiquette
- Role Play And Body Language.

Topic 4. Presentation Skill

10 Hrs

- Group Discussion
- Mock Group Discussion Using Video Recording.
- Public Speaking
- Professional Etiquettes

Topic 5. Life Skills

10 Hrs

- Importance of Time Management for Media
- Significance of Team Work and Leadership
- Decision Making, Problem Solving Techniques and Supportive Supervision
- Managing Peer Relationships and Non-Violent Conflict Resolution

Topic 6. Social Behaviour and Attitude

10 Hrs

- Role of Different Institutions in Personality Development: Home, School, Society and Medial
- Art of Negotiation
- Working on Attitudes: Aggressive, Assertive and Submissive, Coping with Emotions
- Coping Skills: Coping with Emotions and Coping with Stress

Practical is with assignment and physical activity compulsory

Reference Books.

- 1). Matila Treece, Successful Communication: Allyumand Bacon, Pubharkat.
- 2). Robert T. Reilly, Effective Communication in Tourist and Travel Industry, Dilnas Publication.
- 3). Boves, Thill, Business Communication Today, Mcycans Hills Publication.
- 4). Gupta Rajat (2012). Soft Skills: Tools for Success. Yking Books, Jaipur.
- 5). Hurlock, E. B. (1973). Personality Development. New York: McGraw-Hill.
- 6). Singh, Abha (2012). Behavioural Science: Achieving Behavioural Excellence for Success: Wiley India Private Limited.
- 7). Sharma, S. (2013). Body language and Self-Confidence. Jaipur: Sublime Publications.
- 8). Training manual. (2005). Self-Development and Interpersonal Skills: ILO, New Delhi.

