

	<p align="center">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>		
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संदर्भ/जा.क्र./शिवाजी वि./अ.मं./ 81

दि. १३/०३/२०२६

प्रति,

मा. प्राचार्य,
मनाली इन्स्टिट्यूट ऑफ हॉटेल मॅनेजमेंट अँड कॅटरिंग टेक्नॉलॉजी,
कासेगाव, ता. वाळवा, जिल्हा. सांगली.

विषय :- B. Sc. Hotel Management Part II (Sem.III & IV) अभ्यासक्रमाबाबत.

संदर्भ : या कार्यालयाचे पत्र क्र. 285 दि. 08/05/2025 रोजीचे पत्र.

महोदय,


उपरोक्त संदर्भिय विषयास अनुसरून आपणास आदेशान्वये कळविण्यात येते की, राष्ट्रीय शैक्षणिक धोरण-2020 नुसार शैक्षणिक वर्ष 2025-2026 पासून लागू करण्यात आलेल्या **B. Sc. Hotel Management Part II (Sem.III & IV)** अभ्यासक्रमामध्ये **किरकोळ दुरुस्ती** करण्यात आलेली आहे. सदर अभ्यासक्रमातील दुरुस्ती ही शैक्षणिक वर्ष 2025-2026 पासून लागू राहिल.

सोबत सदर अभ्यासक्रमाची प्रत जोडली आहे. तसेच विद्यापीठाच्या [\(www.unishivaji.ac.in\)](http://www.unishivaji.ac.in) (NEP 2020@Suk/Online Syllabus) या संकेतस्थळावर ठेवण्यात आला आहे.

सदर अभ्यासक्रम सर्व संबंधित विद्यार्थी व शिक्षकांच्या निदर्शनास आणून द्यावेत ही विनंती.

कळावे,




आपला विश्वासू


(डॉ. एस. एम. कुंबल)
उपकुलसचिव
अभ्यास मंडळे विभाग

सोबत : अभ्यासक्रमाची प्रत.

प्रत. माहितीसाठी व पुढील योग्यत्या कार्यवाहीसाठी.

1	प्र. अधिष्ठाता, आंतर विद्याशाखीय अभ्यास विद्याशाखा	7	संलग्नता टी. 1 व टी. 2 विभागास
2	अध्यक्ष, शिक्षणशास्त्र अभ्यास मंडळ	8	पी. जी. प्रवेश विभागास
3	संचालक, परीक्षा व मुल्यमापन मंडळ कार्यालयास	9	परिक्षक नियुक्ती ए व बी विभागास
4	B. Sc. परीक्षा विभागास	10	पी. जी. सेमिनार विभागास
5	पात्रता विभागास	11	नॅक विभागास
6	आय. टी. सेल विभागास		

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Ref.: SU/BOS/IDS/285

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 II (Sem. III & IV) degree programme under the Faculty of Inter- Disciplinary Studies as per NEP-2020 (2:0).

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 II (Sem. III & IV) degree programme under the Faculty of Inter- Disciplinary Studies as per National Education Policy, 2020 (NEP 2.0).

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

SHIVAJI UNIVERSITY, KOLHAPUR.



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Grade Syllabus For

B.Sc. Part- II

HOTEL MANAGEMENT

**(NEP-2020 PATTERN)
SEMESTER III AND IV**

(Syllabus to be Implemented From July, 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 the 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** programme 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/institute is 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

Credit Framework

SHIVAJIUNIVERSITY,KOLHAPUR									
NEP-2020: Credit Framework for UG (B. Sc.) Programme under Faculty of Science and Technology									
SEM (Level)	COURSES			OE	VSC/SEC	AEC/VEC/IKS	OJT/FP/CEP/CC/RP	Total Credits	Degree/Cum. Cr
	Course-1	Course-2	Course-3						
SEM I (4.5)	DSC-I(2) DSC-II (2) DSC P-I(2)	DSC-I(2) DSC-II (2) DSC P-I(2)	DSC-I(2) DSC-II (2) DSC P-I(2)	OE-1(2) (T/P)		IKS-I(2)		22	UG Certificate 44
SEM II (4.5)	DSC-III(2) DSC-IV (2) DSC P-II(2)	DSC-III(2) DSC-IV (2) DSC P-II(2)	DSC-III(2) DSC-IV (2) DSC P-II(2)	OE-2(2) (T/P)		VEC-I(2) (Democracy, Election and Constitution)		22	
Credits	8(T)+4(P)=12	8(T)+4(P)=12	8(T)+4(P)=12	2+2=4 (T/P)	--	2+2=4	--	44	Exit Option:4 credits NSQF/Internship/Skill courses
	MAJOR		MINOR						
SEM III (5.0)	Major V(2) Major VI (2) Major P III (2)	--	Minor V(2) Minor VI (2) Minor P III(2)	OE-3(2) (T/P)	VSC I (2) (P) (Major specific) SEC I(2) (T/P)	AEC I(2) (English)	CC-I (2)	22	UG Diploma 88
SEM IV (5.0)	Major VII(2) Major VIII (2) Major P IV (2)	--	Minor VII(2) Minor VIII (2) Minor P IV (2)	OE-4(2) (T/P)	SEC-II(2) (T/P)	AEC-II(2) (English) VEC-II(2) (Environmental studies)	CEP-I(2)	22	
Credits	8(T)+4(P)=12		8(T)+4(P)=12	2+2=4(T/P)	4(T/P)+2(P)=6	2+4=6	2+2=4	44	Exit Option:4 credits NSQF/Internship/Skill courses

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 five out of seven)	25 M
	Total	40 M

Nature of Practical:

Qu. No.	Nature of Question	Marks
Qu.1	Practical relations questions (Practical - (any three out of five)	30 M
Qu. 2	Submission of journal (As Per Subject of Practical)	10 M
Qu.3	Viva-voce (as per syllabus of subject)	10 M
	Total	50 M

Nature of internal Assessment:

Internal Assessment shall be as per university guidelines	10 M
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Shivaji University, Kolhapur
Bachelor of Science Hotel management
Credit Framework

Second Year

Level	SEMESTER	1-Major		2- Minor	3- OE	4- SEC/VSC	5-AEC, VEC, IKS			6- OJT, FP, CEP, CC, RP			Total Credit
		Major		Minor	IDC/MDC/ OE/GE	SEC/VSC	AEC	Value education courses VEC	IKS	CC/CEP	O J T		
		DSC Mandatory	D S E	Min	OE		(language)						
5.0	III	Theory(4) Food Production III (2) Food & Beverage Service III (2)		Theory(4) Front office III (2) Housekeeping III (2)	OE (T) Food Hygiene and Sanitation (2)	SEC (T) Computer Fundamental (2)	AEC Business Communication I (2)		CC Yoga (2)				
		Practical (2) Food Production III (2)		Practical (2) Housekeeping III (2)		VSC (P) Computer Fundamental (2)							
	Credit	4+2=6		4+2=6	2	2+2=4	2		2			22	
5.0	IV	Theory (4) Food Production IV (2) Food & Beverage Service IV (2)		Theory(4) Front Office Operation IV (2) Accommodation Service IV (2)	OE (T) Modern Management (2)	SEC (T) Soft Skill & Personality Development (2)	AEC Business Communication II (2)	VEC Environmental Studies (2)	CEP Rural and National Development Programmers (2)				
		Practical (2) Food & Beverage Service VI (2)		Practical (2) Front Office IV (2)									
Credit	4+2=6		4+2 =6	2	2	2	2	2	2		22		
2nd Year CumCredit		12		12	4	6	4	2	4		44		

B. Sc Hotel Management Semester III

Vertical No.	Vertical	Subject	Credit	Credit	Total Credit	Theory Hours Per Sem	Practical Hours Per Sem	Theory Hours Per Week	Practical Hours Per Week
			Theory	Practical					
1	Major	Food production	2	2	4	30	60	2	4
		Food & beverage service	2		2	30	-	2	-
2	Minor	Front office	2		2	30	-	2	-
		Housekeeping	2	2	4	30	60	2	4
3	OE	Food Hygiene and Sanitation	2	-	2	30	-	2	-
4	SEC	Computer Fundamental	2	-	2	30	-	2	-
	VSC	Computer Fundamental		2	2	-	60	-	4
5	AEC	Business Communication I	2	-	2	30	-	2	-
	VEC								
	IKS								
6	CC	Yoga	-	2	2	-	60	-	4
		Total Credit	14	8	22	-	-	-	-

B. Sc Hotel Management Semester IV									
Vertical No.	Vertical	Subject	Credit		Total Credit	Theory Hours Per Sem	Practical Hours Per Sem	Theory Hours Per Week	Practical Hours Per Week
			Theory	Practical					
1	Major	Food Production	2	-	2	30	-	2	-
		Food & Beverage service	2	2	4	30	60	2	4
2	Minor	Front Office Operation	2	2	4	30	60	2	4
		Accommodation Service	2	-	2	30	-	2	-
3	OE	Fundamental of Financial Accounting II	2	-	2	30	-	2	-
4	SEC	Soft Skill & Personality Development	2	-	2	30	-	2	-
5	AEC	Business Communication II.	2	-	2	30	-	2	-
	VEC	Environmental Studies	2	-	2	30	-	2	-
	IKS								
6	CEP	Rural and National Development Programmers	2	-	2	30	-	2	-
		Total Credit:	18	4	22	-	-	-	-

B.Sc. Hotel Management
Part – II
Semester III
Food Production

Total Credit- 4
Theory – 2
Practical – 2

Theory – 2 Lectures/Week
Practical – 4 /Week/Batch
Work Load – 6

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

Course Outcome:-

Total Hrs -30

The Student will be able understand:

- The importance, role, characteristic's, processing in bakery and pastry.
- Selection and storage of egg, nutritional value egg and its uses in cooking.
- Selection, cuts, nutritional value and uses of meat and poultry.
- Selection, cuts, nutritional value, uses of fish

Module 1. Fish Cookery

10 Hrs.

- 1.1 Need and Importance
- 1.2 Nutritional Composition Fish
- 1.3 Selection and Type's Fish
- 1.4 Processing of Fish

Module 2. Egg Cookery

10 Hrs.

- 2.1 Structure of Eggs
- 2.2 Nutritional Composition
- 2.3 Selection of Egg's Types of Eggs
- 2.4 Processing of Egg

Module 3. Bakery and Pastry

10 Hrs.

- 3.1 Need Importance of Bakery and Pastry
- 3.2 Types of Flour with Physic- Chemical Characteristic's
- 3.3 Role of Ingredient Used in Bakery
- 3.4 Equipment used in bakery and pastry
- 3.5 Processing of bakery and pastry

Practical:-

60 Hrs.

- 1) Practice the making of bakery dishes like types of cake (sponge, flavor cake, ribbon cake pound cake)type,s cookies (coconut dry fruits, nan katai) Verities of pastry bread
- 2) Study effect of heat on egg in practical like, poaching, sunny side, beating of eggs etc.
- 3) Egg dish Breakfast, main course
- 4) Cuts of meat and poultry uses in dish preparation ex. Lollypop, grilling, roasting, tikkas.
- 5) Cuts of fish uses in dish preparation ex. Fish finger, fish fry, fish curry, fish tandoori

Reference Books:

1. Food Production Operation (1, 2 3 edition) - Prarvinder S.Bali
2. Theory of Cookery -Krishna
3. Food production and Patisserie -Annamalai Murugan
4. Food production Theory - Rakesh Mangal
5. Food Production Principals -Shefali Joshi, Pralhad Botre

B.Sc. Hotel Management
Part – II
Semester III
Food and Beverage Service

Total Credit- 2
Theory – 2

Theory – 2 Lectures/Week
Work Load – 2

Total Mark – 50
Theory – 40
Internal – 10

Course Outcome:- **Total Hrs -30**

The Student will be able understand:

- To help the student how the banquet and outdoor functions are organized and executed.
- To get the information on the various alcoholic beverage fermented and distilled
- The making process
- The bar service, bar layout, uses of bar equipment, making cocktails, garnishes.

Module 1. Banquets and Outdoor Catering **7 Hrs.**

- 1.1 Meaning of and Definition
- 1.2 Banquets Organization Structure
- 1.3 Job Description of Banquets Personnel
- 1.4 Contract of Agreement

9 Hrs.

Module 2. Wines

- 2.1 Meaning and Definition
- 2.2 History of Wine Making
- 2.3 Classification of Wine
- 2.4 Wine Growing Countries
- 2.5 Making of Table Wine

7 Hrs.

Module 3. Bar Service

- 3.1 Meaning and Definition
- 3.2 Bar Layout
- 3.3 Mis-en-place
- 3.4 Bar Service Equipment
- 3.5 Bar Glassware, Cocktails and Garnishes

7 Hrs

Module 4. Alcoholic Beverage

- 4.1 Meaning and Definition
- 4.2 Process of Making Alcoholic Beverage
- 4.3 Fermented and Distilled Alcoholic Beverage
- 4.4 Advantage of Alcoholic Beverage

Reference Books:-

- 1) Food and Beverage Service -Sudheer Andreves
- 2) Food and Beverage Service -R Singaravelavan 2nd Edition
- 3) Food and Beverage Operation - Manoj Kumar Yadav
- 4) Food and Beverage Service Q&A- Prasad Khulge

B.Sc. Hotel Management
Part – II
Semester III
Front Office

Total Credit- 2
Theory – 2

Theory – 2 Lectures/Week
Work Load – 2

Total Mark – 50
Theory – 40
Internal – 10

Course Outcome:-	Total Hrs -30
The Student will be able understand:	
<ul style="list-style-type: none">• The well introduce front office• Duties, and Check out, Settlement of Bill, Departture Process.• The Front Office Accounting Functions, Types of Account.• The Night Audit, Purchase, Usefulness, Duties and Responsibility	
Module 1. Introduction to Front Office Department	7 Hrs
1.1 Introduction	
1.2 Equipment Used Front Office (Manual and Automated)	
1.3 Job Description of Front Office Manager and Lobby Manager	
1.4 Attributes of Front Office Personnel	
Module 2. Front Office Accounting	9 Hrs
2.1 Objectives and Functions Front Office Accounting	
2.2 Types of Account	
2.3 Vouchers, Folios, Ledger	
2.4 Front Office Accounting	
2.5 Settlement- Control of Cash and Credits	
Module 3. Check out and Settlement	7 Hrs
3.1 Departure Procedure	
3.2 Mode of Settlement of Bills	
3.3 Potential Check Out Problems and Solutions	
Module 4. Night Auditing	7 Hrs
4.1 Objectives and Importance to Night Audit	
4.2 Night Auditor (Duties and Responsibilities)	
4.3 Night Audit Process	
Reference Books:-	
1) Front office operation & Management (II edition) – J. R. Tiwari	
2) Hotel Front Office - Sudhir Andreves / Murphy & Moore	
3) Hotel House Keeping Management – K M Hasan Hussain	

B.Sc. Hotel Management
Part – II
Semester III
Housekeeping

Total Credit- 4
Theory – 2
Practical – 2

Theory – 2 Lectures / Week
Practical – 4 Week/Batch-
Work Load – 6

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

Total Hrs -30

Course Outcome:-

The Student will be able understand and Handle:

- The Housekeeping Control Desk and its role.
- The Various types of Linen, Storage, Laundry Process, Functions
- The Cleaning of Guestroom and Uses Chemicals, Machines
- The Out House Keeping Operation Places

Module 1. House Keeping Control Desk **9 Hrs.**

- 1.1 Functions and Importance
- 1.2 Gat Pass Procedures and It Importance
- 1.3 Handling Difficulties Situation
- 1.4 Handling Room Transfer
- 1.5 Bell Desk

Module 2. Linen & Laundry Operations **9 Hr.**

- 2.1 Operation of Laundry & Linen and Importance
- 2.2 Linen Room & Uniform Room, Layout
- 2.3 Types of Linen
- 2.4 Storage of Linen, Exchange Process and Park Stock
- 2.5 Laundry Type, Laundry Equipment, Cleaning Agent

Module 3. House Keeping in Other Institutions **7 Hrs.**

- 3.1 Hospitals, Hostel, Residential Home
- 3.2 Aircraft, Cruise Ships, Archives Offices,
- 3.3 Universities, Art Galleries, Museums, Libraries, Facilities Management Companies

Module 4. Daily Routines and System **5 Hrs.**

- 4.1 Introduction
- 4.2 The Housekeeping Day
Opening The House, Morning Shift, Afternoon Shift/Evening Shift, Night Shift, Role of the Night Supervisor, Role of the Night GRA

Practical:- **60 Hrs.**

- 1) House Keeping Day 24 Hrs in a day housekeeping operation full swing
- 2) Attending Phone Call and Coordinating to Other
- 3) Storage of various linen and uniforms
- 4) Practice the Gate Pass Activities
- 5) Handling the Guest Room Transfer

Reference Books:-

- 1) House keeping Operations & Management (III Edition) – G Raghubalan
- 2) House keeping Management & Operations – Sudhir Andrevs / Murphy & Moore
- 3) Hotel House keeping Management – K M Hasan Hussain

**B.Sc. Hotel Management
Part - II
Semester III
OE-Food Hygiene and Sanitation**

**Total Credit- 2
Theory - 2**

**Theory - 2 Lectures / Week
Work Load - 2**

**Total Mark - 50
Theory - 40
Internal - 10**

(Syllabus as per university)

B.Sc. Hotel Management
Part – II
Semester III
SEC - Computer Fundamentals

Total Credit- 2
Theory – 2

Theory – 2 Lectures / Week
Work Load – 2

Total Mark – 50
Theory – 40
Internal – 10

Total Hrs -30

Course Outcome:-

The Student will be able understand and Handle:

- Microsoft Word
- Microsoft Excel
- Microsoft Powerpoint
- Internet connect and Operate Browsing

Module 1. MS-WORD

9 Hrs.

- 1.1 File commands, print, page setup.
- 1.2 Editing-cut, copy, paste, find, replace, etc
- 1.3 Formatting commands fonts, bullets, borders, columns, tabs, indents.
- 1.4 Tables, auto text, auto correct
- 1.5 Mail merge. Hyperlinks

Module 2. MS-EXCEL

9 Hrs.

- 2.1 Features, auto fill, custom lists etc.
- 2.2 Cell reference relative and absolute(\$)
- 2.3 Formulae, functions (math/stats, text, date, IF)
- 2.4 Charts-types, parts of the chart.
- 2.5 Databases (create, sort, autofilter, sub total)

Module 3. MS-POWERPOINT

6 Hrs.

- 3.1 Slide layout..
- 3.2 Clipart, organisational chart, graphs, tables.
- 3.3 Slide Timings.

Module 4. INTERNET/E-MAH.

6 Hrs.

- 4.1 Prerequisites for internet, role of modem.
- 4.2 Services-emailing, chatting, surfing, blog.
- 4.3 Search engines, browsers, dial up, domains.

Reference Books:-

- 1) Computer Fundamentals-PK. Sinha
- 2) A First Course In Computers - Sanjay Saxena.
- 3) DOS Guide Peter Norton.
- 4) Mastering MS-OFFICE-Lonnie E.Moseley and David M. Boodey (BPB Publication)
- 5) Mastering FOXPRO-Charles Siegel (BPB Publication)

**B.Sc. Hotel Management
Part – II
Semester III
VSC - Computer Fundamentals**

**Total Credit- 2
Practical – 2**

**Practical – 4 Week/Batch
Work Load – 4**

**Total Mark – 50
Practical – 50**

Total Hrs -60

Course Outcome:-

The Student will be able understand and Handle:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Internet connect and Operate Browsing

Practical:-

60 Hrs.

Index
1) Handling computer, And Presentation
2) Handling internet (networking)
3) Handling email (Drafting)
4) Making power point presentation. (Apply various rules)
5) Create Excel Sheet with Proper Menu Bar and Learn excel formulas
6) MS Word Handling Proper with various Bar
7) Handling Outlook Programmed
8) Installation of Operating System

Reference Books:-

- 1) Computer Fundamentals-PK. Sinha
- 2) A First Course In Computers - Sanjay Saxena.
- 3) DOS Guide Peter Norton.
- 4) Mastering MS-OFFICE-Lonnie E.Moseley and David M. Boodey (BPB Publication)
- 5) Mastering FOXPRO-Charles Siegel (BPB Publication)

B.Sc. Hotel Management
Part – II
Semester III
AEC - Business Communication I

Total Credit- 2
Theory – 2

Theory – 2 Lectures / Week
Work Load – 2

Total Mark – 50
Theory – 40
Internal – 10

Total Hrs -30

Course Outcome:-

The Student will be able understand and Handle:

- 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

9 Hrs.

- 1.1 Business Vocabulary: Vocabulary for banking, marketing and for maintaining public relations
- 1.2 What is a sentence?
- 1.3 Elements of a sentence
- 1.4 Types of sentence: Simple, compound, complex

Module 2. Writing a Letter of Application and CV/Resume

7 Hrs.

- 2.1 Structure of a letter of application for various posts
- 2.2 CV/Resume and its essentials

Module 3. Presenting Information/Data

5 Hrs

- 3.1 Presenting information/data using graphics like tables, pie charts, tree diagrams, bar diagrams, graphs, flow chart

Module 4. : Interview Technique.

9 Hrs

- 4.1 Dos and don'ts of an interview
- 4.2 Preparing for an interview
- 4.3 Presenting documents
- 4.4 . Language used in an interview

Practical:-

Reference Books:-

- 1) Sethi, Anjane & 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

**B.Sc. Hotel Management
Part - II
Semester III
CC - Yoga I**

**Total Credit- 2
Practical - 2**

**Practical -4 Week/Batch
Work Load - 4**

**Total Mark - 50
Practical- 50**

Overcome:-

Total Hours - 60 Hrs

- Student Most Understand Yoga

Topic :-

- | | |
|--|-----------------|
| A. Vajrasan, Padmasan, Vakrasan, Bhujangasan, Ardhashalbhasan, Viparilkarni, Mastysan, Padtlastasan etc. | 20.5 Hrs |
| B. Shitalipranayan, kapal Bhati pranayan, Udlyan Bandu, Singh mudra | 20 Hrs |
| C. Omkarsadhana | 15 Hrs |
| D. Any One prayer daily | 4.5 Hrs |

- **The practical examination shall be conducted as follows with assignment**

A. Examiners appointed and one Internal Examiner.

B. Marking system and performance.

- **From Section of the practical**

From A - 15 Marks.

From B - 10 Marks.

From C - 05 Marks.

From D - 10 Marks.

From Any on prayer- 10 Marks

Total Marks:- 50 Marks

B. Sc Hotel Management Semester IV

Vertical No.	Vertical	Subject	Credit	Credit	Total Credit	Theory Hours Per Sem	Practical Hours Per Sem	Theory Hours Per Week	Practical Hours Per Week
			Theory	Practical					
1	Major	Quantity Food Production	2		2	30	-	2	
		Beverage Service	2	2	4	30	60	2	4
2	Minor	Front Office Operation	2	2	4	30	60	2	4
		Accommodation Service	2		2	30	-	2	
3	OE	Modern Management	2		2	30		2	
4	SEC	Soft Skill & Personality Development	2		2	30		2	
5	AEC	Business Communication II.	2		2	30		2	
5	VEC	Environmental Studies	2		2	30		2	
5	IKS								
6	CEP	Rural and National Development Programmers	2		2	30		2	
		Total Credit	18	4	22				

**B.Sc. Hotel Management
Part – II
Semester IV
Quantity Food Production**

**Total Credit- 2
Theory – 2**

**Theory – 2 Lectures / Week
Work Load – 2**

**Total Mark – 50
Theory – 40
Internal – 10**

Total Hrs – 30

Course Outcome:-

- Based on the sound knowledge of commodities and principles and methods of cooking it is desired to prepare students to evolve good understanding and prepare Indian regional menus in large quantities to suit the occasion.
- The course further introduces the students to the concepts of cold kitchen & bakery & confectionery

Module 1. Quantity Food Production

5 Hrs

- 1.1 Introduction to large scale/quantity food production.- Industrial, Commercial and Institutional
- 1.2 (Hospitals/ Schools)

Module 2 Garde Manger

7 Hrs

- 2.1 Functions of larder department and Duties & responsibilities of larder chef
- 2.2 Common terms used in larder department
- 2.3 Specific essential tools & equipment in the larder.

Module 3. Fish Mongery

8 Hrs

- 3.1 Introduction to fish monger
- 3.2 Classification of fish with examples(local names also)
- 3.3 Storage of fish & shell fish
- 3.4 Cuts of fish, Cooking of fish, Preserved & processed fish

Module 4. : Meat Cookery.

10 Hrs

- 4.1 Understanding meats - Composition, structure & basic quality factor
- 4.2 Aging, Factors affecting tenderness
- 4.3 Appropriate cooking methods.

4.3.1 Lamb/Beef/Veal/Pork

- 4.3.1.1 Selection Criteria
- 4.3.1.2 Principles of Storage & thawing
- 4.3.1.3 Cuts (uses & suitable cooking methods)
- 4.3.1.4 Offals

4.3.2 Poultry

- 4.3.2.1 Selection Criteria
- 4.3.2.2 Principles of Storage & thawing
- 4.3.2.3 Cuts Poultry (uses & suitable cooking methods)
- 4.3.2.4 Descriptio and uses of – Duck, Goose, Turkey, Guinea

Reference Books:-

- 1) Art of Indian Coolkery – Rocky Mohan 2). – Cooking With Indian Master, J Inder Singh Kalra, Allied
- 3) Modern Cookery (Vol – I Vol – II) For Teaching &b Trade – Philips E Thangam Orient Longman
- 4) 4. Zaika - Sonya Atal Sapru, Harper Collins
5. Punjabi Cuisine- Pratibha Karan, Harper Collins
6. Wazwaan - Rocky Mohan, Roli & Janssen
7. Naans & Rotis - Surobi Babbar
8. Basic Baking - S.C.Dubey
9. Professional Baking Wayne Gieslan

- 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

**B.Sc. Hotel Management
Part - II
Semester IV
Beverage Services**

**Total Credit- 4
Theory - 2
Practical - 2**

**Theory - 2 Lectures / Week
Practical - 4 Week/Batch
Work Load - 6**

**Total Mark - 100
Theory - 40
Internal - 10
Practical - 50**

Total Hrs - 30

Course Outcome:-

- The courses will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry
- It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

Module 1. Wines 5 Hrs.

- 1.1 Viticulture & Viticulture Methods
- 1.2 Verification-Still, Sparking, Aromatized & Fortified Wine
- 1.3 Vine Diseases
- 1.4 Fortified Wine

Module 2 Wines-France, Italy, Spain, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary & India) - Categories, Regions, Important Wines with their qualities 5 Hrs

- 2.1 Food & Wine Harmony
- 2.2 Wine glasses and equipment
- 2.3 Storage and service of wine.

Module 3. Aperitifs 5 Hrs.

- 3.1 Definition
- 3.2 Types - Wine Based & Spirit Based

Module 4. Spirits 5 Hrs.

- 4.1 Whisky Brandy, Rum, Vodka, Gin & Tequila, Production, Types, Brands- Indian and International
- 4.2 Other Alcoholic Beverages- Absinthe, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados & other Fruit brandies.

Module 5. Liqueurs 5 Hrs

- 5.1. Types
- 5.2 Production
- 5.3 Brand & Service - Indian and International

Module 6. Tabacco 5 Hrs

- 6.1 Types - Cigars & Cigarettes
- 6.2 Cigar strengths and sizes
- 6.3 Brands Storage and service

Practical:- 60 Hrs

- 1.) Conducting Briefing/ De-Briefing for F & B outlets
- 2.) Taking an Order for Beverages.
- 3.) Service of aperitifs
- 4.) Wine bottle, Identification, Glasses, Equipment, Required for service.
- 5.) Reading a wine label (French, German)
- 6.) Types of Glasses & equipment used in the bar
- 7.) Service of Sparkling, Aromatized, Fortified, Still Wines.

- 8.) Menu Planning with wines and service of food & wine
- 9.) Service of cigars and cigarettes.
10. Service of Spirits Rum, Gin, Vodka, Whisky, Brandy, Tequila etc.

Reference Books:

1. Food & Beverage Service-Lilicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Food & Beverages Service Taining Manual-Sudhir Andrews
4. Bar & Beverage Book- Costas Katsigris, Mary Porter, Thomas
5. Professional Guide to Alcoholic Beverages- Lipinski
6. Alcoholic Beverages- Lipinski & Lipinski
7. Bartenders Guide- BD & L..

B.Sc. Hotel Management
Part – II
Semester IV
Front Office Operation

Total Credit- 4
Theory – 2
Practical – 2

Theory – 2 Lectures / Week
Practical – 4 Week/Batch -
Work Load – 6

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

Total Hrs. – 30

Course Outcome:-

The Student will be able understand and Handle:-

- This course aims to establish the importance of Accommodation services within the hospitality Industry It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

Module 1. Report

6 Hrs

- 1.1 Night Receptionist Report.
- 1.2 No-Shows and Cancellations.
- 1.3 Report/ Source of Business Report.
- 1.4 Discrepancy Report

Module 2. Guest Relationship

6 Hrs

- 2.1 Hospitality Desk
- 2.2 Function and Role.
- 2.3 Maintenance of Record like Guest History Card etc.
- 2.4 Special Personality Traits for Guest Relations Executive.

Module 3. Situation Handling

6 Hrs

- 3.1 Complaint Handling Procedure
- 3.2 Dealing with Unusual Situations (Death, Theft, Fire, Bomb-Scare etc)

Module 4. Calculation of various Statistical data using

6 Hrs

Formulae,
(ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count)

Module 5. Hospitality (Hotels)

6 Hrs

- 5.1 Introduction Hospitality Industry.
- 5.2 Origin of Hospitality.
- 5.3 History of Hospitality.
- 5.4 Nature of Hospitality.

Practical:-

60 Hrs

- 1) Making Report:- Night Reception, Cancellation, Discrepancy.
- 2) Guest History Card.
- 3) Dealing with Situation:- Death, Theft, Fire, Bomb-Scare.
- 4) Introduction Hospitality Industry.
- 5) How would you take a group reservation for 30 people?
- 6) Types of work at front office manual and automated.
- 7) Dealing and handling the guest problem and solving them.
- 8) Use of accounts books and transferring data in guest account creating
- 9) Making the process of night auditing
- 10) Create format registers include the Arrival & Departure Register, Guest Registration Card (GRC) file, Log Book, VIP Register, Message Register, and Key Control Register

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)
- 4.) Managing Front Office Operations - Michael Kasavana, Charles Steadmon
- 5.) Check in Check out Jerome Vallen

B.Sc. Hotel Management
Part – II
Semester IV
Accommodation Service

Total Credit- 2
Theory – 2

Theory – 2 Lectures / Week
Work Load – 2

Total Mark – 50
Theory – 40
Internal – 10

Total Hrs – 30

Course Outcome:-

The Student will be able understand and Handle:-

- This course aims to establish the importance of Accommodation services within the hospitality Industry It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

Module 1. Pest Control

4 Hrs

- 1.1 Types of Pests
- 1.2 Preventive and Control Measures

Module 2. Safety & Security Processes

5 Hrs

- 2.1 Safety of Guest Property, Hotel Property
- 2.2 Prevention of accidents, First Aid
- 2.3 Role & Procedures adopted by the Security Department

Module 3. Textiles

5 Hrs

- 3.1 Classification of fibres with examples
- 3.2 Characteristics and uses of fabrics used in Hotel Industry,

Module 4. Accomodation Linen & Uniform and Laundry.

8 Hrs

- 4.1 Introduction
- 4.2 Layout of Linen Room
- 4.3 Classification & Selection of Linen
- 4.4 Classification of Bed, Bath, & Restaurant Linen
- 4.5 Sizes of Linen, Linen Control – Linen Inventory, Linen Coverage

Module 5. Waste Management

8 Hrs

- 5.1 Segregation of Waste, Collection, Segregation, and Disposal of Waste
- 5.2 Recycling, Biogas Plants, Compositing, Vermicomposting
- 5.3 Sewage Treatment Plant (STP)
- 5.4 Effluent Treatment Plant (ETP)

Reference Books:

1. Fibres & Fabrics – Brenda Piper
2. Housekeeping Operations – Robert Martin
3. Housekeeping Management – Matt A. Casado (Wiley)
4. Hotel Housekeeping Operation and Management (Thirdd Editon) – G. Raghubalan, Smritee Raghubalan

**B.Sc. Hotel Management
Part - II
Semester IV
OE- Modern Management**

**Total Credit- 2
Theory - 2**

**Theory - 2 Lectures / Week
Work Load -2**

**Total Mark - 50
Theory - 40
Internal - 10**

(Syllabus As per University)

B.Sc. Hotel Management
Part – II
Semester IV
SEC- Soft Skill & Personality Development

Total Credit- 2
Theory – 2

Theory – 2 Lectures / Week
Work Load – 2

Total Mark – 50
Theory – 40
Internal – 10

Total Hrs – 30

Course Outcome:-

- To Enable Student To Develop Skills & Personality Development .

Module 1. Personal Skills

9 Hrs

- 1.1 Knowing Oneself
- 1.2 Confidence Building
- 1.3 Defining Strengths
- 1.4 Thinking Creatively Personal Values
- 1.5 Time And Stress Management

Module 2. Social Skills

7 Hrs

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

Module 3. Personaliti Development

6 Hrs

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

Module 4. Presentation Skill

9 Hrs

- 4.1 Group Discussion
- 4.2 Mock Group Discussion Using Video Recording.
- 4.3. Public Speaking
- 4.4 Professional Etiquettes

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.

B.Sc. Hotel Management
Part – II
Semester IV
AEC - Business Communication II

Total Credit- 2
Theory – 2

Theory – 2 Lectures / Week
Work Load – 2

Total Mark – 50
Theory – 40
Internal – 10

Total Hrs – 30

Course Outcomes:-

The Student Should Able To :-

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

Module 1. Group Discussion.

8 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

7 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

7

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

Module 4. English for Marketing

8

- 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

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

**B.Sc. Hotel Management
Part - II
Semester IV
VEC - Environmental Studies**

**Total Credit- 2
Theory - 2**

**Theory - 2 Lectures / Week
Work Load - 2**

**Total Mark - 50
Theory - 40
Internal - 10**

Total Hrs - 30

Course Outcomes:-

The Student Should Able To :-

- To Understand prevent Environment
- Know Activities as well of Environment
- Facing Problem with Nature Disaster

Module 1. Nature Of Environmental Studies.	4 Hrs
Module 2. Natural Resources and Associated Problems	4 Hrs
Module 3. Ecosystems	4 Hrs
Module 4. Biodiversity	4 Hrs
Module 5. Environmental Pollution	4 Hrs
Module 6. Social Issues and Environment	4 Hrs
Module 7. Environmental Protection	4 Hrs
Module 8. Project Make on Environment Studies	2 Hrs

Practical:-

Reference Books:-

- 1.) Environmental Studies – Edited by Dr. P. D. Raut (Shivaji University, Kolhapur)

B.Sc. Hotel Management
Part - II
Semester IV
CEP - Rural and National Development Programmers

Total Credit- 2
Theory - 2

Theory - 2 Lectures / Week
Work Load - 2

Total Mark - 50
Theory - 40
Internal - 10

Total Hrs 30

Module 1. History of rural development and current National Programms in India:

- 1.1 Sarva shiksha Abhiyan,
- 1.2 Beti Bachao- Beti Padhao,
- 1.3 Ayushman Bharat,
- 1.4 eShram Swachh Bharat
- 1.5 PM Awas yojana,
- 1.6 Skill India,
- 1.7 Digital India,
- 1.8 Start-Up India,
- 1.9 Stand-Up India,
 - 1.9.1 Scheme of Fund for Regeneration of Traditional Industries (SFURTI),
 - 1.9.2 Jal Jeevan Mission,
 - 1.9.3 Mission Antyodaya,
 - 1.9.4 ATMANIRBHAR Bharat, etc

Activities:-

1. Participate in Gram Sabha meetings
2. Visit to Swachh Bharat Mission project site
3. Visit Mahatma Gandhi National. Rural Employment Guarantee Act 2005 (MGNREGS) project sites,
4. Visit Rural Schools/mid-day meal centres,
5. Visit local Anganwadi and observe the services being provided;
6. Visit local NGOs, civil society organisations and interact with their staff and beneficiaries,
7. Organize awareness programmes, health camps, Disability camps and cleanliness camps;
8. Understanding of people's impacts of climate change