

गोंय विद्यापीठ

ताळगांव पठार,

गोंय - ४०३ २०६

फोन : +९१-८६६९६०९०४८



(Accredited by NAAC)

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GU/Acad –PG/BoS -NEP/2025-26/226

Date: 04.07.2025

CIRCULAR

The Academic Council & Executive Council of the University has approved Ordinance Governing the Bachelor in Business Administration Programme of study conducted by the on-campus Schools of Goa University and its Affiliated Colleges based on AICTE Model Curriculum Framework for Under-Graduate Degree as per NEP 2020 from the Academic year 2025-26 onwards.

The Programme structure of Semester I to VIII and syllabus of Semester I and II of the **Bachelor in Business Administration (Hospitality and Culinary Management)** Programme approved by the Academic Council in its meeting held on 24th & 25th June 2025 is attached.

The Dean & Vice-Dean (Academic) of the Goa Business School and the Principals of the affiliated Colleges offering the **Bachelor in Business Administration (Hospitality and Culinary Management)** Programme are requested to take note of the above and bring the contents of the Circular to the notice of all concerned.

(Ashwin V. Lawande)
Deputy Registrar – Academic

To,

1. The Dean, Goa Business School, Goa University.
2. The Vice-Dean (Academic), Goa Business School, Goa University.
3. The Principals of Affiliated Colleges offering the Bachelor in Business Administration (Hospitality and Culinary Management) Programme.

Copy to:

1. Chairperson, BoS in Hospitality, Travel and Tourism Studies, Goa University.
2. Controller of Examinations, Goa University.
3. Assistant Registrar, Examinations (UG), Goa University.
4. Director, Directorate of Internal Quality Assurance, Goa University for uploading the Syllabus on the University website.

BBA in Hospitality and Culinary Management

OBJECTIVES OF THE PROGRAMME:

1. To provide students with the necessary knowledge, skill sets, attitude and competency required to pursue successful careers in the Hospitality Industry.
2. Equip students with in-depth know how of various principles and practices of hospitality industry.
3. To provide the hospitality industry with competent and skilled professionals to occupy key operational positions in the hotel industry.
4. To nurture interpersonal, communication, and soft skills essential for customer interaction, teamwork, and leadership roles in the global hospitality industry.

PROGRAMME SPECIFIC OUTCOME:

On successful completion of the BBA Hospitality and Culinary Management program, the students will be able to:

1. Apply operational knowledge and technical skills in core hospitality functions such as food production, accommodation, food and beverage service, and front office.
2. Develop and demonstrate the knowledge, skills and attitude to function effectively in a diverse organisational environment.
3. Interpret the current methods, best strategies and professional standards in the Hospitality Industry.
4. Display entrepreneurial thinking and the ability to design, plan, and evaluate hospitality ventures and events.
5. Develop and follow standardised processes in the hospitality operations.
6. Demonstrate effective communication, problem-solving, and customer service skills in diverse hospitality and culinary environments.
7. Analyze and apply managerial concepts in planning, organising, staffing, directing, and controlling in the context of hospitality business operations.
8. Use contemporary tools and digital technologies, including Property Management Systems, Management Information Systems, and accounting software, to enhance hospitality service efficiency.

PROGRAMME STRUCTURE FOR BBA (HOSPITALITY & CULINARY MANAGEMENT)) (Effective from AY 2025-26)

Sem	CC	OE	MDE	AEC	SEC	DSE	VAC	Non-Credit Courses*	Total Credits	Exit Course
I	<p>MNC-100 Food Production-1 (3T+1P)</p> <p>MNC-101 Food and Beverage Service-1 (3T+1P)</p> <p>MNC-102 Accommodation Operations-1 (3T+1P)</p>		<p>MNC-121 Cultural Heritage of Goa (2T)</p>	<p>ENG-151 Communicative English: Spoken and written (2)</p> <p>ENG-152 Digital Content Creation in English (2)</p>			<p>To be opted from approved VAC courses (2)</p>	<p>Indian/ Foreign Language (Swayam) (2) Or Hindi 1 (Communication Skill) (2T)</p>	20	
II	<p>MNC-103 Management Process and Organisational Behaviour (4T)</p> <p>MNC-104</p>		<p>MNC-122 Event Management (2T)</p>	<p>ENG -251 Functional English I: Communicative English 1.1 (2)</p>	<p>MNC-141 Soft Skills and Personality Development (2P)</p>	--	<p>To be opted from approved VAC courses (2)</p>	<p>Indian/ Foreign Language (Swayam) (2) Or Hindi 2 (Sambhashan kala) (2T)</p>	20	Internship (4)

	Front Office Operations - 1 (4T)									
	MNC-105 Fundamentals of Accounting (4T)									
III	MNC-200 Bakery (3T+1P)									
	MNC-201 Hospitality Marketing Management (4T)		MNC-221 Relationship Psychology (2T)	--	MNC-241 IT Skills (4P)	--	To be opted from approved VAC courses (2)	--	20	
	MNC-202 Human Resource Management (4T)									
IV	MNC-203 Front Office-2 (3T+1P)		--	--	MNC-242 Interview Facing Skills (2P)	--	To be opted from approved VAC courses (2)	--	20	Internship (4)
	MNC-204 Food and Beverage									

	Service-2 (3T+1P) MNC-205 Food Production-2 (3T+1P) MNC-206 Strategic Management (2T)				MNC-243 Etiquettes and Corporate Grooming (2P)					
V	MNC-300 Food and Beverage Service-3 (3T+1P) MNC-301 Food Production-3 (3T+1P)		--	--	MNC-341 Internship- 1 (4)	MNC-361 Banquet Operations (3T+1P) MNC-362 Management Information Systems in Hotels (3T+1P) MNC-363 Tourism Products of India (4) MNC-364 Hospitality Revenue Management (4)	--	MNC-365 Tourism Concepts (Non- Credit) (4T) Or Swayam (4T)	20	

						Any 2				
VI	MNC-302 Business Research Methods (4T) MNC-303 Food Science (2T)		--	--	MNC-341 Theatre Arts (2P) MNC-342 Project (4P)	MNC-366 Entrepreneurship in Hospitality & Tourism (4) MNC-367 Gastronomic Tourism (4T) MNC-368 Bartending (3T+1P) MNC-369 Food around the World (3T+1P) Any 2	--	MNC-370 Introduction to Wines (4T) (Non- Credit)	20	
VII (Hon s)	MNC-400 Food and Beverage Management (4T)	MNC-401 AI in Hospitality & Tourism (4T) (Open		--	MNC-441 Internship -2 (4P) MNC-442 Dissertatio	MNC-461 Hospitality Product and Brand Management (4T)	--	--	20	

		Elective)			n work*	MNC-462 Eco-tourism Management (4T) MNC-463 Global Distribution System (4T) MNC-464 Airline Management (4T) Any 2				
VIII (Hon s)	--		--	--	Dissertatio n work (*started in VII) (8)	MNC-465 Events and Experience Marketing (4T) MNC-466 Emerging Trends in Hospitality and Tourism (4T) MNC-467	--	--	20	

						Advertising Management in Hospitality (4T) MNC-468 Food Supply Chain Management (4T) Any 3				
VII (Hon s+Re searc h)	MNC-401 Quantitative Research Methods (4T) MNC-402 Qualitative Research Methods (4T)		--	--	MNC-443 Research Internship (4)	MNC-469 Goan Cuisine (3T+1P) MNC-470 Rooms Division Management (4T) MNC-471 Travel Writing (4T) MNC-472 Resort Management (4T) Any 2	--	--	20	

VIII (Hon s+Re searc h)	--		--	--	MNC-444 Dissertatio n (20)	--	--	--	20	
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SEMESTER I

CORE COURSES

Name of the Programme : BBA (Hospitality & Culinary Management)

Course Code : MNC-100

Title of the Course : Food Production - 1

Number of Credits : 04 (3T+1P)

Effective from AY : 2025-26

Pre-requisites for the Course:	NIL	
Course Objectives:	The aim is to introduce the student to the fundamentals of kitchen commodities, including cuts of vegetables, classification of raw materials, and principles of cooking methods. Additionally, the objective is to provide hands-on experience in preparing stocks, soups, sauces, and various cuts of meat, poultry, and fish, while emphasizing the importance of tools, pre-preparation methods, and diverse culinary techniques in both Indian and Continental cuisines.	
Content:	UNIT I: Introduction Organisation of a professional kitchen, guidelines and requirements of personal hygiene and food safety standards, uniform and protective clothing. Usage of hand tools and heavy equipment in the kitchen. Vegetables - classification of vegetables, effect of different cooking methods on vegetables. Cuts of vegetables. Fruits - Classification and uses of fresh and processed fruits in cooking.	15 hours
	UNIT II: Kitchen Commodities and Methods of Cooking Foundation material, Salt, Liquids, Sweetening Agents, Fats and Oils, Raising Agents, Thickening Agents, Flavors, Seasonings Egg, Rice, Pulses, Cereal, Milk: composition of milk, storage, types of milk, cream its types. Cereals and Pulses: Introduction, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals, Principles of Food storage. Moist and Dry methods of cooking food	15 hours
	UNIT III: Stocks, Soup and Sauces Stocks: Concept, classification, Preparation, , uses and care. Soups: Definitions and Classification. Sauces: Definition, mother sauces, derivative sauces (5 each) Fumets, Glazes, Essences and Aspics	15 hours
	UNIT IV: Practical 1. Introduction to various tools and their usage.	30 hours

	<ol style="list-style-type: none"> 2. Introduction to various commodities. (Physical Characteristics, weight and volume conversion, yield testing, etc.) 3. Food pre-preparation methods Cuts of vegetables 4. Basic Indian masalas and gravies (Dry and wet) 5. Basic Stocks and Sauces 6. Individual Practical consisting of 50% Indian and 50% Continental Menus be accomplished, over and above the demonstrations. 	
Pedagogy:	Teaching and learning strategies will include, but not be limited to, Lectures, Tutorials, Practical, Role Plays, Guest Speakers, Videos (including online videos).	
References/ Readings:	<ol style="list-style-type: none"> 1. Bali, P. S., Food Production Operation, Oxford, 2021 2. Gisslen, W., Professional Cooking, 9th Edition, John Wiley and Sons, 2018 3. Foskett, D., <u>Ceserani, V.</u>, Theory of Catering, 11th Edition, Hodder Arnold, 2007 4. Arora, K., Theory of Cookery, 6th Edition, Frank Brothers, 2008 5. Thangam, P. E., Modern Cookery (Vol-I and II), 6th Edition, Orient Black Swan, 2010 	
Course Outcomes:	<p>At the end of the course, the students will be able to:</p> <ol style="list-style-type: none"> 1. Demonstrate proficiency in identifying and executing various cuts of vegetables, showcasing a sound understanding of their physical characteristics and applications in culinary practices. 2. Classify and utilize diverse raw materials based on their functions, exemplifying a comprehensive knowledge of foundation materials, seasonings, and cooking essentials essential for both Indian and Continental cuisines. 3. Apply the principles and techniques of different cooking methods, such as roasting, grilling, frying, baking, poaching, and boiling, while exhibiting a keen awareness of the specific care and precautions necessary for each culinary approach. 4. Prepare stocks, soups, and sauces, adhering to the 7 golden rules of stock making and showcasing an ability to create diverse culinary accompaniments and garnishes. 5. Apply their knowledge of meat cookery, including the structure, selection, storage, and preparation of beef, veal, pork, poultry, and fish, demonstrating competence in various cuts and cooking methods for each type of protein. 	

Name of the Programme : BBA (Hospitality & Culinary Management)

Course Code : MNC-101

Title of the Course : Food and Beverage Service - 1

Number of Credits : 04 (3T+1P)

Effective from AY : 2025-26

Pre-requisites for the Course:	NIL	
Course Objectives:	The aim is to introduce the student to the diverse aspects of Food and Beverage Service, encompassing menu origins, types, and functions, while fostering an understanding of various service styles. Through hands-on training in service procedures, the course aims to equip students with the necessary skills for table setup, order taking, and bill settlement.	
Content:	UNIT I: Introduction to Food and Beverage Service Food Service Industry: Development of food service industry in India. Classification of the food service sectors with examples, features of each sector. Types of restaurants and its features. F&B department: importance, functions and organization. Duties, responsibilities and qualities of staff. Intra and inter department coordination. Food service equipment: types of cutlery, crockery and glassware. Restaurant equipment: uses, purchase considerations and storage.	15 hours
	UNIT II: Menu Knowledge & Styles of Service Origin, Functions of Menu, Types of Menu: A la Carte, Table d hote, Plat du Jour, Carte du Jour, Cyclic – Advantages and Disadvantages. French Classical Courses, A la Carte Menu Sequence – Order of category of Continental and Indian dishes in A la carte menu. Cover and Accompaniments for selected dishes. Waiter Service – English, American, French, Gueridon, Russian, Tray service, Self Service – Cafeteria service, Carousel, Counter service, Vending Machines, Assisted Service – Buffet, Carvery. Factors influencing style of service.	15 hours
	UNIT III: Breakfast, Brunch and Afternoon Tea Meal plans, Main types of breakfasts offered in hotels. Continental Breakfast: terms used, breakfast menu and cover. English Breakfast: Difference, Menu and Cover. Indian Breakfast: Menu compilation, accompaniments and Cover setup, American Breakfast: Difference, Menu and Cover setup. House Breakfast: Concept, Menu planning and Covers. Service of Breakfast in Restaurants, Brunch: Concept, Categories of dishes offered in Western and Indian brunch, Menu compilation. Afternoon Tea and High Tea: Difference, Menu and Covers.	15 hours

	UNIT IV: Service Procedures (Practical) Mise en place and Mise en scene. Napkin folding, Laying and Relaying tablecloths. Types of covers- laying Covers, points to be observed while laying covers. Rules to be observed while waiting at the table. Handling table reservations, Briefing, Greeting and Seating guest, Water service, Presenting menus. Taking Orders, Writing a KOT. Service of Food- Pre-plated and Silver Service. Clearance of table, Crumbing, Presenting and Settling bills, Bidding farewell. Breakfast tray & trolley setup. Afternoon and High tea setup.	30 hours
Pedagogy:	The sessions will be conducted using all or any of the methods of pedagogy such as lectures, exercises, practical, seminars, case studies, role plays, and problem-solving, to enable the students to learn in an interactive mode.	
References/ Readings:	1. Singaravelavan, R., Food and Beverage Service. Oxford, 2016 2. Lillicrap, D., and Cousins, J. Food and Beverage Service. Book Power, 2014 3. Andrews, S., Professional Food and Beverage Service. Tata McGraw-Hill Education, 2016 4. Andrews, S., Food and Beverage Service Training Manual. Tata McGraw-Hill Education, 2017 5. Davis, B., Lockwood, A., Alcott, P., Pantelidis, I. S., Food and Beverage Management, Elsevier Butterworth-Heinemann, 2009	
Course Outcomes:	At the end of the course, the students will be able to: 1. Demonstrate a comprehensive understanding of menu concepts, origins, and functions, and proficiently differentiate between various menu types 2. Apply their knowledge of diverse food service styles while considering factors that influence the choice of service style in different hospitality settings. 3. Execute practical service procedures with precision while adhering to proper etiquette and standards during guest interaction. 4. Confidently navigate breakfast service intricacies, identifying and preparing various types of breakfasts and efficiently serve them in alignment with service standards. 5. Analyze and compare the nuances between Afternoon Tea and Brunch service styles, demonstrating the ability to design appropriate menus, plan covers, and ensure a seamless execution of these specialized service concepts.	

Name of the Programme : BBA (Hospitality & Culinary Management)

Course Code : MNC-102

Title of the Course : Accommodation Operations-1

Number of Credits : 04 (3T+1P)

Effective from AY : 2025-26

Pre-requisites for the Course:	Std XII examinations pass in any discipline.	
Course Objectives:	The course aims to familiarize students with the Housekeeping department operational and practical procedures.	
Content:	UNIT I: Introduction to Housekeeping Importance of House Keeping Department, Organizational Structure, Layout: HK department layout, Duties and Responsibilities, Coordination with other departments. (F&B Service, F&B production, Kitchen Stewarding, Engineering, Accounts, Human Resources, Security, Sales & Marketing, Purchase) Importance of Guest Room to a Guest, Guestroom status, Guest floor rules, Standard Contents of a Guestroom.	15 hours
	UNIT II: Housekeeping Control Desk, Linen and Uniform Room Forms, Formats and Registers Maintained, Coordination with Other Departments, Linen Room, Activities, Planning the Linen and Uniform Room, Linen Exchange Procedure, Par Stock, Linen Control, Discards and their Uses. Purpose of Uniforms, Designing Uniforms, Establishing Par Levels, Issuing and Exchange of Uniforms.	15 hours
	UNIT III: Cleaning of Guest Rooms, Public Areas and Supervision Principles and Elements of Room Design: Guestroom Furniture, Common Furniture Items in Guestrooms, Furniture Arrangement, Guestroom Fixtures and Fittings, Beds and Beddings, Soft Furnishings, Guestroom Accessories, Guest Room Linen. Cleaning Equipment, Housekeeping Responsibilities, Public Areas Cleaning, Daily, weekly, Periodic Cleaning, Preparing Duty Roasters, Gate Pass, Paging, Handling Lost and Found articles, Difficult Situations and Room Transfers. Handling Guest Complaints.	15 hours
	UNIT IV: Practical 1. Identification of Equipment: Classify and discuss the types, uses, maintenance, storage and selection of diverse cleaning equipment and selection of cleaning agents. 2. Standard operating procedure for Dusting. 3. Standard operating procedure for Glass Polishing. 4. Standard operating procedure for Brass Polishing. 5. Standard operating procedure for Bathroom Cleaning. 6. Standard operating procedure for Bed Making.	30 hours

	7. Standard operating procedure for Daily Cleaning. 8. Flower Arranging concepts.	
Pedagogy:	Lectures, tutorials, term papers, assignments, presentations, self-study, Role plays, guest speakers, videos, (including online videos), and Practical. Sessions will be interactive and practical in nature to enable peer group learning.	
References/ Readings:	1. Pandey, A., The House Keeping Department, Notion Press, 2022 2. Andrews, S., Textbook of Hotel Housekeeping Management and Operations. Mc Graw Hill Education, 2020 3. Raghubalan, G., and Raghubalan, S., Hotel Housekeeping Operations and Management, Oxford, 2015 4. Singh M., and George, J. B., Housekeeping- Operations, design and management. Jaico Publishing, 2011 5. Ganguly, P., Housekeeping Management in Hotel and Service Industry, Dreamtech Press, 2019	
Course Outcomes:	At the end of the course, the students will be able to: 1. List and identify the standard contents, fixtures, fittings and soft furnishings in a guest room. 2. Outline the ideal placement of guest supplies and appreciate the importance of accessories. 3. Explain the importance and role of the housekeeping control desk and discuss the handling of difficult situations and guest transfer 4. Analyse the activities of the linen and uniform room and establish par levels. 5. Categorise cleaning tasks and list the principles of cleaning. 6. Describe the standard procedure for cleaning and appreciate the importance of closing down.	

MULTI_DISCIPLINARY ELECTIVE COURSES

Name of the Programme : BBA (Hospitality & Culinary Management)

Course Code : MNC-121

Title of the Course : Cultural Heritage of Goa

Number of Credits : 02

Effective from AY : 2025-26

Pre-requisites for the Course:	Std XII examination pass in any discipline	
Course Objectives:	The aim is to introduce the student to the Culture & Heritage of Goa, the Traditional Cuisine, Culture & age-old Traditions of Goa from the Hospitality & Tourism point of view.	
Content:	UNIT I: Geographic speciality of Goa The basic topography of Goa & social assets in Goa. Sahyadri Range/ Western Ghats of Goa. Goan Traditional Architecture of -Temples, Churches, Mosques, Palaces, Forts & Monuments of Goa. Modes of housing & modes of Transportation in Goa. Flora & Fauna of Goa. Intangible Heritage Phrases, idioms from Goan society. Customs of birth and death, Significance of Goan names.	15 hours
	UNIT II: Goan Customs and Traditions Goan weddings- customs and traditions, Age-old Customs & traditions of Goans, Portuguese Era: Influence of Portuguese elements on Goan culture & Society, Gaunkari System and Comunidades. Pre-Portuguese Goan culture: Dress, Cuisine, Drinks & Amusement Goa's folk performing Arts and Theatres. Traditional Music, Folk Dances & Theatre of Goa. Goan Traditional Ornaments & Jewellery, Goan Dressing Styles & Attire. Authentic Cuisine of Goa: The culinary art and food in Goa & cultural effects on ethnic cuisine.	15 hours
Pedagogy:	The sessions will be conducted using all or any of the methods of Pedagogy such as Lectures/tutorials/field work/outreach activities/project work/viva/seminars/ term papers/assignments/presentations/ self-study/case studies or a combination of some of these. Sessions shall be interactive in nature to enable peer group learning.	
References/ Readings:	1. Phaldessai.S, S. Dempo. V, Kaleidoscopic Goa: A cultural atlas. Education & Research Foundation. 2018 2. Ramani, S. Operation Vijay. Broadway Book Centre. 2012 3. Lobo P J, Magnificent monuments of Old Goa. Rajhauns Vitaran. 2018	

	<ol style="list-style-type: none"> 4. Mitragotri V.R., A Socio-Cultural History of Goa: From the Bhojas to the Vijayanagar. Institute Menezes Braganza Institute 1999. 5. Kerkar. R Natural History of Goa- Broadway Publication. 2017 6. Maria Lourdes Bravo Rodrigues, Feasts, Festivals & Observances in Goa. L& L Publications. 2004 7. Fernandes P, Traditional Occupations of Goa. The Word Publication.
Course Outcomes:	<p>At the end of the course, the students will be able to:</p> <ol style="list-style-type: none"> 1. Develop the ability to appreciate the Rich Goan culture & Tradition, with an intention to document & record the same. 2. Seek and create cross reference/s of the Goan tangible & intangible heritage. 3. Appreciate the rich Goan cultural ethos. 4. Identify the culinary art and food in Goa & cultural effects on ethnic cuisine.

SEMESTER II

CORE COURSES

Name of the Programme : BBA (Hospitality & Culinary Management)
Course Code : MNC-103
Title of the Course : Management Process and Organisational Behaviour
Number of Credits : 04
Effective from AY : 2025-26

Pre-requisites for the Course:	NIL	
Course Objectives:	To equip participants with an understanding of Managerial Processes and determinants of Employee Behaviour at the workplace.	
Content:	UNIT I: Introduction and Functions of Management Basic concepts and their role in decision making, Planning, Organising, Staffing, Leading and Controlling.	15 hours
	UNIT II: Organisation Structure and Design Individual and Interpersonal behaviour at the workplace.	15 hours
	UNIT III: Introduction to Determinants of Individual Behaviour Perception, Personality, Attitudes, Learning, Self-Concepts, Theories/ Models for understanding these determinants.	15 hours
	UNIT IV: Group Dynamics, Tools for Interpersonal Analysis Fundamentals of Leadership and Motivation and their application, Theories/ Models/ Styles of Organisational Change and Development, Models of Change, Organisational Culture, Conflict and Negotiations, Power and Politics in Organisation.	15 hours
Pedagogy:	The sessions will be conducted using all or any of the methods of pedagogy, such as lectures, exercises, practicals, seminars, case studies, role plays, and problem-solving, to enable the students to learn in an interactive mode.	
References/ Readings:	<ol style="list-style-type: none">1. Robbins S., Coulter M.: 'Introduction to Management'. Prentice Hall, 11th edition or Latest Edition2. Robbins S., Coulter M. and Vohra N.; 'Management', Pearson, 9th edition or Latest Edition3. Harold Koontz, Heinz Weihrich: 'Essentials of Management: An International and Leadership Perspective', McGraw-Hill Education, 8th edition or Latest Edition	
Course Outcomes:	At the end of the course, the students will be able to: <ol style="list-style-type: none">1. Understand the functions and responsibilities of managers and their role in decision-making.2. Get an insight into the organisation structure and Design and its impact on Individual and Interpersonal behaviour.	

	<p>3. Analyze Individual Behaviour, and its implications for organisational behaviour.</p> <p>4. Analyse group behaviour and its implications for organisational behaviour.</p>
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Name of the Programme : BBA (Hospitality & Culinary Management)

Course Code : MNC-104

Title of the Course : Front Office Operations - 1

Number of Credits : 04

Effective from AY : 2025-26

Pre-requisites for the Course:	NIL	
Course Objectives:	The course will help the student to understand the basic functioning of the Front Office department.	
Content:	UNIT I: Introduction to Front Office Introduction to the Hospitality Industry, evolution, origin, and importance. Introduction to all major hotel chains of the world. Classification of Hotels and Room types, Qualities and Attributes of Front office and House Keeping personnel. Lay out of the department.	15 hours
	UNIT II: Front Office Organisation: Organisation structure of the department, Duties and Responsibilities of Front Office personnel. Components of Front Office (Reception, Registration, Cashier, Reservation, Bell desk and Telephones), Hotel Tariff Plans, Check in and checkout timing (12noon and 24 hours), Telephone Call handling procedures. Telephone Etiquettes and manners.	15 hours
	UNIT III: Guest Services Guest services: Handling Guest mail, Message Handling, Custody and Control of Key cards, Guest paging, safe deposit lockers, Guest Room Change, Left Luggage Handling & Wake up calls. Guest History Card and its importance, Guest complaints: Types of complaints, handling guest complaints. Safety and Security, Handling emergencies and unusual situations. (Deaths, Vandalism, Theft and medical emergencies)	15 hours
	UNIT IV: Guest Cycle Stages of guest cycle: Pre-arrival stage, Arrival Stage, During stay, Departure. Introduction to Reservations	15 hours
Pedagogy:	Lectures, tutorials, term papers, assignments, presentations, self-study Role plays, guest speakers, videos, (including online videos), etc. Sessions will be interactive in nature to enable peer group learning.	
References/ Readings:	<ol style="list-style-type: none">1. J. R. Tewari. Hotel Front Office Operations & Management, Oxford, 2nd Edition, 20162. Bhatnagar, S.K. Front Office Management, 1st Edition, 20063. Andrews, S. Textbook of Front Office Management and Operations, 1st Edition, 2017.4. Bardi, J A., Hotel Front Office Management, John Wiley and Sons, 2017.	

	5. Abbott, P., and Lewry, S., Front Office, Butterworth-Heinemann, 2012. 6. Pease, A., Body Language, 1st Edition, Manjul Publishing House, 2014.
Course Outcomes:	At the end of the course, the students will be able to: 1. Analyse the operations of the Front Office in the hospitality industry. 2. Apply skills in Telephone Handling 3. Understand the responsibilities of Front office personnel 4. Handle guest complaints and emergency situations. 5. Appreciate the importance of guest services provided in the hotel.

Name of the Programme : BBA (Hospitality & Culinary Management)

Course Code : MNC-105

Title of the Course : Fundamentals of Accounting

Number of Credits : 04

Effective from AY : 2025-26

Pre-requisites for the Course:	NIL	
Course Objectives:	To enable students to understand and apply the principles and practices of accounting.	
Content:	UNIT I: Introduction to Accounting System, Concepts and Conventions Basic terms of accounting, Accounting Principles, Concepts, Conventions, IND-AS, Accounting Equation, System of accounting: Cash system and mercantile system, Accounting as information system, Users of accounting information.	15 hours
	UNIT II: Accounting Process and Procedure Transaction/Event, Voucher: Meaning, Types of Vouchers, Receipt (Credit Voucher), Payment (Debit Voucher), Journal (Accrual) Voucher, Journal, Cash Book (double and triple column, journal proper), Ledger, Trial Balance.; Bank Reconciliation Statement Meaning and need; Causes of disagreement.	15 hours
	UNIT III: Financial Statements Forms of financial statements, Preparation of the Income statement and Balance Sheet.	15 hours
	UNIT IV: Introduction to Computerised Accounting Features, benefits, integration, and practical application of any one accounting software.	15 hours
Pedagogy:	The sessions will be conducted using all or any of the methods of pedagogy, such as lectures, exercises, practicals, seminars, case studies, role plays, and problem-solving, to enable the students to learn in an interactive mode.	
References/ Readings:	<ol style="list-style-type: none">1. Grewal T.S., Double-entry Book-keeping. S. Chand & Sons. Eleventh Revised 2004.2. Jain S.P., Narang K.L. Hotel Accountancy & Finance, Kalyani Publishers. First Edition.19993. Ozi D'Cunha Gleson Ozi D'Cunha, Hotel Accounting and Financial Control. Dickey Enterprises, 2002 edition,4. Chopde L.N, Choudhary D.H, Book Keeping and Accountancy. Sheth Publishers Pvt. Ltd., Mumbai. Fourteenth Edition 1999.5. Richard Kotas, Accounting in the Hotel and Catering Industry. International Textbook Company. Fourth Edition, 1981.	

Course Outcomes:	<p>At the end of the course, the students will be able to:</p> <ol style="list-style-type: none"> 1. Understand the functions and responsibilities of managers and their role in decision making. 2. Get an insight into the organisation structure and design and its impact on Individual and Interpersonal behaviour. 3. Analyse individual behaviour and its implications for organisational behaviour. 4. Analyse group behaviour and its implications for organisational behaviour.
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MULTIDISCIPLINARY ELECTIVE COURSES

Name of the Programme : BBA (Hospitality & Culinary Management)

Course Code : MNC-122

Title of the Course : Event Management

Number of Credits : 2

Effective from AY : 2025-26

Pre-requisites for the Course:	Nil	
Course Objectives:	To understand the process of event management.	
Content:	UNIT I: Introduction to Events Introduction to Events, Major characteristics, Classification of Events, Five Cs of event management, Advantages of events, Meetings, Incentives, Conference and Exhibitions (MICE) Market and Tourism: History, Components, Economic and social impacts, Functions, Structure and Sources of funds. Tourism festivals- Trade Fairs -Local Festivals	15 Hours
	UNIT 2: Event Planning and Production Process Functions of the India Convention Promotion Bureau (ICPB) and the International Congress and Convention Association (ICCA). Trade shows and exhibitions/expositions: Types, Benefits of Exhibitions, Contract negotiations, Negotiation with hotels, airlines and ground handlers, Closing of an event, Evaluation of Events. Types of permissions for events: Special Events – Wedding, World Sporting Events, Film Festivals, Beauty Pageants, Fund-Raisers.	15 Hours
Pedagogy:	Lectures/ tutorials/laboratory work/ field work/ outreach activities/ project work/ vocational training/viva/ seminars/ term papers/assignments/ presentations/ self-study/ Case Studies, etc., or a combination of some of these. Sessions shall be interactive in nature to enable peer group learning	
References/ Readings:	1. Allen, J., McDonnell, I., and O'Toole, W., Festival and Special Event Management. Austria: Wiley, 2005. 2. Fenich, G.G., Meetings, Expositions, Events, and Conventions: An Introduction to the Industry. UNITED Kingdom: Pearson, 2016. 3. Kennell, J., Wilde, N., Bladen, C., and Abson, E., Events Management: An Introduction. UNITED Kingdom: Taylor & Francis, 2017. 4. D.C. Vashishth, Simplified Events Management: A Text Book to Event Planning, Fundraising and Safety Management. OrangeBooks Publication, 2020. 5. A. Yeark, K.A. Smith, M. Fang, M. Sigala, and R. Presbury, Case-Based Research in Tourism, Travel, Hospitality and Events.	

	Singapore: Springer Singapore, 2022.
Course Outcomes:	<p>After the completion of this course, the students will be able to:</p> <ol style="list-style-type: none"> 1. Define the event management process and the event life cycle. 2. Apply Event management concepts to tourism-specific Events. 3. Compare cultural, regional and MICE events. 4. Evaluate best practices in event planning and production.

SKILL ENHANCEMENT COURSES

Name of the Programme : BBA (Hospitality & Culinary Management)
Course Code : MNC-141
Title of the Course : Soft Skills and Personality Development
Number of Credits : 02 (P)
Effective from AY : 2025-26

Pre-requisites for the Course:	NIL	
Course Objective:	To equip participants with soft skills training for self-development	
Contents:	UNIT I: Soft Skills Individual and Group presentations on different types of soft skills, role plays – social skills and life skills, public speaking, live negotiation demonstrations, stress management, time management activities, Establishment of SMART Goals, and Oral Communication Skills. Preplan for presentation, plan for during presentation, before presentation and an attractive ending. Introduction to Microsoft PowerPoint: Tips for preparing an attractive and powerful PowerPoint presentation.	30 Hours
	UNIT II: Personality Development, Self-Development and Goal Setting Body Language, Listening Skills, Development and Grooming, Team Building Exercises, Leadership Skill Exercises, Trust-building activities. Development of SWOC Analysis (Individual Analysis), Goal Setting- Short-term Goals and Long-term Goals, Conflict Resolution Techniques, Seeking a Win-Win Solution, Emotional Intelligence Activities.	30 Hours
Pedagogy:	Lectures/ tutorials/laboratory work/ field work/ outreach activities/ project work/ vocational training/viva/ seminars/ term papers/assignments/ presentations/ self-study/ Case Studies, etc., or a combination of some of these. Sessions shall be interactive in nature to enable peer group learning.	
References/ Readings:	1. Petes, S. J., & Francis. Soft Skills and Professional Communication. New Delhi: Tata McGraw-Hill Education. 2011 or the latest edition. 2. Dorch, P. (2013). What Are Soft Skills? New York: Executive Dress Publisher. 3. Ranjana Salgaocar, The Pleasure of Your Company 1995, 1st Edition or latest. 4. Klaus, P., Jane R., & Molly, H. The Hard Truth about Soft Skills. London: HarperCollins E-books. 2007 or the latest edition.	
Course Outcomes:	At the end of the course, the students will be able to: 1. Explain the different soft skills and their importance.	

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| | <ol style="list-style-type: none">2. Identify the different personality traits and their implications.3. Prepare self-SWOC analysis, planning and goal setting.4. Prepare an attractive and effective PowerPoint presentation |
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