



**UNDER-GRADUATE SKILL ENHANCEMENT COURSE,
COOCH BEHAR PANCHANAN BARMA UNIVERSITY**

- **THE PREAMBLE:**

In this modern era of Market Economy, higher education plays a pivotal role in bridging the gap between what exists in nature, what is produced by mankind and people's access to what is required for survival and development. The under-graduate program curriculum, prepared in accordance to the National Education Policy 2020, provides ample scope to the students to adopt multi-dimensional skills, owing to the inter-disciplinary facet indicated in the NEP, the structural and content-based changes made in the Curriculum would certainly bring in an interface of the inventions and discoveries contributed by science disciplines, the social, cultural, ethical and economical theories and practices indicated by the arts and humanities, their market and commercial viability and implications for overall economic and ecological development.

- **INTRODUCTION:**

The introduction of the National Education Policy (NEP) 2020 has transformed the administrative structure of the educational system in India. It focuses on skill development in order to help students succeed in life. The University recommended an inclusive list of various skill development courses like Spoken English; Soft Skill; Basic Computing; Video & Photography Editing; Professional Ethics; Medical Pathology; Aquarium Fish Keeping and Management; Poultry Breeding; Tourism; Wild-life Conservation & Management; Bhawaiya; Folk & Creative Dance; Tailoring & Designing; Beauty & Wellness; Electronic Repairing; Baking; Gardening; Organic Farming; Proof-Reading (Bengali); Recitation; Theatre; Stress Counseling & Management; GST – Filling; Hospitality Management; Office Administration; Proof-Reading (English); Interior Designing; Green Chemistry for skill enhancement initiative of the students keeping in mind the demand of the market as well as to nurture the art and cultural potentials of the students.

Keeping in mind the NEP 2020, under-graduate programs with continuous revision of the curriculum will develop the creative potential of each individual and create new career growth opportunities. The Bachelor Degree programs of Cooch Behar Panchanan University adapted as per the recommendations of NEP 2020 is of either three or four-years duration with multiple entry/exit options within the period with appropriate certification/diploma/degree.

Introducing holistic and multi-disciplinary under-graduate education that would develop all capacities of human beings- intellectual, aesthetic, social, physical, emotional, ethical in an integrated manner.

COOCH BEHAR PANCHANAN BARMA UNIVERSITY, COOCH BEHAR- 736101,
WEST BENGAL, INDIA

Structure of Skill Enhancement Course

Title of the Course: Hospitality Management

YEAR	SEMESTER	PAPER	TITLE	CREDIT
1st Year	Semester 1	SEC 1	Fundamentals of Hospitality & Tourism	3
1st Year	Semester 2	SEC 2	Accommodation Operations (Front Office & Housekeeping)	3
2nd Year	Semester 3	SEC 3	Food Science and Nutrition	3

DETAILED SYLLABUS OF HOSPITALITY MANAGEMENT 1ST SEMESTER

Title of the Course: Fundamentals of Hospitality & Tourism

Course Code :

Nature of the Course : SEC

Course Credit : 03 Credits

Distribution of Marks :

Course Objective: - To provide introductory ideas regarding Hospitality and Tourism, and fundamental concepts of fields

UNITS	COURSE CONTENT	L	T	P	TOTAL HOURS
I	Introduction to Hospitality .: Introduction to Hospitality History of Hospitality Industry; Introduction to Hotel Industry, Types of Hotels, Classification of Star Category & Scaling of large, medium, small and budgetary hotel. All major & minor departments of Hotel	3		10	13
II	Introduction to Tourism –Tourism Definition, Meaning, Nature & Scope, Tourists, Travelers, Visitors, Transit Visitors & Excursionist – Definition & Differentiation. Types of Tourist – International & Domestic, Inbound & Outbound, Types of Tourism.	5		15	20
III	Components of Tourism Infrastructure – Introduction, 4 A’s of Tourism (Accessibility, Accommodation, Attraction, Amenities) Types, Forms & Significance. History of Tourism - Ancient Era, Imperial Era, Pilgrimage Era, Grand Tour Era, Transition Era, Modern Era. Factors affecting Growth in Tourism, Tourist Destinations, Attraction & Accessibilities of Major Countries such as India, Thailand, Nepal, Bhutan, Bangladesh, Sri-Lanka, Singapore. Basic idea of different seasons in the Indian sub continent.	3		9	12
	TOTAL	11		34	45

Where,

L: Lecture,

T: Tutorial,

P: Practical

Suggested Readings:

1. The Heart of Hospitality: Great Hotel and Restaurant Leaders Share Their Secrets. Book by Micah Solomon. Talking about a hotel's 'heart',
2. 100 Tips for Hoteliers: What Every Successful Hotel Professional Needs to Know and Do. *Book by Peter Venison.* Ram,B: Computer Fundamentals: Architecture & Organization. 4th ed
New Age
3. Be Our Guest: Perfecting the Art of Customer Service. Book by the Disney Institute

DETAILED SYLLABUS OF HOSPITALITY MANAGEMENT 2ND SEMESTER

Course Title : Accommodation Operations (Front Office & Housekeeping)

Course Code :

Nature of the Course : Skill Enhancement (SEC)

Course Credit : 03 Credits

Distribution of Marks :

Course Objective: -

The course is designed to aim at imparting a basic level appreciation programme for the students. After completing the course the incumbent will be able to handle the operations relating to front office services and housekeeping

UNITS	COURSE CONTENTS	L	T	P	TOTAL HOURS
I	Introduction to the hotel industry. Classification of hotels. Front Office organization, layout, planning, furniture and equipment, staffing pattern-according to sizes and types, rules of the house for Front Office staff, duties and attributes of different level of staff, basic terminology used in the front office of a hotel, coordination and communication between the Front Office and the other departments.	03		03	06
II	Front Office Operations: Reception Receiving, registration and rooming of the guest on arrival. Rooming of VIP and VVIP guests and group arrivals, contractual terms between hotel and guests, record registers, forms, etc. required in the reception office, functions and operation of the room rack and other equipment at the reception counter, dealing with walk-in guests with scanty baggage, procedure of crew arrival and lay over passengers, change of guest rooms, handling of guest, staff and hotel mail, maintenance of books,	04		04	08

III	Reservation & Home services – Basic definition, modes of room reservation and source of hotel bookings, system of room reservation, conventional density, different records, diaries, forms, etc. used for recording room reservation, filling system for reservations, introduction to computerized reservation system. Key control and handling, use and function of the key rack, handling of messages and enquiries for the guest, calculating room occupancy reports, housekeeping occupancy reports.	10			10
	Total	21		24	45

Where, L =Lecture, T =Tutorial, P =Practical

Reference Books:-

1. The Heart of Hospitality: Great Hotel and Restaurant Leaders Share Their Secrets. Book by Micah Solomon. Talking about a hotel's 'heart',
2. 100 Tips for Hoteliers: What Every Successful Hotel Professional Needs to Know and Do. Book by Peter Venison. Ram,B: Computer Fundamentals: Architecture & Organization. 4th ed New Age
3. Be Our Guest: Perfecting the Art of Customer Service. Book by the Disney Institute

DETAILED SYLLABUS OF HOSPITALITY MANAGEMENT 3RD SEMESTER

Title of the Course : **Food Science and Nutrition**

Course Code:

Nature of the Course: **SEC**

Course Credit: **03 Credits**

Distribution of Marks:

Course Objective:

Students will be able to gather basic knowledge nutritional values about food quality, Food Science and art and etiquette of supply of food and beverages.

Units	COURSE CONTENT	L	T	P	TOTAL HOURS
I	Introduction to Hotel Housekeeping: Meaning, importance and role of housekeeping. Housekeeping Organization, Layout of housekeeping department, and Organizational structure of the housekeeping department. (Large Hotel), Duties, responsibilities and attributes of housekeeping staff, Inter departmental relationship	10			10
II	Food Science and Nutrition: Principles of Nutrition and Health, Food Selection and Meal Planning, Food Preparation and Service; Principles and Methods, Nutrition through life cycle. Classification of food and their Nutritional values, Food Microbiology. Food safety; FSSAI, HACCP, QHSE, Balanced diet, RDA, Food Processing	3		7	10
III	Fundamentals of Restaurant lay-out and orientation: Basic Tasks of F&B (Service) Manager. Job Description of F&B (Service) Personnel. Competencies of F&B (Service) Personnel. Restaurant Furniture & Linen. Tableware (Hollowware, Cutlery, Crockery, Special types of Tableware & Disposables). Glassware & Stemware (Glassware, Stemware). Bar & Buffet Equipment. Special Service Equipment & Trolleys. Restaurant Setup (Mis-en-Scene & Mis-en-Place).	5		10	15

IV	Basics of Food and Beverage services: The Menu ³ (Origin and Characteristics, Types of Menu, Aspects of Menu Planning, Designing a Menu, Menu Terminology). Food - Description, Cover and Accompaniments, Types of Services (English, French, American, etc). Carrying of Glassware & Plates. Methods of Billing and Payments.			7	10
	Total	21		24	45

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