

Course Details: BHM, Semester II

Semester II		
Course Code	Course Description	Credits Hours
FHN 191	Food Hygiene & Nutrition	3
FNB 174	Food Productions and Patisserie II (Theory)	3
FNB 194	Food Productions and Patisserie II (Practical)	1.5
FNB 175	Food and Beverage Service II (Theory)	3
FNB 195	Food and Beverage Service II (Practical)	1.5
RDM 183	Accommodation Operations II (Theory)	3
RDM 193	Accommodation Operations II (Practical)	1.5
MGT 231	Foundation of Management	3
	Total Credits	19.5



Pokhara University
Faculty of Management Studies

Course code.: FNB 175

Course title: **Food and Beverage Service II**

Nature of the course: Theory

Year: First, Semester II

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1hr

Total periods: 48

Program: BHM

1. Course Description

It is an overview of the course with its purpose and rationale to offer a comprehensive study of theoretical and practical facets of food and beverage service operations. It covers topics such as understanding guest service and the Meal Experience, Room service, buffet, banquets, Gueridon Service, butler service, Customer Care and Handling Situations, Non-Alcoholic Beverage, Tobacco. This is designed to acquire a thorough knowledge of various services provided in hotel industry. It deals with banquet operation and management, in-room dining and its process, handling the guest situations in restaurants, serving non-alcoholic beverage and tobacco.

2. General Objectives

The general objectives of this course are:

- To equip students with a diverse understanding of various food and beverage service types prevalent in the hotel industry, while also delving into banquet operations and management.
- To introduce students to specialized catering and service operations, striking a balance between theoretical knowledge and hands-on practice. This approach aims to enhance their comprehension of the pivotal role that Food and Beverage service plays within the hotel.
- To enhance students' understanding of the multifaceted landscape of food and beverage service, empowering them with insights into its significance and intricacies in the broader context of the hospitality sector.

3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Develop students' ability to distinguish the characteristics of products and services, enabling a clear understanding of the nuances in the hospitality industry. • Equip students with skills to assess customer needs and desires, enabling them to tailor their services to provide a more personalized dining experience. • Train students to critically evaluate the factors influencing people's decision to dine out, including restaurant selection criteria, guest experience enhancement, 	<p>Unit 1: Understanding Guest Service and the Meal Experience (5 Hours)</p> <p>1.1 Difference between product and services,</p> <p>1.2 Understanding needs and wants of customers,</p> <p>1.3 Factors influencing people dining out and choosing a restaurant</p> <p>1.3.1 Providing a good guest experience, Variety in menu choice, Level of service, Price and value for money, Interior design, Atmosphere and</p>



and emerging dining trends, preparing them to cater effectively to customer preferences.	mood, Expectation and identification, Location and accessibility, Food and beverage service employees, 1.4 Trends in dining out
<ul style="list-style-type: none"> • understanding of general principles and diverse types of room service, encompassing layout, equipment, forms, and order-taking techniques. • Equip students with skills to manage service time effectively, including lead time from order taking to clearance, optimizing scheduling and staffing, and employing suggestive selling techniques to enhance guest experience. 	Unit 2: Room Service/ In Room Dining and Operations (8 Hours) 2.1 Introduction, General principles, 2.2 Types of room service, Layout of Department, Mis-en- place for each shift, Equipment used, Forms and Order Taking, 2.3 Cycle of Service Time management- lead time from order taking to Clearance, Scheduling and staffing, Suggestive Selling, 2.4 Breakfast cards,
<ul style="list-style-type: none"> • Enable students to understand the concept of buffets, differentiate between types of buffets, and gain proficiency in setting up buffet equipment and tables for efficient service. 	Unit 3: Buffets (2 Hours) 3.1 Definition, 3.2 Types of buffets 3.2.1 Buffet equipment and table set-up.
<ul style="list-style-type: none"> • Provide students with a clear understanding of banquet organization, staff roles, and key service features. • Equip students with skills to manage banquet bookings, handle administrative procedures, and maintain necessary formats. • Enable students to plan menus, arrange seating, and proficiently organize various types of functions, including state banquets and outdoor catering events. 	Unit 4: Banquets (8 Hours) 4.1 Introduction: Organization structure, 4.1.1 Duties & Responsibilities of banquetting staff, features of banquet service, 4.2 Banquet booking process, Administrative Procedures, Formats Maintained, Banquet Function Prospectus, 4.3 Types of Function (Formal and Informal), 4.3.1 Menu planning for banquet, Seating Arrangements, State banquet, Organizing state banquet, Protocol in seating, 4.4 Off Premise/ Outdoor catering, 4.4.1 Demand of outdoor catering, Special needs for outdoor catering, 4.4.2 Special requirement and challenges for outdoor catering
<ul style="list-style-type: none"> • Equip students with in-depth understanding of gueridon service, including trolley types, layout, and care. • Train students in ingredient prep, mis-en-place, service procedures, and presentation of classical dishes. They'll also master gueridon-based methods like flambéing, carving, salad making, and comprehend trolley-based merchandising advantages. 	Unit 5: Gueridon Service and Butler Service (7 Hours) 5.1 Origin and definition: Types of Trolleys and layout, Special equipment, care and maintenance, 5.1.1 Ingredients used, Mis-en-place for gueridon service, 5.1.2 Service Procedures, Service of important classical dishes,



<ul style="list-style-type: none"> • Provide students with a clear introduction to Butler Service, covering its fundamental concepts, practices, and significance within the hospitality industry. • Train students in the essential aspects of butler service, including stocking the butler pantry with necessary items and becoming proficient in handling the specialized equipment used in this service approach. 	5.2 Dishes prepared on the gueridon, Flambéing, carving, salad making, 5.3 Merchandising advantage of using trolley 5.4 Butler Service :Introduction: Introduction of Butler Service 5.4.1 Stocking of the Butler Pantry, 5.4.2 Butler equipment
<ul style="list-style-type: none"> • Provide students with strategies to manage various challenging situations, such as table unavailability, order errors, delays, spillages, and lost items, ensuring effective customer care. • Train students to handle diverse guest needs, from intoxicated patrons and families with children to elderly or differently-abled guests, enhancing their ability to provide inclusive and exceptional service. 	Unit 6: Customer Care and Handling Situations (8 Hours) 6.1 Unavailability of Table/reservation, 6.2 Wrong Order Taking, 6.3 Handling Unavailability of Food items, 6.4 Handling Special Requests, 6.5 Order Delays, 6.6 Spillages, 6.7 Return Food, 6.8 Lost and found properties, 6.9 Drunken Guest, 6.10 Dealing with children and Infants, 6.11 Handling Handicaps, 6.12 Old age guest, 6.13 Customer with communication difficulties.
<ul style="list-style-type: none"> • Enhance students' understanding of non-alcoholic beverages by introducing the classification and intricacies of tea and coffee production processes, as well as various tea and coffee products. • Provide students with insights into the world of tobacco, covering types of tobacco, cigarettes, cigar varieties, international brands, and the service of cigarettes. • Equip students with a comprehensive understanding of both non-alcoholic beverages and tobacco, enabling them to effectively engage with guests and provide well-informed service in these areas. 	Unit 7: Non Alcoholic Beverage and Tobacco (10 Hours) 7.1 Introduction & Classification: 7.2 Tea, Tea Production process, Various tea products, 7.3 Coffee, Coffee production process, various coffee products 7.3.1 Introduction to Tobacco 7.3.2 Types of tobacco, 7.3.3 Cigarette, Types of cigarettes, International cigarette brand, Cigar, 7.3.4 Types of cigar, International cigar brand, Service of cigarette.

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, Project work, lab work, fieldwork etc.

5. Evaluation system and students' responsibilities

Internal Evaluation



In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	10%	40%
		Quizzes	5%	
		Attendance	5%	
		Project work	5%	
		Class Presentation	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student Requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

Singaravelavan, R. (2012). *Food and beverage service*. Oxford University Press Publication.

Lillicrap, D. & Cousins, J. (2006). *Food & beverage service*. ELBS Publishers. 6th edition

Reference Books

Andrews, S. (2013). *Food & beverage management*. Tata McGraw Hill.

Magris, M. & McCreery, C. (1995). *Introduction to food & beverage services*. Hospitality Press.

Cichy, R. & Hickey, P. (2017). *Managing service in food and beverage operations*. American Hotel & Lodging Association.

Ninemeier, J. D. (2021). *Management of food and beverage operations*. American Hotel & Lodging Association.



Pokhara University
Faculty of Management Studies

Course code.: FNB 195

Course title: **Food and Beverage Service II**

Nature of the course: Practical

Year: First, Semester II

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 24

Program: BHM

1. Course Description

This course is designed to acquire a thorough knowledge of various restaurant concepts from different parts of the world and their operation. It deals with banquet operation and management, in room dining and its process, handling the guest situations in restaurants, operating the pantries and serving non-alcoholic beverage and tobacco.

2. General Objectives

The general objectives of this course are

- **Lab Practices:** Participate in interactive lab sessions to apply theoretical knowledge, honing their skills in a controlled environment. This will involve practical exercises in setting up service stations, handling equipment, and practicing various service techniques.
- **Service Settings:** Gain real-world exposure by working in actual service environments, such as restaurants or simulated scenarios. Students will learn to manage customer interactions, collaborate with team members, and execute different forms of service.

3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Practical Skills Review: Reinforce students' practical skills gained in the first semester, fostering a comprehensive understanding of foundational techniques. • Precise Cover Setting: Train students to pay attention to key points while setting a table cover and executing service, ensuring meticulous attention to detail. • Effective Communication: Equip students with the ability to conduct impactful briefings and de-briefings for food and beverage outlets, fostering efficient team communication. • Non-Alcoholic Beverage Proficiency: Develop students' proficiency in taking orders for non-alcoholic beverages, 	<p>Practical Contents (24 Hours)</p> <ol style="list-style-type: none"> 1 Revision of practical from the first semester 2 Points to be remembered while setting a cover and during service 3 Conducting Briefing/ De-Briefing for F & B outlets 4 Taking an Order for non-alcoholic beverage 5 Service of cigars and cigarettes 6 Table laying for different meals & Re laying 7 Set up & Service of, juices, soft, drinks squashes, syrups. 8 Service of Tea & Coffee, with accompaniments.



<p>enhancing their service capabilities.</p> <ul style="list-style-type: none"> • Tobacco Service Mastery: Train students in the proper service techniques for cigars and cigarettes, ensuring they provide guests with a refined experience. • Table Laying Expertise: Teach students how to set up tables for various meals and execute re-laying with precision, enhancing their table service skills. • Beverage Service Mastery: Provide students with expertise in setting up and serving juices, soft drinks, squashes, syrups, tea, and coffee with appropriate accompaniments. • Guest Handling Skills: Equip students to confidently handle various guest situations, enhancing their ability to provide exceptional customer care. • Butler Service Acumen: Develop students' understanding of butler service and its methodology, ensuring they can provide upscale personalized service. • Operational Proficiency: Train students in the application of standard operating procedures, including restaurant opening and closing checklists, ensuring effective restaurant management. 	<p>10 Changing of dirty ashtray 11 Room Service- Tray and trolley layup, 12 Mini bar- format and operational procedures. 13 Filling of Banquet function prospectus, 14 Banquet seating styles, formal banquet service 15 Mis-en-place for serving a dish from Gueridon Trolley & Service of dishes 16 Setting up of buffets and service procedures. 17 Guest Situation Handling 18 Butler service and its methodology 19 Checklist for opening a restaurant 20 Checklist for closing a restaurant 21 Practice of standard operating procedures in restaurants 22 Breakfast hanger & service procedure. 23 Menu Planning & Service 24 Revision of all second semester practical</p>
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, project work, lab work, fieldwork etc.

5. Evaluation System and Students' Responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.



External Evaluation	Marks	Internal Evaluation	Weight	Marks
Practical Exam & Viva	50	Attendance	5%	50
		Hygiene and grooming	10%	
		Team Work	10%	
		Hospitality etiquette	10%	
		Task Evaluation	50%	
		Quizzes (De-briefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student Requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Singaravelavan, R. (2012). *Food and beverage service*. Oxford University Press Publication.

Lillicrap, D. & Cousins, J. (2006). *Food & beverage service*. ELBS Publishers. 6th edition

Reference Books

Andrews, S. (2013). *Food & beverage management*. Tata McGraw Hill.

Magris, M. & McCreery, C. (1995). *Introduction to food & beverage services*. Hospitality Press.

Cichy, R. & Hickey, P. (2017). *Managing service in food and beverage operations*. American Hotel & Lodging Association.

Ninemeier, J. D. (2021). *Management of food and beverage operations*. American Hotel & Lodging Association.



Pokhara University
Faculty of Management Studies

Course code.: FHN191
Course title: **Food Hygiene and Nutrition**
Nature of the course: Theory
Year: First, Semester II
Level: Bachelor

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

This course is the coverage of all-important topics of food science i.e. components of food, microbes and food quality, hygienic food handling, environmental sanitation, food borne diseases which will help students increase their knowledge, comprehend complex situation, apply theoretical knowledge to practical situation, make necessary assumptions and evaluate and select the best course of action to safeguard health. Students will not find themselves at loss but will be able to promote and practice good hygiene measure and will be able to comprehend latest standards when they join the industry.

2. General Objectives

The General objectives of this course are:

- To introduce the students with basic knowledge of nutrients and their role in human health.
- To introduce RDA, importance of balanced diet
- To introduce microorganisms associated with food.
- To introduce causes of food spoilages
- To introduce different food preservation techniques
- To introduce food hygiene practices
- To introduce food borne illnesses
- To introduce food quality and Food standards
- To introduce different methods of waste management.

3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Introduce food • Describe the major functions of food; Physiological, Psychological and Social functions. • Describe and distinguish nutritive value of 11 food groups (Cereals, Pulses, Nuts and Oilseeds, Vegetables, Fruits, Milk and Milk Products, Egg, Meat and Poultry, Fats and Oil, Sugar and Confectionary, Spices). 	<p>Unit 1: Introduction to Food (4 Hours)</p> <p>1.1 Definition of food</p> <p>1.2 Functions of Food: Physiological, Psychological and Social functions.</p> <p>1.3 Definition of Food Group,</p> <p>1.3.1 Classification of Food Groups on the basis of nutritive value: Cereals, Pulses, Nuts and Oilseeds, Vegetables, Fruits, Milk and Milk Products, Egg, Meat and Poultry, Fats and Oil, Sugar</p>



<ul style="list-style-type: none"> • Explain the significance of food groups. 	<p>and Confectionary, Spices.</p> <p>1.3.2 Significance of food groups</p>
<ul style="list-style-type: none"> • Introduce Nutrients and Nutrition. • Distinguish macronutrients and micronutrients. • Explain carbohydrate on the basis of sugar unit; Monosaccharide, Oligosaccharides, Polysaccharides with examples. • Explain the importance of dietary fiber. • Distinguish between essential and non - essential amino acids. • Identify protein on the basis of protein quality with examples; Complete Protein, Partially, Complete Protein, Incomplete Protein. • Distinguish essential and non - essential fatty acids with examples. • Distinguish saturated and unsaturated fatty acids with examples. • Explain the functions of cholesterol. • Describe the functions of carbohydrates, protein and lipids. • Distinguish water soluble and fat soluble vitamins with examples. • Explain the general functions of water soluble vitamins and fat soluble vitamins. • Explain the general functions of minerals. • Explain the general function of water in human body. • Identify the nutrients are lost during food processing. (blanching, heat processing, milling) • Describe the factors affecting the RDA and balanced diet. • Explain the significance of RDA and balanced diet. • Describe malnutrition PEM, IDD, IDA and VAD. • Identify the types of PEM; marasmus and kwashiorkor. • Distinguish causes and symptoms 	<p>Unit 2: Nutrients and Nutrition (12 Hours)</p> <p>2.1 Definition of Nutrients and Nutrition, 2.1.1 Micronutrients and Macronutrients.</p> <p>2.2 Introduction of Carbohydrates: 2.2.1 Monosaccharide, Oligosaccharides, Polysaccharides, 2.2.2 Dietary Fibers, functions of carbohydrates.</p> <p>2.3 Introduction of Proteins: 2.3.1 Amino Acids, Essential Amino Acids, non- essential amino acids. 2.3.2 Complete Protein, Partially, Complete Protein, Incomplete Protein, Sources of Protein. 2.3.3 Functions of Protein.</p> <p>2.4 Introduction of Lipids: 2.4.1 Essential and Non-essential Fatty Acids, 2.4.2 Saturated and unsaturated fatty acids, trans fats, 2.4.3 Functions of Lipid, 2.4.4 Cholesterol and its functions.</p> <p>2.5 Introduction of Vitamins: General Functions of Water Soluble and Fat Soluble Vitamins.</p> <p>2.6 Introduction of Minerals: General Functions of Minerals.</p> <p>2.7 Introduction of Water: General Functions of Water</p> <p>2.8 Loss of Nutrients during Blanching, Heat processing and milling.</p> <p>2.9 Introduction to Balanced diet, Recommended Dietary Allowances (RDA) 2.9.1 Factors affecting the balanced diet and RDA 2.9.2 Significance of RDA and balanced diet.</p> <p>2.10 General introduction to Malnutrition</p>



<p>of marasmus and kwashiorkor.</p> <ul style="list-style-type: none"> Explain causes and symptoms of IDA, IDD and VAD. 	<p>2.10.1 PEM and its types 2.10.1.1 Cause and symptoms of Marasmus 2.10.1.2 Cause and symptoms of Kwashiorkor. 2.10.2 Micronutrient deficiency malnutrition 2.10.2.1 Cause and symptoms of VAD 2.10.2.2 Cause and symptoms of IDD 2.10.2.3 Cause and symptoms of IDA.</p>
<ul style="list-style-type: none"> Introduce Microbiology and Food microbiology. Identify the general characteristics of microorganisms; Bacteria, Virus, Yeast and Molds, Describe the use of different microorganisms in preparation of various food commodities. Explain intrinsic factors (water activity, pH, nutrient content) and their effect in microbial growth in food. Explain extrinsic factor (Temperature of storage area and presence of oxygen) and their effect in microbial growth in food. 	<p>Unit 3: Food Microbiology (6 Hours)</p> <p>3.1 Introduction to Food Microbiology, 3.2 Important Characteristics of Bacteria, Virus, Yeast and Molds. 3.3 Usefulness of microorganisms. 3.4 Factors Affecting the Growth of the Microorganisms in Food: Water Activity, pH, Nutrient content, Temperature, Presence of the oxygen.</p>
<ul style="list-style-type: none"> Describe the primary sources of food contamination. (Air, water, soil, plants, animals and handling processes). Identify the causes of cross contamination. Explain the cross contamination with examples. Explain the preventive measures of cross contamination. Identify the major causes of food spoilage; Growth and Activity of Microorganisms, Chemical Reactions, Natural Enzymes, Damage by Animal, Insects, and Rodents. Describe the principle of food preservation. Explain the methods and principle of pasteurization. Distinguish different types of pasteurization; LTLT, HTST, UHT. Explain the method and principle of canning. 	<p>Unit 4: Food Contamination, Spoilage and Food Preservation (10 Hours)</p> <p>4.1 Definition of Food Contamination. 4.1.1 Primary Sources of Food Contamination. 4.1.2 Cross Contamination and its Preventive Measures. 4.2 Causes of Food Spoilage: 4.2.1 Growth and Activity of Microorganisms 4.2.2 Chemical Reactions 4.2.3 Natural Enzymes 4.2.4 Damage by Animal, Insects, and Rodents 4.2.5 Physical damages 4.3 Methods and principle of food preservation 4.3.1 Pasteurization 4.3.2 Canning 4.3.3 Refrigeration 4.3.4 Freezing 4.3.5 Increasing the Acidity 4.3.6 Drying 4.3.7 Using Chemical Preservatives 4.3.8 Irradiation</p>



<ul style="list-style-type: none"> • Explain the methods and principle of Refrigeration and freezing. • Explain the method and principle of fermentation/ acidity. • Explain the methods and principle of drying. • Explain the method and principle of irradiation. • Explain the methods and principle of chemical food preservatives. (GRAS). • Explain the methods and principle of MAP/CAP 	<p>4.3.9 MAP/CAP.</p>
<ul style="list-style-type: none"> • Describe the general personal hygiene practices of body and work place habits. • Identify the necessity of personal hygiene in food businesses. • Distinguish cleaning and sanitization processes. • Describe the various types of cleaning agents used in food contact surfaces. (acidic, alkaline, abrasive cleaning agents). • Describe the various types of sanitizing agents used in food contact surfaces. (Halogens, QUATS, Phenolic compounds, hot water.) • Explain the general practices and importance of food hygiene in food cycle in kitchen. (Receiving, storing, preparation and service). • Explain Location, Layout and Construction of Premises of a kitchen in food business area. • Introduce types of waste • Describe the methods of degradable waste disposal. • Describe the methods of non - degradable waste. 	<p>Unit 5: Food Hygiene and Sanitation (7 Hours)</p> <p>5.1 General Personal Hygiene practices</p> <p>5.1.1 Necessity of Personal Hygiene</p> <p>5.2 Cleaning and Sanitizing the Food Contact Surfaces:</p> <p>5.2.1 Cleaning and Sanitizing Agents</p> <p>5.3 The Methods of Dish Washing:</p> <p>5.3.1 The Three Bucket Method</p> <p>5.3.2 The Sink Method</p> <p>5.3.3 Mechanical Dish Washing</p> <p>5.4 General practices and Importance of food hygiene in Food Cycle in kitchen (receiving, storing, preparation and service).</p> <p>5.5 Kitchen Design as per the sanitation (Location, Layout and Construction of Premises).</p> <p>5.6 Storage and Disposal of waste</p> <p>5.6.1 Introduction on types of waste.</p> <p>5.6.2 Waste Disposal methods (Landfill, burial, composting, vermin-composting, incineration, recycling, animal feeding, mechanical disposing and energy generation).</p>
<ul style="list-style-type: none"> • Introduce food borne illnesses • Explain microbial food borne illness with examples. • Distinguish bacterial food intoxication and bacterial food infection. • Describe staphylococcal food intoxication. (etiologic agent, food 	<p>Unit 6: Food Borne Illnesses (6 Hours)</p> <p>6.1 General introduction of microbial food borne illnesses.</p> <p>6.1.1 <u>Bacterial Food intoxication:</u></p> <p>6.1.1.1 Etiologic agent, food involved and symptoms of staphylococcal poisoning</p> <p>6.1.1.2 Etiologic agent, food involved and symptoms of botulism</p>



involved and symptoms). • Describe botulism (etiologic agent, food involved and symptoms). • Describe typhoid. (Etiologic agent, food involved and symptoms of typhoid). • Describe cholera. (Etiologic agent, food involved and symptoms of cholera). • Explain food intoxication due to various chemicals. • Identify food allergy and allergens.	6.1.2 Bacterial Food infection 6.1.2.1 Etiologic agent, food involved and symptoms of typhoid 6.1.2.2 Etiologic agent, food involved and symptoms of cholera. 6.2 General introduction to chemical intoxication. 6.3 General Introduction to food allergy.
• Describe the 7 principle of HACCP. • Identify the CP and CCP. • Distinguish CP and CCP. • Explain the benefits of HACCP implementation in food industries.	Unit 7: Food Safety Management Systems (3 Hours) 7.1 Definition of Food Safety, 7.2 History of Hazard Analysis Critical Control Point (HACCP), 7.2.1 HACCP principles, 7.2.2 Benefits of HACCP Implementation in Food Industry.

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, project work, lab work, fieldwork etc.

5. Evaluation System and Students' Responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				



6. Student Requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

7. Prescribed Books and References

Prescribed Text Books

Swaminathan, M. (2001). *Advance textbook on food and nutrition*, vol. 1 and 2. The Bangalore Printing and Publishing Co. Ltd.

Frazier, W. C. and Westhoff, D.C. (2003) *Food microbiology*. 18th Edition, Tata McGraw Hill, Inc

Reference Books

Jay, J. M. (1996). *Modern food microbiology*. CBS Publishers & Distributors.

Roday, S. (2011). *Food Hygiene and Sanitation: With Case Studies*. Tata McGraw Hill Education Private.

Roday, S. (2018). *Food science and nutrition*; Oxford University Press

Srilakshmi, B. (2006). *Food science*. New Age International Private Limited

Mudambi, R. S., & Rajakgopak, M. V. (2022). *Fundamentals of food, nutrition and diet therapy*. New Age International Private Limited.

Potter, N. N., & Hotchkiss, J. H. (2007). *Food science*. CBS Publishers & Distributors.



Pokhara University
Faculty of Management Studies

Course code.: FNB 174

Course title: **Food Productions and Patisserie II**

Nature of the course: Theory

Year: First, Semester II

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 48

Program: BHM

1. Course Description

It is an overview of the course designed to acquire comprehensive knowledge of Chinese, Thai, and Japanese cuisine, including their distinctive features, flavorings, ethnic dishes, as well as encompassing vegetable, fruit, and egg cookery. This is designed to explore how vegetables are grouped, see how heat changes their colors, and learn about the special traits of different kinds of mushrooms. It deals with understanding how fruits are categorized and how they can be used in cooking. This includes the examination of the history and traditions of Garde Manger, particularly its European origins. It covers the comprehension of charcuterie techniques and the preparation of forced meat in cooking. It incorporates the study of various topics including brines, cures, marinades, Chaud Froid, Hors d'oeuvre, salads, egg structure, fish classification, caviar, cereals, seasonings, milk types, and Asian cuisine.

2. General Objectives

The general objectives of this course are,

- To familiarize the students with vegetable classification, the effects of heat on color changes, and the unique traits of mushrooms.
- To make the students familiar with fruit classification and understand their significance in various cooking preparations.
- To make the students able to comprehend the historical significance of Garde Manger and understand its traditions in Europe.
- To enable the students to master charcuterie and forced meat techniques.
- To provide the students with the ability to understand concepts like brines, cures, marinades, and Chaud Froid.
- To equip the students with knowledge about mastering Hors d'oeuvre classification and salad preparation, as well as gaining proficiency in crafting salads, dressings, sandwiches, and canapés.
- To make the students competent in both understanding egg structure, selection, functions, and nutritional aspects.
- To make the students cognizant of the study of fish classification, cuts, selection, storage, and culinary applications, as well as learning about caviar, roe, and their uses in cooking.
- To make the students knowledgeable about cereal and pulse classifications, cooking methods, and the various varieties.
- To enhance the knowledge of the students, develop skills in Farinaceous Dishes, and differentiate between seasonings and flavorings.



- To cultivate expertise among the students, explore herbs, spices, and fundamental flavor pairings.
- To expand students' understanding, develop their competencies in various milk types, their processing, applications, and appropriate storage methods, while also comprehending milk derivatives.
- To inculcate an attitude of enquiry in students, delve into Chinese, Thai, and Japanese cuisines, covering their characteristics, techniques, and regional differentiations.
- To expose the students to cooking techniques, equipment, utensils, and signature dishes, ensuring a thorough understanding of culinary elements and bolstering their expertise in a wide range of cooking practices.

3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Describe the concept of vegetable classification and provide an overview of the various categories and types of vegetables. • Explain the continuity of pigments and color changes and explore the chemical processes behind color alterations in vegetables due to heat. • Identify the points of effects of heat on vegetables and outline the impact of different cooking methods on vegetables. • Distinguish the unique traits of mushrooms and truffles and differentiate between different types of fungi used in culinary practices. • Classify fruits and explain their uses in cookery and categorize fruits and elucidate their diverse applications in cooking. 	Unit 1: Vegetable and Fruit Cookery (4 Hours) <ul style="list-style-type: none"> 1.1 Introduction – classification of vegetables 1.2 Pigments and color changes 1.3 Effects of heat on vegetables 1.4 Mushrooms and Truffles 1.5 Classification of fruits <ul style="list-style-type: none"> 1.5.1 Uses of fruit in cookery
<ul style="list-style-type: none"> • Provide an introduction to Meat Fabrication. • Analyze the slaughtering process for Beef, Veal, Pork, Lamb, Poultry, and Games • Describe the concept of detailing cuts, culinary uses, quality signs, and storage considerations for each type of meat. 	Unit 2: Meat Fabrication (12 Hours) <ul style="list-style-type: none"> 2.1 Introduction 2.2 Slaughtering Process of Animals (Pre-Slaughtering/ Slaughtering/ Post-Slaughtering) 2.3 Beef / Veal <ul style="list-style-type: none"> 2.3.1 Introduction 2.3.2 Cuts with figure 2.3.3 Steaks, Doneness and Types of Steaks 2.3.4 Offal 2.3.5 Culinary uses 2.3.6 Quality Signs 2.3.7 Storage 2.4 Pork/ Suckling Pig



	<p>2.4.1 Introduction 2.4.2 Cuts with figure 2.4.3 Culinary Uses 2.4.4 Uses of Lard 2.4.5 Quality Signs 2.4.6 Storage</p> <p>2.5 Mutton/ Lamb 2.5.1 Introduction 2.5.2 Cuts with Figure 2.5.3 Culinary Uses 2.5.4 Quality Signs 2.5.5 Storage</p> <p>2.6 Poultry & Games 2.6.1 Introduction 2.6.2 GIBLETS 2.6.3 Culinary uses 2.6.4 Quality signs 2.6.5 Storage</p>
<ul style="list-style-type: none"> • Introduce the concept of milk and its types and provide an overview of milk and categorize its various types. • Explain the treatment of milk and its culinary uses and elaborate on the processing of milk and its applications in cooking. • Explore storage and handling techniques for maintaining milk quality and provide guidelines for proper storage and handling of milk. • Interpret the Bacterial Sediment Test (BST) in milk quality assessment and understand the significance and procedure of BST. • Define and identify various milk derivatives and provide definitions and examples of milk derivatives such as buttermilk, butter, cream, curd, yogurt, ice cream, milk pudding, and milkshakes. 	<p>Unit 3: Milk (8 Hours)</p> <p>3.1 Introduction 3.2 Types 3.3 Treatment of Milk 3.4 Uses 3.5 Storage and Handling 3.6 BST in Milk 3.7 Definition (Butter milk, Butter, Cream, Curd, Yoghurt, Ice cream, Milk Pudding, Milk Shakes)</p>
<ul style="list-style-type: none"> • Introduce the concept of fish and seafood in culinary arts and provide an overview of the role and significance of fish and seafood in cooking. • Classify fish with examples and explain cuts, categorizing different types of fish and illustrating various cuts. • Identify points for selecting fish and 	<p>Unit 4: Fish and Seafood (6 Hours)</p> <p>4.1 Introduction 4.2 Classification of fish with examples 4.3 Cuts of fish 4.4 Selection of fish and shell fish 4.5 Storage 4.6 Uses 4.7 Caviar and Roe 4.7.1 Introduction</p>



<p>shellfish, providing guidelines for choosing fish based on quality and suitability.</p> <ul style="list-style-type: none"> • Understand storage techniques for fish and seafood, exploring proper methods to maintain the freshness of fish and seafood. • Examine the uses of fish and seafood in culinary creations, exploring the diverse applications of fish and seafood in cooking. • Introduce caviar and roe, including types and uses, and provide an overview of caviar and roe, categorizing types, and explaining their applications. 	<p>4.7.2 Type 4.7.3 Uses</p>
<ul style="list-style-type: none"> • Introduce the concept of cereals and pulses in culinary practices and provide an overview of the significance of cereals and pulses in cooking. • Classify and identify different types of cereals and pulses and categorize and describe various varieties of cereals and pulses. • Provide guidelines for cooking rice, cereals, and pulses and offer instructions for optimal cooking of rice, cereals, and pulses. • Explain the meaning of farinaceous dishes and elaborate on the concept and significance of farinaceous dishes. 	<p>Unit 5: Cereals & Pulses (6 Hours)</p> <p>5.1 Introduction 5.2 Classification and identification 5.3 Cooking of rice, cereals and pulses 5.3.1 Varieties of rice and other cereals 5.4 Meaning and examples of Farinaceous Dishes 5.5 Pasta 5.5.1 Introduction, Origination, Definition 5.5.2 Types of Pasta 5.5.3 Various Pastas 5.5.4 Pasta Sauces 5.5.5 Faults in Pasta</p>
<ul style="list-style-type: none"> • Differentiate between seasonings and flavorings and provide distinctions between these two essential elements in cooking. • Explain the importance of seasonings and flavorings and elaborate on their roles and significance in enhancing the taste of dishes. • Outline the roles and uses of seasonings and flavorings and enumerate the diverse applications of seasonings and flavorings in culinary preparations. • Explore herbs and spices and provide basic guidelines for combinations, familiarizing with the characteristics of herbs and spices and offering guidelines for combining them in different cuisines. 	<p>Unit 6: Seasonings And Flavorings Used In Kitchen (4 Hours)</p> <p>6.1 Difference 6.2 Importance 6.3 Roles and uses 6.4 Herbs and Spices 6.5 Basic Guidelines of Combinations in Western Cuisine, Indian Cuisine, Chinese Cuisine, Bakery</p>



<ul style="list-style-type: none"> Introduce the culinary traditions of Chinese, Thai, and Japanese cuisines and provide an overview of the historical and cultural aspects of these cuisines. Examine the features that distinguish these cuisines and explore the unique characteristics that set Chinese, Thai, and Japanese cuisines apart. Identify regional variations within each culinary tradition and explore the diverse regional influences within Chinese, Thai, and Japanese cuisines. Familiarize with cooking methods, equipment, and utensils and provide insights into the specialized techniques and tools used in these cuisines. Explore and understand the significance of special dishes and provide insights into iconic dishes that represent each culinary tradition. 	Unit 7: Chinese, Thai And Japanese Cuisine (8 Hours) 7.1 Introduction 7.2 Features 7.3 Regional Cuisine 7.4 Cooking Methods 7.4.1 Equipment and Utensils 7.5 Special Dishes
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, project work, lab work, fieldwork etc.

5. Evaluation System and Students' Responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Attendance	5%	50
		Hygiene and Grooming	10%	
		Task evaluation	50%	
		Hospitality Etiquette	10%	
		Team Work	10%	
		Quizzes (Debriefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student Requirements:



Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. ***Students are required to complete all the requirements defined for the completion of the course***

6. Prescribed Books and References

Prescribed Text Book

Foskett, D., & Cesevani, V. (2007). *The theory of catering*. Hodder and Stoughton.

Bali, P. S. (2014). *Food production operations*. Oxford University Press.

Majumder, S. (2011). *Basic training kitchen*. Aman Publication.

Reference Books

The Culinary Institute of America (CIA). (2012). *Garde manger: The art and craft of the cold kitchen*. John Wiley & Sons.

Arora, K. (2008). *Theory of Cookery*. Franks Bros. & Co. Ltd.

Bali, P. S. (2012a). *International cuisine & food production management*. Oxford University Press.

Bali, P. S. (2014). *Food production operations*. Oxford University Press.

Pauli, E. (1989a). *Classical cooking the modern way*. Van Nostrand Reinhold.

Philip, T. E. (2003). *Modern cookery: For teaching and the trade*. Orient Blackswan.



Pokhara University
Faculty of Management Studies

Course code.: FNB 194

Course title: **Food Productions and Patisserie II**

Nature of the course: Practical

Year: First, Semester II

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 24

Program: BHM

1. Course Description

This is designed to practical aspects of food and beverage production operations. It deals with indulging in the rich and diverse flavors of Chinese, Thai, and Japanese cuisines with accompaniments, cooking techniques and specialty.

2. General Objectives

The general objectives of this course are

- **Lab Practices:** Participate in interactive lab sessions to apply theoretical knowledge, honing their skills in a controlled environment. This will involve practical exercises in cooking Asian cuisine, handling equipment, and practicing various cooking techniques.
- **Culinary Environments:** Immerse yourself in practical culinary settings, whether in authentic restaurants or simulated scenarios, to develop firsthand experience. This hands-on approach equips students with the skills to handle kitchen operations, work effectively within teams, and successfully execute various cooking styles.

The purpose of this course is to provide students with basic skill to prepare oriental cuisine, larder preparations, and fish. The students will also develop their attitude to work in food production of any catering establishments.

4. Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Learn to prepare staple Chinese dishes. Develop proficiency in essential Chinese cooking techniques, including stir-frying and steaming. Understand key ingredients used in Chinese cuisine. Practice balancing flavors and seasonings to create authentic Chinese flavors. • Acquire the skills to prepare popular Thai dishes. Learn essential Thai cooking techniques, including curry paste preparation and stir-frying. • Gain proficiency in making basic Japanese dishes. Learn traditional Japanese cooking techniques, such as sushi rolling and grilling. Understand the importance of presentation and 	<p>Practical Contents (24 Hours)</p> <ul style="list-style-type: none"> • Chinese Menu (12 hours/ 3 days) <ul style="list-style-type: none"> 1.1 Four Course Chinese Menu 1.2 Four Course Chinese Menu 1.3 Four Course Chinese Menu 2 Thai Menu (6 hours/ 2 days) <ul style="list-style-type: none"> 2.1 Four Course Thai Menu 2.2 Four Course Thai Menu 1 Japanese Menu 6 hours/ 2 days) <ul style="list-style-type: none"> 3.1 Four Course Japanese Menu 3.2 Four Course Japanese Menu <p>Fresh / Dry Pasta Preparations with Various</p>



<p>aesthetics in Japanese cuisine.</p> <ul style="list-style-type: none"> • Learn to prepare various basic egg dishes like scrambled eggs, omelets, and poached eggs. Understand the principles of achieving desired textures and consistencies in egg dishes. • Learn different cuts of fish, such as filleting, portioning, and scaling. Demonstrate proper techniques for deboning fish to remove bones efficiently. Understand the principles of fish handling, storage, and freshness. Practice knife skills and safety measures when working with fish. • Master the art of creating al dente fresh pasta and experiment with diverse shapes, sizes, and sauces, showcasing proficiency in Italian cuisine, including classic tomato-based and cream-based pasta sauces, and a perfectly emulsified olive oil-based sauce for authenticity and simplicity. 	<p>Sauces – 1 day</p> <ul style="list-style-type: none"> • Including regional Chinese appetizers, soups, main course, accompaniment and desserts • Including Thai appetizers, soups, main course, accompaniment and desserts • Including Japanese appetizer, soup, main course, accompaniment dessert
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Note: The figures in the parentheses indicate the approximate periods for the respective units.

3. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, project work, lab work, fieldwork etc.

4. Evaluation System and Students' Responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				



Student Requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. ***Students are required to complete all the requirements defined for the completion of the course***

5. Prescribed Books and References

Prescribed Text Books

- Foskett, D., & Cesevani, V. (2007). *The theory of catering*. Hodder and Stoughton.
 Bali, P. S. (2014). *Food production operations*. Oxford University Press.
 Majumder, S. (2011). *Basic training kitchen*. Aman Publication.

Reference Books

- Bali, P. S. (2012a). *International cuisine & food production management*. Oxford University Press.
 Hongwiwat, N. (1996). *Spicy Thai cuisine*. Sangdad Publications.
 Hsiung, T. D. (1979). *Chinese regional cooking*. Macdonald Educational Limited.



**Pokhara University
Faculty of Management**

Course code.: RDM 183

Course Title: Accommodation Operation II

Nature of the course: Theory

Year: First, Semester II

Level: Bachelor

Full Marks: 100

Pass Marks: 45

Time per period: 1 hr

Total Period: 48

Program: BHM

1. Course Description

This course provides students with advanced and comprehensive knowledge of the managerial operations involved in accommodation operations, specifically focusing on functional areas. It covers topics such as Planning and organizing inventories, maintaining par stock level, flower arrangements, and interior design. The course is designed to acquire a thorough knowledge of various services provided in the hotel industry. It deals with hotel linen, linen room, uniform, fiber and fabric, operating in-house laundry, planning and organizing the HK department, interior designing and decoration, housekeeping contract cleaning, flower arrangement, environmental-friendly practices in the hotel industry, and housekeeping budgeting.

2. General Objectives

The general objectives of this course are:

- The course aims to provide students with comprehensive knowledge of departmental management, emphasizing the role, challenges, and opportunities in contributing to organizational success.
- It is designed to cover various aspects of hotel management, including linen and uniform management, fiber and fabric selection, in-house laundry, environmental-friendly practices, and budgeting.
- By the end of the course, students will be equipped with a deep understanding of management strategies and techniques essential for excelling in hospitality industry careers.



3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> Gain a comprehensive understanding of hotel linen, including classifications and standard sizes, emphasizing the significance of maintaining high-quality standards. Develop proficiency in organizing and optimizing linen rooms, covering aspects such as layout design, strategic placement, and equipment handling. Acquire practical skills in linen procurement, par stock determination, storage optimization, and environmentally responsible handling of discarded linen. Additionally, understand the systematic distribution of linen and delineate the duties and responsibilities of linen supervisors and attendants for efficient linen room management in hotel operations. 	Unit 1: Hotel Linen and Linen Room (6 Hours) <p>1.1 Introduction to Hotel Linen</p> <p>1.1.1 Classification of Linen</p> <p>1.1.2 Standard Linen Sizes</p> <p>1.2. Introduction to linen Room</p> <p>1.2.1 Layout of Linen Room</p> <p>1.2.2 Types of linen room</p> <p>1.2.3 Function of linen room</p> <p>1.2.4 Location of Linen Room</p> <p>1.2.5 Equipment used in Linen room</p> <p>1.2.6 Linen Purchase</p> <p>1.2.7 Par stock determination</p> <p>1.2.8 Storage of linen room</p> <p>1.2.9 Stock taking procedure</p> <p>1.2.10 Handling discarded linen</p> <p>1.2.11 Linen distribution</p> <p>1.2.12 Job description: Duties and responsibilities of linen supervisor and linen attendant.</p>
<ul style="list-style-type: none"> Comprehend the purpose and significance of uniforms, highlighting their role in shaping brand image, maintaining professionalism, and enhancing guest satisfaction. Develop practical skills in determining par stock, selecting and designing uniforms, and implement systematic procedures for accurate uniform and linen issuance. Additionally, apply best practices for care and storage to preserve uniform quality over time. 	Unit 2: Uniform (3 Hours) <p>2.1 Purpose of uniform</p> <p>2.2 Par stock determination</p> <p>2.3 Fundamentals of selection and designing uniforms</p> <p>2.4 Issuing procedure for uniform and linen</p> <p>2.5 Care and storage of uniform.</p>
<ul style="list-style-type: none"> Achieve a thorough understanding of fiber and fabric types, including classifying natural and man-made fibers and applying them in the hospitality industry. Cultivate skills in analyzing fiber characteristics, advantages, and disadvantages, systematically selecting fabrics for various hotel-related purposes based on criteria like durability, comfort, and aesthetics. 	Unit 3: Fiber and Fabric (5 Hours) <p>3.1 Types and classification of fiber</p> <p>3.2 Characteristics of natural and man-made fiber</p> <p>3.3 Uses of fabric</p> <p>3.4 Selection of fabric.</p>
<ul style="list-style-type: none"> Develop a thorough understanding of 	Unit 4: Operating In House Laundry and



<p>in-house laundry operations, recognizing their fundamental concepts and crucial role in maintaining cleanliness standards and guest satisfaction.</p> <ul style="list-style-type: none"> • Design and optimize the layout of the laundry area, incorporating efficient workflows and best practices to enhance operational efficiency. • Attain proficiency in operating and maintaining various laundry equipment, ensuring optimal performance and longevity. • Streamline the entire laundry process, from collection to distribution, and implement effective stain removal techniques to maintain the quality of hotel linen. • Provide personalized and efficient valet service and guest laundry handling, contributing to an exceptional guest experience. 	<p>Contract Cleaning (5 Hours)</p> <p>4.1 Introduction to laundry</p> <p>4.2 Basic layout of laundry</p> <p>4.3 Importance of laundry</p> <p>4.4 Laundry equipment,</p> <p>4.5 Laundry process flow</p> <p>4.6 Stain removal</p> <p>4.7 Valet service and Guest laundry.</p>
<ul style="list-style-type: none"> • Develop efficient strategies for planning and organizing inventory, cleaning schedules, and duty rosters in the housekeeping department. • Set and implement performance standards, optimizing productivity and efficiency among housekeeping staff. • Manage equipment and supplies inventory effectively to control costs and ensure timely availability. • Introduce and evaluate the advantages and disadvantages of contract cleaning, exploring various service types. • Introduce and apply fundamental budgeting principles, covering different budget types and planning processes for effective financial management in the housekeeping department. 	<p>Unit 5: Planning, Organizing, Contract and Budgeting in the HK Department (12 Hours)</p> <p>5.1.1 Planning and organizing the inventory in different areas</p> <p>5.1.2 Scheduling the frequency of cleaning</p> <p>5.1.3 Setting up of performance and productivity standard</p> <p>5.1.4 Equipment and supplies inventory level</p> <p>5.1.5 Duty roaster</p> <p>5.2.1 Contact cleaning service: Introduction</p> <p>5.2.2 Advantage and Disadvantages</p> <p>5.2.3 Different types of contract cleaning: Pest control, Laundry Services, Cleaning Services</p> <p>5.3.1 Introduction & Types of budgets</p> <p>5.3.2 Budget planning process</p>
<ul style="list-style-type: none"> • Recognize the significance of interior design in hotel spaces, incorporating considerations of space, budget, and branding. • Implement fundamental design principles, applying balance, harmony, contrast, and proportion to 	<p>Unit 6: Interior Designing and Decoration (12 Hours)</p> <p>6.1 Introduction to Interior design</p> <p>6.1.1 Role of Interior design in hotel</p> <p>6.1.2 Factors affecting interior design</p> <p>6.1.3 Principles of design.</p> <p>6.2 Introduction to Decoration</p>



<p>craft aesthetically pleasing hotel interiors.</p> <ul style="list-style-type: none"> • Employ decoration tools like color, lighting, and curtains strategically to elevate the visual appeal and functionality of hotel spaces. • Master the principles of flower arrangement, demonstrating proficiency in creating balanced and aesthetically pleasing designs. • Explore various styles of flower arrangements, acquiring the ability to execute diverse designs for different occasions. • Apply general guidelines for flower arrangement, considering color, form, and balance to create visually appealing floral displays. Additionally, acquire skills to prolong the life of flowers, ensuring freshness and longevity in arrangements. 	<p>6.2.1 Tools used in decorating: Color, Lighting, Curtain</p> <p>6.2.2 Color: Color wheel, Types and characteristics of color, psychological impact of color, Color as camouflage, Color the mood maker)</p> <p>6.2.3 Lighting: Types of lights, Use of lights in different areas in a hotel.</p> <p>6.2.4 Curtain: Types of curtains, Blinds, Different ways of hanging curtains, Selection of curtain fabric.)</p> <p>6.3 Flower Arrangement</p> <p>6.3.1 Basic principle and rule for flower arrangement</p> <p>6.3.2 Types of flower arrangement</p> <p>6.3.3 General guideline for flower arrangement</p> <p>6.3.4 Prolonging the life of flower.</p>
<ul style="list-style-type: none"> • Comprehend the importance of eco-friendly practices in the hotel industry, recognizing and addressing associated challenges. • Apply proactive control measures to minimize environmental impact, fostering the implementation of sustainable practices. • Demonstrate the practical implementation of environmentally friendly practices in a hotel setting through hands-on project work. 	<p>Unit 7: Environmental Friendly Practices in Hotel Industry (5 Hours)</p> <p>7.1 Introduction to Eco- friendly hotels</p> <p>7.2 Issues and Challenges during practices</p> <p>7.3 Control measures to reduce</p> <p>7.4 Implementing the environmentally friendly practices in hotel</p> <p>7.5 Project work.</p>

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, project work, lab work, fieldwork etc.

5. Evaluation System and Students' Responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.



External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	10%	40%
		Quizzes	5%	
		Attendance	5%	
		Project work	5%	
		Class Presentation	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student Requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam.

Students are required to complete all the requirements defined for the completion of the course

6. Prescribed Books and References

Prescribed Text Books

Anderws, S. (2008). *Hotel housekeeping management and operations*. Tata McGraw Hill.
Raghubalan, G., & Raghubalan, S. (2017). *Hotel housekeeping: Operations and management*. Oxford University Press.

Reference Books

Branson, J. C., & Lennox, M. (1977). *Hotel, hotel and hospital houskeeping*. Edward Arnold.
Kappa, M. M., Nitschke, A., & Schappert, P. B. (1997). *Housekeeping management*. Educationel Institute of The American Hotel & Motel Association, cop.



Pokhara University
Faculty of Management Studies

Course code.: RDM 193

Course title: **Accommodation Operation II**

Nature of the course: Practical

Year: First, Semester II

Level: Bachelor

Full marks: 100

Pass marks: 45

Time per period: 1 hr

Total periods: 24

Program: BHM

1. Course Description

Master the operation and maintenance of laundry equipment, including washing machines and dryers, while gaining practical skills in fabric handling and various laundry processes. Develop a keen eye for inspection standards in hospitality settings, identifying and addressing issues related to hygiene and presentation in public spaces and rooms. Acquire specialized skills in carpet shampooing techniques, learn the art of floral decorations for aesthetic enhancement, and understand effective supervision strategies for managing public areas and rooms while ensuring adherence to quality service standards.

2. General Objectives

The general objectives of this course are

- **Comprehensive Understanding of Management and Operations:** Attain a comprehensive understanding of housekeeping department management within the hospitality industry, encompassing detailed knowledge of key principles, strategies, and best practices for effective operations.
- **Supervision and Task Management Proficiency:** Acquire the essential skills to effectively supervise and manage tasks in the housekeeping department, developing the ability to coordinate and oversee diverse activities for a seamless and efficient workflow.

3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Revise Practical Skills from the First Semester: Demonstrate proficiency in executing and refining practical skills acquired during the first semester, showcasing improvement and mastery. • Identify Hotel Linen: Apply techniques to accurately identify and classify hotel linen, demonstrating a comprehensive understanding of various types and their specific uses. • Execute Laundry Operations: Demonstrate the ability to operate laundry equipment effectively, showcasing competence in handling different fabrics and employing appropriate laundry processes. • Apply Stain Removal Techniques: Employ various stain removal techniques for different types of stains, showcasing the ability to analyze 	<p>Practical Contents (24 Hours)</p> <ol style="list-style-type: none"> 1. Revision of practical from the first semester 2. Identification of Hotel Linen 3. Laundry 4. Various types of stains with their removal techniques 5. Inspection of Room 6. Supervision Rooms 7. Inspection of Public Area 8. Supervision Public Areas 9. Maintenance Report procedures 10. Flower arrangements 11. Decorating special events



<p>and choose appropriate methods for effective stain elimination.</p> <ul style="list-style-type: none"> • Conduct Room Inspections: Develop the skills to conduct thorough inspections of guest rooms, ensuring adherence to cleanliness standards and identifying areas for improvement. • Supervise Room Operations: Implement effective supervision strategies for managing and coordinating tasks within guest rooms, ensuring a smooth and efficient workflow. • Perform Public Area Inspections: Demonstrate the ability to inspect and evaluate the cleanliness and presentation of public areas, identifying and addressing any deficiencies. • Supervise Public Areas: Apply effective supervision techniques to manage and enhance the cleanliness and appeal of public areas within the hospitality setting. • Execute Maintenance Report Procedures: Utilize established procedures to document and report maintenance issues, ensuring timely resolution and efficient communication within the department. • Create Flower Arrangements: Develop the skills to design and create aesthetically pleasing flower arrangements, considering principles of design and the overall ambiance of the space. • Decorate Special Events: Apply creative skills to plan and execute decorations for special events, aligning with the theme and requirements of the occasion. • Utilize Forms and Formats: Demonstrate proficiency in completing and utilizing essential housekeeping documents, including Room Assignment Sheets, Housekeeping Worksheets, and Room Status Reports. • Develop Duty Rosters: Apply organizational and leadership skills to create effective duty rosters, ensuring proper staffing and task allocation within the housekeeping department. • Revise Second Semester Practical Skills: Review and enhance practical skills acquired during the second semester, showcasing continued improvement and mastery in housekeeping operations. 	<p>12. Forms and Formats: Room Assignment Sheet, Housekeeping Worksheet, Room Status Report</p> <p>13. Duty Roster</p> <p>14. Revision of all second semester practical</p>
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Note: The figures in the parentheses indicate the approximate periods for the respective units.



4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, project work, lab work, fieldwork etc.

5. Evaluation System and Students' Responsibilities

Internal Evaluation

In addition to the formal end- semester exam(s), the internal (formative) evaluation of a student may consist of quizzes, assignments, lab reports, projects, class participation and presentation etc. The tabular presentation of the internal evaluation is as follows. The components may differ according to the nature of the subjects.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Practical Exam & Viva	50	Attendance	5%	50
		Hygiene and grooming	10%	
		Team Work	10%	
		Hospitality etiquette	10%	
		Task Evaluation	50%	
		Quizzes (De-briefing)	15%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student Requirements:

Each student must secure at least 45% marks in internal evaluation with 80% attendance in the class in order to appear in the semester-end examination. Failing to get such score will be equated with NOT QUALIFIED (NQ) and the student will not be eligible to appear in the End- Semester examinations. Students are advised to attend all the classes and complete all the assignments within the specified time period. Failure of a student to attend a formal exam, quiz, test, etc. won't qualify him/her for re-exam. **Students are required to complete all the requirements defined for the completion of the course**

6. Prescribed Books and References

Prescribed Text Books

Anderws, S. (2008). *Hotel Housekeeping management and operations*. Tata McGraw-Hill.

Raghubalan, G., & Raghubalan, S. (2017). *Hotel Housekeeping: Operations and management*. Oxford University Press.

Reference Books

Branson, J. C., & Lennox, M. (1977). *Hotel, hotel and hospital houskeeping*. Edward Arnold.

Kappa, M. M., Nitschke, A., & Schappert, P. B. (1997). *Housekeeping management*. Educationel Institute of The American Hotel & Motel Association, cop.



Pokhara University
Faculty of Management Studies

Course code.: MGT 231
Course title: **Foundation of Management**
Nature of the course: Theory
Year: First, Semester II
Level: Bachelor

Full marks: 100
Pass marks: 45
Time per period: 1 hr
Total periods: 48
Program: BHM

1. Course Description

The course enables a comprehensive and structured exploration of management principles and application. This course includes the fundamental roles, competencies, and duties of managers, particularly their obligation to achieve goals competently and effectively. The course aims to offer students a thorough comprehension of the planning, decision making, leadership, team management, quality management, and conflict management.

2. General Objectives

The course is designed with the following general objectives:

- To familiarize students with the foundational principles of management, providing a comprehensive understanding of key concepts and theories that underpin effective organizational functioning
- To make students aware of the fundamental roles, competencies, and duties of managers, emphasizing their responsibility to efficiently and effectively achieve organizational goals.
- To acquaint students with the intricacies of planning and decision-making processes, enabling them to develop strategic thinking and analytical skills crucial for managerial success.
- To familiarize students with leadership and team management principles, fostering the development of effective interpersonal and communication skills necessary for leading and collaborating within diverse organizational contexts.
- To make students adept in quality management, conflict resolution strategies, and empowering them to address challenges and contribute positively to the enhancement of organizational performance

3. Contents in Detail with Specific Objectives

Specific Objectives	Contents
<ul style="list-style-type: none"> • Familiar with the concept of management, understanding its significance and relevance in organizational settings. • Describe the process and functions of management, outlining the key steps involved in effective managerial practices. • Analyze the different types of managers, including general, functional, and line managers, and identify their 	<p>Unit 1: Introduction to Management (11 Hours)</p> <p>1.1 Concept of management</p> <p>1.2 Process and functions of management</p> <p>1.3 Type of managers (general, functional and line managers)</p> <p>1.4 Managerial roles and skills</p> <p>1.5 Changing job of managers</p> <p>1.6 Management Thoughts: classical, behavioral, contingency, and contemporary perspectives of management</p> <p>1.7 Emerging issues and challenges for</p>



<p>respective roles and responsibilities within an organization.</p> <ul style="list-style-type: none"> • Explain the managerial roles and skills required for effective leadership, exploring the diverse aspects that contribute to managerial success. • Apply knowledge of classical, behavioral, contingency, and contemporary perspectives of management to analyze and address emerging issues and challenges in the hospitality industry 	<p>management in hospitality industry</p>
<ul style="list-style-type: none"> • Familiar with the concept of the organization-environment interface, recognizing its impact on managerial decision-making and organizational performance. • Describe the social responsibility of business and its significance in the context of the hospitality industry. • Analyze the types and components of the organizational environment, using Porter's five forces model to assess the competitive forces influencing the hospitality industry • Explain the emerging business environment trends within the hospitality industry, identifying key factors shaping the industry's future. • Apply the understanding of the environmental context to anticipate and adapt to changes in the hospitality business landscape. 	<p>Unit 2: The Environmental Context of Management (4 Hours)</p> <p>2.1 Concept</p> <p>2.2 Organization-environment interface</p> <p>2.3 Social responsibility of business</p> <p>2.4 Types and components of organizational environment</p> <p>2.5 Porters' five forces model</p> <p>2.6 Emerging business environment in the hospitality industry</p>
<ul style="list-style-type: none"> • Familiar with the concept of planning, emphasizing its importance, characteristics, and relevance in organizational success. • Describe various methods and types of planning, illustrating how organizations can effectively navigate the planning process. • Analyze the decision-making process, exploring its importance, characteristics, and the conditions that influence effective decision-making. • Explain different types of decision-making and the challenges associated with each, along with strategies to overcome pitfalls in the planning 	<p>Unit 3: Planning and Decision Making (7 Hours)</p> <p>2.1 Planning:</p> <p>2.1.1 Concept of planning</p> <p>2.1.2 Importance and characteristics of planning</p> <p>2.1.3 Methods of planning</p> <p>2.1.4 Types of planning</p> <p>2.1.5 Planning process, pitfalls in planning and overcoming pitfalls in planning.</p> <p>3.2 Decision Making:</p> <p>3.2.1 Concept of decision making,</p> <p>3.2.2 Importance and characteristics of decision making</p> <p>3.2.3 Process of decision making</p> <p>3.2.4 Types of decision-making</p>



<p>process.</p> <ul style="list-style-type: none"> • Apply planning and decision-making principles to address real-world scenarios and challenges in the hospitality industry. 	<p>3.2.5 Decision-making conditions</p>
<ul style="list-style-type: none"> • Familiar with the meaning and concept of organizational structure, understanding its role in defining relationships and responsibilities within an organization. • Describe vertical differentiation, horizontal differentiation, and the nature and types of organizational design, providing insights into how organizations structure themselves. • Analyze the concept of departmentation, exploring various types and their implications on organizational functionality. • Explain the dynamics of authority, power, and responsibility within organizational structures, identifying their influence on managerial effectiveness. • Apply knowledge of organizational structure practices in the hospitality industry, considering industry-specific challenges and opportunities. 	<p>Unit 4: Organizational Structure (8 Hours)</p> <p>4.1 Meaning and concept of organizational structure</p> <p>4.2 Organizational design: vertical differentiation, horizontal differentiation, nature and types of organizational design</p> <p>4.3 Concept of departmentation</p> <p>4.4 Types of departmentation</p> <p>4.5 Authority, power and responsibility</p> <p>4.6 Emerging issues in organization design,</p> <p>4.7 Organizational structure practices in Hospitality industry.</p>
<ul style="list-style-type: none"> • Familiar with the concept and functions of organizational leadership, recognizing its distinctiveness from management roles. • Describe the qualities of good leadership and the traits and styles associated with effective leadership in the context of the hospitality industry. • Analyze different approaches to leadership, evaluating their applicability in diverse organizational settings. • Explain the qualities of a successful hospitality manager, considering the unique challenges and expectations in the hospitality industry. • Apply leadership principles to scenarios involving leadership issues in the hospitality industry, demonstrating an understanding of practical implications. 	<p>Unit 5: Organizational Leadership (7 Hours)</p> <p>5.1 Concept and functions</p> <p>5.2 Leadership versus management</p> <p>5.3 Qualities of good leadership</p> <p>5.4 Leadership traits and styles</p> <p>5.5 Approaches to leadership</p> <p>5.6 Qualities of successful hospitality manager</p> <p>5.7 Scenario of leadership issues in hospitality industry</p>
<ul style="list-style-type: none"> • Familiar with the concept, types, and formation of work groups, recognizing 	<p>Unit 6: Managing Work Teams (6 Hours)</p>



<p>their role in organizational dynamics.</p> <ul style="list-style-type: none"> • Describe team management concepts, types, and strategies for effective team collaboration within the hospitality industry. • Analyze organizational conflicts, identifying their causes and implications for team dynamics. • Explain conflict management strategies and techniques, considering their application in resolving conflicts within work teams. • Apply knowledge of teamwork to analyze and discuss real-life scenarios of team dynamics in Nepalese organizations, considering cultural and industry-specific factors. 	<p>6.1 Concept, types, and formation of work groups</p> <p>6.2 Team management - concept, types and strategy for effective team management</p> <p>6.3 Organizational conflict</p> <p>6.4 Conflict management strategies and techniques</p> <p>6.5 Scenario of team work in Nepalese organization.</p>
<ul style="list-style-type: none"> • Familiar with the concept, types, and processes of management control systems in organizational settings. • Describe the features of effective control, emphasizing their role in organizational performance and success. • Analyze Total Quality Management (TQM) concepts and techniques, understanding their relevance in maintaining and enhancing product and service quality. • Explain emerging quality management issues and challenges, recognizing their impact on contemporary organizational practices. 	<p>Unit 7: Management Control System (5 Hours)</p> <p>7.1 Concept, types and process</p> <p>7.2 Features of effective control</p> <p>7.3 Total Quality Management - concept and techniques</p> <p>7.4 Emerging quality management issues and challenges.</p>

Note: The figures in the parentheses indicate the approximate periods for the respective units.

4. Methods of Instruction

Lecture, discussion, question-answer, brainstorming, project work, lab work, fieldwork etc.



5. Evaluation System and Students' Responsibilities

Internal Evaluation

The tabular presentation of the internal evaluation is as follows.

External Evaluation	Marks	Internal Evaluation	Weight	Marks
Semester-end examination	50	Assignments	15%	50
		Quizzes	10%	
		Attendance	5%	
		Class participation	10%	
		Term exam	60%	
Total external	50	Total Internal	100%	50
Full Marks 50+50 = 100				

Student Requirements:

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6. Prescribed Book and References

Bateman, T. S., & Snell, S. (2002). *Management: Competing in the new era*. New Delhi: Tata McGraw Hill.

Reference Books

Pant, P. R. (2020). *Principles of management*. Buddha Academic Enterprises.

Chalise, M., & Gautam, P. K. (2021). *Principles of management*. KEC Publication and Distributors (P.) Ltd.

Paudel, S. R., Pradhan, G. M., & Bhandari, K. P. (2003). *Principles of management*. Asmita Publications.

