

AC 27/2/13
Item no. 4.31

UNIVERSITY OF MUMBAI



Syllabus

for

SEMESTER V and VI

Program: B.Sc.

Course: Home Science

Branch IV: Community Resource Management

(Credit Based Semester and Grading System

with effect from the academic year 2013–2014)

T.Y. B. Sc.
HOME SCIENCE
SEMESTER V
BRANCH IV: COMMUNITY RESOURCE MANAGEMENT

Course Code	Title	Internal Assessment Marks	Semester End Examination	Total marks	Periods /week	Credits
USHSIV501	Part A: Residential Interior Design	40	60	100	3	2
USHSIV502	Hotel Front Office and Housekeeping Operations	40	60	100	3	2
USHSIV503	Marketing Management and Entrepreneurship	40	60	100	3	2
USHSIV504	Introduction to Ergonomics	40	60	100	3	2
USHSIV505	Human Resource Management	40	60	100	3	2
USHSIV506	Part A: Household Appliances	30	45	75	3	2
	Part B: Extension Education and Communication for Development	30	45	75	3	2
USHSIVP501	Community Service	—	50	50	2	2
USHSIVP502	Part A: Residential Interiors/ Hotel Front Office and Housekeeping	—	50	50	2	2
	Part B: Residential Interiors/ Hotel Front Office and Housekeeping	—	50	50	2	2
				800	27	20

Course Code	Title	Periods/ Week	Marks	Credits
USHSIV501	Residential Interior Design	3	100	2

Objectives

- To familiarize students to various building materials used in construction.
- To enable students to select appropriate materials for different surfaces
- To get an insight into a variety of furniture, lighting, furnishings suitable for interiors.
- To be aware of the various household services

Course Content		Periods
Unit I	Introduction to Building Construction and Interior Design Definition of a building, Types, Basic components, Requirements of parts of buildings Structural Design Introduction to Building Materials Building Stones, Clay Products, Cement, Concrete, Mortar, Timber, Plywood, Plastics, Glass, Paints, Ferrous and Non - ferrous Metals, Gypsum, Adhesives or Glues	15
Unit II	Components of a Building Walls, Floors, Windows and Ventilators, Doors, Stairs, Roofs, Lintels	15
Unit III	A: Basic Principles of Residential Space Planning Orientation: Sun, Wind and Rain, Aspect, Prospect, Privacy, Grouping, Roominess, Flexibility, Circulation, Light and Ventilation, Furniture Arrangements, Sanitation, Other practical considerations B: Planning of Rooms Space requirements, Furniture needed, Factors influencing Furniture Arrangement, Types of Furniture, Ergonomical Considerations, Human space needs, Lighting requirements for different activities, Ventilation and Indoor air quality, Noise Control	15

References

- Allen, P. S. (1985). Beginnings of Interior Environment (5thed). Macmillan Publishing Co. London.
- Clifton. C., Moggand Paine M. (1988). The Curtain Book. Reed International books. New York.
- Craig. H. T. (1987). Homes with Character. Glencoe Publishing Co. Inc. U.S.A.
- Faulkner, S. (1975). Inside Today's Home. CBS College Publishing. New York
- Gilliat M. (1986). The Decorating Book. Library of Congress Cataloguing Publications, Great Britain.
- Kumar, S. (2008). Building Construction. Standard Publishers and Distributors, Delhi.
- Rao, R. and Subrahmanyam, Y. (2007). Planning and Designing of Residential Buildings. Standard Publishers and Distributors. Delhi.
- Rao. P. M. (2008). Interior Design – Principles and Practice. Standard Publishers and Distributors, Delhi.

Course Code	Title	Periods/ Week	Marks	Credits
USHSIV502	Hotel Front Office and Housekeeping	3	100	2

Objectives

To enable students to:

- understand the managerial aspects of Hotel Housekeeping and Front Office
- describe, analyze and evaluate the roles and functions of Hotel Housekeeping and Front Office
- gain knowledge of personal attitudes, characteristics, and work practices essential in Reception operations

Course Content		Periods
Unit I	Introduction to Hospitality Industry Types of Hospitality Business, Relation to Tourism, Hotel, History of Lodging, Types of Guestrooms and Plans, Organizational Structure: Small and Large Hotels, Property Management Systems Promotion of Products and Services Hotel Front Office Organization, Job Description and Job Specifications, The Guest Cycle Qualities of Front Office and Housekeeping Staff, Role and Responsibilities of the staff, Communicating on the Telephone, Telephone and Switchboard equipment Receiving Reservations Role and Responsibilities of the Reservation Staff, Reservation Process, Potential Reservation Problems, Types of Reservations, Reservation Records and Reports	15

Unit II	Reception Role and Responsibilities of the staff at Reception Check – In: Guest Arrival and Check –In, Registration, Other Reception Duties and Services Check – Out: Guest Departure and Check-Out, Preparing Records and Reports Providing Porter Services: Role and Responsibilities of a Porter, Handling Guest Arrivals and Departures, The Role of the Porter in Security Lobby: Job Description: Bell Boy and Bell Captain, Control of Bell Boys, Procedures for: Left Luggage, Scanty Baggage, Wake – up Call, Processing Housekeeping Discrepancies, Other Duties of Lobby Staff.	15
Unit III	Financial Transactions Guest Accounting System,Types of Accounts, Accounting cycle Credit and Credit Procedures Definition, Objectives of Credit Control, Credit Control measures during: Arrival, Occupancy, Departure and Post-departure Safeguards adopted by Hotels, Legal Action that maybe taken against Defaulters Night Audit: Role and Responsibilities of the Night Auditor, The Audit Process, Procedures to ensure Accuracy and Security of Financial Systems Cashier: Role and Responsibilities of the Cashier	15

References

- Agarwal. A. and Agarwal. M. (2000). Careers in Hotel Management. Vision Books Pvt. Ltd, New Delhi.
- Alan. T. S. and Wortman. J. F. (2006). Hotel and Lodging Management – An Introduction. John Wiley and Sons. New Jersey.
- Andrews. S. (1982). Hotel Front Office – Training manual. Tata McGraw Hill Publishing Co. Ltd. New Delhi.
- Andrews. S. (2003). Hotel Housekeeping – Training manual. Tata McGraw Hill Publishing Co. Ltd. New Delhi.
- Branson J. and Lennox M. (1992). Hotel, Hostel and Hospital Housekeeping. Hodderand Stoughton Educational Press, Great Britain.
- Brown G. and Hepner. K. (1996). The Waiter’s Handbook. Hospitality Press Pty Ltd, Australia
- Casado. M. A. (2000). Housekeeping Management. John Wiley. New York.
- Ford. R. C. and Heaton. C. P. (2000). Managing the Guest Experience in Hospitality. Delmar Thomson Learning. New York.
- Hurst. R. (1983). Housekeeping Management for Hotels and Residential Establishments. Heinemann, London.
- O’ Shannessy. V and Haby. S. Richmond (2001). Accommodation Services. Prentice Hall, Australia
- Raghubalan. G. and Raghubalan. S. (2007). Hotel Housekeeping Operations and Management. Oxford University Press. New Delhi
- Walker. J. R. (2005). Introduction to Hospitality Management. Pearson Education Pvt. Ltd, Delhi.

Course Code	Title	Periods/ week	Marks	Credits
USHSIV503	Marketing Management and Entrepreneurship	3	100	2

Objectives

- To understand different marketing functions and systematic distribution system.
- To develop the analytical skills of students and enable them to use marketing strategies in a competitive environment.
- To acquire knowledge and skills for entrepreneurship.

Course Content		Periods
Unit I	Overview of Marketing Meaning, Features, Marketing functions, Concepts of Marketing, Marketing Environment – Definition, Factors influencing Marketing Plan – Internal and External, Present Marketing Environment in India. Marketing Structures Definition, Features of Marketing Mix, Marketing Strategies, Need and Types of Marketing Structures, Channels of Distribution: Types, Factors to be considered	15
Unit II	Market Segmentation, Targeting and Positioning Definition, Need, Factors influencing Market Segmentation, Basis of Market Segmentation, Features of good Market Segmentation, Market Segmentation Strategies New Product Development Stages in the process, Promotion Mix, Product Life Cycle and Marketing Strategies Product Failure	15

Unit III	Concept of Costs Fixed and Variable cost, Marginal Cost, Break-Even Analysis, Opportunity Cost Governmental Control Pricing Definition and Importance, Types of Pricing, Factors affecting Pricing	15
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References

- Amarchand. D. (1979). Introduction to Marketing, Vikas Publishing House. New Delhi.
 Bhatia. R.C. (2003). Marketing, Communication and Advertising Galgotia Publishing Co. New Delhi.
 Green. C. (2004). Entrepreneurship Ideas in Action. South Western Educational Publishing Pvt. Australia.
 Kale. N.G. (1998). Principles and Practice of Marketing. VipulPrakashan, Mumbai.
 Kale. N.G. and Ahmed. M. (1997). Marketing Management 3rd ed. VipulPrakashan. Mumbai.
 Kale. N.G. (1998). Fundamentals of Marketing and Finance. ManishaPrakashan, Mumbai.
 Kotler. P. (1980). Marketing Management-Analysis, Planning, Implementation and Control. Prentice Hall of India Pvt. Ltd. New Delhi.
 Murthy, B. N. (1989). Entrepreneurship in Small Towns Mittal Publications. Delhi.
 Stern. L.W. (1996). Marketing Channels. Prentice Hall of India Pvt. Ltd. New Delhi.
 Swarajyalakshmi. (1998). Development of Women Entrepreneurship in India. Problems and Prospects. Discovering Publishing House. New Delhi.

Course Code	Title	Periods/ week	Marks	Credits
USHSIV504	Introduction to Ergonomics	3	100	2

Objectives

- To introduce students to the concept and essential components of Ergonomics.
- To provide students with ergonomic applications in home, office and industry.

Course Content		Periods
Unit I	Introduction Definition, Historical Perspective, Scope of Ergonomics, Need and Importance Man – Machine – Environment System Interdisciplinary Approach Anatomy, Psychology, Physiology Time and Motion Studies	15
Unit II	Anthropometrics Definition, Terminology Used, Body Dimensions: Definitions and Applications, Types, Principles and Practice of Anthropometrics Anthropometric Data: Applications Work Space Design Working Heights, Clearance, Work Zones: Convenient and Maximum Reach, Neck and Head Postures	15
Unit III	Posture and Workload Definition, Anatomy of the Body, Types of Postures: Standing, Sitting, Hand and Arm Postures, Guidelines of Good Posture Biomechanics Fatigue Definition, Types of fatigue: Physiological fatigue, Psychological fatigue, Effect on Performance, Assessment of Fatigue, Work Design to avoid Fatigue	15

References

- Bridger. R.S. (2003). Introduction to Ergonomics. Taylor and Francis Ltd. Great Britain.
 Chauhan. M. K. (2002). Ergonomics Practical Manual. SVT College of Home Science, Mumbai.
 Dalela S. and Saurabh. (1987). Textbook of Work Study and Ergonomics. (4th ed). Standard Publishers. Delhi.
 Gandotia. V., Oberoi K. and Sharma. P. (2005). Essentials of Ergonomics, Dominant Publishers and Distributors. New Delhi.
 Kong. S. and Johnson. S. (2000). Work Design: Industrial Ergonomics, Holcomb Hathway. Arizona.
 Kroemer. K.H.E and Grandjean E. (1997). Fitting the Task to the Human: A Textbook of occupational Ergonomics Taylor and Francis Ltd. London.
 Pheasant. S. (1996). Bodyspace: Anthropometry, Ergonomics and the Design of Work (2nd ed.). Taylor and Francis Ltd. London.
 Stanton. N., Hedge. A., Brookhirs K. and Sales. E. (2005). Handbook of Human Factors and Ergonomics, CRC Press. Florida.
 Weerdmaster Dul Jam. B. (2001). Ergonomics for Beginners: A Quick Reference Guide. Taylor and Francis Ltd. London
 Wilson J. R. and Corbett E. N. (1995). Evaluation of Human Task: A Practical Ergonomics Methodology. (2nd ed.) Taylor and Francis (Ltd). London.

Course Code	Title	Periods/ week	Marks	Credits
USHSIV505	Human Resource Management	3	100	2

Objectives

To provide the students with an:

- overview of the basic concepts of Human Resource Management and its dimensions.
- awareness of the relevance of HRM in an Organization.
- exposure to case studies in HRM practice.

Course content		Periods
Unit I	Introduction to Human Resource Management Concept, Features, Objectives, Terminology used, Importance and Limitations, Principles of HRM, Activities of HRM, Role of HR Manager, Difference between Personal Management and HRM. Human Resource Planning Meaning, Objectives, Advantages, and Limitations, Steps in the planning Process, Job analysis : Concept, Job description and Job Specification, Job Design: Concept, Factors affecting Job Design, Techniques of Job Design, Job Evaluation: Concept, Purpose, Importance and Methods of Job Evaluation.	15
Unit II	Staffing Recruitment and Selection: Meaning, Sources of Recruitment, Steps in Selection Procedure, Induction/ Orientation: Purpose, contents of the Orientation programme, Advantages of Induction. Performance Appraisal Meaning, Purpose, Need, Merits and De- Merits, Methods, Limitations of performance Appraisal Techniques, Suggestions for raising the effectiveness of Appraisal Programmes, Post Appraisal Interview.	15
Unit III	Training and Development Meaning, Need, Objectives, Types, Advantages of training, Method of training, Principles of training, Steps in the training process, Evaluation Importance of Development, Method of Development	15

References

- Certo, S.C. (2003). Modern Management. Pearson Education (Singapore) PTE, Ltd. Delhi.
- Kale, N.G., Latif, S.A. and Mehtab, A. (1998) Management and Human Resource Development. Manisha Prakashan. Mumbai.
- Kalyani, A.V., Iyer, S.N. and Paranjape, V.D. (2001). Management and Human Resource Development. 4th ed. Himalaya Publishing House. Mumbai
- Mathis, R.L. and Jackson, J.H. (2003) Human Resource Management 10th ed. Thomson/Southwestern. Australia.
- Rao, P.S. (1999) Essentials of Human Resource Management and Industrial Relations (Text, Cases and Games). 2nd ed. Himalaya Publishing House. Mumbai.
- Satya, R.R. and Parthasathy, A. (2000). Management: Text and Cases. Prentice Hall of India Pvt. Ltd. New Delhi.

Course Code	Title	Periods/ week	Marks	Credits
USHSIV506	Part A: Household Appliances	3	75	2
	Part B: Extension Education and Communication for Development	3	75	2

Part A: Household Appliances

Objectives

- To enable students to select and effectively use equipment.
- create an awareness of the working principles, construction, cost and care of various equipments available in the market.

Course content		Periods
Unit I	Introduction Classification of Equipment, Selection of equipment, Basic Facts of Electricity, Heating Elements and Thermostats, Motors, Cords and Plugs Fuels Conventional Fuels, Non-conventional Fuels, Environmental Impact of the use of various Fuels, Cost-effectiveness of Fuels	15
Unit II	Materials Base Materials, Finishing Materials, Insulating Materials	15

	Utensils Methods of Forming – Casting, Spinning, Drawing, Stamping; Methods of Assembling - Riveting, Soldering, Welding, Braizing; Surface Cooking Utensils; Ovenware; Hand Tools: Knives, Peeler, Graters and Beaters	
Unit III	Fuel efficient Appliances Kerosene stoves, Solar water Heaters, Solar cookers Small Kitchen Appliances Pressure Cooker, Mixers and Grinders, Electric Kettle, Coffee Maker and Coffee Percolator, Electric Toaster, Deep Fryers, Induction cook top Waste Disposal unit	15

References

- Inman E. F. (1966). Equipment in the Home. Harper and Row Publishers, New York.
 Payne J and Theis M. (2005). Introduction to Food Service. (10th ed). Pearson Education, Inc. New Jersey.
 Peet. L. J. (1970). Household Equipment (6th ed.) John Wiley and Sons. New York.
 Peet L. J. and Thye. L. S. (1957). Household Equipment. (4th ed.) John Wiley and Sons. New York.
 Sethi M. and Malhan S. (1993) Catering Management- An Integrated Approach. Wiley Eastern Limited. New Delhi.
 Verghese .B.(1999). Professional Food and Beverage Service Management. Macmillan India Ltd. Bangalore.
 Zante. V. and Helen. J. (1964). Household Equipment. Prentice Hall. New York.

Part B: Extension Education and Communication for Development

Objectives

- To orient students to the need for Extension Education
- To facilitate the development of knowledge and skills in the preparation and use of various aids used in extension education.
- To enable students to understand how to plan for and implement a Community Development Programme.

Course content		Periods
Unit I	Communication Approaches and Extension Work Communication and Extension Approaches and Methods, Motivating the Audience, Selection of Teaching Tools Extension Methods Direct Contact, Demonstration, Puppetry, Drama, Role Plays and Street Plays, Talks: Meetings and Conferences, Group Discussions and Focus Group Discussions, Tours, Campaigns, Rural Camps, Exhibitions	15
Unit II	Non Projected Visual Aids Posters, Diagrams: Charts and Graphs, Flip Charts, Flash Cards, Felt Boards and Flannel Graphs, Chalk Boards, Bulletin Boards	15
Unit III	Projected Aids Projectors, Use of Computers, VCD, DVD and other Electronic Media, Audio Aids, Communication through the Written Word: Writing for Newspapers, Feature Stories, Leaflets, Pamphlets, Bulletins and Circulars, Writing for a Radio Talk and Television Programme	15

References

- Chadha, P.C. and Moquemuddin, M. (1979). Audio – Visual Education (Art and Teaching Aids). Prakash Brothers. Ludhiana
 Dahama, O.P. and Bhatnagar, O.P. (1980). Education and Communication for Development. 2nd ed. Oxford and IBH Publishing Co. Pvt. Ltd. New Delhi.
 NIPCCD, (2002) Nutrition and Health Education Source Book. New Delhi
 Shah, A. and Joshi, U. (1992). Puppetry and Folk Dramas for Non-formal Education. Sterling Publishers Pvt. Ltd. New Delhi.
 Supe, S.V. (1983). An Introduction to Extension Education. Oxford and IBH Publishing Co. Pvt. Ltd. New Delhi.
 Waghmare S. and Waghmare V. (1989) Teaching Extension Education, 2nd ed. Metropolitan. New Delhi.

Course Code	Title	Periods/ week	Marks	Credits
USHSIVP501	Community Service	2	50	2

Objectives

To provide students with:

- basic skills in the preparation and use of audiovisual aids
- an exposure to different community settings and enable students to render service in these settings using various aids.

Course content	Periods
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Unit I	Visual Aids Importance in Community Service Programmes, Principles, Preparation, Use of Aids such as Posters, Charts, Flash Cards, Leaflets, etc. Bulletin Board: Effective use of Bulletin Boards. Use of the Bulletin Board in bringing about awareness of community related issues among college students, Use of the Computer in the preparation of A.V. aids.	15
Unit II	Street Plays and Puppet Shows Importance, Principles and Preparation of different types of puppets, Writing of simple Scripts Seminar Skills required for effective Seminar Presentations, Classroom presentation of a paper on topics of general interest focusing on developing the communication and presentation skills of the students.	15

References

- Chadha, P.C. and Moquemuddin, M. (1979). Audio – Visual Education (Art and Teaching Aids). Prakash Brothers. Ludhiana
- Dahama, O.P. and Bhatnagar, O.P. (1980). Education and Communication for Development. 2nd ed. Oxford and IBH Publishing Co. Pvt. Ltd. New Delhi.
- NIPCCD, (2002) Nutrition and Health Education Source Book. New Delhi.
- Shah, A. and Joshi, U. (1992). Puppetry and Folk Dramas for Non-formal Education. Sterling Publishers Pvt. Ltd. New Delhi.
- Supe, S.V. (1983). An Introduction to Extension Education. Oxford and IBH Publishing Co. Pvt. Ltd. New Delhi.
- Waghmare S. and Waghmare V. (1989) Teaching Extension Education, 2nd ed. Metropolitan. New Delhi

Course Code	Title	Periods/ week	Marks	Credits
USHSIVP502	Part A: Residential Interiors/ Hotel Front Office and Housekeeping	2	50	2
	Part B: Residential Interiors/ Hotel Front Office and Housekeeping	2	50	2

Part A: Residential Interiors (Elective)

Objectives

- To gain insight into the types of furniture, lighting and furnishings for interiors
- To enable selection of appropriate materials for different surfaces
- To impart skills in drawing ergonomically-fit interior schemes for residential buildings
- To gain experience in scale drawing and presentation techniques.

Course Content		Periods
Unit I	Introduction Materials used, Lettering, Scales, Symbols used in building drawings, Study of building Blue Prints: Plan, Elevation, Sections, Key, Legend, Title Block, Scale, Site Orientation and Detailed Drawing Figures and Projections Orthographic Projections, One-point Perspective of simple geometrical forms	15
Unit II	Working Details Doors, Jamb, Windows, Ventilators	15

References

- Allen. P. S. (1985). Beginnings of Interior Environment (5th Ed), Macmillan Publishing Co. London.
- Cliffon C., Moggand Paine. M. (1988). The Curtain Book Reed International Books. New York.
- Gilliat M. (1986). The Decorating Book. Library of Congress Cataloguing Publications, Great Britain.
- Kumar. S. (2008). Building Construction. Standard Publishers and Distributors, Delhi.
- Rao. P. M. (2008). Interior Design – Principles and Practice. Standard Publishers and Distributors. Delhi.
- Rao R. and Subrahmanyam Y. (2007). Planning and Designing of Residential Buildings. Standard Publishers and Distributors. Delhi.
- Magazines: Inside Outside, Society Interiors, Design and Interiors, Architecture and Design

Part A: Hotel Front Office and Housekeeping Operations (Elective)

Objectives

To enable students to:

- To train students to manage the functions carried out in the Housekeeping and Front Office departments of an Institution.
- To prepare students for Front Office and Housekeeping jobs in institutions like Hotels, Hostels, Hospitals, Offices, etc.

Course Content		Periods
Unit I	Grooming and Etiquette required of Front Office staff General rules to be followed by employees on Guest in the Lobby and Reception areas Visit to the Housekeeping and Front Office departments of a hotel / hospital to study the layout of the department, organizational structure and functions.	15
Unit II	Preparation of a Staffing guide	15

References

- Agarwal A. and Agarwal M. (2000). Careers in Hotel Management. Vision Books Pvt Ltd, New Delhi
- Andrews, S. (1982). Hotel Front Office – Training Manual. Tata McGraw Hill Publishing Co. Ltd., New Delhi.
- Andrews S. (2003). Hotel Housekeeping – Training Manual. Tata McGraw Hill Publishing Co. Ltd., New Delhi.
- Brown G. and Hepner, K.. The Waiter's Handbook. Hospitality Press Pty Ltd, Australia
- Ford, R.C. and Heaton, C. P, (2000). Managing the Guest Experience in Hospitality. Delmar Thomson Learning, New York.
- Lockwood A. (1996). Quality Management in Hospitality: Best Practice in Action. Cassell Publishing House, London.
- O' Shannessy, V., Haby, S. and Richmond, P. (2001). Accommodation Services. Prentice Hall, Australia
- Raghubalan G. and Raghubalan S. (2007). Hotel Housekeeping Operations and Management. Oxford University Press, New Delhi
- Van Der Wagen, L. (2006). Professional Hospitality Core Competencies. Hospitality Press Pvt Ltd, Australia

Part B: Residential Interiors (Elective)

Objectives

- To gain insight into the types of furniture, lighting and furnishings for interiors
- To enable selection of appropriate materials for different surfaces
- To impart skills in drawing ergonomically-fit interior schemes for residential buildings
- To gain experience in scale drawing and presentation techniques.

Course Content		Periods
Unit III	Interior Presentation Plan, Elevations, Sections, Perspectives	15
Unit IV	Evolving simple house plans for a small area Plan, 4 Sectional elevations	15

References

- Allen. P. S. (1985). Beginnings of Interior Environment (5th Ed), Macmillan Publishing Co. London.
- Cliffon C., Moggand Paine. M. (1988). The Curtain Book Reed International Books. New York.
- Gilliat M. (1986). The Decorating Book. Library of Congress Cataloguing Publications, Great Britain.
- Kumar. S. (2008). Building Construction. Standard Publishers and Distributors, Delhi.
- Rao. P. M. (2008). Interior Design – Principles and Practice. Standard Publishers and Distributors. Delhi.
- Rao R. and Subrahmanyam Y. (2007). Planning and Designing of Residential Buildings. Standard Publishers and Distributors. Delhi.
- Magazines: Inside Outside, Society Interiors, Design and Interiors, Architecture and Design

OR

Part B: Hotel Front Office and Housekeeping Operations (Elective)

Objectives

To enable students to:

- To train students to manage the functions carried out in the Housekeeping and Front Office departments of an Institution.
- To prepare students for Front Office and Housekeeping jobs in institutions like Hotels, Hostels, Hospitals, Offices, etc.

Course Content		Periods
Unit I	Communication On the telephone, With guests, Inter-departmental, Folios and Formats Simulations of situation handling with Guests, Other departments.	15
Unit II	1 ½ weeks internship in the front office department of a hotel	15

References

- Agarwal A. and Agarwal M, (2000). Careers in Hotel Management. Vision Books Pvt Ltd, New Delhi
- Andrews S. (2003). Hotel Housekeeping – Training Manual. Tata McGraw Hill Publishing Co. Ltd., New Delhi.
- Andrews, S. (1982). Hotel Front Office – Training Manual. Tata McGraw Hill Publishing Co. Ltd., New Delhi.
- Brown G. and Hepner, K.. The Waiter’s Handbook. Hospitality Press Pty Ltd, Australia
- Ford, R.C. and Heaton, C. P, (2000). Managing the Guest Experience in Hospitality. Delmar Thomson Learning, New York.
- Lockwood A. (1996). Quality Management in Hospitality: Best Practice in Action. Cassell Publishing House, London.
- Shannessy, V., Haby, S. and Richmond, P. (2001). Accommodation Services. Prentice Hall, Australia
- Raghubalan G. and Raghubalan S. (2007). Hotel Housekeeping Operations and Management. Oxford University Press, New Delhi
- Van Der Wagen, L. (2006). Professional Hospitality Core Competencies. Hospitality Press Pvt Ltd, Australia

T.Y. B. Sc. (HOME SCIENCE)
SEMESTER VI
BRANCH IV: COMMUNITY RESOURCE MANAGEMENT

Course Code	Title	Internal Assessment Marks	Semester End Examination	Total marks	Periods /week	Credits
USHSIV601	Residential Interior Design	40	60	100	3	2
USHSIV602	Hotel Front Office and Housekeeping Operations	40	60	100	3	2
USHSIV603	Marketing Management and Entrepreneurship	40	60	100	3	2
USHSIV604	Introduction to Ergonomics	40	60	100	3	2
USHSIV605	Human Resource Management	40	60	100	3	2
USHSIV606	Part A: Household Appliances	30	45	75	3	2
	Part B: Extension Education and Communication for Development	30	45	75	3	2
USHSIVP601	Community Service	—	50	50	2	2
USHSIVP602	Part A: Residential Interiors/ Hotel Front Office and Housekeeping	—	50	50	2	2
	Part B: Residential Interiors/ Hotel Front Office and Housekeeping	—	50	50	2	2
				800	27	20

Course Code	Title	Periods/ week	Marks	Credits
USHSIV601	Residential Interior Design	3	100	2

Objectives

- To familiarize students to various surface finishes used in interiors.
- To enable students to select appropriate materials for different surfaces
- To get an insight of the professional aspects of Interior Design.
- To be aware of the various household services

Course Content		Periods
Unit I	Financial Considerations in Housing Factors affecting the cost of a house, Purchase of a plot for House and Apartment Construction, Housing decisions, Ownership Vs. Rental, Ready Accommodation Vs. Construction, Finance: Loans, Mortgages, Self-finance institutions, agencies offering finance Residential Lighting Natural and Artificial lighting	15
Unit II	Interior Finishes, Furnishings and Accessories Ceiling, Walls, Doors and Windows, Flooring, Furniture, Accessories	15
Unit III	Residential Services Electricity, Plumbing, Sewerage, Environmental considerations Interior Design - Professional Aspects Setting up a Professional Practice, Estimates and Tenders, Building Rules and Regulations, Interior Design terminology used in practice	15

References

- Allen, P. S. (1985). Beginnings of Interior Environment (5thed). Macmillan Publishing Co. London.
- Clifton. C., Moggand Paine M. (1988). The Curtain Book. Reed International books. New York.
- Craig. H. T. (1987). Homes with Character. Glencoe Publishing Co. Inc. U.S.A.
- Faulkner, S. (1975). Inside Today's Home. CBS College Publishing. New York
- Gilliat M. (1986). The Decorating Book. Library of Congress Cataloguing Publications, Great Britain.
- Kumar, S. (2008). Building Construction. Standard Publishers and Distributors, Delhi.
- Rao, R. and Subrahmanyam, Y. (2007). Planning and Designing of Residential Buildings. Standard Publishers and Distributors. Delhi.
- Rao. P. M. (2008). Interior Design – Principles and Practice. Standard Publishers and Distributors, Delhi.

Course Code	Title	Periods/ week	Marks	Credits
USHSIV601	Hotel Front Office and Housekeeping Operations	3	100	2

Objectives

To enable students to:

- understand the managerial aspects of Hotel Housekeeping and Front Office
- describe, analyze and evaluate the roles and functions of Hotel Housekeeping and Front Office
- gain knowledge of personal attitudes, characteristics, and work practices essential in Reception operations

Course Content		Periods
Unit I	Housekeeping Department Organization, Job Description and Job Specifications, Inter Departmental Communication and Coordination, Staffing Guides, Schedules and Shifts, Areas of Responsibility, Managing Housekeeping Requests Laundry, Linen and Uniform Room Planning OPL, Layout of the linen room, Organization, Flow of linen, Linen treatment, Machines and Equipment in OPL Managing Inventories Par level - Uniforms, Linen, Guest loan items, Cleaning supplies, Guest supplies	15
Unit II	Cleaning Equipment and Chemicals Types of Equipment, Factors affecting choice of cleaning equipment and detergents, Maintaining and storing equipment and chemicals, safety precautions in their use, potential hazards Guestroom Cleaning Preparing Rooms for Guests, Making Beds, Cleaning Techniques and Procedures, Guest Supplies and Amenities	15

	Public Area Cleaning Importance, Cleaning Public Areas, Managing Suspicious or Unusual Behaviour, Handling Special Requests and Projects	
Unit III	Housekeeping Concerns Cost Control: Budget Process, Types of Budget: Capital and Operating, Contract v/s. In-house Cleaning, Other Housekeeping Practices: First Aid, Pest Control Conflict Situations Definition, Types of Conflict, Resolving Conflicts, Responding to Customer Complaints Turning Complaints into Opportunities. Safety and Security Areas of Responsibility, Security Equipment, Surveillance (CCTV), Guestroom Security Key Control and Lost and Found Procedures, Emergency Management Environmental Concerns Energy Conservation, Water Conservation, Waste Management, Environment friendly concepts used in Hotels, Ecotel Certifications	15

References

- Agarwal. A. and Agarwal. M. (2000). Careers in Hotel Management. Vision Books Pvt. Ltd, New Delhi.
- Alan. T. S. and Wortman. J. F. (2006). Hotel and Lodging Management – An Introduction. John Wiley and Sons. New Jersey.
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Course Code	Title	Periods/ week	Marks	Credits
USHSIV602	Marketing Management and Entrepreneurship	3	100	2

Objectives:

- To acquire knowledge and skills for entrepreneurship
- To understand and learn the basics of finance and accountancy.
- To enable students to make an effective business plan

.Course Content		Periods
Unit I	Entrepreneur, Intrapreneur and Entrepreneurship Definition, Concept, Characteristic Features, Entrepreneurial Skills. Classification of Entrepreneurs	15
Unit II	Project Formulation and Feasibility Analysis Stages of Project Formulation, Project Selection, Project Evaluation, Guidelines for Project Formulation, Standards and Systems of Evaluation (HACCP, ISO), Identifying a Business Opportunity Business Planning Importance of a Business Plan, Purpose of a Plan, Creating an effective Plan, Business Acquisition, Franchising and Outsourcing	15
Unit III	Financial Requirements Fixed Capital and Working Capital, Sources of Finance, Record keeping and Accountancy Legal, Ethical and Social Issues Role of the Government as a regulator, Inspection, Licenses, Provider of Public Goods, Provider of Social programs and as a Redistributor of Income	15

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Course Code	Title	Periods/ week	Marks	Credits
USHSIV603	Introduction to Ergonomics	3	100	2

Objectives

- To introduce students to the concept and essential components of Ergonomics.
- To provide students with ergonomic applications in home, office and industry.

Course content		Periods
Unit I	Physiological Aspects of Work Muscular Work, Work Efficiency, Measurement of the Human Cost of Work, Sources of energy	15
Unit II	Environmental Factors Illumination, Noise and Vibration Chemical Hazards, Biological Hazards Indoor Climate, Heat Stress Cold Stress, Ventilation Creating a harmonious Work Environment Effect on Health with applications in Home, Office and Industry	15
Unit III	Applied Ergonomics Ergonomics in the Home Equipment Interior Design Kitchen, Bathroom, Bedroom, Furniture Ergonomics in the Workspace Office Desk and Chair Visual Demands Design of Screen-based Jobs	15

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Course Code	Title	Periods/ week	Marks	Credits
USHSIV604	Human Resource Management	3	100	2

Objectives

To provide the students with an:

- overview of the basic concepts of Human Resource Management and its dimensions.
- awareness of the relevance of HRM in an Organization.
- exposure to case studies in HRM practice.

Course content		Periods
Unit I	Compensation Wage and Incentive Payment, Fringe benefits Promotion Policies Reasons for promotion, Benefits of promotion, Principles of a sound promotion policy, Basis of promotion	15
Unit II	Career Planning Meaning and steps in the career planning process, Job rotation and transfer: Meaning, Benefits and Drawbacks of job rotation, purpose of job transfer, Principles of a sound transfer policy, Types and procedures of transfers, Role of an Organization in an employee's career development.	15
Unit III	Grievance Management Sources of conflict, Conflict management styles and strategies Human Resource Audit Meaning and objectives	15

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Course Code	Title	Periods/ week	Marks	Credits
USHSIV605	Household Appliances	3	75	2

Objectives

- To enable students to select and effectively use equipment
- To create an awareness of the working principles, construction, cost and care of various equipments available in the market.

Course content		Periods
Unit I	Large Kitchen Appliances Tandoors, Cooking Range, Conventional Oven, Microwave Oven, Refrigerator, Freezer, Ventilation Equipment, Water Purifier	15
Unit II	Home Laundry And Cleaning Appliances Iron, Washing Machine and Drier, Vacuum Cleaner, Floor Polisher, Dishwasher	15
Unit III	Heating and Cooling Appliances Immersion water Heater, Electric Water Heaters, Air Conditioner, Air Cooler, Air Filter, Electric Fan Personal Care Equipment	15

References

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Course Code	Title	Periods/ week	Marks	Credits
USHSIV606	Extension Education and Communication for Development	3	75	2

Objectives

- To orient students to the need for Extension Education
- To facilitate the development of knowledge and skills in the preparation and use of various aids used in Extension Education.
- To enable students to understand how to plan for and implement a Community Development Programme.

Course content		Periods
Unit I	Extension Education Concepts, Principles, Aims, Role of an Extension Worker, Qualities of an Extension Worker, The Extension Worker as a Communicator	15
Unit II	Programme Planning and Organization Components, Principles, Abilities needed by Planners, Developing a Plan of Work: Definition and Analysis of the concept, Elements of the Plan of Work	15
Unit III	Community Development Programme Meaning, Essential Elements, Objectives, Principles of Community Development, Types of Community Development Programmes, Community Development Processes, Development and use of Organization Channels, Role of the Community Development Worker.	15

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Course Code	Title	Periods/ week	Marks	Credits
USHSIVP601	Community Service	2	50	2

Objectives

To provide students with:

- basic skills in the preparation and use of audiovisual aids
- an exposure to different community settings and enable students to render service in these settings using various aids.

Course content		Periods
Unit I	Outreach Programme in the community making use of various aids.	15
Unit II	A minor Project / Survey in the community set-up.	15

References

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Course Code	Title	Periods/ week	Marks	Credits
USHSIVP602	Part A: Residential Interiors OR Hotel Front Office and Housekeeping	2	50	2
	Part B: Residential Interiors OR Hotel Front Office and Housekeeping	2	50	2

Part A: Residential Interiors (Elective)

Objectives

- To gain insight into the types of furniture, lighting and furnishings for interiors
- To enable selection of appropriate materials for different surfaces
- To impart skills in drawing ergonomically-fit interior schemes for residential buildings
- To gain experience in scale drawing and presentation techniques.

Course Content		Periods
Unit I	Furniture Designs for various areas: Living room, Drawing-cum-dining room, Master bedroom, Children's bedroom, Guest bedroom, Kitchen, Bathroom, Toilet Site Visits Site visits to observe Planning and Implementation of Services	15
Unit II	Presentation Techniques Rendering, Model Making	15

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 Rao R. and Subrahmanyam Y. (2007). Planning and Designing of Residential Buildings. Standard Publishers and Distributors. Delhi.
 Magazines: Inside Outside, Society Interiors, Design and Interiors, Architecture and Design

OR

Part A: Hotel Front Office and Housekeeping (Elective)

Objectives

To enable students to:

- understand the managerial aspects of Hotel Housekeeping and Front Office
- describe, analyze and evaluate the roles and functions of Hotel Housekeeping and Front Office
- gain knowledge of personal attitudes, characteristics, and work practices essential in Housekeeping operations

Course Content		Periods
Unit I	Grooming and Etiquette required of Housekeeping staff General rules to be followed by employees on Guest floors Preparation of a Staffing guide Survey of the various Cleaning Agents and Cleaning Equipment available in the market An assignment on Housekeeping contract firms to understand the kinds of services they provide.	15
Unit II	Daily cleaning of a Guestroom Bed making, Turn-down Service, Second Service, Procedure for cleaning a Guest Bathroom Cleaning of Public areas Cleaning of various Materials : metals, glass, wood	15

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Raghubalan G. and Raghubalan S. (2007). Hotel Housekeeping Operations and Management. Oxford University Press, New Delhi

Van Der Wagen, L. (2006). Professional Hospitality Core Competencies. Hospitality Press Pvt Ltd, Australia

Part B: Residential Interiors (Elective)

Objectives

- To gain insight into the types of furniture, lighting and furnishings for interiors
- To enable selection of appropriate materials for different surfaces
- To impart skills in drawing ergonomically-fit interior schemes for residential buildings
- To gain experience in scale drawing and presentation techniques.

Course Content		Periods
Unit I	Planning Furniture Layout: Working out design and decoration plans with sectional elevations for: Studio Apartment, 1 BHK Apartment Exposure to Finishing Material Market Survey, Preparation of Scrap book.	15
Unit II	Planning Furniture Layout: Working out design and decoration plans with sectional elevations for 3 BHK Apartment	15

References

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Rao R. and Subrahmanyam Y. (2007). Planning and Designing of Residential Buildings. Standard Publishers and Distributors. Delhi.

Magazines: Inside Outside, Society Interiors, Design and Interiors, Architecture and Design

OR

Part B: Hotel Front Office and Housekeeping (Elective)

Objectives

To enable students to:

- understand the managerial aspects of Hotel Housekeeping and Front Office
- describe, analyze and evaluate the roles and functions of Hotel Housekeeping and Front Office
- gain knowledge of personal attitudes, characteristics, and work practices essential in Housekeeping operations

Course Content		Periods
Unit I	Simple Flower Arrangements Stain Removal An exposure to simple First Aid measures.	15
Unit II	1 ½ weeks internship in the Hotel Housekeeping Department or in a Housekeeping Contract Firm	15

References

Agarwal A. and Agarwal M, (2000). Careers in Hotel Management. Vision Books Pvt Ltd, New Delhi

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Raghubalan G. and Raghubalan S. (2007). Hotel Housekeeping Operations and Management. Oxford University Press, New Delhi

Van Der Wagen, L. (2006). Professional Hospitality Core Competencies. Hospitality Press Pvt Ltd, Australia

Scheme of Examination

The performance of the learners shall be evaluated into two parts. The learner's performance shall be assessed by Internal Assessment with 40% marks in the first part by conducting the Semester End Examinations with 60% marks in the second part. The allocation of marks for the Internal Assessment and Semester End Examinations are as shown below:-

Internal assessment for Theory 40 % of 100 marks (40 marks)

Sr. No.	Evaluation type	Marks
1	One class test/ case study / online examination to be conducted in the given semester	20
2	One assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and leadership qualities in organizing related academic activities	05

Internal assessment for Theory 40 % of 75 marks (30 marks)

Sr. No.	Evaluation type	Marks
1	One class test/ case study / online examination to be conducted in the given semester	20
2	One assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and leadership qualities in organizing related academic activities	05

Semester End Theory Examination of 60 marks (three unit courses)

Duration: These examinations shall be of two and half hours duration.

Theory question paper pattern:

- There shall be four questions each of 15 marks. On each unit there will be one question and fourth question will be based on entire syllabus.
- All questions shall be compulsory with internal choice within the questions. Each question will be of 30 marks with options.
- Questions may be sub divided into sub questions as a, b, c, d and e, etc and the allocation of marks depends on the weightage of the topic.

Semester End Examination of 45 marks (three unit courses)

Duration: These examinations shall be of one and half hours duration.

- There shall be three questions each of 15 marks. On each unit there will be one question.
- All questions shall be compulsory with internal choice within the questions. (Each question will be of 20 to 23 marks with options.)
- Questions may be subdivided into sub-questions a, b, c... and the allocation of marks depend on the weightage of the topic.

Semester End Practical Examination of 50 marks (three/four unit courses)

Duration: These examinations shall be of three hours.

Sr. No	Evaluation type	Marks
1	Laboratory work: Semester End Examination	40
2	Journal	05
3	Viva	05

Standard of Passing is as per the Ordinances set by the University of Mumbai for the Credit Based Semester and Grading System for the undergraduate courses.