

MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI
PG COURSES – AFFILIATED COLLEGES
Course Structure for M.Sc. (Hotel Management & Catering Science
with Applied Nutrition)
(Choice Based Credit System)
(with effect from the academic year 2016- 2017 onwards)

Sem.	Sub No.	Subject Status	Subject Title	Hrs/ week	Cre- dits	Marks				
						Maximum			Passing minimum	
						Int.	Ext.	Tot.	Ext.	Tot.
III	14	Core-9	Baking And Food Preservation	4	4	25	75	100	38	50
	15	Core-10	Communication And Inter Personnel Skills	4	4	25	75	100	38	50
	16	Core-11	Human Resource Management In Hospitality Industry	4	4	25	75	100	38	50
	17	Core-12	Research Methodology	4	4	25	75	100	38	50
	18	Elective-I(Choose any one)	Hotel Financial Management or Hospitality Law	4	4	25	75	100	38	50
	19	Practical-V	Baking And Food Preservation	5	4	50	50	100	25	50
	20	Practical-VI	Communication and Inter Personnel Skills	5	4	50	50	100	25	50
	Sub Total				30	28				
IV	21	Project	Major Project(Internship Training)	-	18	50	50	100	25	50
	Sub Total				--	18				
Total				90	91					

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BAKING AND FOOD PRESERVATION

Objectives

1. To understand the basic concept of baking.
2. To gain knowledge about various baked product and preservation techniques.

Unit – I

Introduction: Aims and objectives of bakery, Organizational structure of bakery – (both small and large scale), Equipments used (description and their uses), Ovens (types, advantages and disadvantages), Personal hygiene maintained in bakery.

Unit – II

Ingredients used in bakery their functions: Types of flour : (bakery, biscuits, cake, pastry, self-mixing flour, whole wheat flour) composition gluten WAP of flour PH value flour test quality assessment, Yeast elementary knowledge types activity functions it use effect of over & under fermentation , Eggs – composition, function and its uses in bakery , Sugars – types, different forms, functions and its uses in bakery, Salt – functions and its uses it types any, Fat – composition, classification, functions and its uses and effect of cooking, Cream – functions and its uses in bakery product, Milk – types, functions and its uses, Leavening agents – functions and users, Flavoring, fruits and emulsification & enzymes – functions and its uses in bakery.

Unit – III

Baking process: Baking process – basic concepts, methods of preparing, dough, mixing, dividing, molding, panning, proofing & baking, Methods of preparing bread & bread rolls, Evaluation of bread & quality control, Faults & remedies in Bread making Bread improvers, leavening action of yeast on Bread dough.

Unit-IV

Cake preparation: Basic methods of cake preparation, variety cakes, The Quality of cake making ingredients and the types of cakes (Rich, Lean, High Ratio & Low Ratio cakes), Faults & remedies in cake making, leavening action of baking powder on cakes, Icing, Glazers, Cream, Fondants, Frostings, Preparation of basic custards, pudding, Mousse, Baverose, Oven temperature-(Hot, very hot, medium etc.) different temperature for baking rich & lean cakes.

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Unit – V

Food preservation: Food spoilage, asepsis, microbial spoilage, aspects of bakery products, Microbial aspects of bakery products preservation of bacterial rope & mold infection, Bread diseases & rectification , Methods of food preservation: Bacteriostatic – dehydration pickling salting, sun drying, smoking, freezing mechanical drying, salt and sugar, oil and spices, acids, chemical preservation – low temperature, high temperature. Bactericidal – canning and irradiation, Use of preservatives: chemical preservative, food additives, ideal anti – microbial preservation, added preservative, developed preservatives.

Reference

1. Kent N.L. Technology of cereals with special references of wheat, New York
2. Professional Baking – Wayne Gisslen – John Wiley & Sons.
3. The New International Confectioner – Edited by Wilfred J. Franc
4. Practical baking – William J. Sultan.

COMMUNICATION AND INTERPERSONAL SKILLS

Unit - I:

INTERPERSONAL SKILLS

Gratitude

Understanding the relationship between Leadership Networking & Team work.
Assessing Interpersonal Skills Situation description of Interpersonal Skills

Team Work: Necessity of Team Work Personally, Socially and Educationally.

Unit - II:

LEADERSHIP

Skills for a good Leader, Assessment of Leadership Skills

Unit- III:

STRESS MANAGEMENT

Causes of stress and its impact, how to manage & distress, Circle of control, stress Busters.

Emotional Intelligence

What is Emotional Intelligence, emotional quotient why Emotional Intelligence matters, Emotion Scales, Managing Emotions,

Unit - IV:

CONFLICT RESOLUTION

Conflicts in Human Relations - Reasons Case Studies, Approaches to conflict resolution.

Unit - V

DECISION MAKING

Importance and necessity of Decision Making, Process and practical way of Decision Making. Weighing Positives & Negatives.

Technical Topic Presentation

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REFERENCE:

1. Covey Sean, Seven Habit of Highly Effective Teens, New York, Fireside Publishers, 1998.
2. Carnegie Dale, How to win Friends and Influence People, New York : Simon & Schuster, 1998,
3. Thomas A Harris, I am ok, you are ok, New York - Harper and Row, 1972.
4. Daniel Coleman, Emotional Intelligence, Bantam Book, 2006.

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HUMAN RESOURCE MANAGEMENT IN HOSPITALITY INDUSTRY

UNIT 1

Introduction to Human Resource management – Definition – Objectives and functions- Roles and structure of Human & Resource function in Organizations.

UNIT 2

Human Resource Planning – Personnel policy – Characteristics -Need for planning – Job Analysis – Job Design – Job Description – Job Specification.

UNIT 3

The Selection Process – Placement and Induction – Training and development – Promotion – Demotions – Transfer – Separation.

UNIT 4

Employee Compensation – Wage and salary administration – Bonus – Incentives – Fringe benefits – Job evaluation systems – Human resource information system.

UNIT 5

Employee Maintenance and integration – Welfare and Safety – Accident presentation– Employee grievances and their redressal – Administration of discipline.

Industrial relations – Trade Unions – Multiplicity of trade unions – industrial Disputes and settlement – Indian experience on collective bargaining – Workers participation in management.

REFERENCES:

1. Ventraman C.S. Arid B.K. Srivastava, Personnel Management and Human Resources, Tata McGraw Hill, 1991.
2. Arun Monappa, Industrial Relation, Tata McGraw Hill, 1987.
3. Dale Yodder & Paul D. Standohar, Personnel Management & Industrial Relation, Sterling publishers, 1990.
4. David A. Decenzo & Stephen P. Robbins, Personnel / Human Resource Management, Prentice Hall, 1955.

RESEARCH METHODOLOGY

Objectives

1. Understand the methodology of research and techniques
2. Develop skills in conducting research from planning a study to report writing
3. Apply statistical procedure to analyse numerical data draw inferences

Unit I

Methods of Research

- a) Definition of research, characteristics of research, criteria of good research
- b) Merits and demerits of scientific research
- c) Different types of research and characteristics:
 - i. Historical research, Ex-post facto research, laboratory experiments, Field experiments, survey research, evaluative research, Case study research, operational research, participatory research
 - ii. Steps in conducting research
 - iii. Hypothesis: Definition, purpose, types
 - iv. Reporting: Methods of reporting, Technical reports
 - v. Research Abstract: Definition, guidelines for writing abstract
 - vi. Thesis: Definition, parts, steps in writing thesis

Unit II

Sampling Design

- a) Census and sample survey- Steps in sampling design, Sample size and its determination
- b) Types of sampling: Random Sampling, Simple random sampling, Stratified random sampling, Systematic sampling, Cluster sampling
- c) Non random sampling methods:
 - i. Judgement sampling

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- ii. Convenience sampling, quota sampling
- iii. Benefits of sampling
- iv. Sampling errors
- v. Non sampling errors

Unit III

Methods of Data Collection and Classification

- a) Methods of collecting primary data: Questionnaire, Interview, Schedule, Observation, Inventories, Checklists
- b) Scaling techniques
- c) Drafting of questionnaire, training of interviewers
- d) Criteria for evaluation of instruments – reliability and validity
- e) Sources of secondary data, precautions in the use of secondary data
- f) Classification of data: types of classification
- g) Formation of discrete and continuous probability distributions
- h) Tabulation of data: parts of a table, general rules of tabulation, types of tables
- i) Diagrammatic representation of data
- j) Graphic representation of data

Unit IV

Statistical Methods

- a) Measures of central tendency: mean, median and mode, their relative advantages and disadvantages
- b) Measures of dispersion: Mean deviation, standard deviation, Coefficient of variation, percentile

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c) Types of correlation, coefficient of correlation and its interpretation- Rank correlation, Regression equations and predictions, Analysis of variance, Contingency tables, Chi-square test, 't' test: student's 't' test, paired 't' test, unpaired 't' test, 'F' test

Unit V

Sampling Statistics and Introduction to Statistical Package for Social Sciences (SPSS)

- a) Statistical inference and central limit theorem
- b) Null hypothesis and tests of significance
- c) The chi-square
- d) Testing difference between mean, proportions, standard deviations and correlations.
- e) Introduction to Statistical Package for Social Sciences (SPSS)

REFERENCES:

1. Richard Levin. Statistic for management. Prentice Hall.
2. Paul Maston, Applied Business Statistics. Holt and Reinhart.
3. Good and Hatt, Research Methods in Social Sciences.

HOTEL FINANCIAL MANAGEMENT

Unit-I: Accounts for Hotel

Accounting System in Hotels sales Record of Control of Rooms, Food, Alcoholic Beverages Minor, Major Revenue producing Departments Financing Structures of Financial Risk short-term, long term, medium Term, and Equity Finance Factors Influencing the Use of Accounting within As Organizations.

Unit-II: Financial Management

Nature & Scope of Financial Management

Meaning, Definition, Scope, Importance & Objectives of Financial Management, Functional Areas of Financial Management, Function of Finance Manager.

Financial Planning (Capitalization)

Meaning of Capitalization, Concept of Capitalization; Fair Capitalization, Over Capitalization, Under Capitalization - Meaning, Effects and Remedies.

Unit-III: Financial Analysis for Hotels

Management Information System and Reporting (With Special reference to Hotel Industry)

Meaning, Significance, Method, Requirements, Kinds, Designing MIS in Hospitality Industry, Meaning of Report, Kinds of Report, Method of Reporting, General Principles of Good Reporting System

Case Studies - On Project Planning in the Hospitality Industry Project Network Techniques in the Hospitality Industry Project financing / Reporting Hospitality Industry

Unit-IV: Cost Analysis for Hotels

Cost Accounting concepts Classifications of Costs Preparation of cost sheet Methods determination Of Room Rates Food and Beverages Pricing, Package Tours and Budgetary control.

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Unit-V: Financial Study on Tourism Projects

Long Term Investment Decisions - Working Capital - Components, Working Capital Finance - Financing Tourism projects Fund Management - Types, Benefits, Quality Allocation - Scheduling and Auditing.

Reference:

1. Ozi A. D'cunha & Gleson O.D'cunha, Hotel Accounting & Financial Control, The Dicky's Enterprise, Mumbai.
2. D.K. Mittal & Luv Mittal, Cost Accounting; Galgotia Publishing Company, New Delhi,
3. R.K. Sharma & Shashi K. Gupta, Management Accounting; Kalyani Publishers, H.O. Ludhiana,
4. S.C. Kuchhal, Financial Management; Chaitanya Publishing House Allahabad.

HOSPITALITY LAW

UNIT 1

Consumer protection laws affecting hotels - The federal truth-in-lending etc. -state laws on credit reporting - State credit card laws - Consumer contracts: Print size and plain language laws - Catering contracts - Posting of rates - No smoking laws - Important points for management - References - Review questions.

UNIT 2

Public health and safety requirements - Building codes - Hotel linens, towels and glasses - Water supplies, sewage systems and drainage - Contagious diseases - Swimming pools - Laws regarding aid to choking victims - Important points for management - References - Review questions.

UNIT 3

Occupational Safety and Health Act - Reporting and record keeping requirements - Posting requirements - Inspections : Employers' and Employees' rights and remedies - State workplace safety and health programs under OSHA -OSHA Regulations on blood borne pathogens - Hazard communication standard - Important points for management - References - Review questions.

UNIT 4

Licensing and regulation of hotels by cities, towns and villages - Types of Regulation - Important points for management - References - Definitions - Review questions.

UNIT 5

Telephone service and resale right - Resale of interstate and international telephone service - Intrastate Calls - Coin-box telephones - Telephone regulations for the hearing - Impaired - Important points for management - References -Definitions - Review questions.

Copyright Laws for Music, Television, Video, and Movies - General Rules - Copyright Associations - Exemptions under Copyright Law of 1976 - Unauthorized interception of cables television broadcasts - Videodisc and videocassette movies -Important points for management references - Definitions - Review questions.

REFERENCES:

1. Jack P. Jefferies, J.D.LL.M.J.S.D. "Hospitality Laws". Third edition (1995) Educational Institute, American Hotel and Motel Association.

BAKING AND FOOD PRESERVATION

1. Preparation of biscuits-salt and sugar biscuits
2. Preparation of cakes-vanilla cake, black forest cake
3. Preparation of breads
4. Demonstration of cake icing
5. Preparation of jam-mango, pineapple, papaya, sapota
6. Preparation of jelly-guava
7. Preparation of pickles-mutton, fish, mixed vegetables
8. Preparation of squashes –mango, grapes, pineapple, lime
9. Report writing on a visit to bakery and preservation unit

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COMMUNICATION AND INTERPERSONAL SKILLS PRACTICALS

1. Discussions on contemporary management Topics.
2. Role plays, Management games, ill-Basket Exercises.
3. Student Presentations.
4. Panel Discussions and Symposia.

REFERENCE

Soft Skills, 2015. Career Development Centre, Green Pearl Publications.

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Major Project(Internship Training)