

SARDAR PATEL UNIVERSITY
PROGRAMME: BBA (Honours) (Hospitality Management) (3 Years)
(Under Choice Based Credit System Based on UGC Guidelines)
Structure with effect from: June – 2023
SEMESTER – V

Course Type	Course Code	Name of the Course	T / P	Credit	Exam Duration in hrs	Component of Marks		
						Internal	External	Total
						Total	Total	Total
Ability Enhancement Course (Any One)	UM05ABBH71	Entrepreneurship Theory & Practices	T + P	3	2	30	70	100
Generic Elective (Any One)	UM05GBBH71	Hotel Law	T	3	2	30	70	100
Core Courses (Any Four)	UM05CBBH71	Patisserie	T+P	6	2	30	70	100
	UM05CBBH72	Advanced Food & Beverage Production-II	T+P	6	2	30	70	100
	UM05CBBH73	Food & Beverage Control	T+P	3	2	30	70	100
	UM05CBBH74	Room Division Management	T+P	3	2	30	70	100
Discipline Specific Elective (Any One)	UM05DBBH71	Event Management	T	3	2	30	70	100
Skill Enhancement Elective Course (Any One)	UM05SBBH71	Conflict Management	T	3	2	30	70	100
	UM05SBBH72	NCC Army-5	T+P	3	2	30 (15+15)	70 (35+35)	100



BBA HONS' HOSPITALITY MANAGEMENT- 3Years
BBA Hospitality Management Semester- V

Course Code	UM05ABBH71	Title of the Course	Entrepreneurship Theory and Practice (T+P)
Total Credits of the Course	2+1	Hours per Week	

Course Objectives:	1. To understand basic concept of Entrepreneurship and explain the process of entrepreneurial action. 2. To understand the causes of interest in corporate entrepreneurship.
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Course Content		
Unit	Description	Weightage* (%)
1.	Fundamentals of Entrepreneurship <ul style="list-style-type: none"> • Concept of entrepreneur & entrepreneurship • Functions of Entrepreneur • Types of Entrepreneur • Qualities of successful entrepreneur • Rural & Women Entrepreneurship (Conceptual clarity only) • Role of entrepreneurs in Indian economic development 	25%
2.	Entrepreneurial Motivation <ul style="list-style-type: none"> • Need-Motivating factors (Internal & external) • Theories of entrepreneurial motivation (Need Hierarchy Theory) • Mc Clelland's Acquired Theory • Achievement motivation (Including Kakinada Experiment) 	25%
3.	Entrepreneurship Development <ul style="list-style-type: none"> • Concept & need of EDP • Phases of EDP • Process of EDP • Role of government • Role of EDII & CED 	25%
4.	Project Management <ul style="list-style-type: none"> • Sources of business idea and preliminary screening • Concept and types of project • Project feasibility analysis • Role of funding agencies (GSFC, IDBI and SIDBI) (Self study of International bonsai) 	25%
	Practical	Credit 1
	To give firsthand exposure & experience, students are expected to	



	visit/ participate in an entrepreneur organization / innovation on or off the campus. This should be followed by a brief report, evaluation and viva-voce.	
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Teaching-Learning Methodology	Lecture, Practical learning, project and assignment, E- learning and training manual
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Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2.	Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3)	15%
3.	University Examination	70%

Course Outcomes: Having completed this course, the learner will be able to	
1.	Students will become familiar about the basic concept of entrepreneur & entrepreneurship
2.	Student will learn about the major qualities required to become a successful entrepreneur
3.	Student will become acquaint about the various type funding agencies which helps to entrepreneur and government role for entrepreneurship development.

Suggested References:	
Sr. No.	References
1.	Entrepreneurship Development by S.S.Khanka
2.	Entrepreneurship Development and Project Management by Neeta Baporikar



3.	Entrepreneurial Development in India by Gupta and Shrinivasan.
4.	Dynamics of Entrepreneurial development & Management by Vasant Desai, Himalaya Publications.
5.	Entrepreneurship by Robert Hisrich, Michael Peters, DeanShepherd

On-line resources to be used if available as reference material

On-line Resources

<https://www.entrepreneur.com/article/238908>

<https://blog.hubspot.com/marketing/business-resources>



BBA HONS' HOSPITALITY MANAGEMENT – 03 Years
BBA Hospitality Management Semester - V

Course Code	UM05CBBH71	Title of the Course	Patisserie (T+P)
Total Credits of the Course	06	Hours per Week	

Course Objectives:	To learn different types of commodities used in the Bakery and Pastry department and to develop advanced skills required in the Bakery and Patisserie.
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Course Content		
Unit	Description	Weightage (%)
1.	<p>Introduction to Pastry and Bakery Terms related to bakery and confectionary, the hierarchy of pastry kitchen, weighs and measurements, Types of Measuring Systems, Layout of bakery and confectionary department, Various large machinery and equipment used in the Bakery and confectionary department</p> <p>Basic Commodities Used in Bakery and pastry Introduction Flour Structure of wheat grain Types of flours, Raising agents, Fats and oils, Milk and dairy products, Creams, Sweeteners.</p>	25%
2.	<p>Bread Fabrication Introduction, understanding baking, Ingredients used in bread making Principles behind bread making, Basic faults in bread making, Equipment used in bread making, International Breads, Danish and Croissants, Storage and Services of Breads</p>	25%
3.	<p>Basic sponges and cakes Introduction, Ingredients Used in Cake Making, Principles of Sponge Making, Baking and Cooling of Sponge, Important points for making Sponges and Cakes, Types of Basic Sponges, Classical Cakes and Pastries, Common Faults in Cake Making, Kinds of Icing and its Classical Types.</p>	25%
4.	<p>Basic Creams and Sauces Introduction, Creams, Marzipan, Almond paste, Touille Paste, Pastry Cream, Chantilly Cream, Caprice Cream, Butter Cream, Ganache. Sauces Types of Sauces, Components of Sauce, Uses of Sauces, common faults in Sauce Making.</p> <p>Hot and Cold Desserts Introduction, Hot and Cold desserts, Presentation of Desserts, Buffet desserts, Frozen Desserts, Storage and Service of Frozen Desserts.</p>	25%



Teaching-Learning Methodology	Lecture, Practical learning, project, and assignment, E-learning, and case study.
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PRACTICAL: Credit-1		
Sr. No.	Description in details	Weightage
1.	Yeast-raised bread: white, brown, Bread Rolls, Breadsticks	20%
2.	Biscuits/cookies.	20%
3.	Brownie, fruit cake, chocolate cake	20%
4.	Apple Tart and Quiche	20%
5.	Choux Pastry	20%

- Note: 1 or 2 set up of the most popular menu in Hotels can be formulated by the concerned faculty apart from the given Cuisines.
- Laboratory: Calculation of nutritional information and costing of the recipes and same would be recorded in the prescribed format in the journals.

PROJECT: Credit – 3	
1	Cream rolls
2	Vegetable puff
3	Chocolates
4	Frozen desserts

Project work on bakery and confectionary products

Project: Major project will be allotted to students individually on any 1 out of the 4 topics mentioned above for evaluation of the student's concepts including planning and execution of a business related to Bakery and confectionary products. The students will be allotted the topic and the students will prepare the project report the same will be evaluated internally by constituted subject experts and externally by the affiliating university.



Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2.	Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, and Attendance (As per CBCS R.6.8.3)	15%
3.	University Examination	70%

Course Outcomes: Having completed this course, the learner will be able to-	
1.	Understand the Pastry and Bakery department
2.	Understand the different principles of dough and bread making
3.	Understand different principles of sponge and cake making
4.	Understand the different types of creams that can be used as fillings for cakes and pastries to create desserts

Suggested References:	
Sr. No.	References
1.	Modern Cookery for Teaching and the Trade – Thangam E. Philip
2.	The Theory of Cookery – K. Arora, Frank Bros. & Co.
3.	Chef's Manual of Kitchen Management – John Fuller
4.	Le Repertoire De La Cuisine – L. Saulnier
5.	Theory of Bakery and Patisserie – Parvinder S. Bali



On-line resources to be used if available as reference material

Online Resources

www.hmhelp.in

www.hmhub.me



BBA HONS' HOSPITALITY MANAGEMENT – 03 Years
BBA Hospitality Management Semester - V

Course Code	UM05CBBH72	Title of the Course	Advance Food and Beverage Production- II (T+P)
Total Credits of the Course	06	Hours per Week	

Course Objectives:	To understand the concept of western plate presentation, healthy food, and nutrition. Have knowledge of production management and research development Project work will emphasize mainly broader aspects of food specialists and entrepreneurial skills
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Course Content		
Unit	Description	Weightage (%)
1.	Western Plated Food <ul style="list-style-type: none"> • Introduction • The Concepts of Plate Presentations Merging Flavours, Shapes, and Textures on the Plate. • Emerging trends in the Food presentation 	25%
2.	Concepts of Health Food <ul style="list-style-type: none"> • Introduction • Types of Nutrients • Balanced Diet and Nutritional Analysis • Principles of Healthy Cooking 	25%
3.	Production Management <ul style="list-style-type: none"> • Introduction • Kitchen Organization • Allocation of Work-Job Description, Duty Rosters • Production Planning and Scheduling • Production Quality and Quantity Control • Forecasting and Budgeting • Yield Management 	25%
4.	Research and Product Development <ul style="list-style-type: none"> • Introduction • Testing New Equipment • Developing New Recipes • Food Trials • Evaluating a recipe 	25%

Teaching-Learning Methodology	Lecture, Practical learning, project, and assignment, E-learning, and case study.
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PRACTICAL: Credit-1

Sr. No.	Description in details	Weightage
1.	Mexican cuisine	25%
2.	Chinese cuisine	25%
3.	Japanese cuisine	25%
4.	Thai cuisine	25%
<ul style="list-style-type: none">Note: 1 or 2 set up of the most popular menu in Hotels can be formulated by the concerned faculty apart from the given Cuisines.Laboratory: Calculation of nutritional information and costing of the recipes and same would be recorded in the prescribed format in the journals.		

PROJECT: Credit – 3

Project work on Developing Restaurant Business considering the following points	
•	Designing an outlet
•	Utilizing the space for an outlet
•	Set up of kitchen and dining area
•	Equipment
•	Menu planning and understanding the concept of franchise

Project work on Developing Restaurant Business

Project: Major project will be allotted to students individually for evaluation of the student's concepts including planning and execution of a business related to Bakery and confectionary products. The students will be allotted the topic and the students will prepare the project report the same will be evaluated internally by constituted subject experts and externally by the affiliating university.

Evaluation Pattern

Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2.	Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, and Attendance (As per CBCS R.6.8.3)	15%
3.	University Examination	70%



Course Outcomes: Having completed this course, the learner will be able to-

1.	understand different western plating techniques
2.	understand the different aspects of food production management
3.	understand different international cuisines
4.	understand the concept of Health food and Research and Product development

Suggested References:

Sr. No.	References
1.	Modern Cookery for Teaching and the Trade – Thangam E. Philip (Mumbai, Orient Longman).
2.	The Theory of Cookery – K. Arora, Frank Bros. & Co
3.	Classical Recipes of the World – Henry Smith
4.	Chef's Manual of Kitchen Management – John Fuller
5.	Food Production Operations -Parvinder S Bali
6.	International Cuisine & Food Production Management- Parvinder S Bali

On-line resources to be used if available as reference material

Online Resources

www.hmhelp.in

www.hmhub.me



BBA HONS' HOSPITALITY MANAGEMENT – 03 Years
BBA Hospitality Management Semester - V

Course Code	UM05CBBH73	Title of the Course	Food and Beverage Control (T+P)
Total Credits of the Course	03	Hours per Week	

Course Objectives:	To understand the importance of Food and Beverage Control in Food and Beverage Operations in star Hotels, which is applicable in hospitality, and various catering industries
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Course Content		
Unit	Description	Weightage (%)
1.	Introduction to Food & Beverage Control: <ul style="list-style-type: none"> • Cost control • Objective and Advantages of Cost Control • Food and Beverage control cycle • Frauds in Food and Beverage Control Cycle • Objectives of Food and Beverage Control Cycle 	25%
2.	Purchase & Receiving Control: Purchase Control <ul style="list-style-type: none"> • Aims, Staffing, Perishable and Non-Perishable food, Purchase Cycle, • Standard Purchase Specification, Selection of the supplier, • Method of Purchasing food Receiving Control: <ul style="list-style-type: none"> • Aims, Functions of Receiving • Records maintained in Receiving Control, • Goods Received Note, Daily Receiving Report, Blind Receiving • Equipment's for Receiving 	25%
3.	Storage & Inventory Control Storage Control <ul style="list-style-type: none"> • Aims, Types of stores • Storing Procedures for food and Beverages • FIFO and LIFO • Bin Card, Par stock, and Issuing Inventory Control <ul style="list-style-type: none"> • Physical and Perpetual Inventory • Interdepartmental transfer, ABC Analysis, VED Analysis. 	25%
4.	Production & Sales Control Production Control: <ul style="list-style-type: none"> • Food and Beverage Costing, Meat Tag, Standard Recipe, • Yield Management 	25%



	<ul style="list-style-type: none"> • Standard Portion Size, Equipment used in Portioning food and Beverage <p>Sales Control:</p> <ul style="list-style-type: none"> • Control techniques, Sales documents- Different KOT, Bill • Sales Summary Sheet 	
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Teaching-Learning Methodology	Lecture, Practical learning, project, and assignment, E-learning, and case study.
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PRACTICAL: Credit-1		
Sr. No.	Description in details	Weightage
1.	Menu Compilation & Practices Three Course French Classic Menu Course & Its Practices (with an alternate choice within courses)	25%
2.	Bar Operations and Bar setup with popular garnishes used for cocktails	25%
3.	Organizing Special Occasion Creation of a theme-based occasion – Product display and pricing.	25%
4.	Exposure to specialized services Practice of Food Service automation / Lounge Service / Butler service etc. (any one thrust area)	25%
<p>Laboratory: Recording of the standard procedures of the operational need as per subject requirement, strictly adhering to the grooming norms with standard practical kit required for the practices. Recording the same in the journal as far as applicable apart from maintaining other necessary prescribed formats [applicable from time to time, as per prevailing standard industry practices]</p>		

Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2.	Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, and Attendance (As per CBCS R.6.8.3)	15%
3.	University Examination	70%



Course Outcomes: Having completed this course, the learner will be able to-

1.	Understand the importance of the Food and Beverage Control Cycle
2.	Understand the different aspects of Purchasing and Receiving Control.
3.	Understand different aspects of Storage and Inventory Control.
4.	Understand techniques of Production and Sales Control.

Suggested References:

Sr. No.	References
1.	Food and Beverage Service – R Singaravelavan
2.	Food & Beverage Service- Dennis Lilicrap.
3.	Food and Beverage Service - S N Bagchi
4.	F & B Service Training Manual by Sudhir Andrew
5.	Food & Beverage -Bobby George

On-line resources to be used if available as reference material

Online Resources

www.hmhelp.in

www.hmhub.me



BBA HONS' HOSPITALITY MANAGEMENT- 3Years
BBA Hospitality Management Semester- V

Course Code	UM05CBBH74	Title of the Course	ROOM DIVISION MANGEMENT (T+P)
Total Credits of the Course	03	Hours per Week	

Course Objectives:	<ol style="list-style-type: none"> 1. The objective of this course is to understand the planning of room setup in 5 star hotels. 2. Students will know about various flower arrangements. 3. Students will be able to know MICE business in hotels.
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Course Content		
Unit	Description	Weightage* (%)
1.	<p>Flower arrangement Different types of flower arrangement Conditioning of flower material Points to be observed to make a good arrangement Arrangement to suit various sites and occasion in the hotel</p> <p>Introduction to furnishing and décor Color and light Types of Window and window treatment Wall finishes, Floor finishes, Floor covering (Self study of National and international Flowers).</p>	25%
2.	<p>Facilities planning and facilities management Factors considered in planning and designing of hospitality facility, Stages in developing hospitality property,</p> <p>Facilities management Role of facility manager Components of facilities management. (Self study- Services provides by facilities companies)</p>	25%
3.	<p>Hotel Renovation Introduction Reason to renovation Types of renovation Subsidiary process in renovation-<i>Refurbishing Redecoration</i> (Self study- Elements of renovation)</p>	25%
4.	<p>Designing of brochures and tariff card Pertaining to Size, Color, Content, Cost</p> <p>Meeting Incentives Convention Exposition (MICE) Concept Importance of MICE Planning of MICE in Hotels</p>	25%



	(Self study of International MICE business)	

PRACTICAL		
Sr. No.	Description in details	Weightage
1.	Flower arrangement	25%
2.	Carpet cleaning, Window cleaning	25%
3.	Tariff and brochure planning	25%
4.	Metal polish	25%

Teaching-Learning Methodology	Lecture, Practical learning, project and assignment, E- learning and training manual
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Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2.	Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3)	15%
3.	University Examination	70%

Course Outcomes: Having completed this course, students will be able -	
1.	To know various types of flower arrangements.
2.	To know about hotel facility planning and hotel setup
3.	To know about hotel renovation
4.	To about national and international MICE business in hotel.



Suggested References:

Sr. No.	References
1.	G. Raghubalan and Smritee Raghubalan- Hotel Housekeeping, Publisher Oxford university press
2.	Sudhir Andrews- Housekeeping A Training Manual, publisher McGraw Hill Education
3.	Aleta Nitschke and William D. Frye- Managing Housekeeping Operation, Publisher Educational Inst of the Amer hotel

On-line resources to be used if available as reference material

On-line Resources

www.hmhub.me

www.hmhelp.in



BBA HONS' HOSPITALITY MANAGEMENT- 3Years
BBA Hospitality Management Semester- V

Course Code	UM05DBBH71	Title of the Course	Event Management
Total Credits of the Course	03	Hours per Week	

Course Objectives:	<ol style="list-style-type: none">1. To make the students enable about the organizing events from conception, designing, planning, and marketing to the final execution.2. To make the students familiar about the Staging & EventProposal.
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Course Content		
Unit	Description	Weightage *(%)
1.	Introduction to Event Management & Concept & Design <ul style="list-style-type: none">• Size of Events• Types of Events• Developing the concept• Analyzing the concept• Designing the Event	25%
2.	Feasibility & Event Marketing <ul style="list-style-type: none">• Keys to Success• Process of Event Marketing• The Marketing Mix• Sponsorship	25%
3.	Promotion <ul style="list-style-type: none">• Image/Branding• Advertising• Publicity• Public Relation	25%
4.	Staging & Event Proposal <ul style="list-style-type: none">• Choosing the Event Site• Developing the Theme• Conducting Rehearsal• Providing Services• Arranging Catering	25%



Teaching-Learning Methodology	Lecture, Power Point Presentation. Guest Lectures
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Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2.	Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3)	15%
3.	University Examination	70%

Course Outcomes: Having completed this course, the learner will be able to	
1.	Students can identify the size and types of Events
2.	Students will become aware about Marketing Mix Sponsorship
3.	Students will become familiar with various kinds of promotion.

Suggested References:	
Sr. No.	References
1.	Event Management: Lynn Van Der Wagen & Brenda R Carlos, Pearson Education
2.	Event Management and Event Tourism: Getz D., Cognizant Communication Corporation
3.	Best Practices in Modern Event Management, Goldblatt, John Wiley and Sons

On-line resources to be used if available as reference material
On-line Resources
https://study.com/academy/lesson/organizational-skills-in-event-planning.html



BBA HONS' HOSPITALITY MANAGEMENT- 3Years
BBA Hospitality Management Semester- V

Course Code	UM05GBBH71	Title of the Course	HOTEL LAW
Total Credits of the Course	03	Hours per Week	

Course Objectives:	<p>1. The objective of this course is to understand the various laws applicable for hospitality professional.</p> <p>2. Students will know about various types of act and rules of wine.</p>
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Course Content		
Unit	Description	Weightage* (%)
1.	<p>Business Laws Applicable in Hospitality Industry</p> <ul style="list-style-type: none"> • Introduction to Indian hospitality industry and its essential characteristics • Challenges for general manager in 21 century. • Importance of studying hotel law, its definition & classification. • Definition of contract and types of contract. •Hotel insurance, legal principles of insurance, Insurance coverage commonly availed by hotels • Consumer protection act 1986 	25%
2.	<p>Food And Liquor Laws-</p> <ul style="list-style-type: none"> • Prevention of food Adulteration Rules 1954 • Food Safety & Standards Act 2006 • Liquor licensing, on-site/on premises, off-site/off premises, on premises/off site license. • Mandatory compliances of a liquor license, alcohol content in various beverages. • Salient features of the dram Shop Act 1872 • Law on Sale of Cigarettes and Tobacco 	25%
3.	<p>Central & State Laws Related To Operations</p> <ul style="list-style-type: none"> • Hotel Licenses and regulations, role of district administration • Concessions given by central and state government to hospitality industry during project stage • Documents required for securing building permission. • Licenses required to operate a hotel •Licenses required for food and beverage operations, finance & personal department 	25%
4.	<p>Public Health And Safety And Labour Laws</p> <ul style="list-style-type: none"> • Labour laws: Definition, Scope, Categorization of labour laws. 	25%



	<ul style="list-style-type: none">• Working conditions and welfare measures.• Classification of employees, law defining relationship between employers, trade unions, discharges of employees.• Laws related to equality and empowerment of women.• Swimming Pool, Smoke-Free Environments Act 1990	

Teaching-Learning Methodology	Lecture, Practical learning, project and assignment, E- learning
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Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2.	Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3)	15%
3.	University Examination	70%

Course Outcomes: Having completed this course, the learner will be able-	
1.	To know about Law for serving alcoholic services.
2.	To know about Food Safety & Standards Act 2006
3.	To about the Laws related to equality and empowerment of women.
4.	To know about Documents required for securing building permission .



Suggested References:

Sr. No.	References
1.	Introduction to Law by N.D Kapoor publisher Sultan chand and sons
2.	Commercial law by N.D Kapoor publisher Sultan chand and sons
3.	Ethical, Legal and Regulatory aspect of Tourism Business. By Satyendra Singh Malik: publisher Agam KalaPrakashan, Delhi

On-line resources to be used if available as reference material

On-line Resources

www.hmhub.me

www.hmhelp.in



BBA HONS' HOSPITALITY MANAGEMENT- 3Years
BBA Hospitality Management Semester- V

Course Code	UM05SBBH71	Title of the Course	Conflict Management
Total Credits of the Course	03	Hours per Week	

Course Objectives:	<ol style="list-style-type: none"> 1. The objective of this course is to develop the skills in resolving conflict and confrontation. 2. Students will understand the role of goals in conflict and manage conflicts more effectively. 3. Students will be able to frame the strategies for dealing with conflict and they become able to identify the positive and negative conflict.
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Course Content		
Unit	Description	Weightage* (%)
1.	Introduction to Conflict Management <ul style="list-style-type: none"> • Definition and Types of Conflict • Sources of Conflict (Structural and Personal Factors) • Aspects of Conflicts (Functional and Dysfunctional Conflict) • Conflict Process (5Stages) • Conflict Management 	25%
2.	Conflict at Workplace <ul style="list-style-type: none"> • Need for Conflict (Conflict in Organization, Conflict & Creativity, Idea Generation, Resolving Workplace Disagreements) • Conflict Resolution Techniques 	25%
3.	Levels of Conflict <ul style="list-style-type: none"> • Intra-personal Conflict <ul style="list-style-type: none"> - Conflict due to frustration - Conflict due to goal • Interpersonal Conflict <ul style="list-style-type: none"> - Assessing Interpersonal Conflict - Stages of Interpersonal Conflict 	25%
4.	Managing Interpersonal, Organizational Conflict & Negotiation <ul style="list-style-type: none"> • Behavioral style and conflict handling, dealing with difficult Subordinates. • Negotiations: 	25%



	<ul style="list-style-type: none">- Negotiation Strategies- Negotiation Process- Situational Influences on Negotiation• Global Implications:<ul style="list-style-type: none">- Conflict & Culture	
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Teaching-Learning Methodology	Lecture, Power Point Presentation, Guest Lectures
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Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2.	Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3)	15%
3.	University Examination	70%

Course Outcomes: Having completed this course, the learner will be able to	
1.	Students will know about different types and sources of Conflict
2.	Students will be able to familiar with different kinds of conflict resolution Techniques
3.	Student will know about the various levels of conflict.
4.	Student will be able to familiar with Global Implications.

Suggested References:	
Sr. No.	References
1.	Organizational Behaviour by Stephen P Robbins, Timothy A Judge, NeharikaVohra



2.	Corporate Conflict Management by Eirene Leela Rout & Nelson Omiko. Published by Pearson Prentice Hall.
3.	Organizational Behaviour by S S Khanka, S. Chand

On-line resources to be used if available as reference material

On-line Resources

<https://www.youtube.com/watch?v=4RB1i1sVVc0>

<https://www.youtube.com/watch?v=2JEyALDKJ4U>



Bachelor of Business Administration NCC Semester V
BBA (Honours) (Hospitality Management) (3 Years)

Course Code	UM05SBBH72	Title of the Course	NCC Army-5
Total Credits of the Course	2	Hours per Week	3

Course Objectives: (Theory)	<p>Cadets will be able to: -</p> <ul style="list-style-type: none">(a) Understand the concept of Team and its functioning.(b) Understand the concept of Team and its functioning.(c) Hone Public speaking skills.(d) Understand the security set up and management of Border/Coastal areas.(e) Acquire knowledge about an Infantry Battalion organisation and its weapons.(f) Acquire knowledge about Indo-Pak Wars fought in 1965 & 1971.
Course Objectives: (Practical)	<p>Cadets will be able to:</p> <ul style="list-style-type: none">(a) Understand that drill as the foundation for discipline and to command a group for common goal.(b) Appreciate grace and dignity in the performance of ceremonial drill.(c) Use the compass and GPS to locate places on the ground and map.



Course Content : Theory (1 Credit : 1hours, 25 Marks)		
Unit	Description	Weightage* (%)
1.	<u>Unit 1. Personality Development</u> ➤ Group Discussions – ➤ Team work. ➤ Public speaking	25 %
2	<u>Unit 2. Border & Coastal Areas</u> ➤ Security Setup and Border/Coastal management in the area.	25 %
3	<u>Unit 3. Introduction to Infantry Battalion and its Equipment</u> ➤ Organisation of Infantry Battalion & its weapons	25 %
4	<u>Unit 4- Military History</u> ➤ Study of Battles of Indo-Pak Wars 1965 &1971	25 %



Course Content : Practical (1 Credit : 2 hours, 25 Marks)		
Unit	Description	Weightage* (%)
1.	<u>Unit 1. Drill</u> <ul style="list-style-type: none">➤ Ceremonial Drill.➤ Guard Mounting.	15 %
2	<u>Unit 2. Weapon Training</u> <ul style="list-style-type: none">➤ Short Range firing.	15 %
3	<u>Unit 3- Map Reading</u> <ul style="list-style-type: none">➤ Google Maps & applications.	10 %
4	<u>Unit 4- Field Craft & Battle Craft</u> <ul style="list-style-type: none">➤ Fire control orders.➤ Types of fire control orders.➤ Fire and Movement-<ul style="list-style-type: none">• when to use fire and movements tactics• Basic considerations• Appreciation of ground cover• Types of cover• Dead ground• Common Mistakes• Map and air photography• Selection of Fire position and fire control.	15 %
5	<u>Unit 5- Social Service and Community Development</u> Cadets will participate in various activities throughout the semester e.g., Blood donation Camp, Swachhata Abhiyan, Constitution Day, Jan Jeevan Hariyali Abhiyan, Beti Bachao Beti Padhao etc.	15 %
6	<u>Unit 6. Health & Hygiene</u> <ul style="list-style-type: none">➤ Yoga- Introduction, Definition, Purpose, Benefits.➤ Asanas-Padamsana, Siddhasana, Gyan Mudra, Surya Namaskar, Shavasana, Vajrasana, Dhanurasana, Chakrasana, Sarvaangasana, Halasana etc.	15%



7	<p><u>Unit 7. Obstacle Training</u></p> <ul style="list-style-type: none"> ➤ Obstacle training – Intro, Safety measures, Benefits. ➤ Obstacle Course- Straight balance, Clear Jump, Gate Vault, Zig- Zag Balance, High Wall etc. 	15%
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Teaching-Learning Methodology	<p>ICT through</p> <ul style="list-style-type: none"> ➤ Power Point Presentation ➤ Audio-Visual Presentation ➤ Group Discussion ➤ Role Playing ➤ Case Study
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Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	External University Written Examination (As per CBCS R.6.8.3)	50 %
2.	External University Practical Examination in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3)	50%

Course Outcomes (Theory)

Expected Learning Outcomes.

After completing this course, the cadets will be able to: -

- (a) Participate in team building exercise and value team work.
- (b) Improve communication skills by public speaking activities.
- (c) Understand the security mechanism and management of Border/Coastal areas.
- (d) Get motivated to join armed forces.



Course Outcomes (Practical)

Expected Learning Outcomes:

After completing this course, the cadets will be able to: -

- (a) Perform ceremonial drill and follow the different word of command.
- (b) Do the social service on various occasions and get connected with the community.
- (c) Do all the asana and gain the physical& mental fitness.

On-line resources to be used if available as reference material

Suggested References:

Sr. No.	References
1.	Cadet's Hand Book Common Subject, All Wings, By DGNCC, New Delhi.
2.	Cadet's Hand Book Specialized Subject, Army, By DGNCC, New Delhi.
3.	Hand book of NCC by Kanti Publication, Etava U. P.
4.	Hand book of NCC by Ramesh Publishing house, New Delhi.

On-line Resources

<https://indiancc.nic.in/dg-ncc-gen-aich>

<https://indiancc.mygov.in/>

DGNCC training App



SARDAR PATEL UNIVERSITY
PROGRAMME: BBA (HONS') (Hospitality Management) (3 Years)
(Under Choice Based Credit System Based on UGC Guidelines)
Proposed Structure with effect from: December - 2023-24
SEMESTER – VI

Course Type	Course Code	Name of the Course	T / P	Credit	Exam Duration in hrs	Component of Marks		
						Internal	External	Total
						Total / Passing	Total / Passing	Total / Passing
Ability Enhancement Course	UM06ABBH71	Industrial Exposure Training	*RW & VV	30		320	480	800
		Total Credits		30		320	480	800

* RW & VV = Report Writing & Viva Voce



BBA HONS' HOSPITALITY MANAGEMENT – 03 Years
BBA Hospitality Management Semester - VI

Course Code	UM06ABBH71	Title of the Course	Industrial Exposure Training
Total Credits of the Course	30	Hours per Week	

Course Objectives:	To provide to students the feel of the actual working environment in reputed hotels and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence at the time of employment.
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Course Content		
Unit	Description	Weightage (%)
1.	As per Training Programme Designed followed by Training Report and Presentation during Semester VI End Examination. Training Report of Sixth Semester Industrial Exposure Training to be prepared and presented before duly constituted panel comprising of: Institute Representative (Training and Placement Co-ordinator) Industry Representative(External Examiner appointed by the University) Immediately after the End –Term Examination of Fifth Semester or in any case prior to the commencement of Sixth Semester each student shall undergo a Industrial Exposure Training of 16 productive weeks duration in the following Departments of a five star classified Hotel of National or Global repute. 1. Front Office 2. Housekeeping 3. F & B Production 4. F & B Service After the completion of training the students shall immediately be submitting an Industrial exposure training report within a week time. Training Report Presentation will be during Semester End Examination. This Report shall carry eight hundred marks. Evaluation shall be done on the basis of the presentation given by the student to the Board of Examiner, which shall be comprised of Training and Placement Coordinator or Subject Teacher/s and an external examiner appointed by the University. Training Report to be submitted as per specifications and format (to be Collected from the college). Daily Log Book and Performance Appraisal will be essential documents while evaluating student. The students can undertake final placement offer from the industry after the students are done with their examination of SEM VI Viva Voce examination conducted by the Sardar Patel University.	100 %

Teaching-Learning Methodology	Practical learning.
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Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Continuous Assessment in the form of Viva-voce and Attendance in the hotel during training (As per CBCS R.6.8.3)	30 %
2.	University Examination in the form of Viva-voce, Training Report Presentation and Attendance in the hotel during training (As per CBCS R.6.8.3)	70 %

Course Outcomes: Having completed this course, the learner will be able to-	
1.	develop basic understanding and excel in core competencies at all major operative departments of a leading and reputed hotel.
2.	enhance skill sets for employability and entrepreneurship.
3.	achieve students' professional goals by allowing them to obtain in-depth understanding of their theoretical curriculum while also allowing them to watch and gain personal experience of the industry, job execution, and work environment.
4.	develop as hospitality professional.

