

S.M.PATEL COLLEGE OF HOME SCIENCE
(AN AUTONOMOUS INSTITUTE AFFILIATED WITH SARDAR PATEL UNIVERSITY)
Master Programme (Two Years) Self-Finance
(Under NEP 2020) Semester-IV
Structure with effect from: 2024-2025

<p align="center">M.Sc in Resource Management and Design Application</p>	
---	--

[illegible]



S. M PATEL COLLEGE OF HOME SCIENCE
(AN AUTONOMOUS INSTITUTE AFFILIATED WITH SARDAR PATEL UNIVERSITY)
Master Programme (Two Years) Self-Finance
(Under NEP 2020) Semester-IV
Syllabus with effect from: 2024-2025
M.Sc in Resource Management and Design Application



Course Code	PHA04CFRM01	Title of the Course	Theory- Consumer Guidance and Counselling
Total Credits of the Course	04	Hours per Week	04

Course Objectives:	<ol style="list-style-type: none">1. To provide a deep understanding of consumer rights, laws, and regulations.2. To equip students with effective counselling techniques to assist consumers in resolving disputes.3. To develop skills in financial literacy and consumer education.4. To foster critical thinking and problem-solving abilities in complex consumer issues.
--------------------	---

Course Content		
Unit	Description	Weightage *(%)
1.	Consumer Rights and Laws <ol style="list-style-type: none">a) Historical evolution of consumer protection.b) Fundamental consumer rights (right to safety, information, choice, redressal, etc.)c) Consumer Protection Act (CPA) 1983-2019, and other relevant legislation	25
2.	Consumer Protection <ol style="list-style-type: none">a) Consumer Redressal mechanism.b) Consumer Protection Councils.c) Procedures for complaint filing.d) Mediation	25
3.	Basics of Guidance and Counselling <ol style="list-style-type: none">a) Introduction, Definition, Concept of Guidance & Counselling, Evolution of Counselling in India and Abroad, Difference between Guidance and Counselling, Principles of Counselling, Theories of Counselling, Approaches to Counselling.b) Consumer Education. Rights and Responsibilities of the consumer. Consumer Cooperatives. Consumer Organizations. <p>The Role of NGOs in Guidance and Counselling</p> <ol style="list-style-type: none">a) Define NGOs and their societal role.b) Highlight NGOs' unique contributions to the guidance and counselling field.	25

4.	<p>Consumer Counselling and Advocacy</p> <ul style="list-style-type: none"> a) Counselling techniques and strategies. b) Effective communication and active listening skills. c) Empathy and non-judgmental approach. d) Advocacy for consumer rights and interests. e) Building relationships with consumer organisations and government agencies. 	25
----	--	----

Teaching-Assignments, Learning	Lecture, PowerPoint Presentations, ICT-enabled Teaching, Individual/group projects, Group discussions, Guest speakers, Quizzes Methodology, blackboard, and chalk.
--------------------------------	--

Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written Examination (As per R.AUG.HSC. -4)	25%
2.	Internal Continuous Assessment in the form of Quizzes, Seminars, Assignments, Attendance	25%
3.	Semester End Examination (As per R.AUG.HSC. -7)	50%

Course Outcomes:	
Having completed this course, the learner will be able to	
1.	Knowledge of rights and protections under consumer laws.
2.	Guiding consumers to solve consumer issues.
3.	Become aware of the mediation process.
4.	To enhance problem-solving skills.

Suggested References:	
Sr. No.	References
1.	Chadha R. 1995. The Emerging Concepts and Strategies. New Age International & Wiley Eastern.
2.	Jones RN. 2007. Basic Counselling Skills. Sage Publ.

3.	Marguerite B. 2000. Consumer Economics: A Multidisciplinary Approach. John Wiley & Sons.
4.	Schiffman LG & Kaunuk LL. 2004. Consumer Behaviour. Prentice Hall of India.
5.	Seetharaman P & Sethi M. 2001. Consumerism: Strategies and Tactics. CBS.
6.	Arbuckle. D.A. Counsellor Education and Supervision.
7.	Burdin E.S. Psychological Counselling Appleton Century Crofts.
8.	Cottle. W.C. and N.M. Downee, Preparation for Counselling, Prentice Hall.
9.	Hahn. E. and M.S.Mchean, Counselling Psychology, McGraw Hill.
10.	Training and Supervision for Counselling in Action, Sage Publications.
11.	Corey, G. (2017). Theory and Practice of Counseling and Psychotherapy. Cengage Learning.
12.	Egan, G. (2014). The Skilled Helper. Cengage Learning.
13.	Singh, S. (2023). <i>Family finance and consumption economics</i> . Himanshu Publication, Udaipur (India)
14.	Singh, S., Rao, R., & Vyas, R. (2025). <i>Consumer rise: Information, safety, and education</i> . Noble Science Press.

Online Resources



S. M PATEL COLLEGE OF HOME SCIENCE
(AN AUTONOMOUS INSTITUTE AFFILIATED WITH SARDAR PATEL UNIVERSITY)
Master Programme (Two Years) Self-Finance
(Under NEP 2020) Semester-IV
Syllabus with effect from: 2024-2025
M.Sc in Resource Management and Design Application



Course Code	PHA04CRMD02	Title of the Course	Theory- Front Office Operations
Total Credits of the Course	02	Hours per Week	02

Course Objectives:	<ol style="list-style-type: none"> 1. Understand the functions and structure of the front office department. 2. To make the students know to check in and check out guests using appropriate protocols and systems. 3. To familiarize with reservation processes, including booking methods and systems.
--------------------	---

Course Content		
Unit	Description	Weightage*(%)
1.	(a) Overview and Organizational set-up of Front office Department <ol style="list-style-type: none"> i. Layout of the front office and their Importance ii. Qualities of Front Office staff iii. Hierarchy: Small, Medium and Large Hotels iv. Job specification of different front office personnel. (b) Basic Information for Front Desk Personnel <ol style="list-style-type: none"> i. Types of rooms, food plan ii. Tariff and tariff fixation 	25
2.	(a) Front Office Guest Handling and Registration <ol style="list-style-type: none"> i. Introduction to guest cycle ii. Registration Form Format & Procedure for registration iii. Handling registration of Foreigners iv. Rooming a guest with reservation & Walk-in Guest v. Check out procedures (b) Reservation <ol style="list-style-type: none"> i. Importance of reservation for hotel and guest ii. Types of reservations (Tentative, confirmed, guaranteed) iii. Modes and Sources of Reservation iv. Systems of Reservation 	25
3.	Front Office Guest Safety and Security <ol style="list-style-type: none"> i. The role of F.O. in key control (electronic card key, the grand master key, lost keys, damaged keys) ii. Safe deposit locker keys and their control iii. Lost and Found iv. Emergency situations (Accident, illness, theft, fire, bomb) 	25

4.	(a) Planning & Evaluating Front Office Operations <ol style="list-style-type: none"> Establishing the Room rates (Rule of Thumb Approach, Hubbart Formula) Forecasting Room Availability Types of discounted rates Factors for evaluating front office operations (B) Computer Application in Front Office Operation <ol style="list-style-type: none"> Role of information technology in the hospitality industry Factors for need of a PMS in the hotel and advantages Factors for purchase of PMS by the hotel Introduction to Fidelio - Amadeus-IDS –Shawman 	25
----	--	----

Teaching-Assignments, Learning	Lecture, Power -point Presentations, ICT enabled Teaching, Individual / group project, Group discussion, Guest speaker, Quizzes Methodology, blackboard and chalk.
--------------------------------	--

Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written Examination (As per R.AUG.HSC. -4)	25%
2.	Internal Continuous Assessment in the form of Quizzes, Seminars, Assignments, Attendance	25%
3.	Semester End Examination (As per R.AUG.HSC. -7)	50%

Course Outcomes: Having completed this course, the learner will be able to	
1.	Acquaint with the safety and security procedures to maintain a safe environment for guests and staff.
2.	Appraise property management systems (PMS) and other front office software.
3.	Comprehend the technology application in enhancing the guest experience.

Suggested References:	
Sr. No.	References
1.	James A. Bardi. (1996) : <i>Hotel Front Office Management</i> ”, New York. Thomson Publishing Inc., 2nd Edition.
2.	Andrews Sudhir. (2013) “ <i>Hotel Front Office Training Manual</i> ”: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32nd Reprint.
3.	Andrews S., (2000) “ <i>Hotel Front Office Training Manual</i> ”, Tata Mc Graw Hill Publications, New Delhi

4.	Chakravarti, B.K., (2011). “ <i>Hotel and Hospitality Management</i> ”. New Delhi: Aph Publishing Corporation.
5.	Chakravarti, B.K., (2009). “ <i>Hotel Management Theory.</i> ” New Delhi: Aph Publishing Corporation.
6.	Singh, Malini and George, Jaya (2008): “ <i>Housekeeping: Operations, Design and Management</i> ”. Jaico Publishing House, New Delhi.
7.	James Bardi, (2012): “ <i>Hotel Front Office Management</i> ”. CBS Publishers & Distributors Pvt. Ltd.



S. M PATEL COLLEGE OF HOME SCIENCE
(AN AUTONOMOUS INSTITUTE AFFILIATED WITH SARDAR PATEL UNIVERSITY)
Master Programme (Two Years) Self-Finance
(Under NEP 2020) Semester-IV
Syllabus with effect from: 2024-2025
M.Sc in Resource Management and Design Application



Course Code	PHA04CRMD04	Title of the Course	Practical-Dissertation
Total Credits of the Course	14	Hours per Week	28

Course Objectives	<ol style="list-style-type: none">1. To plan and design a research proposal specifying objectives, rat To facilitate the execution of independent research projects based on finalized topics.2. To enhance data collection, analysis, interpretation, and academic writing skills.3. To foster critical thinking and develop innovative solutions to domain-specific problems.4. To prepare students for professional and academic presentations through effective communication of research findings.5. To instill ethical practices in research and uphold academic integrity.
-------------------	---

	Description
1.	Execution of Research (Advanced Methods and Tools): (a) Conducting comprehensive data collection based on the finalized research plan. (b) Using advanced software for data analysis (SPSS, R, NVivo, etc.). (c) Systematic interpretation of results aligned with research objectives.
2.	Writing and Structuring the Dissertation: (a) Developing chapters: Abstract, Introduction, Literature Review, Methodology, Results, Discussion, and Conclusion. (b) Integrating citations and references using tools like EndNote or Zotero.
3.	Ethics in Research and Plagiarism Check: (a) Adhering to ethical practices in research, including participant consent and confidentiality. (b) Plagiarism checks and ensuring originality of work. (c) Ethical reporting of data and findings.
4.	Presentation and Defense of Research: (a) Preparing a concise, impactful research presentation. (b) Answering questions effectively during viva-voce. (c) Incorporating panel feedback into the final document.

Teaching-Learning Methodology	<p>Guidelines for Students:</p> <ol style="list-style-type: none"> 1. Focus on Research Execution: Students should build upon the research design finalized in the third semester. 2. Regular Supervisor Meetings: Regular progress discussions with the supervisor are mandatory. 3. Documentation: Maintain a detailed logbook to track progress, challenges, and decisions. 4. Plagiarism-Free Submission: Ensure that the final dissertation meets institutional originality standards.
-------------------------------	---

Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Research Progress: Supervisor's assessment based on research execution	20%
2.	Dissertation Document: Final submission evaluated by an external expert	50%
3	Viva-Voce (Oral Defense) :Presentation and defense before the evaluation pane	30%

References	
Sr. No	References
1.	Kothari, C. R., & Garg, G. (2019). Research Methodology: Methods and Techniques (4th Edition). New Age International Publishers.
2.	American Psychological Association (APA). (2020). Publication Manual of the American Psychological Association (7th Edition). APA.
3.	Murray, R. (2019). How to Write a Thesis (4th Edition). Open University Press.
4.	Relevant journal articles online from: Journal of Resource Management and Design Application. International Journal of Research in Social Sciences. Journal of Environmental Design and Management

Course Outcomes: Having completed this course, the learner will be able to	
Sr. No.	
1.	Execute a structured and methodical research project, applying domain-specific knowledge.
2.	Utilize advanced tools for data analysis and presentation of findings.

3.	Write a well-structured dissertation adhering to academic and institutional standards.
4.	Present and defend their research findings confidently to an expert panel.

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

On-line Resources

Relevant entries on Wikipedia and Encyclopaedia Britannica
--

- | |
|---|
| <ol style="list-style-type: none"> 1. Purdue University Online Writing Lab (OWL) for citation and academic writing guidelines: https://owl.purdue.edu. 2. IBM SPSS Statistics Documentation: https://www.ibm.com/spss-statistics |
|---|
