

Programme	B.Sc. Hotel Management & Catering Science				
Course Title	<b>Airline Catering Operations</b>				
Type of Course	MINOR				
Semester	III				
Academic Level	200-299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Pre-requisites	Students should have a basic understanding of hospitality management or culinary arts, with prior coursework in food safety and hygiene recommended.				
Course Summary	This course offers in-depth insights into the operations of airline catering, covering menu development, procurement, production, and distribution of meals for airline passengers. Students will explore regulatory requirements, quality assurance practices, and customer service strategies specific to the airline industry. Evaluation methods include quizzes, case studies, practical demonstrations, and project assignments.				

**Course Outcomes (Cos):**

<b>CO</b>	<b>CO Statement</b>	<b>Cognitive Level*</b>	<b>Knowledge Category#</b>	<b>Evaluation Tools used</b>
CO1	Understand Airline Catering Operations: Gain a comprehensive understanding of the operations involved in providing catering services to airlines.	U	C	Quizzes and Tests, Short Essays
CO2	Develop Menu Planning Skills: Learn to design and create airline menus that meet dietary requirements, taste preferences, and logistical constraints.	C	P	Project Assignments, Menu Design Projects
CO3	Implement Food Safety Regulations: Acquire skills to ensure compliance with food safety and hygiene standards in airline catering operations.	Ap	P	Practical Workshops, Food Safety Audits
CO4	Manage Logistics and Distribution: Understand and apply logistics principles in the procurement, storage, and transportation of catering supplies for airlines.	Ap	P	Role-Playing Exercises, Logistics Plans
CO5	Ensure Quality Control: Develop strategies for maintaining high-quality standards in food preparation, presentation, and service in airline catering.	Ap	P	Quality Control Checks, Case Studies
CO6	Enhance Customer Service: Learn to deliver exceptional customer service in airline catering, considering the unique challenges and expectations of passengers.	Ap	P	Customer Feedback Analysis, Service Improvement Plans
<p>* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)            # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)</p>				

<b>Module</b>	<b>Unit</b>	<b>Content</b>	<b>Hrs</b>	<b>Mks</b>
<b>I</b>	<b>Introduction to Airline Catering Operations</b>		<b>15</b>	<b>18</b>
	1	Overview of Airline Catering Industry	3	
	2	Role and Importance of Airline Catering	3	
	3	Regulatory Framework and Standards	3	
	4	Challenges and Trends in Airline Catering	3	
	5	Customer Expectations and Service Standards	3	
<b>II</b>	<b>Menu Planning and Development</b>		<b>10</b>	<b>18</b>
	6	Menu Planning Considerations	2	
	7	Dietary Requirements and Menu Adaptation	2	
	8	Menu Design and Presentation	2	
	9	Costing and Budgeting for Airline Menus	2	
	10	Special Meals and Catering Requests	2	
<b>III</b>	<b>Food Safety and Hygiene</b>		<b>10</b>	<b>17</b>
	11	Food Safety Regulations and Compliance	2	
	12	HACCP Principles in Airline Catering	2	
	13	Handling and Storage of Food Supplies	2	
	14	Hygiene Practices and Sanitation	2	
	15	Allergen Management in Airline Catering	2	
<b>IV</b>	<b>Logistics and Operations</b>		<b>10</b>	<b>17</b>
	16	Procurement of Catering Supplies	2	
	17	Inventory Management and Control	2	
	18	Transportation and Distribution Logistics	2	
	19	Catering Facility Operations	2	

	20	Technology in Airline Catering Operations	2	
<b>V</b>	<b>Open Ended Module:</b>		<b>15</b>	
	1	Case Studies in Airline Catering Menu Planning and Development Projects Food Safety Audits and Compliance Checks Practical Workshops: Catering Simulation Reflective Journals and Presentations		

## REFERENCE BOOK

1. "Airline Catering and In-Flight Services" by Ioannis Kostakis
2. "Catering Management: A Comprehensive Guide to the Successful Management of Hotel, Restaurant, Boarding House, Popular Café, Tea Rooms, and Every Other Branch of Catering, Including a Section on the Law and the Caterer" by Francis B. Bertelsen
3. "Airline Catering: A Practical Guide" by Peter Jones

**Mapping of COs with PSOs and POs:**

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

**Correlation Levels:**

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

**Assessment Rubrics:**

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

**Mapping of COs to Assessment Rubrics :**

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓