

**Faculty of Management**

**Revised Syllabus for Bachelor in Hotel Management & Catering Technology (BHMCT) to be implemented from the academic year 2008-09.**

**BHMCT Part I (Consisting of Semester I, II, III and IV)**

**BHMCT Part II (Consisting of Semester V, VI, VII and VIII)**

**I. Introduction:**

The basic idea is to revise the curriculum of the Four Years Degree Course in Hotel Management and Catering Technology (BHMCT) with a view to keep abreast with the current changing trends in the hospitality industry.

**II. Objectives and Framework of the curriculum of BHMCT programme**

1. The basic objective of the BHMCT programme is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.
2. The course structure of the given BHMCT programme is designed keeping in view the basic objective stated above. Consequently certain essential features of such model programme structures would be
  - a. To impart to the students latest and relevant knowledge from the field of hotel management theory and practice.
  - b. To provide opportunities to the students. Within and outside the institutions, for developing necessary operating skills relating to the Hotel Industry.
  - c. To develop the right kind of values and attitudes to function effectively in the hospitality trade.
3. The following considerations have been taken into account:
  - a. The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
  - b. The design is simple and logical.
  - c. There is a major focus of attention on specialization in the final year.
4. The relative importance of skills development and attitudinal orientation in management education suggests that an Institution offering BHMCT Programme should have some freedom on course development in choosing methods of instruction, and internal assessment within a broad framework of objectives and curriculum structure.
5. It is suggested that a minimum weightage of 30 percent be given to internal continuous and sessional assessment, consisting of tasks like class room exercises, texts, seminars, presentations, quizzers, group tasks, unit tests etc. The external semester end University examination should have a maximum weightage of 90 percent.
6. It is suggested that a full time four-year programme in hotel management may have 8 semesters. Each semester is expected to have a total of 20 instructional weeks.

**III. The Curriculum:**

1. The curriculum is presented in the accompanying chart along with the

Appendices containing a list of courses and their detailed outline.

2. While care and attention should be given to the basic objective the curriculum and its academic rigour, strict straitjacketing of management curriculum has been avoided, incorporating instead the much needed orientation and innovation in the field of Hotel Management education.
3.
  - a. The curriculum includes a total of 40 courses.
  - b. Of the 40 courses, course No. 101, 102, 103, 104, 201, 202, 203, 204, 301, 302, 303, 304, 401, 402, 403, 601, 602, 603, 701, and 801 are practical courses.
  - c. There is a provision for on the job learning in the form of Industrial Training for a period of 20 weeks in the fifth semester, which carries mark value of 200. Internal marks for training shall be 60 marks and for viva - voce, training report, log book performance appraisal and presentation before the panel shall be 140 marks. Viva-voce to be conducted by a panel of two external examiners along with one internal examiner.
  - d. There is a provision for a Project study and viva-voce in the eighth semester, which carries mark value of 100. Internal marks for project work shall be 30 marks and for viva - voce, and presentation before the panel shall be 70 marks. Viva-voce to be conducted by a panel of two external examiners along with one internal examiner.
  - e. Semester I to VI (excluding semester V for industrial training) work load has six courses of 600 marks per semester(36 hours per week for lectures, practicals and tutorials). The fifth semester has industrial training of 200 marks. The seventh and eighth semesters have five courses of 600 marks each (including Project Report in eighth semester.
4. Ordinarily, in each class, not more than 60 students will be admitted.
5. Appendix I: Outline of the structure of BHMCT revised course.  
Appendix II: Detailed syllabus, Semester-wise / Course-wise.

#### **IV Eligibility for admission:**

- a. The candidates who have passed the H.S.C (XII<sup>th</sup> Std) Examination or its equivalent in academic streams of Science, Arts, Commerce or vocation with a minimum aggregate of 50 percent ( 45 percent for backward class Candidates) shall be eligible for admission to the BHMCT programme or as decided by the Director, Technical Education, Maharashtra State from time to time.
- b. Those who have completed the Three years Diploma Course in Hotel Management & Catering Technology (National Council, MSBTE) are eligible to be admitted directly to the Seventh Semester.

#### **V Number of Lectures:**

There shall be at least 36 hours per week, which includes lectures/ practicals/tutorials/ Seminars/ Assignments for the internal assessment work. The duration of the lecture/practical period shall be of 60 minutes each.

#### **VI Vacation Training**

It is recommended that each student shall undergo a vacation training for a period of not less than 30 days during vacation at the end of the second and fourth semester.

#### **VII Industrial Training**

In the fifth semester the students shall be sent for industrial training for a period of 20 weeks, where they would work 8 weeks in Food Production, 6 weeks in Food and Beverage Service, 3 weeks in Front office and 3 weeks in House-keeping- in Government Classified Hotels of the level of three star and above category. The student shall maintain a logbook on daily basis.

At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce of the fifth semester. The training report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

### **VIII Project Work**

Each student shall write a project report on the topic based on the elective course under the guidance of an internal Teacher and submit the same to the Principal.

The project report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the project report has been satisfactorily completed that would the student be allowed to appear for the viva-voce of the eighth semester. The project report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

### **IX Elective Specifications**

Under semester VII and VIII, the candidates shall be examined for a specialized course belonging to anyone of the different areas of Hotel Operations, to be selected by the candidate from amongst the following groups:

**GROUP A:** Food Production Management

**GROUP B:** Food & Beverage Service Management

**GROUP C:** Accommodation Management

Candidates for the specialized course under 701 A, shall offer 801 A only.

Candidates for the specialized course under 701 B, shall offer 801 B only.

Candidates for the specialized course under 701 C, shall offer 801 C only.

## **X. Attendance:**

The students are required to have at least 75% attendance in each course. The students who fail to comply with the above requirements shall not be allowed to appear for the examinations. Such students shall have to seek readmission in the same class of the succeeding year

## **XI Teaching Faculty**

- a. The Teaching Faculty must be as prescribed by All India Council for Technical Education, New Delhi. Beside full time faculty members, visiting faculty members should be invited to conduct the appropriate course.
- b. Qualifications: The qualifications for Principal, Professor, Asst. Professor / Reader and Lecturers would be as laid down by the All India Council for Technical Education, New Delhi, and/or as prescribed by the Faculty of Management, University of Pune.

## **XII Classroom And Laboratories**

Besides the classrooms for lectures and tutorials, the laboratories for practicals should include the following Basic Training Kitchen, Quantity Training Kitchen, Advanced Training Kitchen, Training Restaurant, Dining Hall, Reception Counter, Housekeeping ( Guest Rooms & HK Lab), Library and Computer Lab with LAN / Internet Facility.

The Laboratories should be well equipped to impart proper practical knowledge and develop professional skills of the students

## **XIII Board of Paper Setters / Examiners**

For each semester – end examination (external examination) there will be one Board of Paper- setters / Examiners. While appointing paper-setters/ examiners (total 3 per course), care should be taken to see that the panel members are experts in their respective unit courses. These examiners would be comprised of faculty from UOP affiliated Hotel Management Institutes and the Industry (not exceeding one).

## **XIV. Examination**

The BHMCT Examination will be held in eight semesters

1. The candidate will be allowed to carry maximum backlog of six (6) courses from any one or more semesters. However, admission to fifth semester would be based on the student passing all the subjects in the first and second semester and admissions to the seventh Semester would be based on the student passing all the subjects in the third and fourth semester.
2. In view of the fact that semester VII and VIII have been designed for a specialization mode, students desirous of choosing a particular elective in semester VII should have passed the concerned Semester VI Course latest by end of semester VI itself.
3. The Training Report and the Project Report are to be prepared by the student and two typed copies to be submitted to the Principal by the stipulated date. The internal teacher of the subject will duly assess the report and the marks will be communicated by the Principal to the University. No student will be permitted to appear for eighth semester unless he / she submit the Project Report as required.

## **XV. Assessment**

The Final total assessment of the candidate shall be made in terms of an internal

assessment, practical assessment (where ever applicable) and an external assessment for each course. The internal, practical and external assessment will constitute separate heads of passing and they will be shown separately in the transcripts.

- a. For each course, the ratio of marks of internal assessment in relation to the external assessment shall be 30:70
- b. The division of the 30 marks allotted to internal assessment shall be 15 marks for tutorial work or unit tests and 15 marks for seminars / performances of Practicals and continuous assessment comprising of attendance, journal work, etc
- c. The external assessment shall be based on the external written examination and practical to be held at the end of each semester for each course.
- d. The Training Report and Project Report and Viva-voce shall constitute separate heads of passing individually.
- e. The marks awarded by an examiner in the internal assessment shall be communicated to the candidate.
- f. Reassessment of Internal Marks  
In case of those students who have secured less than passing percentage of marks in internal i.e. less than 12 the concerned institute shall administer a separate internal test of 30 marks and if the result of the internal test as above results in lower marks than the original, the original figure of the marks shall prevail. In short the rule is that the higher of the two figures of the marks, shall be taken into consideration.

#### **XVI Marks**

- a. Each semester will carry a total of 600 marks each ( expect for semester V which shall carry a total of 200 marks )
- b. The marks allotted to each course shall be as follows:
  - 70 marks for written comprehensive test.
  - 40 marks for written comprehensive test where practical are conducted along with 30 marks for practical,
  - 30 marks shall be assigned for internal assessment.
- c. For elective socialization course the marks allotted shall be as follows
  - 70 marks for written comprehensive test.
  - 70 marks for practical and ,
  - 60 marks shall be assigned for internal assessment.Industrial Training and Project Report shall carry 200 marks & 100 marks respectively.

#### **XVII. Standard of passing**

- a. Every candidate must secure 40 % marks in aggregate. External examination minimum 28 out of 70 marks and for internal examination minimum 12 out of 30 marks, separately in each subject.
- b. The final results would be computed, based on aggregate marks obtained in Part II of the programme.

#### **XVIII Fees**

The fees would be charged as prescribed by the Government of Maharashtra from time to time.

**University of Pune**

**APPENDIX I.**

**Revised Syllabus for Bachelor of Hotel Management & Catering  
Technology(BHMCT)**

The Following abbreviations have been used here under  
L = Lecture P= Practical T= Tutorial  
Internal Continuous Assessment = Class Test

**First Year BHMCT SEMESTER I**

Course No	Subject	Teaching scheme ( hours per week )			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
101.	Food Production – I	2	8	1	40	30	30	100
102.	Food & Beverage Service- I	2	3	1	40	30	30	100
103.	Housekeeping Operations – I	2	2	1	40	30	30	100
104.	Front Office Operations – I	2	2	1	40	30	30	100
105.	Catering Science I	3	-	1	70	-	30	100
106.	Communication Fundamentals	4	-	1	70	-	30	100
	<b>TOTAL</b>	<b>15</b>	<b>15</b>	<b>6</b>	<b>300</b>	<b>120</b>	<b>180</b>	<b>600</b>

**First Year BHMCT SEMESTER II**

Course No	Subject	Teaching scheme ( hours per week )			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
201.	Food Production – II	2	8	1	40	30	30	100
202.	Food & Beverage Service- II	2	3	1	40	30	30	100
203.	Housekeeping Operations – II	2	2	1	40	30	30	100
204.	Front Office Operations – II	2	2	1	40	30	30	100
205.	Catering Science II	3	-	1	70	-	30	100
206.	Basic French for Hotel Industry	4	-	1	70	-	30	100
	<b>TOTAL</b>	<b>15</b>	<b>15</b>	<b>6</b>	<b>300</b>	<b>120</b>	<b>180</b>	<b>600</b>

### Second Year BHMCT SEMESTER III

Course No	Subject	Teaching scheme ( hours per week )			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
301.	Food Production – III	2	8	1	40	30	30	100
302.	Food & Beverage Service-III	2	3	1	40	30	30	100
303.	Accommodation Operations – I	2	2	1	40	30	30	100
304.	Computer Fundamentals	2	2	1	40	30	30	100
305.	Food & Beverage Controls	3	-	1	70	-	30	100
306.	Basic Accounting	4	-	1	70	-	30	100
	<b>TOTAL</b>	<b>15</b>	<b>15</b>	<b>6</b>	<b>300</b>	<b>120</b>	<b>180</b>	<b>600</b>

### Second Year BHMCT SEMESTER IV

Course No	Subject	Teaching scheme ( hours per week )			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
401.	Food Production – IV	2	8	1	40	30	30	100
402.	Food & Beverage Service- IV	2	2	1	40	30	30	100
403.	Accommodation Operations –II	3	4	1	40	30	30	100
404.	Hotel Engineering	3	-	1	70	-	30	100
405.	Principles of Management	3	-	1	70	-	30	100
406.	Hotel Accountancy	3	-	1	70	-	30	100
	<b>TOTAL</b>	<b>16</b>	<b>14</b>	<b>6</b>	<b>330</b>	<b>90</b>	<b>180</b>	<b>600</b>

### Third Year BHMCT SEMESTER V

Course No	Subject	Examination Scheme		
		Panel	Internal	Total
501	Industrial Training 20 weeks * 6 days 8 hours = 960 Hrs	140	60	200
	<b>TOTAL</b>	<b>140</b>	<b>60</b>	<b>200</b>

#### Note

Training report to be submitted as per specifications and format (to be collected from the College ). Daily Logbook and the Performance Appraisal given by Government Classified Hotels of the level of three star categories and above.

Marks would be awarded as follows by a panel of examiners (two external and one internal): -

	<b>Internal</b>	<b>Panel</b>
Performance Appraisal -	--	30
Logbook -	--	30
Training Report -	70	--
Viva-voce -	70	--
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<b>Total</b>	<b>140 marks</b>	<b>60 marks</b>

### Third Year BHMCT SEMESTER VI

Course No	Subject	Teaching scheme ( hours per week )			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
601	Advanced Food Production	2	8	1	40	30	30	100
602	Advanced Food & Beverage Service	2	3	1	40	30	30	100
603	Personality Development & Business Communication	3	3	1	40	30	30	100
604	Hospitality Marketing -I	3	--	1	70	--	30	100
605	Human Resource Management	3	--	1	70	--	30	100
606	Travel & Tourism	3	--	1	70	--	30	100
	<b>TOTAL</b>	<b>16</b>	<b>14</b>	<b>6</b>	<b>330</b>	<b>90</b>	<b>180</b>	<b>600</b>

#### Fourth Year BHMCT SEMESTER VII

Course No	Subject	Teaching scheme ( hours per week )			Examination scheme			Total Marks
					Theory	Practical	Internal	
		L	P	T				
701.	@ Elective I ( A,B,C)	4	10	2	70	70	60	200
702.	Organisational Behaviour	4	-	1	70	-	30	100
703.	Hotel Related Laws	4	-	1	70	-	30	100
704.	Hospitality Marketing -II	4	-	1	70	-	30	100
705.	Environmental Management	4	-	1	70	-	30	100
	TOTAL	20	10	6	350	70	180	600

#### Fourth Year BHMCT SEMESTER VIII

Course No	Subject	Teaching scheme ( hours per week )			Examination scheme			Total Marks
					Theory	Practical	Internal	
		L	P	T				
801.	@ Elective II ( A,B,C)	3	8	2	70	70	60	200
802.	* Project Report	4	6	-	-	70	30	200
803.	Total Quality Management	4	-	1	70	-	30	100
804.	Managerial Economics	3	-	1	70	-	30	100
805.	Entrepreneurship Development	3	-	1	70	-	30	100
	TOTAL	17	14	5	280	140	180	600

**Note @ students may choose any one of the Electives for Semester VII and VIII**

701 / 801 A Specialization in Food Production Management.

701 / 801 B Specialization Food & Beverage Service Management.

701 / 801 C Specialization in Accommodation Management

#### **802 Project Report –**

\* The Project Report should be market research and field work oriented and related to the Elective Course ( Food Production / Food & Beverage Service/Accommodation Management). The documentation and presentation should be conducted before the panel of examiners ( two external and one internal) Marks would be awarded for Project Report, Presentation & Viva-voce by the panel of examiners ( two external and one internal )

**Subject - FOOD PRODUCTION - I**

**Subject Code - 101**

**Semester - First**

**Teaching and Examination Scheme:**

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
02	08	01	11	40 / 2 hrs	30 / 4 hrs	30	100

Rationale:

**Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.**

	Hrs	Mks
<b>Chapter 1 Introduction to Professional Cookery</b>	<b>02</b>	<b>02</b>
1.1 Origin of Modern Cookery practices		
1.2 Factors influencing eating habits, sectors of hospitality/ Catering Industry.		
1.3 Essentials of Continental food preparation.		
1.4 Essentials of Indian food preparation.		
1.5 Hygiene & safe practices in handling food.		
1.6 Aims & objectives of cooking food.		
<b>Chapter 2 Professional Attributes</b>	<b>02</b>	<b>02</b>
2.1 Attitude towards your job.		
2.2 Personal Hygiene.		
2.3 Uniforms		
2.4 Care for your own health & safety.		
2.5 Safety practices & procedures.		
2.5.1 Accidents, types, nature, classification		
2.5.2 Preventive measures for each type of accident.		
2.5.3 Reporting accidents.		
2.5.4 First aid - meaning, importance, and basic rules.		
2.5.5 Fire Prevention		
<b>Chapter 3 Organization Structure in the Kitchen</b>	<b>02</b>	<b>04</b>
3.1 Types of establishments		



5.2.4	<b>Vegetables</b>	<b>03</b>	<b>04</b>
	Types of Vegetables- Root , Stem , Leafy, Flowerly, Fruity		
5.2.5	<b>Fruits</b>	<b>02</b>	<b>02</b>
	Types of Fruits - Fresh , Dried, Canned		
5.2.6	<b>Eggs</b>	<b>01</b>	<b>02</b>
5.2.7	<b>Spices, Herbs, Condiments &amp; Seasonings</b> (Used in Western & Indian Cooking)	<b>03</b>	<b>04</b>
<b>Chapter 6</b>	<b>Pigments in foods</b>	<b>01</b>	<b>02</b>
6.1	Types of pigments in vegetables, fruits and animal products.		
6.2	Effect of heat, acid, alkali, oxidation & metal on pigments		
6.3	Precautions for enhancing & retention of colour.		
<b>Chapter 7</b>	<b>Introduction to food pre-preparation</b>	<b>02</b>	<b>--</b>
	(To be stressed in Practicals)		
7.1	Preparation Methods - Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing , (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching , Filleting of fish ,Deboning & jointing poultry		
7.2	Methods of Mixing – (To be demonstrated also in practicals) Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring		

**VIII. Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Total                    32            40**

**Practicals**

It is recommended that Demonstrations be conducted in the initial stages to make the students familiar with the following:

1. Introduction to various tools and their usage.
2. Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)
3. Food pre-preparation methods
4. Use of different cooking methods.
5. Basic Indian masalas & gravies (Dry & wet)
6. Basic Stocks, soups & sauces.

Minimum 18 Individual Practical's consisting of 70% Indian & 30% Continental Menus be accomplished, over and above the demonstrations.

Practical Examination be conducted on Indian Menu consisting of a Meat, Vegetable, Rice and Sweet Preparation.

**Reference Books**

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Food Commodities- Bernard Davis



**Subject - FOOD & BEVERAGE SERVICE – I**

**Subject Code - 102**

**Semester - First**

**Teaching and Examination Scheme:**

<u>Teaching Scheme / Week</u>				<u>Examination Scheme</u>			
<u>Theory</u> <u>Hrs</u>	<u>Practical</u> <u>1 Hrs</u>	<u>Tutorial</u> <u>1</u> <u>Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks /</u> <u>Duration</u> <u>n</u>	<u>Practical</u> <u>Marks</u>	<u>Internal</u> <u>Marks</u>	<u>Total</u>
<u>02</u>	<u>03</u>	<u>01</u>	<u>06</u>	<u>40 / 2 hrs</u>	<u>30 / 2 hrs</u>	<u>30</u>	<u>100</u>

**Rationale:**

The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1. The Food &amp; Beverage Service Industry</b>	<b>04</b>	<b>04</b>
1.1 Introduction to the Food & Beverage Industry		
1.2 Classification of Catering Establishments (Commercial & Non-Commercial)		
1.3 Introduction to Food & Beverage Operations (Types of F&B Outlets)		
<b>Chapter 2. Food &amp; Beverage Service areas in a Hotel</b>	<b>04</b>	<b>06</b>
2.1 Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs.		
2.2 Auxiliary areas		
<b>Chapter 3. Food &amp; Beverage Service Equipment</b>	<b>06</b>	<b>08</b>
3.1 Types & Usage of Equipments- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables,		
3.2 Special Equipment		
3.3 Care & maintenance		

<b>Chapter 4.</b>	<b>Food &amp; Beverage Service Personnel</b>	<b>06</b>	<b>08</b>
4.1.	Food & Beverage Service Organization Structure - Job Descriptions & Job Specifications		
4.2.	Attitudes & Attributes of Food & Beverage personnel, competencies.		
4.3.	Basic Etiquettes		
4.4.	Interdepartmental relationship		
<b>Chapter 5.</b>	<b>Types of Food &amp; Beverage Service</b>	<b>12</b>	<b>14</b>
5.1	Table Service –English / Silver, American, French, Russian		
5.2	Self Service – Buffet & Cafeteria		
5.3	Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.		
5.4	Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Automats		
5.5	Mis-en-place & Mis-en-scene		
<b>IX.</b>			
<b>X.</b>	<b><u>Note</u> : Glossary of Terms</b>		
	Students should be familiar with the glossary of terms pertaining to above mentioned topics		
		<b>Total</b>	<b>32 40</b>

**Practicals:**

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Mis-En-Palce & Mis-En–Scene
4. Identification of Equipments
5. Laying & Relaying of Table cloth
6. Napkin Folds
7. Rules for laying a table
8. Carrying a Salver / Tray
9. Service of Water
10. Handling the Service Gear
11. Carrying Plates, Glasses & other Equipments
12. Clearing an Ashtray
13. Situations like spillage
14. Setting of Table d’hote & A La Carte covers.
15. Service of Hot & Cold Non Alcoholic Beverages
16. Indian Cuisine- Accompaniments & Service

**Reference books:**

1. Food & Beverage Service – Lillicrap & Cousins, ELBS
2. Modern Restaurant Service – John Fuller, Hutchinson
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill

**Subject - HOUSEKEEPING OPERATIONS – I**

**Subject Code - 103**

**Semester - First**

**Teaching and Examination Scheme:**

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks / Duration	Internal Marks	Total
02	02	01	05	40 / 2 hrs	30 / 2 hrs	30	100

**Rationale:**

The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Introduction to House Keeping</b>	<b>04</b>	<b>04</b>
1.1	Importance & Functions of Housekeeping		
1.2	Guest satisfaction and repeat business		
1.3	House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas		
<b>Chapter 2</b>	<b>Co-ordination with other Departments</b>	<b>02</b>	<b>02</b>
	Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts.		
<b>Chapter 3</b>	<b>Layout of House Keeping Department</b>	<b>04</b>	<b>04</b>
	Sections of the housekeeping department, their functions and layout		
<b>Chapter 4</b>	<b>Organization of Housekeeping Department</b>	<b>06</b>	<b>10</b>
4.1	Hierarchy in large, medium & small hotels		
4.2	Attributes of staff.		
4.3	Job Descriptions and Job Specifications		

<b>VII</b>	<b>Chapter 5 Guest Rooms</b>	<b>04</b>	<b>06</b>
	5.1. Types		
	5.2. Amenities & facilities for Standard & VIP guest rooms.		
<b>Chapter 6.</b>	<b>Cleaning Equipments</b>	<b>04</b>	<b>05</b>
	6.1 Classification, use, care & maintenance		
	6.2 Selection & purchase criteria		
<b>Chapter 7</b>	<b>Cleaning Agents</b>	<b>05</b>	<b>05</b>
	7.1 Classification, use, care and storage		
	7.2 Distribution & Control		
	7.3 Selection Criteria		
<b>Chapter 8</b>	<b>Key Control</b>	<b>03</b>	<b>04</b>
	8.1 Computerized keys		
	8.2 Manual keys		
	8.3 Key Control Procedures		

**XI. Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

	<b>Total</b>	<b>32</b>	<b>40</b>
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Practicals:

- 1 Introduction to the Housekeeping department
- 2 Introduction to Cleaning Equipments
- 3 Introduction to Cleaning Agents
- 4 Introduction to Guest Room and supplies & placement
- 5 Sweeping and Mopping – dry, wet.
- 6 Polishing of Laminated surfaces.
- 7 Polishing of Brass Articles.
- 8 Polishing of EPNS articles.
- 9 Polishing of Copper articles.
- 10 Cleaning of Glass surfaces.
- 11 Cleaning of oil painted surfaces.
- 12 Cleaning of plastic painted surfaces.
- 13 Mansion polishing
- 14 Vacuum Cleaning
- 15 Bed making
- 16 Cleaning of different floor finishes, & use of floor scrubbing machine

**REFERENCE BOOKS: -**

1. Housekeeping Training Manual - Sudhir Andrews
2. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanox

**Subject - FRONT OFFICE OPERATIONS - I**

**Subject Code - 104**

**Semester - First**

**Teaching and Examination Scheme: -**

Teaching Scheme/ Week	Examination Scheme
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Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
02	02	01	05	40 / 2 hrs	30 / 2 hrs	30	100

**Rationale:**

This course aims to establish the importance of Front Office within the hospitality industry. It also prepares the student to acquire basic skills and knowledge necessary to identify the required standards.

	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1. Introduction To Hospitality Industry</b>	<b>04</b>	<b>04</b>
<p>The term 'Hotel', evolution &amp; development of hospitality industry and tourism, famous hotels worldwide.</p> <p>Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership)</p> <p>Organizational chart of hotels (Large, Medium, Small)</p>		
<b>Chapter 2. Front Office Department</b>	<b>08</b>	<b>08</b>
<p>2.1 Sections and layout of Front Office</p> <p>2.2 Organizational chart of front office department (small, medium and large hotels)</p> <p>2.3 Duties and responsibilities of various staff.</p> <p>2.4 Attributes of front office personnel</p> <p>2.5 Co-ordination of front office with other departments of the hotel</p> <p>2.6 Equipments used (Manual and Automated)</p>		
<b>Chapter 3 Room Types &amp; Tariffs</b>	<b>06</b>	<b>08</b>
<p>3.1 Types of rooms.</p> <p>3.2 Food / Meal plans.</p> <p>3.3 Types of room rates . (Rack, FIT, crew, group, corporate, weekend etc.)</p>		
<b>Chapter 4 Role of Front Office</b>	<b>06</b>	<b>08</b>
<p>4.1 Key control and key handling procedures</p> <p>4.2 Mail and message handling</p> <p>4.3 Paging and luggage handling</p> <p>4.4 Rules of the house [for guest and staff]</p> <p>4.5 Black list</p> <p>4.6 Bell Desk and Concierge</p> <p>4.7</p>		
<b>Chapter 5 Reservation</b>	<b>08</b>	<b>12</b>
<p>5.1 Importance of guest cycle (Various stages, sectional staff in contact during each stage)</p> <p>5.2 Modes and sources of reservation.</p> <p>5.3 Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats)</p>		

- 5.4 Computerised system (CRS, Instant reservations)
- 5.5 Types of reservation (guaranteed, confirmed, groups, FIT)
- 5.6 Procedure for amendments, cancellation and overbooking.

**XII. Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Total            32        40**

**Practicals:**

- 1. Telephone Etiquettes and telephone handling.
- 2. Handling room keys(issuing, receiving, missing keys, computerized key cards)
- 3. Handling guest mail(of guests who have checked out, in-house and expected)
- 4. Handling messages and paging for guests.
- 5. Luggage handling.(along with left luggage procedure)
- 6. Handling guest enquiries.
- 7. Handling guests who are blacklisted.
- 8. Situations on basis of charging.
- 9. Bell desk activities

**Reference Books:-**

- 1. Checkin Checkout(Jerome Vallen)
- 2. Hotel front Office Training Manual. (Sudhir Andrews)
- 3. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton)
- 4. Hotel Front Office ( Bruce Braham)
- 5. Managing Front Office Operations( Michael Kasavana, Charles Steadmon)
- 6. Front Office Procedures and Management(Peter Abbott)
- 7. Front Office operations/Accommodations Operations(Colin Dix)
- 8. Front Office Operation and Administration (Dennis Foster)

**SUGGESTED ASSIGNMENTS:**

- 1. Countries, Capitals, and Currencies
- 2. Different airlines with their codes world wide
- 3. Metro cities information [Location, shopping facilities, restaurants, places of interest historical monuments, etc--]
- 4. Beaches in India

**Subject - CATERING SCIENCE – I**

**Subject Code - 105**

**Semester - First**

**XIII. Teaching & Examination Scheme:**

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
03	--	01	04	70 /3 hrs	--	30	100

**Rationale:**

This course aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

**XVII**

**Chapter 1.Importance of Hygiene in the Catering Industry. Hrs 02 Mks 04**

- 1.1 Introduction
- 1.2 Definitions - hygiene & sanitation
- 1.3 Significance of hygiene & sanitation in the food industry.

<b>Chapter 2.</b>	<b>Food Microbiology</b>	<b>08</b>	<b>10</b>
2.1	Classification & Morphology of micro-organisms		
2.2	Factors affecting growth of micro-organisms		
2.3	Control of micro-organisms in relation to food preservation.		
2.4	Harmful and useful micro-organisms in the food industry.		
2.5	Role of micro-organisms in the production of fermented foods, dairy products, bakery products, alcoholic beverages & vinegar.		
<b>Chapter 3.</b>	<b>Food &amp; Water Borne Illnesses</b>	<b>08</b>	<b>12</b>
3.1	Food poisoning & food infection, common intestinal parasites. (Definitions, sources of contamination of food, mode of transmission of food borne illness, control of food borne illness.)		
3.2	Non-bacterial metal poisoning		
3.3	Natural Toxins present in food		
<b>Chapter 4.</b>	<b>Food Protection</b>	<b>06</b>	<b>10</b>
4.1	Hygienic Storage - Dry, Refrigerated & Freezer storage & protective display.		
4.2	Danger Zone		
4.3	Food spoilage - detection and prevention.		
4.4	Food contamination & spoilage due to kitchen pests.		
4.5	Cross contamination.		
<b>Chapter 5.</b>	<b>Personal Hygiene</b>	<b>04</b>	<b>06</b>
5.1	Necessity of personal hygiene.		
5.2	Health of staff.		
5.3	Sanitary practices		
5.4	Protective clothing		
5.5	Importance of rest, recreation and exercise.		
<b>Chapter 6.</b>	<b>Food Science Concepts</b>	<b>04</b>	<b>06</b>
6.1	Basic S.I. units of length, area, volume, weight		
6.2	Temperature (conversion of Celsius Scale to Fahrenheit Scale)		
6.3	Definition of density & relative density		
6.4	P <sup>H</sup> – definition & its relevance in Food Industry		
6.5	Undesirable browning & its prevention, examples of desirable browning in food preparations		
6.6	Important Terminologies (definitions & relevance) Boiling Point, Boiling Under Pressure, Melting Point, Smoking Point, Flash Point, Surface Tension,		

Osmosis, Humidity, Evaporation, Sol, Gel,  
Emulsion & Foam

<b>Chapter 7</b>	<b>Food Additives</b>	<b>04</b>	<b>06</b>
	Definition, types & their limitations as per PFA Act.		
<b>Chapter 8</b>	<b>Regulatory Agencies</b>	<b>06</b>	<b>08</b>
8.1	Food standards in India		
8.2	Common food adulterants and simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina flour, ghee, butter, margarine & oil.		
<b>Chapter 9</b>	<b>Hazard Analysis &amp; Critical Control Points. (HACCP)</b>	<b>06</b>	<b>08</b>
	Importance , definition & usage of HACCP.		
<b>XIV. <u>Note</u> :</b>	<b>Glossary of Terms</b>		
	Students should be familiar with the glossary of terms pertaining to above mentioned topics		
	<b>Total</b>	<b>48</b>	<b>70</b>

#### **Demonstration / Field Visits**

<b>Demonstration 1.</b>	Ubiquity of Micro Organism (Exposed food, personal habits & kitchen equipment)	<b>hrs</b>	<b>2</b>
<b>Demonstration 2.</b>	Spoilage organism seen in various food stuffs.		<b>2</b>
<b>Demonstration 3.</b>	Simple Tests for Detection of Adulterants		<b>2</b>

#### **Visits:**

State Public Health Laboratory.

Hotel Kitchens, flight Kitchen & Industrial Canteen to observe hygienic standards maintained.

(A File has to be maintained to record the observations of the demonstrations and the visits. Marks awarded can be included in the internal marks.)

#### **Reference Books**

1. Food Hygiene & Sanitation - S. Roday
2. Food Microbiology –Frazier
3. Complete Catering Science –OFG Kilgour
4. Safe Food Handling –Michel Jacob
5. Prevention of Food Adulteration Act 1954
6. The Science of Food – 3<sup>rd</sup> Edition- P.M.Gaman & K.B.Sherrington
7. Food Chemistry – 1<sup>st</sup> Edition - Meyer

**Subject - COMMUNICATION FUNDAMENTALS**

**Subject Code - 106**

**Semester - First**

**Teaching and Examination Scheme:**

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
04	--	01	05	40 / 2hrs	30	30	100

**Rationale:**

To introduce students to the process of communication & presentation skills needed by the hospitality professional.

The tutorials are to be used to improve oral communication skills.

	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1 The communication process</b>	<b>06</b>	<b>06</b>
Sender, receiver, message, channel, feedback Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback		
<b>Chapter 2 Barriers to effective communication</b>	<b>04</b>	<b>04</b>
Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms		
<b>Chapter 3 Listening</b>	<b>01</b>	<b>01</b>

Need for listening, listening for content, critical listening,  
empathetic listening, attentive listening

**Chapter 4 Framework for planning business messages**

**01 01**

Purpose, audience, structure, style

<b>Chapter 6</b>	<b>Written communication skills</b>	<b>24</b>	<b>36</b>
	Advantages and disadvantages		
	Note making, writing a log book		
	Comprehension and précis writing		
	Letter writing (letters of enquiry, complaint, apology, order, application accompanied by bio-data, resignation and appreciation.)		
	Short formal reports (incidents, events, visits)		
	Memos, notices, circulars		
<b>Chapter 7</b>	<b>Oral communication skills</b>	<b>24</b>	<b>24</b>
	Advantages and disadvantages		
	Articulation and delivery		
	Making speeches and presentations		
	Telephone etiquettes		
	Restaurant and hotel English		
<b>Chapter 8</b>	<b>Non –verbal communication</b>	<b>04</b>	<b>06</b>
	Understanding aspects of body language		
<b>Note :</b>	<b>Glossary of Terms</b>		
	Students should be familiar with the glossary of terms pertaining to above mentioned topics		
	<b>Total</b>	<b>64</b>	<b>80</b>
<b>Reference books:</b>			
1)	Communication Skills – BV Pathak		
2)	Business Communication- Sinha		
3)	Grammar and composition- Wren and Martin		

Subject Code - 201

Semester - Second

### Teaching and Examination Scheme

Teaching Scheme / per Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
02	08	01	11	40 / 2 hrs	30 / 4 hrs	30	100

Rationale:

**Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.**

		Hrs.	Mks
<b>Chapter 1</b>	<b>Fuels used in the kitchen</b>	<b>02</b>	<b>02</b>
1.1	Heat Transfer Principles		
1.2	Classification, Types, Advantages & Disadvantages		
<b>Chapter 2</b>	<b>Introduction to Methods of Cooking</b>	<b>03</b>	<b>03</b>
2.1	Cooking as applied to all commodities studied in SEM 1.		
2.1	Classification & Salient Features of various cooking methods.		
2.2	Temperature precautions		
<b>2.3</b>	<b>Equipments used, their care &amp; maintenance.</b>		
2.3.1	<b>Moist methods of cooking</b>	<b>03</b>	<b>04</b>
2.3.1.1	Steaming with pressure & without pressure		
2.3.1.2	Braising		
2.3.1.3	Poaching		
2.3.1.4	Boiling		
2.3.2	<b>Dry methods of cooking</b>	<b>03</b>	<b>04</b>
2.3.2.1	Baking		
2.3.2.2	Roasting		
2.3.2.3	Grilling		
2.3.2.4	Tandoor		
<b>2.3.3</b>	<b>Frying</b>	<b>03</b>	<b>04</b>
2.3.3.1	Types of frying medium		
2.3.3.2	Sauteening		
2.3.3.3	Shallow frying		
2.3.3.4	Deep – frying		
2.3.3.5	Combining the methods		

2.3.3.6	Pressure Frying		
2.3.4	<b>Microwave cooking</b>	<b>02</b>	<b>03</b>
2.3.4.1	Advantages & disadvantages		
<b>VIII</b>	<b>Chapter 3 Stocks</b>	<b>02</b>	<b>03</b>
3.1	Definition & uses of stocks		
3.2	Classification		
3.3	Rules of stock making		
3.4	Recipes of 1 litre of various stocks (White, brown, fish and vegetable)		
3.5	Glazes & Aspic		
3.6	Storage Care		
	<b>Chapter 4 Sauces</b>	<b>05</b>	<b>06</b>
4.1	Classification & uses of sauces		
4.2	Composition		
4.3	Thickening agents		
4.4	Recipes of mother sauces		
4.5	Finishing of sauces ( reducing, straining, de glazing, enriching and seasoning)		
4.6	Precautions & rectification, handling & storage		
4.7	Derivatives ( five each)		
4.8	Pan gravies		
4.9	Flavored butters		
	<b>Chapter 5 Soups</b>	<b>04</b>	<b>04</b>
5.1	Aim of soup making		
5.2	Classification of soups - Cream,Puree,Veloute,Chowder , Consomme, National soups		
	<b>Chapter 6 Basic Masalas &amp; Gravies used in Indian Cooking</b>	<b>02</b>	<b>04</b>
6.1	Blending of spices and concept of masala		
6.2	Composition of different masala used in Indian Cooking (wet & dry)		
6.3	Proprietary masala blends		
6.4	Preparation of different masalas - Basic Garam Masala, Madras Curry Powder, Sambar Masala, Chat Masala, Goda Masala, Kolhapuri Masala, Vindaloo Masala		
6.5	Popular Gravies used in Indian Cooking -White, Brown, Tomato, Green, Moghlai		
	<b>Chapter 7 Texture, Accompaniments &amp; Garnishes</b>	<b>03</b>	<b>03</b>
7.1.	Importance & Characteristics		
7.2.	Factors affecting textures in food		
7.3.	Desirable & Non-Desirable Textures with examples		
7.4.	Difference between Accompaniments & Garnishes		

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Practicals**

Minimum 24 individual practicals be accomplished consisting of -

50 % Continental menus

30% Indian Menus

20 % Break Fast Menus. ( Indian & Continental )

**Practical Examination** To be conducted on a Basic Continental menu (Consisting of soup, meat, potato preparation, salad & cold Sweet.)

**Reference Books**

8. Practical Cookery -Victor Ceserani & Ronald Kinton, ELBS
9. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
10. Theory of Catering- Mrs. K. Arora, Franck Brothers
11. Modern Cookery for Teaching & Trade Vol I - MsThangam Philip, Orient Longman.
12. The Professional Chef ( 4<sup>th</sup> Edition)- Le Rol A. Polsom
13. The book of Ingredients- Jane Grigson
14. Success in Principles of catering - Michael Colleer & Colin Saussams

**Subject - FOOD & BEVERAGE SERVICE – II**

**Subject Code - 202**

**Semester - Second**

**IX Teaching and Examination Scheme:**

Teaching Scheme / Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
02	03	01	06	40 / 2 hrs	30 / 2 hrs	30	100

**Rationale:**

The courses 102 and 202 will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food and non-alcoholic beverage service operations in the Hotel Industry.

	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1. Types of Meals</b>	<b>04</b>	<b>05</b>
1.1 Breakfast – Introduction, Types, Service Methods,		
1.2 Brunch		
1.3 Lunch		
1.4 Hi – Tea		
1.5 Dinner		
1.6 Supper		
<b>Chapter 2 Menu knowledge</b>	<b>10</b>	<b>13</b>
2.1 Introduction		
2.2 Types –Ala Carte & Table D’hote		
2.3 Menu Planning, considerations and constraints		
2.4 Menu Terms.		
2.5 Classical French Menu.		
2.6 Classical Foods & its Accompaniments with Cover.		
<b>Chapter 3 Control Methods</b>	<b>04</b>	<b>05</b>
3.1 Necessity and functions of a control system,		
3.2 Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket)		
3.3 Flow chart of KOT		
3.4 Presentation of bill.		
<b>Chapter 4 Non – Alcoholic Beverages</b>	<b>05</b>	<b>10</b>
4.1 Classification		

4.2	Hot Beverages – Types, Service		
4.3	Cold Beverages – Types, Service		
<b>Chapter 5.</b>	<b>Alcoholic Beverages</b>	<b>03</b>	<b>02</b>
5.1	Definition		
5.2	Classification of Alcoholic Beverages		
<b>Chapter 6</b>	<b>Beers</b>	<b>06</b>	<b>05</b>
6.1	Introductions		
6.2	Ingredients used		
6.3	Production		
6.4	Types and Brands – Indian and International		
6.5	Other fermented and brewed beverages – Sake, Cider, Perry		
<b>XV.</b>	<b><u>Note</u> : Glossary of Terms</b>		
	Students should be familiar with the glossary of terms pertaining to above-mentioned topics		
	<b>Total</b>	<b>32</b>	<b>40</b>

#### **PRACTICALS:**

1. Breakfast Table Lay – up & Service (Indian, American, English, Continental)  
Table D’Hote & A la Carte Cover
2. Receiving the guests
3. Sequence of Service
4. Silver Service (Horsd’uree– (Classical and Horsd’oeuvres) varies to Coffee)
5. Crumbing, Clearing, Presenting the bill
6. Side board Organization
7. Taking an Order –Food & Making a KOT
8. Writing a Menu in French & its Equivalent in English
9. Revision of practicals from the first semester.
10. Points to be remembered while setting a cover and during service
11. Service of Beer (Bottled, Canned and Draft).

#### **REFERENCE BOOKS:**

1. Food & Beverage Service – Lillicrap & Cousins
2. Modern Restaurant Service – John Fuller
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. The Restaurant (from Concept to Operation) – Lipinski
5. Bar and Beverage Book – C. Katsigris, Mary Porter

**Subject - HOUSEKEEPING OPERATIONS – II**

**Subject Code - 203**

**Semester - Second**

**Teaching and Examination Scheme:**

Teaching Scheme				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	2	1	5	40 / 2 hrs	30 / 2 hrs	30	100

**Rationale:**

**The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.**

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Cleaning Routine of Housekeeping Department</b>	<b>03</b>	<b>04</b>
1.1	General principles of cleaning		
1.2	Work routine for floor supervisors and chamber maids		
1.3	Rules of the floor		
<b>Chapter 2</b>	<b>Cleaning Routine of Guest Rooms</b>	<b>08</b>	<b>10</b>
2.1	Daily cleaning of occupied, departure, vacant, Under Repair & VIP rooms		
2.2	Evening service & second service procedures.		
2.3	Weekly / Periodic cleaning – Special Cleaning tasks to be carried out.		
2.4	Spring Cleaning procedures		
<b>Chapter 3</b>	<b>Cleaning Routine of Public Areas</b>	<b>08</b>	<b>08</b>
3.1	Areas to be maintained		
3.2	Daily, weekly and spring-cleaning procedures for various Public Areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Elevators and staircase & corridors.		
<b>Chapter 4</b>	<b>Lost And Found Procedure</b>	<b>03</b>	<b>04</b>
4.1	Procedure for Guest articles		
4.2	Procedure for Lost Hotel Property		
4.3	Records maintained		
<b>Chapter 5</b>	<b>Control Desk</b>	<b>02</b>	<b>04</b>

5.1	Importance of Control Desk		
5.2	Records maintained		
5.3	Functions performed by C.D.		
<b>Chapter 6</b>	<b>Housekeeping Supervision</b>	<b>02</b>	<b>04</b>
6.1	Importance of supervision		
6.2	Checklist for inspection		
6.3	Dirty Dozen		
<b>Chapter 7</b>	<b>Linen &amp; Uniform room</b>	<b>06</b>	<b>06</b>
7.1	Layout of Linen Room		
7.2	Classification & Selection of Linen		
7.3	Classification of Bed, Bath, & Restaurant Linen		
7.4	Sizes of Linen		
7.5	Calculation of Linen requirement		
7.6	Linen Control – Linen Inventory		
7.7	Par stock, Linen Coverage		
7.8	Discard management		
	<b>Total</b>	<b>32</b>	<b>40</b>

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

**PRACTICALS:**

1. Equipping Maids Carte / Trolley
2. Bed Making – Day / Evening
3. Daily Cleaning of Guest rooms – Departure, occupied and vacant
4. Weekly / Spring Cleaning
5. Daily cleaning of Public Areas (Corridors)
6. Weekly Cleaning of Public Areas
7. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
8. Inspection records – Checklist
9. Monogramming
10. Mending, Sewing Machine
11. Linen Inventory – Stock Taking
12. Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and sateen.

**Reference Books:**

1. Fibres & Fabrics – Brenda Piper
2. Housekeeping Training Manual – Sudhir Andrews
3. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanex

**Subject - FRONT OFFICE OPERATIONS - II**

**X Subject Code - 204**

**XI Semester - Second**

**XII Teaching & Examination Scheme:**

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	2	1	5	40 / 2 hrs	30 / 2 hrs	30	100

**Rationale:**

This course aims to establish the importance of Front Office within the hospitality industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of this department .

	<b>Hrs.</b>	<b>Mks</b>
<b>Chapter 1 Pre-Arrival Procedures</b>	<b>06</b>	<b>06</b>
1.1 Pre arrival activities(Preparing an arrival list, notification etc)		
1.2 Procedure for VIP arrival.		
1.3 Procedure for group arrival(special arrangements, meal coupons, etc)		
<b>Chapter 2 Guest Arrival</b>	<b>08</b>	<b>10</b>
3.1 Types of registration.(Register, Loose Leaf, Registration Cards)		
3.2 Receiving guests.		
3.3 Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs- walkin , with confirmed reservation)		
3.4 Notification of guest arrival.		
3.5 Criteria for taking advance.(Walk-ins, Scanty Baggage etc)		
<b>Chapter 4 Guest Stay</b>	<b>05</b>	<b>06</b>
4.1 Rooming a guest (introduction to the hotel facilities, orientation of the room)		
4.2 Procedure for room change		
4.3 Safe deposit procedure.		
4.4 Assisting guest with all possible information and help(medical etc.)		

<b>Chapter 5</b>	<b>Basic Information(Travel&amp; Tourism)</b>	<b>03</b>	<b>06</b>
5.1	Role of a Travel Agent		
5.2	Passport(concept and types)		
5.3	Visa(concept and types)		
5.4	Rules regarding customs, foreign exchange etc.		
<b>Chapter 6</b>	<b>Guest Departure</b>	<b>05</b>	<b>08</b>
6.1	Departure notification		
6.2	Task performed at bell desk ,cashier /reception.		
6.3	Express check outs		
6.4	Late check outs and charges .		
<b>Chapter 7</b>	<b>Methods of Payment</b>	<b>05</b>	<b>04</b>
7.1	Credit card handling		
7.2	Traveler cheques, Personal checks		
7.3	Handling cash Indian , Foreign currency		
7.4	Other methods of payment [Travel agent , Bill to Company etc--]		
	<b>Total</b>	<b>32</b>	<b>40</b>

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Practicals:**

1. Welcoming and rooming a guest
2. Handling check-ins (FIT, VIP, Group & Foreigners)
3. Handling of different situations at the reception counter
4. Handling guest at GRE desk.
5. Handling check-outs
6. Handling payment of bills through (Cash, Credit Cards, Traveller Vouchers, Bill to Company and Foreign Currency)
7. Handling Express check outs and late charges

**Assignments :**

1. Wild life sanctuaries
2. Collection of information Regarding International chain of hotels

**Reference Books**

1. Hotel front Office Training Manual. (Sudhir Andrews)
2. Principles of Hotel Front Office Operations (sue Baker, P. Bradley, J. Huyton)
3. Hotel Front Office ( Bruce Braham)
4. Managing Front Office Operations - Michael Kasavana, Charles Steadmon
5. Checkin Checkout- Jerome Vallen
6. Front Office Procedures and Management -Peter Abbott)
7. Front Office operations/Accommodations Operations -Colin Dix
8. Front Office Operation and Administration(Dennis Foster)

**Subject - CATERING SCIENCE – II**

**Subject Code - 205**

**Semester - Second**

**Teaching and Examination Scheme**

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
3	--	1	4	70 / 3 hrs	--	30	100

**Rationale:**

**The subject aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.**

	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1. Introduction to Terminologies</b>	<b>02</b>	<b>04</b>
Food, Nutrition, Nutrient, Empty Calories, Health, Malnutrition, Edible portion of food, Balanced Diet		
<b>Chapter 2. Carbohydrates</b>	<b>04</b>	<b>08</b>
Definition, Composition, Classification, Food Sources (good and poor sources), Functions in human body, Recommended Daily Allowance in India (RDA), Importance of fibre, Effect of deficiency & excess intake, Effect of heat on carbohydrates		
<b>Chapter 3. Protein</b>	<b>06</b>	<b>08</b>
Definition, Composition, Essential and Non-essential amino acids, Protein Quality (only Concept), Concept of Supplementary value of Protein, Food Source (good and poor source), RDA (adolescents and adults), Effect of deficiency, Effect of heat on proteins, Functions		
<b>Chapter 4. Fats And Oils</b>	<b>05</b>	<b>08</b>
Definition, Composition, Saturated and Unsaturated fatty acids, Hydrogenation of oil, Cholesterol (a brief note), Food sources of: (Fat, Oil, Saturated fatty acid, Unsaturated fatty acid, cholesterol), Rancidity of Oil (Concept and Prevention), RDA (Adolescents and adults), Effect of deficiency & excess, Functions		
<b>Chapter 5. Vitamins</b>	<b>06</b>	<b>08</b>
5.1 Definition, Classification		

5.2	Fat Soluble Vitamins (A,D,E,K) – Functions, Food Sources, RDA (Adolescents and adults) , Name of the deficiency disease and symptoms.		
5.3	Water Soluble Vitamins (B Complex and C) - Names of all B Complex, B <sub>1</sub> , B <sub>2</sub> , Niacin, and Vit C with reference to – Functions, Sources, RDA (Adolescents and adults), Deficiency diseases and its symptoms.		
<b>Chapter 6.</b>	<b>Minerals</b>	<b>04</b>	<b>08</b>
6.1	Calcium, Iron, Iodine - Classification, Functions, RDA (Adolescents and adults), Rich food sources, Deficiency disease and its symptoms		
6.2	Sodium Chloride - Importance and Limitations, Food sources		
<b>Chapter 7.</b>	<b>Water And Its Importance To Health</b>	<b>03</b>	<b>02</b>
7.1	Water Balance		
7.2	Dietary sources		
7.3	Dehydration and Oedema		
<b>Chapter 8.</b>	<b>Basic Five Food Groups</b>	<b>03</b>	<b>02</b>
8.1	Foods included in each group		
8.2	Serving size of foods under each group.		
<b>Chapter 9.</b>	<b>Balanced diet (Using basic 5 food groups)</b>	<b>06</b>	<b>08</b>
9.1	Menu Planning for a day’s diet for adolescents and adults		
9.1.1	Vegetarian and Non vegetarian		
9.1.2	Importance of avoiding fast/junk foods		
<b>Chapter 10.</b>	<b>Important Foods to be avoided and recommended for:</b>	<b>07</b>	<b>08</b>
	Diabetes Mellitus, Heart related diseases (Cardio Vascular), Peptic Ulcer Jaundice, Kidney diseases, Fever and infection, Diarrhoea and Constipation		
<b>Chapter 11.</b>	<b>How to preserve nutrients while cooking food?</b>		
		<b>02</b>	<b>06</b>
		<b>Total</b>	<b>48 70</b>

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**XIII Assignments**

Calculation of Nutrients:

(Carbohydrates, Fat, Protein, Energy, Vit A, Ca, Fe, B<sub>1</sub>, B<sub>2</sub> and C of any 10 recipes)

Marks awarded for the assignments can be included in the internal marks.

### **Reference Books**

1. Hand Book of Food And Nutrition- Dr. M.S. Swaminathen
2. Nutrition And Dietetics - Shubhangi Joshi
3. Fundamentals of Food and Nutrition- Sumati R. Mudambi and M.V, Rajgopal
4. Therapeutic Nutrition- Prondfit and RobinsonNormal
5. Nutritive value of Indian Food - Dr. C Gopalan

**Subject - BASIC FRENCH FOR HOTEL INDUSTRY**

**Course No. - 206**

**Semester - Second**

**Teaching & Examination Scheme**

<u>Teaching Scheme/ Week</u>				<u>Examination Scheme</u>			
<u>Theory</u> <u>Hrs</u>	<u>Practical</u> <u>Hrs</u>	<u>Tutorial</u> <u>Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks /</u> <u>Duration</u> <u>n</u>	<u>Viva</u> <u>Marks</u>	<u>Internal</u> <u>Marks</u>	<u>Total</u>
<u>4</u>	<u>=</u>	<u>1</u>	<u>5</u>	<u>40 /2 hrs</u>	<u>30</u>	<u>30</u>	<u>100</u>

**Rationale:**

**To create awareness about the importance of French in the hotel operations and to acquire the correct pronunciation of French terminology. To use standard phrases in French in hotel operations. To integrate the French curriculum with the core syllabus of the course.**

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1.</b>	<b>General French</b>	<b>10</b>	<b>10</b>
1.1	Pronunciation		
	1.1.1 The Alphabet		
	1.1.2 The Accents		
1.2	Numbers (0 to 100)		
	1.2.1 Cardinal		
	1.2.2 Ordinal		
1.3	Time (only 24 hr clock)		
1.4	Days of the week		
	1.4.1 Months of the year		
	1.4.2 Date		
1.5	Weights & Measures		
1.6	'Formules de politesse'		
1.7	Conjugation of verbs in the present tense relevant to the hotel industry (only 'je' and 'vous' forms)		
<b>Chapter 2.</b>	<b>Food &amp; Beverage Service</b>	<b>10</b>	<b>15</b>
2.1	Restaurant Brigade		
2.2	Hot Plate Language		
2.3	The French Classical Menu (17courses) with classic examples of each course, terminology and meanings in brief		
2.4	Wines		
	2.4.1 Wines of France,		
	2.4.2 Wine terminology		

	2.4.3	Reading a wine label.		
	2.5	Laying a cover		
<b>Chapter 3</b>		<b>Food Production</b>	<b>12</b>	<b>15</b>
	3.1	The Kitchen Brigade		
	3.2	Ingredients used in Kitchen		
	3.2.1	Dairy Products		
	3.2.2	Vegetables		
	3.2.3	Fruits		
	3.2.4	Herbs & Spices		
	3.2.5	Poultry		
	3.2.6	Fish		
	3.2.7	Meat		
	3.2.8	Cereals		
	3.2.9	Seasonings		
	3.3	French Cheeses		
	3.4	Culinary Terms in French		
		<b>Total</b>	<b>32</b>	<b>40</b>

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

<b>Practicals</b>			<b>32</b>	<b>30</b>
1.		Greetings/ Introduction		
2.		Dialogue / Conversation		
	2.1	At the front desk, travel & tourism enquiries		
	2.2	At the restaurant		
3		French Classical Menu.		
	3.1	Suggest a menu		
	3.2	Read a given menu		
	3.3	Give examples of dishes in a particular course & menu		
4		Wines		
	4.1	Read a wine label		
	4.2	Wine Terminology		
5		Culinary terms		
	5.1	Give the various correct French Culinary terms.		

**Reference Books**

1. Work book
2. French for Hotel Management & Tourism Industry – by S. Bhattacharya
3. F & B Service - by Dennis Lillicrap John Courins & Robert Smith
4. Modern Cookery Vol 1 - by Thangam Philip

### **Practicals**

- |    |                                       |    |
|----|---------------------------------------|----|
| 1. | Proposed Examination pattern for viva | 05 |
| 2. | Greetings & Introduction              | 10 |
| 3. | Dialogue                              | 10 |
| 4. | French classical menu                 | 10 |
| 5. | Wine                                  | 10 |
| 6. | French menu terminology               | 05 |

### **French Classical Menu**

1. Suggest a menu (ref Work Book)
2. Read given menu
3. Give examples of a particular French menu

### **Wine**

1. Wine label
2. Wine terminology

### **French menu terminology**

1. Explain French terms

**Subject - FOOD PRODUCTION - III**

**Subject Code - 301**

**Semester - Third**

**Teaching and Examination Scheme**

<u>Teaching Scheme / week</u>				<u>Examination Scheme</u>			
<u>Theor</u> <u>y Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks/</u> <u>Durati</u> <u>on</u>	<u>Practic</u> <u>al</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Mark</u> <u>s</u>	<u>Total</u>
<u>2</u>	<u>8</u>	<u>1</u>	<u>11</u>	<u>40 / 2</u> <u>hrs</u>	<u>30 / 4</u> <u>hrs</u>	<u>30</u>	<u>100</u>

**Rationale:**

Based on the sound knowledge of commodities and principles and methods of cooking it is desired to prepare students to evolve good understanding and prepare Indian regional menus in large quantities to suit the occasion. The course further introduces the students to the concepts of bakery & confectionery.

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Quantity Food Production</b>	<b>02</b>	<b>03</b>
1.1	Introduction to large scale / quantity food production.- Industrial, Commercial and Institutional (Hospitals / Schools)		
<b>Chapter 2</b>	<b>Indian Regional Cooking</b>	<b>12</b>	<b>12</b>
2.1	Introduction & Factors affecting eating habits, Staple diet		
2.2	Historical background		
2.3	Availability of raw material		
2.4	Special equipment and fuels		
2.5	Food prepared for festivals and special occasions of the following cuisines - Hyderabadi, Bengali, Goan, Gujarathi, Rajasthani, Kashmiri , Maharashtrian, Punjabi , Chettinad, Kerala, Dum, Awadhi.		
<b>Chapter 3</b>	<b>Introduction to Bakery &amp; confectionery</b>	<b>04</b>	<b>06</b>

3.1	Definition		
3.2	Principles of baking		
3.3	Bakery Equipment (small & large)		
3.4	Formulas & measurements		
3.5	Physical & chemical changes during baking		
<b>Chapter 4</b>	<b>Characteristics Functions of ingredients in Bakery &amp; Confectionery</b>	<b>04</b>	<b>05</b>
	Flour, Shortening agents , Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials		
<b>Chapter 5</b>	<b>Yeast Doughs (Fermented Goods)</b>	<b>05</b>	<b>07</b>
5.1	Role of ingredients		
5.2	Types – (Rich / lean)		
5.3	Methods of bread making		
5.4	Stages in bread making		
5.5	Faults and remedies, Bread Disease, Bread Improvers		
<b>Chapter 6</b>	<b>Cake Making</b>	<b>05</b>	<b>07</b>
6.1	Role of ingredients		
6.2	Recipe balancing		
6.3	Method of cake making		
6.4	Faults & remedies		
	<b>Total</b>	<b>32</b>	<b>40</b>

**Note :**      **Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Practicals**

Minimum of 24 Practical consisting of -  
 60 % Indian Regional Specialties inclusive of snacks (Cooked in Quantity- Minimum 60 portions)  
 40 % Basic Bakery & Confectionery Items.

**Practical Examination to be conducted on Indian Menus consisting of meat, vegetable, rice, roti, raita and a sweet preparation.**

**Reference Books**

1. Art of Indian Cookery - Rocky Mohan, Roll
2. Prasad- Cooking with Master, J.Inder Singh Kalra, Allied
3. Modern Cookery (Vol –I & Vol -II) For Teaching & Trade - Philip E Thangam, Orient Longman
4. Zaika - Sonya Atal Sapru, Harper Collins
5. Punjabi Cuisine- Pratibha Karan, Harper Collins
6. Wazwaan - Rocky Mohan, Roli & Janssen
7. Naans & Rotis – Rurobi Babbar
8. Basic Baking – S.C.Dubey

9. Professional Baking – Wayne Glasslen

Subject - FOOD & BEVERAGE SERVICE – III

Subject Code - 302

Semester - Third

Teaching and Examination Scheme:

<u>Teaching Scheme / week</u>				<u>Examination Scheme</u>			
<u>Theor</u> <u>y Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theor</u> <u>y</u> <u>Marks</u> <u>/</u> <u>Durati</u> <u>on</u>	<u>Practic</u> <u>al</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Marks</u>	<u>Total</u>
<u>2</u>	<u>3</u>	<u>1</u>	<u>6</u>	<u>40 / 2</u> <u>hrs</u>	<u>30 / 2</u> <u>hrs</u>	<u>30</u>	<u>100</u>

**Rationale:**

The courses 302 & 402 will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

		Hrs	Mks
<b>Chapter 1.</b>	<b>Wines</b>	<b>12</b>	<b>12</b>
1.1	Introduction, definitions of Wines		
1.2	Classification		
1.3	Viticulture & Viticulture Methods		
1.4	Vinification-Still, Sparking, Aromatized & Fortified Wines		
1.5	Vine Diseases		
<b>Chapter 2.</b>	<b>Wines – France, Italy, Spain, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary &amp; India) – Categories, Regions, Important Wines with their qualities</b>	<b>12</b>	<b>18</b>
2.1	Food & Wine Harmony		
2.2	Wine glasses and equipment		
2.3	Storage and service of wine.		
<b>Chapter 3.</b>	<b>Aperitifs</b>	<b>04</b>	<b>05</b>

- 3.1 Definition
- 3.2 Types- Wine based & spirit based

<b>Chapter 5 Tobacco</b>	<b>04</b>	<b>05</b>
Types – Cigars & Cigarettes		
5.1 Cigar strengths and sizes		
5.2 Brands – Storage and service		
<b>Total</b>	<b>32</b>	<b>40</b>

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**PRACTICALS:**

1. Conducting Briefing/ De-Briefing for F & B outlets
2. Taking an Order for Beverages.
3. Service of aperitifs
4. Wine bottle, Identification, Glasses, Equipment, Required for service.
5. Reading a wine label (French, German)
6. Types of Glasses used un the bar
7. Service of Sparkling, Aromatized, Fortified, Still Wines.
8. Menu Planning with wines and service of food & wine
9. Service of Beer, Sake and Other Fermented & Brewed Beverages.
10. Service of cigars and cigarettes.

**Reference Books:**

1. Food & Beverage Service-Lilicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Food & Beverages Service Taining Manual-Sudhir Andrews
4. Bar & Beverage Book- Costas Katsigris, Mary Porter, Thomas
5. Professional Guide to Alcoholic Beverages- Lipinski
6. Alcoholic Beverages- Lipinski & Lipinski
7. Bartenders Guide- BD & L.

**Subject - ACCOMMODATION OPERATIONS– I**

**Subject Code - 303**

**Semester - Third**

**Teaching and Examination Scheme**

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	2	1	5	40 / 2 hrs	30 / 2 hrs	30	100

Rationale

**This course aims to establish the importance of Accommodation operations within the hospitality Industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.**

**SECTION - I**

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Contract Cleaning</b>	<b>02</b>	<b>04</b>
1.1	Definition, Concept		
1.2	Jobs given on contract by Housekeeping		
1.3	Advantages & Disadvantages		
1.4	Pricing a contract		
<b>Chapter 2</b>	<b>Pest Control</b>	<b>01</b>	<b>03</b>
2.1	Types of Pests		
2.2	Preventive and Control Measures		
<b>Chapter 3</b>	<b>Safety &amp; Security Processes</b>	<b>02</b>	<b>02</b>
3.1	Safety of Guest Property, Hotel Property		
3.2	Prevention of accidents, First Aid		
3.3	Role & Procedures adopted by the Security Department.		
<b>Chapter 4</b>	<b>Textiles</b>	<b>03</b>	<b>03</b>
4.1	Classification of fibres with examples		
4.2	Characteristics and uses of fabrics used in Hotel Industry		

<b>Chapter 5</b>	<b>Laundry Management</b>	<b>04</b>	<b>05</b>
5.1	Layout		
5.2	Laundry Equipments		
5.3	Laundry flow process - Guest, House, Contract		
5.4	Stains and Stain removal		
5.5	Dry-cleaning – Agents and procedures		
5.6	In-house laundry v/s Contract Laundry: Merits & Demerits		
<b>Chapter 6</b>	<b>Flower Arrangement</b>	<b>04</b>	<b>03</b>
6.1	Concept, Importance & Principles		
6.2	Types and shapes		
6.3	Tools, Equipments and Accessories		
6.4	Conditioning of Plant Materials		
	<b>Total</b>	<b>16</b>	<b>20</b>

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

**Practicals (1 each) 16**

1. Stain Removal
2. Laundering Procedure – Starching / Blueing / Ironing
3. Use of Laundry Equipment (Washing Machine)
4. Visit to a Laundry
5. Flower Arrangements – Different shapes and styles – 2 Practical
6. Introduction to Horticultural aspects
7. Pest Control

**Reference Books:**

1. **Fibres & Fabrics – Brenda Piper**
2. **Housekeeping Operations – Robert Martin**
3. **Housekeeping Management – Matt A. Casado (Wiley)**

## SECTION - II

	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1 Front Office Accounting</b>	<b>05</b>	<b>06</b>
1.1. Accounting fundamentals (types of accounts, ledger, folios, vouchers)		
1.2. Record keeping system (non automated, semi-automated and fully automated)		
1.3. Credit Monitoring and Charge Privileges		
1.4. Cash sheet		
<b>Chapter 2 Calculation of various Statistical data using</b>	<b>03</b>	<b>04</b>
Formulae & exercises on: <b>(ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count)</b>		
<b>Chapter 3 Reports</b>	<b>03</b>	<b>04</b>
Night Receptionist Report, No-Shows & Cancellations Report / Sources of Business Report. / Discrepancy Report		
<b>Chapter 4 Guest Relations</b>	<b>03</b>	<b>04</b>
4.1 Hospitality Desk		
4.2 Functions and role		
4.3 Maintenance of records like guest history card etc)		
4.4 Special personality traits for a Guest Relations Executive		
<b>Chapter 5 Situation Handling</b>	<b>02</b>	<b>02</b>
5.1 Complaint handling procedure		
5.2 Dealing with unusual situations(Death, Theft, Fire, Bomb-Scare etc)		
<b>Total</b>	<b>16</b>	<b>20</b>

### Practicals

Situations for the following instances:

1. Posting charges in guest folio
2. Practical applications of Credit Monitoring
3. Practical applications of Charge Privilege
4. Late Check-outs
5. Late Charges
6. V.P.O. and Miscellaneous vouchers
7. Allowance vouchers
8. Dealing with guests at the hospitality desk(enhancing the guest experience)
9. Situation Handling (Death, Theft, Fire, Bomb-Scare, etc)

### Reference Books:-

1. Hotel front Office Training Manual -Sudhir Andrews
2. Principles of Hotel Front Office Operations - Sue Baker, P. Bradley, J. Huyton
3. Hotel Front Office - Bruce Braham
4. Managing Front Office Operations- Michael Kasavana, Charles Steadmon
5. Checkin Checkout - Jerome Vallen
6. The Hotel Receptionist- Grace Paige, Jane Paige
7. Front Office Procedures and Management - Peter Abbott
8. Front Office operations/Accommodations Operations-Colin Dix
9. Hotel reception- Paul White and Helen
10. Front Office Operation and Administration -Dennis Foster

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

**Subject - COMPUTER FUNDAMENTALS**

**Subject Code - 304**

**Semester - Third**

**Teaching and Examination Scheme:**

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
2	2	1	5	40 / 2 hrs	30 / 2 hrs	30	100

**Rationale:**

The subject aims to give a basic knowledge of computers and its operations and enables the student to operate the computer with enough practice to get confidence.

**Note:** The Total 64 hours allotted are a combination of 32 hrs of Theory and 32 hours of online practicals.

		Hrs	Mks
<b>Chapter 1</b>	<b>Computer Fundamentals</b>	<b>10</b>	<b>05</b>
1.1	Features of Computer System		
1.2	Block Diagram		
1.3	Hardware Input & Output Devices, CPU, RAM, ROM		
1.4	Software – System, Application S/W		
1.5	Networks – LAN, MAN, WAN, Topologies		
1.6	Viruses – Types, Precautions		
<b>Chapter 2</b>	<b>WINDOWS</b>	<b>05</b>	<b>03</b>
2.1	Features		
2.2	Terminologies - Desktop, Windows, Wallpaper, Icons, XIV File, Folder, etc.		
2.3	Windows Explorer- (Assignment with files, folders)		
2.4	Accessories – Paint, Notepad, Calculator.		
<b>Chapter 3</b>	<b>DOS – (Disk Operating System)</b>	<b>05</b>	<b>03</b>
2.1	Introduction, Features		
2.2	Internal Commands – DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD)		
2.3	External Commands - FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc.		
2.4	Wildcards (question mark ?, asterisk *)		
<b>Chapter 4</b>	<b>MS-WORD</b>	<b>08</b>	<b>05</b>
4.1	File Commands, Print, Page Setup		
4.2	Editing - Cut, Copy, Paste, Find, Replace, etc.		
4.3	Formatting Commands – Fonts, Bullets, Borders, Columns, Tabs, Indents		

4.4	Tables, Auto Text, Auto Correct		
4.5	Mail Merge		
4.6	Hyperlinks		
<b>Chapter 5</b>	<b>MS-EXCEL</b>	<b>10</b>	<b>06</b>
5.1	Features, Auto Fill, Custom Lists etc.		
5.2	Cell Reference – Relative & Absolute (\$)		
5.3	Formulae, Functions (Math/Stats, Text, Date, IF)		
5.4	Charts – Types, Parts of the Chart		
5.5	Databases (Create, Sort, AutoFilter, Sub Total)		
<b>Chapter 6</b>	<b>MS-POWERPOINT</b>	<b>08</b>	<b>04</b>
6.1	Slide Layout, Slide t.		
6.2	ClipArt, Organisational Chart, Graphs, Tables		
XV	6.3 Custom Animations, Slide Timings		
<b>Chapter 7</b>	<b>INTERNET / E-MAIL</b>	<b>07</b>	<b>05</b>
7.1	History,		
7.2	Pre-requisites for Internet, Role of Modem		
7.3	Services – Emailing, Chatting, Surfing, Blog		
7.4	Search Engines, Browsers, Dial Up, Domains		
7.5	Broadband, Concepts of Web upload, download		
7.6	Threats – Spyware, Adware, SPAM		
<b>Chapter 8</b>	<b>E-Commerce and ERP</b>	<b>04</b>	<b>02</b>
8.1	Concepts of B-to-B, B-to-C		
8.2	ERP concept, SAP Concepts		
<b>Chapter 9</b>	<b>DBMS- (Data Base Management Systems)</b>	<b>02</b>	<b>02</b>
9.1	Definition- DBMS, Table, Data Types, Record, Fields		
<b>Chapter 10</b>	<b>MS-ACCESS</b>	<b>05</b>	<b>05</b>
10.1	Table Creation, Fields, data Type		
10.2	Primary Key Concept		
10.3	Add, Edit, Delete records		
10.4	Forms, Simple Query		
	<b>Total</b>	<b>64</b>	<b>40</b>

XVI. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics Students should maintain a Log Book, which has all Notes, Pictures from the Internet and all Assignments (which will be marked as part of Practical Exams)

#### **SUGGESTED PRACTICAL ASSIGNMENTS: -**

1. To create files, directories, to make changes in existing files (DOS)
2. Create Folders, change date/time, Change desktop settings (WINDOWS)
3. KOT, Logo, Students' Resumes. (WORD).
4. KOT, Report Card, Pass / Fail Result, Bills, Hotel Rooms, Charts, Database of Employees, Guests (EXCEL)
5. To download information from the internet as a topic (INTERNET)
6. To present the above information as a presentation (POWERPOINT)
7. Create a database, EDIT, DELETE, RECALL & APPEND records. (FOXPRO)
8. Create a FORM where all records can be displayed/ edited. (ACCESS)

9. To surf the internet and look for images or information on any relevant topic.

**Note:** - Practical examinations will be based on practical assignments, knowledge of commands and Viva

**RECOMMENDED BOOKS:**

1. Computer Fundamentals – P.K. Sinha
2. A First Course In Computers – Sanjay Saxena
3. DOS Guide – Peter Norton
4. Mastering MS-OFFICE – Lonnie E. Moseley & David M. Boodey (BPB Publication)
5. Mastering FOXPRO – Charles Siegel (BPB Publication)
6. Any other – which are available in the area and city – which the faculty deem fit

**Subject: - FOOD AND BEVERAGE CONTROL**

**Subject Code - 305**

**Semester - Third**

**Teaching and Examination Scheme:**

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
3	-	1	4	70 / 3 hrs	-	30	100

**Rationale:**

The student will gain comprehensive knowledge on various aspects of control procedures, adopted by the food and Beverage department.

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Food &amp; Beverage Control</b>	<b>02</b>	<b>02</b>
1.1	Definition, Objectives & Problems		
<b>XVI</b>			
<b>Chapter 2</b>	<b>Elements of Cost</b>	<b>04</b>	<b>04</b>
2.1	Definition of Cost, Basic Concept of Profits		
2.2	Pricing & Control Aspects		
<b>Chapter 3</b>	<b>Cost Dynamics &amp; Break - Even</b>	<b>04</b>	<b>04</b>
<b>Chapter 4</b>	<b>Budgeting</b>	<b>04</b>	<b>10</b>
	Definition & Objectives.		
4.1	Kinds of Budgets (Sales Budget, Labour Cost Budget, Overhead Cost Budget)		
4.2	Budgeted Trading Account (P & L)		
<b>Chapter 5</b>	<b>The Control Cycle Overview</b>	<b>02</b>	<b>02</b>
	Buying / Receiving / Storing/Issuing / Preparing / Selling		
<b>Chapter 6</b>	<b>Purchasing</b>	<b>06</b>	<b>08</b>
6.1	The Selection of a Supplier, Rating, Methods of Purchasing		
6.2	Standard Purchase Specifications – Objectives & Preparation		
6.3	Economic Order Quantity		
<b>Chapter 7</b>	<b>Receiving</b>	<b>06</b>	<b>08</b>
7.1	Receiving Procedures & Methods		
7.2	Purchase Orders, Delivery Notes, Goods Received Book		
7.3	Assessing Performance and Efficiency of the Receiving Department.		

7.4	The receiving of Foods & Beverages – in terms of Quantity, Quality & Inspection.		
<b>Chapter 8</b>	<b>Stores and Issuing</b>	<b>06</b>	<b>08</b>
8.1	Stock Records -Bin Cards, Stock Cards, Perpetual Inventory Records		
8.2	Store Issues - Transfer Notes, Breakages and Damaged Goods		
8.3	Stock Taking, Stock Turnover, Stock Levels		
8.4	Procedure for Perishable and Non-Perishable Food & Beverage items		
8.5	ABC Analysis		
<b>Chapter 9</b>	<b>Preparation of Food &amp; Beverage Items</b>	<b>05</b>	<b>10</b>
8.1	Volume Forecasting – Aids, Standard Yields, Standard Recipes, Standard Portion Sizes.		
8.2	Analysis of preparation methods		
<b>Chapter 10</b>	<b>Selling</b>	<b>05</b>	<b>08</b>
9.1	The Pricing of menu		
9.2	Fixed Selling Price & Control (Cash and Credit)		
9.3	<i>En Pension</i> Terms		
<b>Chapter 11</b>	<b>Preparing Food Cost Reports and Beverage Cost Reports</b>	<b>04</b>	<b>06</b>
	<b>Total</b>	<b>48</b>	<b>70</b>

**Reference Books :-**

1. Food and Beverage Control - Richard Kotas & Bernard Davis
2. Food and Beverage Management - Bernard Davis & Sally Stone.

**Subject - BASIC ACCOUNTING**

**Subject Code - 306**

**Semester - Third**

**Teaching and Examination Scheme:**

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
4	-	1	5	70 / 3 hrs	-	30	100

**Rationale:**

This subject intends to impart students the basic knowledge of Hotel Accounting required for the Hospitality Management and to prepare them to comprehend and utilize this knowledge for the day-to-day operations of the organization.

	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1 Introduction to Accounting</b>	<b>03</b>	<b>04</b>
1.1 Terms and terminologies used in Accounting		
1.2 Definition, Objectives and Importance of Accounting and Hotel Accounting		
<b>Chapter 2 Principles of Double Entry System of Book-keeping</b>	<b>04</b>	<b>04</b>
2.1 Nature, Advantages and Principles		
2.2 Classification of Accounts		
2.3 Rules of Debit and Credit		
<b>Chapter 3 Journal and Ledger</b>	<b>10</b>	<b>10</b>
3.1 Practical problems on Journalising- simple and combination entries		
3.2 Posting into Ledger & Balancing of Ledger Accounts		
<b>Chapter 4 Subsidiary Books</b>	<b>10</b>	<b>10</b>
4.1 Advantage, Proformas of Subsidiary books		
4.2 Practical problems on preparation of Purchases, Sales, Returns and Special Functions Books.		
<b>Chapter 5 Cash Book</b>	<b>10</b>	<b>10</b>
5.1 Introduction and types of Cash book		
5.2 Practical problems on Three column and Analytical Petty Cash Book on Imprest system with special reference to Cash Received Book used in Hotels.		
5.3 Meaning, importance and reasons for preparing Bank Reconciliation Statement		

<b>Chapter 6</b>	<b>Accounting principles</b>	<b>06</b>	<b>08</b>
6.1	Accounting Concepts and Conventions		
6.2	Capital, Revenue and Deferred Revenue Expenditures and Incomes.		
<b>Chapter 7</b>	<b>Trial Balance</b>	<b>05</b>	<b>06</b>
7.1	Importance, Purpose and advantages		
7.2	Practical problem on preparation of Trial balance		
<b>Chapter 8</b>	<b>Final accounts of Small hotels and Restaurants</b>	<b>16</b>	<b>18</b>
8.1	Need for preparation of Trading account, Profit and Loss account and Balance Sheet		
8.2	Practical problems on Trading account, Profit and Loss account and Balance Sheet with following adjustments only: Closing stock, Outstanding and Prepaid expenses, Accrued and Pre-received incomes, Depreciation of fixed assets and Staff meals.		
	<b>Total</b>	<b>64</b>	<b>70</b>

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Implementation Strategies:**

**The students may be assigned to solve problems and exercises to get hands on experience in accounting. In addition the student should be familiarised with various final account statements of small hotels/restaurants.**

**Reference Books**

1. Double entry Book-keeping -T.S.Grewal Eleventh Revised 2004 S. Chand & Sons 23, Daryaganj New Delhi-2
2. Hotel Accountancy & Finance- S.P Jain & K.L Narang First 1999 Kalyani Publishers B1/1292,Rajinder Nagar, Ludhiana
3. Hotel Accounting & Financial Control - Ozi D'Cunha Gleson Ozi D'Cunha – Fist-2002- Dickey Enterprises , Kandivali (W) Mumbai
4. Book Keeping& Accountancy – L.N.Chopde, D.H.Choudhari- Fourteenth 1999- Sheth Publishers Pvt. Ltd. Mumbai
5. Accounting in the Hotel & Catering Industry – Richard Kotas – Four – 1981- International Textbook Company

**Teaching and Examination Scheme:**

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
2	8	1	11	40 / 2 hrs	30 /4 hrs	30	100

**Rationale:**

The course provides a detailed understanding of the compositions and methods used in meat cookery, while also advancing in the bakery & confectionery curriculum.

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Meat Cookery</b>	<b>06</b>	<b>10</b>
1.1	Understanding meats – Composition, structure & basic quality factors		
1.2	Aging, Factors affecting tenderness		
1.3	Appropriate cooking methods.		
	<b>1.3.1 Lamb / Beef / Veal / Pork</b>		
	1.3.1.1 Selection Criteria		
	1.3.1.2 Principles of Storage & thawing		
	1.3.1.3 Cuts (uses & suitable cooking methods)		
	1.3.1.4 Offals		
	<b>1.3.2 Poultry</b>		
	1.3.2.1 Selection Criteria		
	1.3.2.2 Principles of Storage & thawing		
	1.3.2.3 Cuts of poultry (uses & suitable cooking methods)		
	1.3.2.4 Description and uses of - Duck, goose, turkey, guinea- fowl & quail.		
<b>Chapter 2</b>	<b>Fish Mongery</b>	<b>06</b>	<b>06</b>
2.1	Introduction to fish mongery,		
2.2	Classification of fish with examples( local names also )		
2.3	Selection & storage of fish & shell fish		
2.4	Cuts of fish		
2.5	Cooking of fish		
2.6	Preserved & processed fish		
<b>Chapter 3</b>	<b>Convenience Foods</b>	<b>04</b>	<b>06</b>
3.1	Characteristics		

3.2	Processing methods		
3.3	Advantages & Disadvantages		
<b>Chapter 4</b>	<b>Flour Pastries</b>	<b>06</b>	<b>08</b>
4.1	Definition & Classification- Short Crust, Hot Water/ choux, Rough Puff, Flaky		
4.2	Role of ingredients		
4.3	Recipes, methods of preparation		
4.4	Do's and Don'ts while preparing Pastry		
<b>Chapter 5</b>	<b>Cookies</b>	<b>05</b>	<b>04</b>
5.1	Definition / introduction		
5.2	Types of cookies		
5.3	Methods of mixing & Baking		
<b>Chapter 6</b>	<b>Icing, Frosting &amp; Fillings</b>	<b>05</b>	<b>06</b>
6.1	Definition & Uses		
6.2	Classification		
6.3	Ingredients used		
		<b>Total 32</b>	<b>40</b>

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

**Practicals**

Students to continue with a combination of Bakery and Quantity Food production menus (minimum 24 practicals as follows).

50 % Advanced Bakery Menus covering Flour Pastry Products and variations, Gateaux using various Icings and decorations techniques and cookies.

50% brunch, high tea, snacks and Industrial / Institutional Lunch Menus.

**Practical Examination to be conducted on three Bakery Products inclusive of Flour Pastry Variation, Birthday Cake / Fresh Cream Gateau and bread rolls.**

**Reference Books**

1. Professional Baking, Wayne Glasslen
2. The Wilton Ways of Cake Decorations, Hamlyn Publishing
3. Complete Guide To Cookery – Anne Willan
4. Professional Pastry Chef – Bo Friberg, John Wiley
5. Baking Martha Day – Lorenz Books
6. The Professional Chef ( 4<sup>th</sup> Edition) Le Rol A Polsom
7. Chef Manual Of Kitchen Management- John Fuller

Subject - FOOD & BEVERAGE SERVICE – IV

Subject Code - 402

Semester - Fourth

Teaching and Examination Scheme:

<u>Teaching Scheme / week</u>				<u>Examination Scheme</u>			
<u>Theor</u> <u>y Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theor</u> <u>y</u> <u>Marks</u> <u>/</u> <u>Durati</u> <u>on</u>	<u>Practic</u> <u>al</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Marks</u>	<u>Total</u>
<u>2</u>	<u>2</u>	<u>1</u>	<u>5</u>	<u>40 / 2</u> <u>hrs</u>	<u>30 / 2</u> <u>hrs</u>	<u>30</u>	<u>100</u>

**Rationale:**

The courses 302 & 402 will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1.</b>	<b>Introduction to Spirits, Distillation process, Pot Still &amp; Patent Still</b>	<b>05</b>	<b>08</b>
<b>Chapter 2</b>	<b>Spirits</b>	<b>15</b>	<b>15</b>
2.1	Whisky Brandy, Rum, Vodka, Gin & Tequila, Production, Types, Brands- Indian and International		
2.2	Other Alcoholic Beverages- Absinthe, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados & other fruit brandies		
<b>Chapter 3.</b>	<b>Liqueurs</b>	<b>05</b>	<b>07</b>
3.1	Types		
3.2	Production		
3.3	Brands & Service- Indian and International		
<b>Chapter 4.</b>	<b>Cocktails</b>	<b>07</b>	<b>10</b>

- 4.1 Introduction, History, Methods of Mixing cocktails
- 4.2 Rules of mixing cocktails
- 4.3 Classic Cocktails- Recipes, innovative cocktails & mock tails (at least 5 from each base)
- 4.4 Cocktail Bar Equipment, garnishes, decorative accessories.
- 4.5 Definition of other mixed drinks – eg. Cobler, Daisy, Sangaree etc.

**Total            32        40**

**Note :            Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Practical:**

- 1. Service of Spirits & Liqueurs from the bar and at the table.
- 2. Cocktail/Mocktail Preparation, presentation and service
- 3. Service of Cigars & cigarettes]
- 4. Setting of a bar and service from the bar
- 5. Menu planning & service of food and alcoholic beverages.

**Reference Books:**

- 1. Food & Beverage Service Training Manual- Sudhir Andrews
- 2. Food & Beverage Service – Lillicrap & Cousins
- 3. Modern Restaurant Service- John Fuller
- 4. Beverage Book- Andrew, Dunkin & Cousins
- 5. Professional Food service- Serigo Andrili & Peter Douglas
- 6. Profitable Menu Planning- John Drysale
- 7. Bar & Beverage Book- Mary Porter & Kostagris
- 8. Alcoholic Beverages- Lipinski & Lipinski
- 9. Bartenders Guide BD & L.

**Subject - ACCOMMODATION OPERATIONS – II**

**Subject Code - 403**

**Semester - Fourth**

**Teaching and Examination Scheme**

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
3	4	1	8	40 / 2 hrs	30 / 3 hrs	30	100

**XVII.**

**Rationale:**

**This course aims to establish the importance of Rooms Division within the hospitality Industry. It also prepares the student to acquire skills and knowledge necessary to successfully identify the required standards and Control Systems in this area and to consider managerial decision-making aspects of this department**

**XVIII. SECTION - I**

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Interior Decoration</b>	<b>06</b>	<b>04</b>
1.1	Importance & Definition		
1.2	Principles of Design		
1.3	Elements of Design – Line/ Form/ Color / Texture		
<b>Chapter 2</b>	<b>Refurbishing &amp; Redecoration</b>	<b>06</b>	<b>04</b>
2.1	Definition		
2.2	Factors		
2.3	Snagging list		
<b>Chapter 3</b>	<b>Budget &amp; Budgetary Control</b>	<b>08</b>	<b>07</b>
3.1	Definition, Concept & importance		
3.2	Types of Budgets – operating & capital		
3.3	Housekeeping Room Cost		
<b>Chapter 4</b>	<b>Purchasing System</b>	<b>04</b>	<b>05</b>
4.1	Identification & selection of supplier		
4.2	Purchase procedure – Purchase order, receiving, storage & issuing		

- 4.3 Concept of ROL, bin card & other records maintain for purchasing

**Total            24        20**

Practicals:

1. Basic layout of a Guest Room.
2. Formats of purchase records such as purchase order, bin card, requisition slip etc.
3. Colour Wheel
4. Calculation of staff requirement for house keeping department for 5 star hotels.
5. Calculation of staff requirement for house keeping department for 3 star hotels.
6. Preparing duty rota for supervisory staff.
7. Preparing duty rota for GRA & Public Area attendance.
8. Daily & monthly consumption sheet.

**Reference:**

1. Professionals Housekeeper – Georgina Tucker Schneider, Mary Scoviak
2. Professional Management of H.K. Operations – Matt. A. Casado (Wiley)

## SECTION - II

	<b>Hrs</b>	<b>Mks</b>	
<b>Chapter 1    NIGHT AUDIT</b>	<b>06</b>	<b>04</b>	
1.1 Concept of Night Audit and Role of Night Auditor			
1.2 Night Auditors Report (Night Auditors Report)			
1.3 Auditing Process(in brief)			
<b>Chapter 2    SALES TECHNIQUES</b>	<b>06</b>	<b>06</b>	
2.1 Various Sales Tools			
2.2 Role of Front Office Personnel in maximising occupancy			
2.3 Overbooking, Repeat guests, Return Reservations.			
2.4 Offering Alternatives and Suggestive Selling			
2.5 Business related Marketing Techniques			
<b>Chapter 3    Establishing Room Rates</b> ( Rule of Thumb Approach, Hubbart’s Formula) Market Conditions Approach	<b>06</b>	<b>04</b>	
<b>Chapter 4    Forecasting Room Availability</b>	<b>06</b>	<b>06</b>	
4.1 Useful forecasting Data			
4.2 Room Availability Forecast			
4.3 Forecast forms [sample]			
<b>Total</b>		<b>24</b>	<b>20</b>

**Note :            Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Practicals**

- 1 Up-selling
- 2 Suggestive Selling
- 3 Formats of Night audit process
- 4 Preparing Forecast sheets-week
- 5 Preparing Forecast sheets-month
- 6 Overbooking
- 7 Increasing Repeat Guests
- 8 Encouraging Return reservation

**Reference Books:**

- 1 Hotel front Office Training Manual. -Sudhir Andrews
- 2 Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J. Huyton
- 3 Hotel Front Office Bruce Braham
- 4 Managing Front Office Operations- Michael Kasavana, Charles Steadmon
- 5 Checkin Checkout - Jerome Vallen
- 6 The Hotel Receptionist- Grace Paige, Jane Paige
- 7 Front Office Procedures and Management - Peter Abbott
- 8 Front Office operations/Accommodations Operations-Colin Dix
- 9 Hotel reception- Paul White and Helen
- 10 Front Office Operation and Administration(Dennis Foster)

Sub Title - HOTEL ENGINEERING

Subject Code - 404

Semester - Fourth

Teaching and Examination Scheme:

<u>Teaching Scheme / week</u>				<u>Examination Scheme</u>			
<u>Theo</u> <u>ry</u> <u>Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutor</u> <u>ial</u> <u>Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks/</u> <u>Duratio</u> <u>n</u>	<u>Practica</u> <u>l Marks</u>	<u>Interna</u> <u>l Marks</u>	<u>Total</u>
<u>3</u>	<u>=</u>	<u>1</u>	<u>4</u>	<u>70 / 3hrs</u>	<u>=</u>	<u>30</u>	<u>100</u>

**Rationale:**

The subject will provide information regarding the basic services and different types of systems in hotel industry. This will help the students to understand plan, co-ordinate and integrate the functions of engineering departments for over all operations and assist in the management of hotel.

	<b>Hrs.</b>	<b>Mks</b>
<b>Chapter-1 Maintenance &amp; Replacement Policy</b>	<b>06</b>	<b>08</b>
1.1. Importance of maintenance dept. in Hotel Industry.		
1.2. Organization of maintenance Dept . in 3/4/5 star hotel .		
1.3. Duties & responsibility of chief Engg. of a hotel.		
1.4. Types of maintenance with examples of each ,		
1.4.1. Advantages & disadvantages.		
1.5. Maintenance chart : for		
1.5.1. Swimming pool		
1.5.2. Kitchen.		
1.6. Reasons for replacement of equipment.		
1.7. Replacement factors		
1.8. Economic replace of equipment (introduction only).		
1.9. Contract of Maintenance Definition & procedure , types. Advantages & disadvantages		
<b>Chapter 2 Refrigeration</b>	<b>08</b>	<b>10</b>
2.1 Definition, Pressure, Energy, Heat, Temperature, Specific heat, Sensible and latent heat ,Relative humidity, DBT, WBT		
2.2 Block diagram and function of :Boiler, Condenser, Compressor, Evaporator, Heat Exchanger.		
2.3 Unit of refrigeration		
2.4 Vapour compression Refrigeration system (Block diagram)		

2.5	Absorption refrigeration system (Block diagram)		
2.6	Domestic Refrigerator, defrosting, Need, Methods, Maintenance of refrigerator.		
2.7	Refrigerant :types , properties of good refrigerant.		
2.8	Ammonia as a refrigerant.		
<b>Chapter 3.</b>	<b>Air-conditioning</b>	<b>06</b>	<b>08</b>
3.1	Factors affecting comfort AC (supply of oxygen, removal of heat & moisture proper air circulation, pure air)		
3.2	Factors affecting on AC load.		
3.3	Types of AC systems :Central AC ,Unitary AC.		
3.4	AC equipment :Air filter, Humidifier , Dehumidifier.		
3.5	Window AC		
3.6	Walk in freezer , cold storage.		
<b>Chapter 4.</b>	<b>Pollution &amp; Control</b>	<b>04</b>	<b>08</b>
4.1	Air pollution.		
4.1.1	Sources.		
4.1.2	Control –Collectors, filters		
4.1.3	Govt. stipulated conditions for air pollution.		
4.2	Water pollution.		
4.2.1	Water pollution sources in Hotels.		
4.2.2	Control methods		
4.2.3	Govt. stipulated conditions for water pollution.		
4.3.	Waste Disposal		
4.3.1.	Waste Handling equipment – (Shredders,Compactors,Transportation separation)		
4.3.2.	Controlling methods(recycled material, land filling, heat recovery by incineration )		
4.4.	Noise pollution control.		
4.4.1.	Sources of noise in Hotel & its unit.		
4.4.2.	Introductory control methods.		
4.4.3.	Govt.stipulated condition for noise pollution.		
4.5.	Environmental Degradation, Global warming and methods of Conservation.Concept of Recycling		
<b>Chapter 5.</b>	<b>Water and Sanitation.</b>	<b>08</b>	<b>10</b>
5.1	Water purification methods.		
5.2	Methods of water softening (Ion exchange, Zeolite process)		
5.3	Cold and hot water distribution system.		
5.4	Various plumbing fixtures.		
5.5	Types of sanitary traps and their applications.		
5.6	Types of water closets and flushing.		
<b>Chapter 6.</b>	<b>Fuels and Electricity.</b>	<b>06</b>	<b>10</b>
5.1	Methods of heat transfer.		
5.2	Units of heat.		
5.3	Solid,Liquid,Gas,Electricity,Biogas fuels.		

- 5.4 Importance of earthing.
- 5.5 Safety devices such as fuse,circuits breaker.
- 5.6 Methods of lighting (Direct,Indirect)
- 5.7 Types of electric supply (single phase,three phase)
- 5.8 Calculation of electricity bill.

**Chapter 7. Energy conservation. 04 08**

- 7.1 Importance of energy conservation.
- 7.2 Simple methods of Energy conservation
- 7.3 Developing energy conservation program for hotel.
- 7.4 Use of solar energy for various activities.

**Chapter 8. Safety in hotel Industry. 06 08**

- 8.1 Classification of fire ,symbols.
- 8.2 Methods and types of fire extinguishers.
- 8.3 Fire detectors,alarm.
- 8.4 Various security system for hotel ( Key control, Door,valuable guest).

**There should be 4 Demonstrations / Field Visits.**

- 1. Refrigerator/VCC system in Hotel
- 2. Cold storage/ walk in chiller
- 3. AC/ Window AC
- 4. Safety systems

**Total 48 70**

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Reference Books**

- 1. Management of maintenance & Engineering Systems in Hospitality Industries – by Frank D. Borsenik, John Willey & Sons
- 2. Industrial Organisation and Management by O.P. Khanna
- 3. Refrigeration & Air Conditioning by Domkondwar
- 4. Hotel Maintenance by Arora

**Subject - PRINCIPLES OF MANAGEMENT**

**Subject Code - 405**

**Semester - Fourth**

**Teaching and Examination Scheme: -**

Teaching Scheme / week				Examination Scheme			
Lecture Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
3	-	1	4	70 / 3hrs	-	30	100

**Rationale:**

**To make the students understand the concepts of management & their Practical application in the hospitality industry.**

		Hrs	Mks
<b>Chapter 1</b>	<b>Introduction</b>	<b>03</b>	<b>05</b>
1.1	A typical day in the life of a manager at hotel (illustrative situations)		
1.2	Management defined		
1.3	Levels of management		
1.4	External & internal factors that effect management		
<b>Chapter 2</b>	<b>Management thought: journey from inception till today</b>	<b>05</b>	<b>10</b>
2.1	Brief history of management thought		
2.2	Contribution of F.W. Taylor to scientific management		
2.3	Henry Fayol's classical management theory		
2.4	Modern day management theory		
<b>Chapter 3</b>	<b>Planning &amp; Decision Making</b>	<b>04</b>	<b>08</b>
	<b><u>A. Planning</u></b>		
3.1	Definition		
3.2	Nature & Importance of planning, Advantages & disadvantages		
3.3	Types of plans – objectives, strategies, policies, procedures, methods, rules, programs & budgets		
3.4	Steps in planning		
3.5	Planning assumptions		

<b>B.</b>	<b><i>Decision-making</i></b>	<b>03</b>	<b>04</b>
3.6	Types of decisions		
3.7	Step by step decision making process		
<b>Chapter 4</b>	<b><i>Organizing &amp; Staffing</i></b>	<b>05</b>	<b>10</b>
	<b><u>A. Organizing</u></b>		
4.1	<u>Definition</u>		
4.2	<u>Nature &amp; importance of organizing</u>		
4.3	<u>Principles of organizations – Formal &amp; Informal, Centralized / Decentralized, Line &amp; staff</u>		
	Staffing		
4.4	Definitions		
4.5	Delegation and Departmentalization,		
4.6	Authority & Responsibility, Span of control		
<b>Chapter 5</b>	<b><i>Leadership</i></b>	<b>06</b>	<b>10</b>
5.1	Definition		
5.2	Leadership theories - Managerial grid		
5.3	Different styles of leadership		
5.4	Characteristics of a good leader		
<b>Chapter 6</b>	<b><i>Motivation</i></b>	<b>06</b>	<b>10</b>
6.1	Definition		
6.2	Nature & importance		
6.3	Benefits of motivated staff		
6.4	Theories of motivation –		
	6.4.1 Maslow’s theory of need hierarchy		
	6.4.2 Herzberg’s two factor theory		
	6.4.3 McGregor’s theory ‘X’ and theory ‘Y’		
6.5	Morale – its role & importance		
<b>Chapter 7</b>	<b><i>Communication</i></b>	<b>06</b>	<b>06</b>
7.1	Definition, nature, process of communication		
7.2	Types of communication		
	7.2.1 Upward / downward		
	7.2.2 Verbal / Nonverbal		
	7.2.3 Formal / Informal		
7.3	Barriers to communication		
7.4	Methods of improving communication effectiveness.		
<b>Chapter 8</b>	<b><i>Coordination</i></b>	<b>04</b>	<b>03</b>
8.1	Definition		
8.2	Need for coordination		
<b>Chapter 9</b>	<b><i>Controlling</i></b>	<b>06</b>	<b>04</b>
9.1	Definition		
9.2	Process of controlling		
9.3	Need for control		

**Total 48 70**

*XIX. Note: Glossary of Terms*

Students should be familiar with the glossary of terms pertaining to above mentioned topics

***Reference Books***

1. Management – Stoner & Freeman
2. Essentials of Management – Koontz & O'donnell
3. Management tasks – Peter Drucker
4. Management Process – Davar R.

Subject - HOTEL ACCOUNTING

Subject Code - 406

Semester - Fourth

Teaching and Examination Scheme:

Teaching Scheme		Examination Scheme						
<u>Theory</u> <u>Hrs</u> <u>Per</u> <u>Week</u>	<u>Practical</u> <u>Hrs</u> <u>Per</u> <u>Week</u>	<u>Tutorial</u> <u>Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks</u> <u>/</u> <u>Duration</u>	<u>Practical</u> <u>Marks</u>	<u>Oral</u> <u>Marks</u>	<u>Term</u> <u>Work</u> <u>Marks</u>	<u>Internal</u> <u>Marks</u>
<u>3</u>	<u>:</u>	<u>1</u>	<u>4</u>	<u>70/3hr</u> <u>s</u>	<u>:</u>	<u>:</u>	<u>:</u>	<u>30</u>

Rationale:

This subject gives an in-depth knowledge about the books maintained in the Hotel Industry. The students may be able to understand the day-to-day final transactions and its record keeping in hotels.

	Hrs	Mks
<b>Chapter 1 Introduction to Joint Stock Company</b>	<b>06</b>	<b>10</b>
1.1 Definition, Characteristics & Advantages		
1.2 Meaning, Definition and Types of Shares and Debentures		
<b>Chapter 2 Company Final Accounts</b>	<b>12</b>	<b>20</b>
2.1 Preparation of Trading, Profit and Loss, Profit and Loss Appropriation Accounts & Balance Sheet with provisions of Companies Act including writing off of Miscellaneous Expenses, Proposed dividend, Provision for Taxation and Transfer to Reserves.		
<b>Chapter 3 Allowances and Visitors Paid Out</b>	<b>05</b>	<b>08</b>
3.1 Meaning, Types and Proformas		
3.2 Difference between Allowances & VPO		

<b>Chapter 4</b>	<b>Guest Billing</b>	<b>09</b>	<b>12</b>
4.1	Proforma and Use of Visitors Tabular Ledger and Guest Weekly Bill		
4.2	Accounting of Bills receivable		
<b>Chapter 5</b>	<b>Uniform System of Accounting</b>	<b>10</b>	<b>12</b>
5.1	Introduction		
5.2	Practical problems on preparation of Income Statement		
5.3	Schedules showing Departmental incomes -Rooms, Food & Beverage, Telephone Gift shop, Garage and Parking, Laundry and Marketing only		
<b>Chapter 6</b>	<b>Concepts related to Financial Management</b>	<b>06</b>	<b>08</b>
6.1	Definition, and factors affecting Working Capital		
6.2	Definition, Characteristics of Budgets		
6.3	History and meaning of Value added tax		
	<b>Total</b>	<b>48</b>	<b>70</b>

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Implementation Strategies:**

**The students may be assigned exercises related to hotel accounting to get hands on experience. They may be given assignments to collect various formats used in the hotel industry and to present the same in the class.**

**Reference Books**

6. Hotel Accountancy & Finance- S.P Jain & K.L Narang First 1999 Kalyani Publishers B1/1292,Rajinder Nagar, Ludhiana
7. Hotel Accounting & Financial Control - Ozi D'Cunha Gleson Ozi D'Cunha – Fist-2002- Dickey Enterprises , Kandivali (W) Mumbai
8. Accountancy in the Hotel & catering Industry – Richard Kotas – Fourth –1981- International Textbook Company
9. Elements of Hotel Accountancy- G.S.Rawat & JMS Negi – Fifth Revised – 1994- Aman Publications, Daryaganj, New Delhi –2.

Subject - INDUSTRIAL TRAINING

Subject Code - 501

Semester - Fifth

Teaching and Examination Scheme:

Course No	Subject	Examination Scheme		
		Panel	Internal	Total
601	Industrial Training 20 weeks (6days x 8 hrs =960hrs)	140	60	200
	TOTAL	140	60	200

**Rationale:**

The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices prevalent in the Industry.

**Industrial Training**

In this semester the student shall be sent for industrial training for a period of 20 Weeks, where they would work 8 weeks in Food Production, 6 weeks in Food and Beverage Service, 3 weeks in Front Office and 3 weeks in House-keeping – in Government Classified Hotels of the level of three star and above category. The student shall maintain a logbook on daily basis. At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce. The training report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

Marks would be awarded as follows by a panel of examiners (two external and one internal) :

Performance Appraisal	30	--
Logbook	30	--
Training Report	--	70
Viva-voce	--	70
-----	-----	-----
Total	60 marks	140 marks.

Subject - ADVANCED FOOD PRODUCTION

Subject Code - 601

Semester - Sixth

Teaching and Examination Scheme

<u>Teaching Scheme</u>				<u>Examination Scheme</u>			
<u>Theory</u>	<u>Practical</u>	<u>Tutorial</u>	<u>Total</u>	<u>Theory</u>	<u>Practical</u>	<u>Internal</u>	<u>Total</u>
<u>Hrs per</u>	<u>Hrs per</u>	<u>Hrs /</u>		<u>Marks/</u>	<u>Marks</u>	<u>Marks</u>	
<u>Week</u>	<u>Week</u>	<u>week</u>		<u>Paper</u>	<u>4 hrs</u>		
				<u>Duration</u>			
				<u>2 hrs</u>			
<u>2</u>	<u>8</u>	<u>1</u>	<u>11</u>	<u>40 mks</u>	<u>30</u>	<u>30</u>	<u>100</u>

**Rationale:**

The course develops the knowledge and understanding of the international cuisine amongst students.

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>International Cuisine</b>	<b>12</b>	<b>10</b>
1.1	Introduction to influences of cultures on regions		
1.2	Special features with respect to ingredients, methods, presentation styles in the following countries - Asian , European (continental), North & South American & Mexican.		
<b>Chapter 2</b>	<b>Nouvelle Cuisine</b>	<b>03</b>	<b>04</b>
2.1	Evolution & history		
2.2	Salient features		
2.3	Difference between Haute Cuisine & Nouvelle Cuisine		
2.4	Service Style – points to be considered		
2.5	Preparing plated service		
<b>Chapter 3</b>	<b>Larder / Garde Manger</b>	<b>03</b>	<b>08</b>
3.1	Functions of larder department and Duties & responsibilities of larder chef		
3.2	Common terms used in larder department		
3.3	Specific essential tools & equipment in the larder.		
3.4	Pates, Mousses, Galantines, Ballotines		
<b>Chapter 4</b>	<b>Salads</b>	<b>04</b>	<b>05</b>
4.1	Classification		
4.2	Composition		
4.3	Principles of making a salad.		
4.4	Classical salads		

<b>Chapter 5</b>	<b>Sandwiches</b>	<b>04</b>	<b>05</b>
5.1	Parts / composition of sandwiches		
5.2	Types of bread used in sandwich making		
5.3	Types of sandwiches		
5.4	Fillings – basic principles of sandwich spread making & fillings.		
5.5	Precautions to take while preparing sandwiches		
5.6	Storing of sandwiches for health & safety.		
<b>Chapter 6</b>	<b>Kitchen Stewarding</b>	<b>04</b>	<b>04</b>
6.1	Importance of kitchen stewarding		
6.2	Hierarchy & staffing in kitchen stewarding department		
6.3	Equipment found in kitchen stewarding department		
<b>Chapter 7</b>	<b>Garbage Disposal</b>	<b>02</b>	<b>04</b>
7.1	Introduction		
7.2	Ways of accumulation		
7.3	Segregation		
7.4	Disposal methods		
7.5	Importance and maintenance of garbage bins		
<b>Total</b>	<b>32</b>	<b>40</b>	

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

**Practicals**

**Minimum 24 individual practicals to cover international menus ( French, Chinese, Mexican, Italian). Menus may be designed so as to cover classical appetizers, soups, main course accompaniments, salads, breads and desserts. Students should be able to put to use knowledge gained about various cuts of meat, fish, poultry and vegetables.**

**Practical Examination** to be conducted on advanced continental menus consisting of appetizer, soup, fish / poultry, potato preparation/ accompaniment, salad, deserts.

**XVII Reference Books**

1. The Larder Chef – M.J. Leto & W.H. K.Bode
2. Garnishes- Lyn Rutherford
3. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn
4. Professional Chefs- Art of Garde Manger ( 4<sup>th</sup> Edition) Frederic H. Semerschmid And John F. Nicolas
5. Classical Recipes of the world – Smith, Henry
6. Food Hygiene and Sanitation- S. Roday-Hill Publication

**Subject - ADVANCED FOOD & BEVERAGE SERVICE**

**Subject Code - 602**

**Semester - Sixth**

**Teaching and Examination Scheme:**

Teaching Scheme / week				Examination Scheme			
Theor y Hrs	Practic al Hrs	Tutori al Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
2	3	1	6	40 / 2 hrs	30 / 2 hrs	30	100

**Rationale:**

**The students will gain a comprehensive knowledge and develop technical skills in aspects of Specialized Food and Beverage services.**

		<b>VII</b>	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Room Service/ In room dining service</b>		<b>06</b>	<b>06</b>
1.1	Introduction, general principles			
1.2	Cycle of Service, scheduling and staffing			
1.3	Forms and Formats			
1.4	Order Taking, Suggestive Selling, breakfast cards			
1.5	Time management- lead time from order taking to clearance			
<b>Chapter 2</b>	<b>Banquets</b>		<b>10</b>	<b>12</b>
2.1	Organization structure, Duties & Responsibilities of banqueting staff			
2.2	Administrative Procedures, Formats Maintained			
2.3	Banquet Function Prospectus			
2.4	Types of Function ( Formal and Informal)			
2.5	Menu Planning ( Indian, Continental, Theme, conference, cocktail, others)			
2.6	Seating Arrangements			
2.7	Off Premise/ Out door catering, Air line/ Railway/ Sea Catering.			
<b>Chapter 3</b>	<b>Buffets</b>		<b>06</b>	<b>08</b>
3.1	Definition			
3.2	Types of buffets			
3.3	Buffet equipment and tables set-up.			
<b>Chapter 4</b>	<b>Bar Operations</b>		<b>06</b>	<b>08</b>

4.1	Types of bars		
4.2	Layout of American bar (parts of the bar)		
4.3	Bar equipments		
<b>Chapter 5</b>	<b>Gueridon Service</b>	<b>04</b>	<b>06</b>
5.1	Origin and definition		
5.2	Types of Trolleys and layout		
5.3	Special equipment		
5.4	Service Procedures		
5.5	Service of important classical dishes		
	<b>Total</b>	<b>32</b>	<b>40</b>

**XX. Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Practicals:**

1. Room Service- Tray and trolley lay up, breakfast hanger & service procedure.
2. Mini bar- format and operational procedures.
3. Filling of Banquet function prospectus, Menu Planning & Service (International Menus - French, Chinese, Mexican & Italian)
4. Banquet seating styles, formal banquet service
5. Setting up of bar with glasses & equipment
6. Compiling Beverage lists
7. Mise-en-place for serving a dish from Gueridon Trolley & Service of dishes (flambe & salads)
8. Setting up of buffets and service procedures.
9. Guest Situation Handling

**Reference Books:**

1. Food & Beverage Service- Lillicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Beverage Book- Andrew, Dunkin & Cousins
4. Bar & Beverage Book- Mary Porter & Kostagris
5. Alcoholic Beverages- Lipinski & Lipinski

**Subject - PERSONALITY DEVELOPMENT AND BUSINESS COMMUNICATIONS**

**Subject Code - 603**

**Semester - Sixth**

**Teaching and Examination Scheme: -**

Teaching Scheme / week				Examination Scheme			
Theor y Hrs	Practic al Hrs	Tutori al Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
03	03	1	07	40 / 2 hrs	30 / 2 hrs	30	100

**Rationale :**

To develop the personality and communication skills of the student, so as to prepare him for campus interviews and challenges in personal and professional life.

	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1 Personality profile</b>	<b>06</b>	<b>05</b>
1.1 Personality defined		
1.2 Elements of personality		
1.3 Determinants of personality		
1.4 Personal SWOT analysis		
<b>Chapter 2 Personality enrichment</b>	<b>12</b>	<b>10</b>
2.1 Self Esteem		
2.1.1 Self concept		
2.1.2 Advantages of high self esteem		
2.1.3 Characteristics of people with high and low self esteem		
2.1.4 Steps to building positive self esteem		
2.2 Attitude		
2.2.1 Factors that determine our attitude		
2.2.2 Benefits of a positive attitude and consequences of a negative attitude		
2.2.3 Steps to building a positive attitude		
2.3 Motivation		
2.3.1 The difference between inspiration and motivation		
2.3.2 Motivation redefined		
2.3.3 External motivation v/s internal motivation		

2.4	Success		
2.4.1	Defining success		
2.4.2	Real or imagined obstacles to success		
2.4.3	Qualities that make a person successful		
2.4.4	Reasons for failure		
2.5	Interpersonal skills		
2.5.1	Dealing with seniors, colleagues, juniors, customers, suppliers at the workplace		
2.5.2	Factors that prevent building and maintaining positive relationships		
2.5.3	The difference between ego and pride		
2.5.4	The difference between selfishness and self interest		
2.5.5	Steps for building a positive personality		
2.6	Body language		
2.6.1	Understanding body language		
2.6.2	Projecting positive body language		
<b>Chapter 3</b>	<b>What are recruiters looking for ?</b>	<b>06</b>	<b>05</b>
3.1	Recruiter expectations		
3.2	Career counselling ( based on student SWOT analysis )		
3.3	Creating a career path		
<b>Chapter 4</b>	<b>Business Communication</b>	<b>16</b>	<b>10</b>
4.1	Report writing		
4.1.1	Incident and event		
4.1.2	Festival / themed events		
4.2	Meetings		
4.2.1	Types		
4.2.2	Structuring an agenda		
4.2.3	Writing the minutes		
4.2.4	Conducting a meeting		
4.3	Presentations		
4.3.1	Types		
4.3.2	Making a presentation		
4.3.3	Making use of AV aids		
<b>Chapter 5</b>	<b>Case studies</b>	<b>04</b>	<b>05</b>
5.1	Advantages of the case study method		
5.2	Technique for analyzing a case study and presenting an argument		
<b>Chapter 6</b>	<b>Stress Management</b>	<b>04</b>	<b>05</b>
6.1	Causes of stress		
6.2	Handling stress / Stress Management techniques		
	<b>Total</b>	<b>48</b>	<b>40</b>

**Reference books:**

1. How to get the job you want - Arun Agarwal. Published by Vision books, New Delhi
2. Get that job - Rohit Anand and Sanjeev Bikchandani. Published by Harper Collins.
3. You can win - Shiv Khera. MacMillan India Ltd.

4. How to develop self-confidence and influence people by public speaking - Dale Carnegie. Cedar self help.
5. The Perfect Presentation - Andrew Leigh and Michael Maynard. Rupa and co.

**Practical guidelines:**

The student is required to maintain a file to document practicals. Every week one current affairs issue is to be discussed and recorded in the student file.

1. Conduct of a SWOT analysis on self so as to commit oneself to certain areas of development.
2. Understanding and improving body language through self analysis and colleague feedback.
3. Analyzing recruiter expectations.
4. Creating a career path for oneself based on career goals. (short term)
5. Application of the technique of brainstorming.
6. Extempore speaking.
7. Preparation for and participation in a group discussion.
8. Strategies for interview and mock interviews (grooming, document portfolio, mental approach, facing an interview panel, self introduction, handling FAQs and stress questions)
9. Conduct of seminar (questioning techniques, recording of the content of the seminar )
10. Making short presentations on current hospitality topics using trade magazines and journals as resources to be followed by a Q&A session.
11. Case study analysis
12. Time management applied
13. Participating in a debate
14. Information on personalities in hospitality and other service businesses to be collected and discussed.
15. Hospitality company profiles/ history / culture to be collected and discussed.
16. Application of stress management techniques like yoga could be incorporated on a weekly basis.

**Subject - HOSPITALITY MARKETING – I**

**Subject Code - 604**

**Semester - Sixth**

**Teaching & Examination Scheme:**

Teaching Scheme / week				Examination Scheme			
Theor y Hrs	Practic al Hrs	Tutori al Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
3	-	1	4	70 / 3 hrs	-	30	100

**Rationale:**

**The subject aims to make the students understand importance of marketing in Hospitality Industry, concepts of the marketing, buying behaviors, market segmentation and marketing mix strategies for effective marketing of the hotel industry.**

	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1 Introduction to Marketing</b>	<b>07</b>	<b>08</b>
1.1 Definition of Marketing		
1.2 Customer Orientation		
1.3 Core Concept of Marketing		
1.4 Marketing Management – Definition Philosophies and pillars of Marketing management		
1.5 Introduction to 7 P’s of Marketing mix		
<b>Chapter 2 Analysis of Current business environment</b>	<b>04</b>	<b>04</b>
2.1 Competition		
2.2 Economic Environment		
2.3 Technological Environment		
2.4 Social & Cultural Environment		
2.5 Political Environment		
2.6 Internal Environment		
<b>Chapter 3 Consumer Behaviour</b>	<b>05</b>	<b>08</b>
3.1 Consumer Behaviour model		
3.2 Factors affecting Consumer Behaviour – Cultural, Social, Personal, Psychological		

<b>Chapter 4</b>	<b>Market Segmentation</b>	<b>04</b>	<b>08</b>
4.1	Definition & need for market segmentation		
4.2	Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics		
<b>Chapter 5</b>	<b>Product</b>	<b>07</b>	<b>10</b>
5.1	Definition		
5.2	Levels of Product		
5.3	Hospitality products		
5.4	Branding		
5.5	New Product Development		
5.6	Product Life Cycle		
5.7	Product Differentiation		
<b>Chapter 6</b>	<b>Pricing</b>	<b>06</b>	<b>10</b>
6.1	Introduction		
6.2	Internal & External affecting pricing		
6.3	General Pricing methods		
6.4	Pricing strategy adopted by hotels for [Room tariff, F & B Items, Functions, Packages]		
<b>Chapter 7</b>	<b>Distribution</b>	<b>05</b>	<b>10</b>
7.1	Definition and importance of Distribution system		
7.2	Channel levels of distributions		
7.3	Intermediaries for Hospitality Industry [Travel Agents, Tour Wholesalers, Hotel representatives, National/ regional/ local/ tourist agencies, centralised reservation systems, airline based reservation systems, Internet]		
7.4	Franchising		
7.5	Alliances		
7.6	Location of services		
<b>Chapter 8</b>	<b>Promotion</b>	<b>10</b>	<b>12</b>
8.1	Definition and characteristics of promotion tools		
8.2	5 M's of Advertising		
8.3	Various Sales promotion tools used in hotels		
8.4	Publicity and public relation - Tools and opportunities in the hotel industry		
8.5	Principles of personal selling		
8.6	Direct Marketing - Telemarketing and internet		
		<b>Total 48</b>	<b>70</b>

**Note :**      **Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

### **Reference Books**

1. Marketing for Hospitality & Tourism - Philip Kotler , Bowen & Makens Prentice-Hall Inc
2. Hotel Marketing -S.M.Jha -Himalaya publishing House – Mumbai
3. Hospitality Marketing -Neil Wearne - Hospitality Press Pvt Ltd. - Australia

**Subject - HUMAN RESOURCE MANAGEMENT**

**Subject Code - 605**

**Semester - Sixth**

**Teaching and Examination Scheme:**

Teaching Scheme / week				Examination Scheme			
Theor y Hrs	Practic al Hrs	Tutori al Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
3	-	1	4	70 / 3 hrs	-	30	100

**Rationale:**

**The understanding of Human Resources Management will help the students in identifying the significance and its role in the Hotel & Catering Industry. It will also help them to develop an attitude for positive Human Behaviour at work.**

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Introduction to Human Resource Management</b>	<b>04</b>	<b>03</b>
1.1	Definition		
1.2	Nature & Characteristics		
1.3	Need for HRM in the Service Industry.		
1.4	Role of Human Resource Manager.		
<b>Chapter 2</b>	<b>Human Resource Planning</b>	<b>16</b>	<b>18</b>
2.1	Concepts, Characteristics and Need		
2.2	Job Analysis, Job Description & Job Specification		
2.3	Recruitment & Selection: Sources & Modes of Recruitment		
2.4	Tests & Interviews, Selection Process.		
<b>Chapter 3</b>	<b>Human Resource Development</b>	<b>10</b>	<b>13</b>
3.1	Definition and Characteristics		
3.2	Orientation & Induction		
3.3	Training – Need & Importance. Difference between Training & Development Methods of Training.		
3.4	Performance Appraisal – Purpose & Methods		
3.5	Promotion & Transfers		

<b>Chapter 4</b>	<b>Wage &amp; Salary Administration</b>	<b>06</b>	<b>12</b>
4.1	Job Evaluation – Concept & Objectives		
4.2	Formulation of Compensation Structure		
4.3	Regulatory Provisions.		
4.4	Fringe Benefits		
<b>Chapter 5</b>	<b>Grievances &amp; Discipline</b>	<b>06</b>	<b>12</b>
5.1	Grievance Handling – Identifying Causes		
5.2	Developing Grievance Handling Systems		
5.3	Discipline – Concept, Causes of Indiscipline		
<b>Chapter 6</b>	<b>Labour – Management Relations</b>	<b>06</b>	<b>12</b>
6.1	Trade Unions – Concept, Objectives & Functions		
6.2	Collective Bargaining		
6.3	Workers Participation in Management.		
6.4	Labour Turnover – Causes & Measures to prevent Labour Turnover.		
	<b>Total</b>	<b>48</b>	<b>70</b>

**XXI. Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Reference Books**

1. Personnel Management & Industrial Relations – Dr P C Shejwalkar & Mr S R Malegaonkar
2. Personnel Management – Mamoria
3. Pramod Verma : Personnel Management in Indian Organisations.
4. Edwin b. Flippo : Personnel Management, McGraw Hill.
5. Human Resource Management in the Hospitality Industry -Frank M /Mary L Monochello
6. Guide for Labour Management – H L Kumar
7. Human Resource Management & Human Relations – V P Michael
8. Arun Monappa & S. Saiyuddain : Personal Management, Tata McGraw Hill.
9. 7 Habits of highly effective people – Steven Covey.

**Subject - TRAVEL & TOURISM**

**Subject Code - 606**

**Semester - Sixth**

**Teaching and Examination Scheme:**

<u>Teaching Scheme / week</u>				<u>Examination Scheme</u>			
<u>Theo</u> <u>ry</u> <u>Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutor</u> <u>ial</u> <u>Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks/</u> <u>Duratio</u> <u>n</u>	<u>Practica</u> <u>l Marks</u>	<u>Interna</u> <u>l Marks</u>	<u>Total</u>
<u>3</u>	<u>:</u>	<u>1</u>	<u>4</u>	<u>70 / 3</u> <u>hrs</u>	<u>:</u>	<u>30</u>	<u>100</u>

**XXII.**

**XXIII. Rational:**

XXIV. To inculcate a sense of importance and establish a link between the tourism industry and the hotel industry and to highlight tourism industry as an alternative career path

		<b>Mks</b>	<b>Hrs.</b>
<b>Chapter 1</b>	<b>The Tourism Phenomenon</b>	<b>02</b>	<b>04</b>
	1.1 Definition – Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.		
	<b>1.2 Growth of Tourism / Evolution /History of Tourism &amp; Present status of tourism in India.</b>		
	<b>1.3 Thomas Cook – Grand Circular Tour</b>		
<b>Chapter 2</b>	<b>Constituents of Tourism Industry</b>	<b>06</b>	<b>08</b>
	2.1 Primary Constituents		
	2.2 Secondary Constituents		
	2.3 The 4 A's of Tourism – Attraction, Accessibility, Accommodation, Amenities		
	2.4 Career Opportunities for tourism professionals		

<b>Chapter 3</b>	<b>Infrastructure of Tourism</b>	<b>04</b>	<b>06</b>
3.1	Role of Transport in Tourism		
3.2	Modes of Transport: Road, Rail, Air, Sea.		
3.3	Types of Accommodation – Main & Supplementary		
<b>Chapter 4</b>	<b>Types of Tourism</b>	<b>04</b>	<b>08</b>
4.1	Types of Tourism: - Various Motivators Holiday, Social & Cultural, MICE Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health, Senior Citizen, Sustainable Tourism		
4.2	Alternative Tourism: Eco Tourism, Agro Rural Tourism		
<b>Chapter 5</b>	<b>The Impact of Tourism</b>	<b>04</b>	<b>06</b>
5.1	Economic Impact – Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage, Infrastructure development.		
5.2	Social, Cultural & Political Impact – Standard of living, passport to peace, International understanding, Social Integration, Regional Growth, National Integration.		
5.3	Environmental Impact – Tourism pollution & control, wild life & bird sanctuaries & their protection for tourist industry.		
<b>Chapter 6</b>	<b>The Tourism Organizations</b>	<b>07</b>	<b>08</b>
Objectives, Role & function of:			
6.1	Government Organizations: DOT, ITDC, MTDC, ASI, TFCI.		
6.2	Domestic Organizations: TAAI, FHRAI, IATO		
6.3	International Organizations: WTO, IATA, PATA.		
6.4	NGO: Role of NGO in making responsible tourists.		
<b>Chapter 7</b>	<b>The Travel Agency</b>	<b>05</b>	<b>10</b>
7.1	Meaning & Definition of Travel Agent.		
7.2	Types of Travel Agent: Retail & Wholesale.		
7.3	Functions of Travel Agent.		
7.3.1	Provisions of Travel Information		
7.3.2	Ticketing		
7.3.3	Itinerary Preparation		
7.3.4	Planning & Costing		
7.3.5	Settling of Accounts,		
7.3.6	Liaisons with service providers		
7.3.7	Role of Travel Agent in promotion of Tourism.		

- 8.1    Meaning & Definition
- 8.2    Types of Tour operator: Inbound, Outbound & Domestic.
- 8.3    Tour Packaging – definition, components of a tour package
- 8.4    Types of Package Tour:
  - 8.4.1    Independent Tour
  - 8.4.2    Inclusive Tour
  - 8.4.3    Escorted Tour
  - 8.4.4    Business Tour
- 8.5    Guides & escorts – Their role and function Qualities required to be a guide or escort.

- 9.1    Passport – Definition, issuing authority, Types of Passport, Requirements for passport.
- 9.2    Visa – Definition, issuing authority, Types of visa Requirements for visa.
- 9.3    Health Regulation – Vaccination, Health Insurance. Economic Regulation – Foreign Exchange

- 10.1    Definition
- 10.2    Steps to plan a Tour
- 10.3    Route map
- 10.4    Transport booking – reservation
- 10.5    Accommodation – reservation
- 10.6    Food facilities
- 10.7    Local guide / escort
- 10.8    Climate / seasonality
- 10.9    Shopping & cultural show
- 10.10    Costing

**Total            48    70**

**Note :            Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**VIII    Tutorials**

- 1.    Preparation of Itinerary – 2 days, 7 days for well known tourist destinations.
- 2.    Preparation of passport, visa, requirements
- 3.    Field visit to a Travel Agency, Airport etc.

**XXV.    Reference Books**

- 1.    Introduction to Travel & Tourism-Michael M. CottmanVan Nostrand Reinhold New York, 1989

2. Travel Agency & Tour Operation Concepts & Principles-Jagmohan Negi - Kanishka Publishes, Distributors, New Delhi, 1997
3. International Tourism – Fundamentals & Practices -A. K. Bhatia -Sterling Publishers Private Limited, 1996
4. A Textbook of Indian Tourism -B. K. Goswami & G. Raveendran -Har – Anand Publications Pvt. Ltd., 2003
5. Dynamics of Modern Tourism -Ratandeep Singh -Kanishka Publishes, Distributors, New Delhi, 1998
6. Tourism Development, Principles and Practices -Fletcher & Cooper-ELBS

**Subject - SPECIALIZATION IN FOOD PRODUCTION**

**MANAGEMENT - I**

**Semester - Seventh**

**Subject Code - 701-A**

**Teaching and Examination Scheme**

<u>Teaching Scheme / Week</u>				<u>Examination Scheme</u>			
<u>Theory</u> <u>Hrs</u>	<u>Practica</u> <u>l Hrs</u>	<u>Tutori</u> <u>al</u>	<u>Total</u>	<u>Theory</u> <u>Marks /</u> <u>Duration</u>	<u>Practical</u> <u>Marks</u>	<u>Intern</u> <u>a</u>	<u>Total</u>
<u>04</u>	<u>10</u>	<u>02</u>	<u>16</u>	<u>70 / 3 hrs</u>	<u>70 / 3 hrs</u>	<u>60</u>	<u>200</u>

**Rationale:**

Personnel deciding to make a career in the food & beverage productions need to acquire finer skills & through understanding of the managerial principles so that the student is professionally developed.

**IX**

	<b>X</b>	<b>Hrs</b>	<b>Mks</b>
<b>Revision of Sem I to V</b>		<b>10</b>	<b>10</b>
<b>Chapter 1 Charcutiere</b>		<b>12</b>	<b>20</b>
1.1 Definition & terms			
1.2 Production, classification, processing of			
1.2.1 Sausages			
1.2.1 Forcemeats			
1.2.1 Marinades, cures, brines			
1.3 Knowledge of cold meat platter			
1.4 Types & uses of chaud froid			
1.5 Preparing aspic & gelee			
1.6 Ham Bacon & Gammon			
1.6.1 Difference			
1.6.2 Processing			
1.6.3 Uses			
<b>Chapter 2 Appetizers (Hot &amp; Cold)</b>		<b>08</b>	<b>08</b>
2.1 Classification with examples			
2.2 Classical appetizers			
2.3 Precautions for preparing, presenting and storing from food spoilage view			

<b>Chapter 3</b>	<b>Pates &amp; Galantines</b>	<b>08</b>	<b>05</b>
3.1	Types & making of pate		
3.2	Commercial pate & pate maison		
3.3	Truffle sources, cultivation uses & types of truffe		
3.4	Types & making of galantine		
3.5	Ballotines		
<b>Chapter 4</b>	<b>Mousse &amp; Mousseline</b>	<b>08</b>	<b>05</b>
4.1	Types of mousse (savoury)		
4.2	Preparation of mousse & mousseline		
4.3	Difference between mousse & mousseline		
<b>Chapter 5</b>	<b>Food Additives</b>	<b>06</b>	<b>10</b>
5.1	Preservatives		
5.1.1	Class I and Class II Preservatives their names & examples		
5.2	Colouring agents – natural & synthetic, their names & common usage		
5.3	Flavouring agents		
5.4	Essences – Natural & synthetic their names & common usage		
5.5	Sweetening agents – Natural & synthetic – example and usage		
5.6	Humectant – types , examples, usage		
5.7	Bleaching agents – composition, examples, usage		
5.8	Thickeners – classification, characteristics, example & usage		
5.9	Anticaking agents- definition and usage		
5.10	Sequestrant- definition and usage		
5.11	Nutrient supplements – definition, usage and examples.		
<b>Chapter 6</b>	<b>Specialised Kitchen Equipment</b>	<b>06</b>	<b>06</b>
7.1	Classification.		
7.2	Modern Development in equipment manufacture.		
7.3	Selection care and maintenance, such as Buffalo Chopper, Bone saw, bread slicing machine, gravity slicer, combi oven, microwave oven, rotary oven, dough sheeter. etc.		
<b>Chapter 7</b>	<b>Kitchen Layout &amp; Design</b>	<b>06</b>	<b>06</b>
7.4	Information required.		
7.5	Areas of the kitchen with recommended dimension.		
7.6	Factors that affect kitchen design.		
7.7	Principles of kitchen layout & design.		
7.8	Placement of equipment.		

- 7.9 Flow of work.
- 7.10 Layouts of kitchens, bakery & confectionery in various organizations
- 7.11 Layout of receiving & storage area.
- 7.12 Layout of service & wash up.

**Total      64      70**

**Note:    Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

**Practicals ( 24 Menus )**

International menus – Minimum of 4 international cuisines to be covered, such as – Oriental, Italian, Mexican, Middle eastern, Continental.

Desirable – Students should learn making of pates galantine, terrine, classical salads, savouries,

Students should learn making of pates galantine and terrine , classical salads, savouries, Sugar Craft, Chocolate Confectionary and Advanced Indian Sweet – meats.

**Practical Examination**

Practical Examination should be based on any 5 - Course International Menu.

**Reference Books:**

- 1.) Professional charcuterie – By John Kinsella and David T, Harvey
- 2.) The Professional Garde Manager – By David Paul Larousse
- 3.) The Art of Garde Manager – By Frederic H. Sonneschmidt, John F. Nicolas.
- 4.) Professional Baking – Wayne Gisslen
- 5.) The Professional Chefs Knife Kit – (Culinary Institute of America)
- 6.) The Professional Chef – (Culinary Institute of America)
- 7.) The Art of Sugar Craft – Sugar paste – By Brenda Purton
- 8.) The Art of Sugar Craft – Royal Icing – By Brenda Purton
- 9.) The Art of Sugar Craft – Piping – By Brenda Purton
- 10.) The Professional Chefs’ – Guide to Kitchen Management – By John Fuller, John Knight, Charles A. Salter
- 11.) Kitchen Planning & Management – By John Fuller & David Kirk

**Subject - SPECIALIZATION IN FOOD & BEVERAGE SERVICES & MANAGEMENT**

**Subject Code - 701 B**

**Semester - Seventh**

**Teaching and Examination Scheme:-**

<u>Teaching Scheme / Week</u>				<u>Examination Scheme</u>			
<u>Theory</u> <u>Hrs per</u>	<u>Practical</u> <u>Hrs per</u>	<u>Tutorial</u> <u>per week</u>	<u>Total</u>	<u>Theory</u> <u>Marks /</u> <u>Paper</u>	<u>Practical</u> <u>Marks</u> <u>6 hrs</u>	<u>Internal</u>	<u>Total</u>
<u>04</u>	<u>10</u>	<u>02</u>	<u>16</u>	<u>70/3 hrs</u>	<u>70</u>	<u>60</u>	<u>200</u>

**Rationale:-** This course enables the student to gain a better understanding of the roll of Food and Beverage Management in the context of overall catering operation. It also helps them to acquire finer skills and through understanding of the managerial principals for overall development.

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Revision of Semester – I-V</b>	<b>07</b>	<b>10</b>
<b>Chapter 2</b>	<b>Restaurant Planning &amp; Operations</b>	<b>10</b>	<b>10</b>
	2.1. Types of Restaurants		
	2.2. Location or site		
	2.3. Sources of Finance		
	2.4. Design Consideration		
	2.5. Furniture		
	2.6. Lighting and Décor		
	2.7. Equipment required		
	2.8. Records maintained		
	2.9. Licences required		
<b>Chapter 3</b>	<b>Bar Planning</b>	<b>10</b>	<b>10</b>
	3.1. Types of Bar		
	3.2. Target clientele		
	3.3. Location		
	3.4. Atmosphere and Décor		
	3.5. Basic elements of Layout and Design consideration		
	3.6. Parts of bar		
	3.7. Beverage control procedure		
	3.8. Records maintained		
	3.9. Licencess reured		

<b>Chapter 4</b>	<b>Event Management</b>	<b>10</b>	<b>10</b>
4.1	Types of functions		
4.2	Role of sales and marketing		
4.3	Taking bookings		
4.4	Planning and organising themes of Indian and International cuisine		
4.5	Concept & planning for MICE segments		
<b>Chapter 5</b>	<b>Personal Management in F &amp; B Service</b>	<b>10</b>	<b>08</b>
5.1	Developing a good F & B Team (desirable attributes for various levels of hierarchy)		
5.2	Allocation of work, Task analysis and Duty Rosters		
5.3	Performance Measures		
5.4	Customer Relations		
5.5	Staff Organizations and Training		
5.6	Sales Promotion		
<b>Chapter 6</b>	<b>International cuisines</b>	<b>07</b>	<b>12</b>
6.1	French		
6.2	American		
6.3	Oriental		
6.4	Far east		
6.5	Mediterranean		
6.6	Polynesian		
6.7	German		
6.8	Spanish		
6.9	Mexican, etc		
	(Brief description of the classical dishes for the purpose of Menu Planning)		
<b>Chapter 7</b>	<b>Menu Merchandising</b>	<b>10</b>	<b>10</b>
7.1	Major types of merchandizing e.g. Floor Stands, Posters, Wall displays, tent cards etc.		
7.2	Basic menu criteria		
7.3	Types of food and beverage menu		
7.4	Methods of printing menu		
7.5	Suggestive selling and up selling		
	<b>Total</b>	<b>64</b>	<b>70</b>

**Practicals :**

- 1.) Planning a restaurant ( Spatiality, fast food and coffee shop) with the factors mentioned in the theory).
- 2.) Planning of bar with the factors mentioned in theory
- 3.) Preparation of duty roasters in restaurants and function catering
- 4.) Formal banquets (Seating arrangements and service procedures)
- 5.) Menu planning – Indian and International with wines
- 6.) Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summery sheet, Guest comments, Log Book, etc)
- 7.) List of restaurants equipment manufactures (Assignment)
- 8.) List of licenses required (Assignment)

**Reference Books:**

- 1.) Food and Beverage Service – Dennis Lillicrap and John Cousins
- 2.) Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
- 3.) Facility Planning and Design – Edward Kagarian
- 4.) Bar and Beverage Book – Costas Katsigris, Mary Proter & Thomas
- 5.) Theory of Catering – Kinton and Cesarani

**Subject - SPECIALISED ACCOMMODATION MANAGEMENT**

**Subject Code - 701 C**

**Semester - Seventh**

XVIII Teaching & Examination Scheme:

<u>Teaching Scheme / week</u>				<u>Examination Scheme</u>			
<u>Theor</u> <u>y Hrs</u>	<u>Practi</u> <u>cal</u> <u>Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks/</u> <u>Durati</u> <u>on</u>	<u>Practi</u> <u>cal</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Marks</u>	<u>Total</u>
<u>3</u>	<u>8</u>	<u>1</u>	<u>12</u>	<u>70</u>	<u>70</u>	<u>60</u>	<u>200</u>

Rationale:

**The subject ends to establish the importance of accommodation management with in the hospitality industry. It equips the student to acquire knowledge & skills with respect to planning & designing aspects.**

	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1 Revision of Sem I –V</b>	<b>05</b>	<b>10</b>
<b>Chapter 2 Colour</b>	<b>02</b>	<b>03</b>
2.1 Colour Wheel		
2.2 Colour Schemes		
2.3 Psychological effects of colour		
<b>Chapter 3 Lighting</b>	<b>02</b>	<b>02</b>
3.1 Classification / type		
3.2 Lighting for the guest rooms & public areas		
<b>Chapter 4 Windows &amp; window treatment</b>	<b>03</b>	<b>03</b>
4.1 Different types of windows		
4.2 Curtains & draperies , valances, swag		
4.3 Window cleaning – Equipment and Agents		
<b>Chapter 5 Soft furnishing &amp; Accessories</b>	<b>03</b>	<b>03</b>
5.1 Types, use & care of soft furnishing		
5.2 Role of accessories		
<b>Chapter 5 Floor, Floor finishes &amp; wall carving</b>	<b>05</b>	<b>04</b>
6.1 Classification / types		
6.2 Characteristics		
6.3 Selection criteria		
6.3.1 Cleaning Procedures – care & maintenance		
6.3.2 Agents used, polishing / buffing		

6.3.3	Floor seals		
6.3.4	Carpets		
6.3.5	Types – selection care & maintenance		
6.3.6	Types of wall coverings		
6.3.7	Functions of wall coverings		
<b>Chapter 7</b>	<b>Textiles</b>	<b>04</b>	<b>04</b>
7.1	Yarn manufacturing		
7.2	Textural process		
7.3	Characteristics & uses of various fabrics		
7.4	Selection of fabric		
<b>Chapter 8</b>	<b>Planning of a Guest Room</b>	<b>04</b>	<b>08</b>
9.1	Application of Chapter 1-4 in Planning		
9.2	Size of Guest Room as per the classification norms		
9.3	Layout of the guest room to the scale		
9.4	Furniture - size and arrangement		
9.5	Bathroom fixtures & amenities		
9.6	Planning of Services Areas – Linen Room / Laundry		
<b>Chapter 9</b>	<b>Planning of a Lobby &amp; Front Desk</b>	<b>04</b>	<b>08</b>
9.1	Layout of		
	9.2 Front Desk		
	9.2 Back Office		
	9.2 Equipment		
9.2	Lobby – Atrium and other types		
<b>Chapter 10</b>	<b>Designing of brochures &amp; Tariff cards</b> (Pertaining to size, colour, content, cost, etc)	<b>03</b>	<b>06</b>
<b>Chapter 11</b>	<b>Training</b>	<b>04</b>	<b>06</b>
11.1	Methods		
11.2	Importance of Training		
11.3	Train the Trainer		
<b>Chapter 12</b>	<b>MICE – Meeting Incentive Convention Exposition</b>	<b>05</b>	<b>06</b>
12.1	Concept		
12.2	Importance		
12.3	Planning for MICE		
<b>Chapter 13</b>	<b>Sales &amp; Marketing Department</b>	<b>04</b>	<b>07</b>
13.1	Organizational Chart		
13.2	Role of Sales & Marketing Department		
13.3	Co-ordination with Front Office		
13.4	Making of Sales and Marketing and Advertising Plan		
	<b>Total</b>	<b>48</b>	<b>70</b>
<b>Practicals</b>			
1	Identification of colour schemes		
2	Study the layout and model preparation for –		
	a. Single		
	b. Double		
	c. Handicap room, etc		
3	Planning and designing of a Lobby (Assignment)		

- 4 Assignment on floor furnishing, wall coverings, curtains. (Samples to be collected)
- 5 Designing a Broucher for
  - a. A heritage Hotel
  - b. Business Hotel
  - c. Resort
- 6 Collect five different examples of Hotel Advertisement – Assignment
- 7 Comparative study of any two MICE destinations
- 8 Assignments – Workout a model-marketing plan for a Five Star Hotel.

**Reference Books:**

1. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak
2. Professional Management of H.K. operations- Matt. A. Casado ( Wiley)
3. Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer
4. Check in – Check out – Gary Vallen, Jereme, Vallen
5. Managing Front Office Operations – Micheal Kasavana, Richard M Brooks

Subject - Organisational Behaviour

Subject Code - 702

Semester - Seventh

Teaching and Examination Scheme:

<u>Teaching Scheme / Week</u>				<u>Examination Scheme</u>			
<u>Theory</u> <u>Hrs</u>	<u>Practica</u> <u>l Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks /</u> <u>Duration</u>	<u>Practical</u> <u>Marks</u>	<u>Intern</u> <u>a</u>	<u>Total</u>
<u>4</u>	<u>:</u>	<u>1</u>	<u>5</u>	<u>70 / 3 hrs</u>	<u>:</u>	<u>30</u>	<u>100</u>

**Rationale:**

The understand the impact that individual, group and structure have on behaviour within organisations for the purpose of applying such knowledge towards improving an organizations effectives.

		Hrs	Mks
<b>Chapter 1</b>	<b>Introduction to Organisational Behaviour</b>	<b>06</b>	<b>06</b>
1.1	Definition of OB, relevance and its scope.		
1.2	Relationship to other fields.		
1.3	Objectives of OB.		
1.4	Behavioural Approach to Management.		
<b>Chapter 2</b>	<b>Organizational Design &amp; Culture</b>	<b>06</b>	<b>08</b>
2.1	Modern Organizational Design.		
2.2	Delegation & Decentralization.		
2.3	Organizational Culture – Definition & Characteristics.		
<b>Chapter 3</b>	<b>Human Behaviour</b>	<b>10</b>	<b>10</b>
3.1	Nature & Dimensions of Attitude.		
3.2	Nature & Importance of Perception – Social Perception.		
3.3	Personality – Meaning and Personality Traits.		
3.4	Group – Nature, Types, Group Dynamics and Group Decision Making.		
<b>Chapter 4</b>	<b>Motivation</b>	<b>08</b>	<b>08</b>
8.1	Meaning & Importance.		
8.2	Techniques.		
8.3	Theories of Motivation – Maslow & McGregors.		
<b>Chapter 5</b>	<b>Learning</b>	<b>08</b>	<b>08</b>
5.1	Process of learning.		

5.2	Principles of learning.		
5.3	Organisations Reward System.		
5.4	Behavioural Management		
<b>Chapter 6</b>	<b>Conflict Management</b>	<b>08</b>	<b>10</b>
6.1	Traditional Vs Present Views		
6.2	Reasons for Conflicts		
6.3	Strategies to overcome conflict.		
<b>Chapter 7</b>	<b>Stress Management</b>	<b>08</b>	<b>10</b>
7.1.	Concepts of Stress		
7.2	Sources & Effects of Stress		
7.3	Strategies to overcome individual & organizational stress.		
<b>Chapter 8</b>	<b>Diversity And Ethics</b>	<b>10</b>	<b>10</b>
	<b>The Nature of Diversity</b>		
8.1	Reasons for the Emergence of Diversity		
8.2	Specific Characteristics of Diversity		
	<b>Managing Diversity</b>		
8.3	Developing the multicultural Organization		
8.4	Individual Approaches to Managing Diversity		
8.5	Organizational Approaches to Managing Diversity		
	<b>Ethics &amp; Ethical Behaviour in Organizations.</b>		
8.6	The impact of ethics on "Bottom-Line" Outcomes		
8.7	Sexual Harassment		
8.8	Pay and promotion Discrimination		
8.9	Employee Privacy Issues		
	<b>Total</b>	<b>64</b>	<b>70</b>

**Reference Books**

1. Organizational Behaviour - Stephen Robins
2. Organizational Behaviour – Fred Luthans.
3. Management of Organizational Behaviour – Paul Hersey & Kenneth H Blanchard.
4. Human Behaviour at work – Organizational Behaviour – Keith Davis.
5. Organisational Behaviour – Uma Sankaran

**Subject - HOTEL RELATED LAWS**

**Subject Code - 703**

**Semester - Seventh**

**Teaching and Examination Scheme:**

Teaching Scheme		Examination Scheme		
Theory Hrs per week	Practical hrs per week	External	Internal	Total
4	--	70 /3Hrs	30	100

**Rationale:**

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Indian Contract Act</b>	<b>20</b>	<b>12</b>
1.1.	Definition of Contract , Proposal, Agreement, Consideration, etc.		
1.2.	Essentials of Valid contract		
1.3.	Competent Parties		
1.4.	Types of Contracts – valid, void and voidable.		
1.5.	Performance of Contract		
1.6.	Discharge of Contract		
1.7.	Remedies for Breach of Contract		
1.8.	Indemnity and Guarantee		
<b>Chapter 2</b>	<b>Consumers Protection Act</b>	<b>04</b>	<b>06</b>
2.1.	Definitions – Consumer, Complaint, Defect in goods, Deficiency in service, Unfair trade practice, Restricted trade practice		
2.2.	Procedure for redressal of grievances before District Forum, State Commission, and National Commission.		
2.3.	Other related provisions.		
<b>Chapter 3</b>	<b>Sale of Goods Act</b>	<b>04</b>	<b>08</b>
3.1	Essentials of valid Sale		
3.2	Conditions and Warranties		
3.3	Unpaid seller and his rights		
3.4	Rights and duties of seller and buyer		
<b>Chapter 4</b>	<b>Food Adulteration Act</b>	<b>04</b>	<b>08</b>
	Principles of food laws regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities etc., and AGMARK		

<b>Chapter 5</b>	<b>Shops and Establishments Act</b>	<b>04</b>	<b>08</b>
	Procedure relating to registration of hotel, Lodges, Eating Houses, Restaurants, and other related provisions.		
<b>Chapter 6</b>	<b>Environmental Protection Act – Important provisions under</b>	<b>04</b>	<b>05</b>
6.1	The Water (Prevention and Control of Pollution) Act		
6.2	The Air (Prevention and Control of Pollution) Act		
<b>Chapter 7</b>	<b>Licenses and Permits</b>	<b>04</b>	<b>05</b>
	Licenses and permits for hotels and catering establishments – Procedure for procurement, bye laws of hotels and restaurant under municipal corporation – Renewal Suspension and termination of licenses.		
<b>Chapter 8</b>	<b>Industrial Legislation</b>	<b>20</b>	<b>18</b>
1.	<u>Factory Act</u> - Definition of Factory, Worker, Health Safety and Welfare provisions,		
2.	<u>Industrial Disputes Act</u> – Definition of Industry, Manufacturing process, Industrial Dispute, provisions relating to strike, lock-out, retrenchment, lay-off and Authorities for settlement of Industrial Disputes.		
3.	<u>Payment of Wages Act</u> - Definition of Wages, Authorized deductions from the wages		
4.	<u>Workmen’s Compensation Act</u> – Definition of Dependent, Disablement, Occupational disease, liability of the employer to pay compensation and amount of compensation.		
	<b>Total</b>	<b>64</b>	<b>70</b>

### Reference Books

The students should refer to the respective Acts.

Subject - HOSPITALITY MARKETING - II

Subject Code - 704

Semester - Seventh

**Teaching & Examination Scheme:**

<u>Teaching Scheme / week</u>				<u>Examination Scheme</u>			
<u>Theory Hrs</u>	<u>Practical Hrs</u>	<u>Tutorial Hrs</u>	<u>Total</u>	<u>Theory Marks/Duration</u>	<u>Practical Marks</u>	<u>Internal Marks</u>	<u>Total</u>
<u>4</u>	<u>=</u>	<u>1</u>	<u>5</u>	<u>70 / 3 hrs</u>	<u>=</u>	<u>30</u>	<u>100</u>

**Rationale:**

The subject aims to enable the students to, understand the intricacies of managing service business, understand approaches / issues relating to augmented P's of services (People physical evidence, process) and to appreciate the importance of customer satisfaction & quality service.

		<b>Hrs</b>	<b>Mkts</b>
<b>Chapter 1</b>	<b>Services Marketing</b>	<b>08</b>	<b>10</b>
1.1	Definition		
1.2	Difference between goods & services		
1.3	Characteristics of services		
1.4	Management strategies for service business		
<b>Chapter 2</b>	<b>People</b>	<b>08</b>	<b>10</b>
2.1	Role of employees in service process		
2.2	Recruitment and training		
2.3	Motivation & Empowerment		
2.4	Internal marketing		
<b>Chapter 3</b>	<b>Physical Evidence</b>	<b>08</b>	<b>10</b>
3.1	Definition & role		
3.2	Elements of physical evidence		
3.2.1	Exterior facilities		
3.2.2	Interior facilities		
3.2.3	Other tangibles		

<b>Chapter 4</b>	<b>Process</b>	<b>08</b>	<b>10</b>
4.1	Service encounter		
4.2	Blue printing		
4.3	Operation design for cost efficiency, service quality and customisation position		
<b>Chapter 5</b>	<b>Customer satisfaction &amp; Quality</b>	<b>12</b>	<b>10</b>
5.1	Customer Value and satisfaction		
5.2	Five gap model of service quality		
5.3	Benefits of service quality		
5.4	Retaining customers, handling customer complaints		
5.5	Relationship marketing		
5.6	Monitoring and measuring customer satisfaction		
<b>Chapter 6</b>	<b>Managing supply, demand and productivity</b>	<b>14</b>	<b>15</b>
3.1	Managing supply		
3.1.1	(Part - time employees, Overtime, Cross training, Peak time operation procedures, increasing customer participation, shared facility, outsourcing)		
6.2	Managing Demand		
6.2.1	(Shift usage, decrease demand during peak, stimulate demand during slow periods) Tools of managing demand.		
6.3	Enhancing productivity		
6.3.1	(Improving quality of labour force, Investment in capital equipment, automation of tasks, modify customer – service interaction, separate customer contact & support function, outsourcing, increase self service options)		
<b>Chapter 7</b>	<b>Marketing organization</b>	<b>06</b>	<b>05</b>
7.1	Forms of Marketing organization		
7.2	Set-up and organisation of sales and marketing department		
7.2.1	(Individual property, regional/ national chain/ multinational chain)		
7.3	Duties of a Marketing Manager		
	<b>Total</b>	<b>64</b>	<b>70</b>

#### Reference Books

1. Marketing for Hospitality & Tourism - Philip Kotler, Bowen and Makens Prentice – Hall Inc.
2. Services Marketing - M.K. Ram Pal & S.L. Gupta - Galgotia Publishing Concept, Application & Cases Co. – New Delhi
3. Services Marketing Kenneth Clow, David Kurtz Biz Tantra – New Delhi
4. Operation management and strategies

**Subject - ENVIRONMENTAL MANAGEMENT**

**Subject Code - 705**

**Semester - Seventh**

**XI Teaching and  
Examination**

**Scheme: -**

<u>Teaching Scheme / week</u>				<u>Examination Scheme</u>			
<u>Theor</u> <u>y Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks/</u> <u>Durati</u> <u>on</u>	<u>Practi</u> <u>cal</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Marks</u>	<u>Total</u>
<u>4</u>	<u>=</u>	<u>1</u>	<u>5</u>	<u>70/3</u>	<u>=</u>	<u>30</u>	<u>100</u>

**Rationale:**

The course aims to establish the importance of environmental issues and the role of the Hospitality Industry in propagating conservation measures.

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Introduction and development of environmental message</b>	<b>04</b>	<b>06</b>
1.1	Staff – Raise awareness build commitment, provide support, reward efforts, celebrate success		
1.2	Business partners coordination		
1.3	Guests participation		
1.4	Community – sponsorship, urban beautification, alternate energy sources		
<b>Chapter 2</b>	<b>Waste Management</b>	<b>06</b>	<b>06</b>
2.1	Why manage waste		
2.2	Recycling		
2.3	Non-hazardous energy separation		
<b>Chapter 3</b>	<b>Energy and waste conversion</b>	<b>06</b>	<b>06</b>
3.1	Introduction		
3.2	Energy efficiency action plan		
3.3	Assessing current performance		
3.4	Energy conservation measures		
3.5	Guidelines for major use areas		
3.6	Making decision about investments		

3.7	Evaluation of new technology		
<b>Chapter 4</b>	<b>Water</b>	<b>06</b>	<b>06</b>
4.1	Water and the environment		
4.2	Improving water quality		
4.3	Case studies		
<b>Chapter 5</b>	<b>Product purchase</b>	<b>06</b>	<b>06</b>
5.1	Principles of responsible purchasing		
5.2	Implementation of Eco friendly purchasing		
5.3	Products: recycled paper, future products		
<b>Chapter 6</b>	<b>Indoors air quality</b>	<b>06</b>	<b>06</b>
6.1	Potential sources of air pollution		
6.2	Improving indoor air quality		
6.3	Costs		
<b>Chapter 7</b>	<b>External air emissions</b>	<b>06</b>	<b>06</b>
7.1	Sources		
7.2	Effects		
7.3	Hotels and air pollution		
<b>Chapter 8</b>	<b>Noise</b>	<b>06</b>	<b>06</b>
8.1	Introduction		
8.2	Problems of noise & program for tackling it		
<b>Chapter 9</b>	<b>Hazardous materials</b>	<b>06</b>	<b>06</b>
9.1	Definition & Sources		
9.2	Hazards & dealing with hazardous materials		
<b>Chapter 10</b>	<b>Ecotels</b>	<b>06</b>	<b>06</b>
9.1	What are ecotels		
9.2	Case studies India, abroad		
<b>Chapter 11</b>	<b>Building of the future</b>	<b>06</b>	<b>10</b>
10.1	Building materials – cement, bricks, wall panels		
10.2	Paints		
10.3	Smart buildings		
10.4	Current technology		
	<b>Total</b>	<b>64</b>	<b>70</b>

### Reference Books

1. Environmental Management for Hotels - Butterworth & Heinemann

### Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

**Subject Title - FOOD PRODUCTION - I**

**Semester - Eighth**

**Course No. - 801 - A**

**Teaching and Examination Scheme**

<u>Teaching Scheme</u>				<u>Examination Scheme</u>			
<u>Theory</u> <u>Hrs per</u> <u>Week</u>	<u>Practic</u> <u>al Hrs</u> <u>per</u> <u>Week</u>	<u>Tutorial</u> <u>s</u>	<u>Tota</u> <u>l</u>	<u>Theory</u> <u>Marks/ Paper</u> <u>Duration</u>	<u>Practic</u> <u>al</u> <u>Marks</u>	<u>Intern</u> <u>a</u> <u>l</u>	<u>Total</u>
<u>3</u>	<u>8</u>	<u>2</u>	<u>13</u>	<u>70 marks</u>	<u>70</u>	<u>60</u>	<u>200</u>

**Rationale:** This course enables the student to acquire administrative and managerial skills and to familiarize them with the current trends in the Food Production Operations, like standard operating procedures and software applications while sharpening their culinary skills.

	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1 Deserts</b>	<b>07</b>	<b>12</b>
1.1 Frozen Deserts		
1.2 Classification		
1.3 Types & methods of preparation care uses.		
1.4 Hot Puddings – Methods of preparation, care, uses		
1.5 Ice- creams, methods, types		
1.6 Indian Specialty Deserts		
<b>Chapter 2 Chocolate making</b>	<b>07</b>	<b>12</b>
2.1 Manufacturing & processing of chocolate		
2.2 Types of chocolate		
2.3 Preparations & care in chocolate work		
2.4 Fillings & toppings – preparation, method, care in preparation, presentation, and storage.		
<b>Chapter 3 Personal Management in the Kitchen</b>	<b>07</b>	<b>10</b>
3.1 Developing a good food production team (Desirable attributes for staff at various levels of hierarchy)		

- 3.2 Allocation of work
- 3.3 Task Analysis
- 3.4 Duty roaster
- 3.5 Time & motion study in kitchen.
- 3.6 Production, planning, scheduling & budgeting.

**Chapter 4 Kitchen Administration** **07 10**

- 4.1 Aims of Control
- 4.2 Maintaining records / registers / logbook
- 4.3 Communication with other departments
- 4.4 Conduction meetings
- 4.5 Liasing with customers / guests

**Chapter 5 Production Management** **06 10**

- 5.1 Buying Knowledge
- 5.2 Specification buying
- 5.3 Scope of Purchases
- 5.4 Production planning & scheduling
- 5.5 Production quality & quantity control

**Chapter 6 Budgetary Control** **10 10**

- 6.1 Objectives
- 6.2 Types of budgets
- 6.3 Basic stages in preparation of budgets
- 6.4 Pricing consideration
- 6.5 Menu engineering

**Chapter 7 Product Research & Development** **04 06**

- 7.1 Testing of new recipes and equipment
- 7.2 Developing new recipes.
- 7.3 Food trials
- 7.4 Organoleptic and sensory evaluation

**Total 48 70**

**XXVI. Note:**

- 1.) Student should be familiar with the glossary of terms pertaining to above-mentioned topics.
- 2.) Students should be aware of the standard operating procedures in the Food Production Department.
- 3.) Relevant software should be made available to the students for practice.

**Practicals – 24**

- a) Students should be familiar with the various software applications in Food Production. (e.g. Purchasing, stores, standardization recipes, Food Cost Reports, etc) - 4 practicals
- b) Practice of Basket Exercise should be given to students - 8 Practicals
- c) Non edible displays of
  - i) Ice carving
  - ii) Tallow sculpture
  - iii) Fruits & vegetable displays
  - iv) Salt dough
  - v) Pastillage
- d) Students should be given practice of “a la carte” menus – India and Continental  
4 - practicals

**Practical Examination**

A surprise basket of raw ingredients should be provided by the Institute to cover a 5-Course menu of any cuisine of their choice. The 5 course would include Appetizer, Soup, Main Course, Salad and Sweet.

**Reference Books:**

- 1.) Fruit and Vegetable Carving – By Meera John Jacob
- 2.) The Art of Grade Manager – By Frederic H. Sonneschmidt & John Nicolas
- 3.) The Professional Chef – ( The Culinary Institute of America) – Published by Wiley & Sons Inc.
- 4.) The Professional Grade Manager – By David Paul Larousse
- 5.) The Art of Sugar Craft – Sugar Paste – By Brenda Purton
- 6.) The Art of Sugar Craft – Royal Icing – By Brenda Purton

- 7.) Practical Computing a Guide for Hotel and Catering students – By Jill Smith  
– Publisher – Heinemann Professional Publishing Ltd.
- 8.) People and the Hotel and Catering Industry – Cassell
- 9.) Practical Computing – A guide for Hotel and catering Students – Jill Smith (Heinemann Professional Publishing Ltd)
- 10.) Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone.

**Subject Title - SPECIALIZATION OF FOOD & BEVERAGES SERVICE  
& MANAGEMENT**

**Semester - Eighth**

**Course No. - 801 - B**

**Teaching and Examination Scheme**

<u>Teaching Scheme</u>				<u>Examination Scheme</u>			
<u>Theory</u> <u>Hrs per</u> <u>Week</u>	<u>Practical</u> <u>1 Hrs</u> <u>per</u> <u>Week</u>	<u>Internal</u>	<u>Total</u>	<u>Theory</u> <u>Marks/</u> <u>Paper</u> <u>Duration</u> <u>2 hrs</u>	<u>Practical</u> <u>Marks</u> <u>4 hrs</u>	<u>Internal</u>	<u>Total</u>
<u>3</u>	<u>8</u>	<u>2</u>	<u>13</u>	<u>70/3 hrs</u>	<u>70</u>	<u>60</u>	<u>200</u>

**Rationale:** This course enables the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operations. To familiarize the student with the current trends in hospitality operations like Standard Operating Procedures and Software Applications.

	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1 Meal Experience</b>	<b>09</b>	<b>10</b>
1.1 Introduction		
1.2 Eating Out		
1.3 Food and Drink		
1.4 Variety of service		
1.5 Level of Services		
1.6 Interior design and atmosphere		
1.7 Expectation and identification		
1.8 F & B Service employees		
1.9 Trends in eating out		
<b>Chapter 2 Managing quality in Food &amp; Beverage Operations</b>	<b>07</b>	<b>10</b>
2.1 Definition and importance		
2.2 Approaches to quality management		
2.3 Managing quality		
<b>Chapter 3 Budgetary Control</b>	<b>07</b>	<b>10</b>

3.1	Objectives		
3.2	Types of Budgets		
3.3	Basic stages in preparation of budgets		
3.4	Pricing consideration		
3.5	Menu pricing		
3.6	Menu engineering		
<b>Chapter 4 F &amp; B Management in Fast Food and Popular Catering</b>		<b>08</b>	<b>14</b>
4.1.	Introduction		
4.2.	Basic policies – Financial marketing and Catering		
4.3.	Organizing and Staffing		
4.4.	Control and performance measurement		
<b>Chapter 5 F &amp; B Management in Hotels &amp; Restaurants</b>		<b>09</b>	<b>14</b>
5.1	Introduction		
5.2	Basic Policies – Financial marketing and Catering		
5.3	Organizing and Staffing		
5.4	Control and performance measurement		
5.5	Production planning & scheduling		
5.6	Production quality & quantity control		
<b>Chapter 6 F &amp; B Management in Industrial Catering</b>		<b>08</b>	<b>12</b>
6.1	Introduction		
6.2	Basic policies – Financial marketing and Catering		
6.3	Organizing and Staffing		
6.4	Control and performance measurement		
		<b>Total</b>	<b>48 70</b>

### **Practicals:**

- 1.) Arranging a theme Dinner / Food Festival
- 2.) Practice software applications in F & B
  - a. Creat KOT's / BOT's and open a guest table
  - b. Posting items and writing on item / bill
  - c. Printing of a bill
  - d. Settling bills / Credit cards
  - e. Opening and closing a shift and operations afloat
  - f. Types of keys / passwords – waiter, supervisor, manager
  - g. List of reports generated – Daily Revenue Reports, including APC Menu Sales Analysis, Food & Beverage Cost reports, etc.
- 3.) Checklist for opening a restaurant
- 4.) Checklist for closing a restaurant
- 5.) Practice of standard operating procedures in restaurants
- 6.) Menu planning and service procedures – Indian and International cuisine (Specialized service, banquets, gueridons).

## **Reference Books:**

- 1.) Food & Beverage Service – Dennis Lillicrap and John Cousins
- 2.) Food & Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
- 3.) Food & Beverage Control – By Richard Kotas
- 4.) Food & Beverage Service Management – Brain Varghese
- 5.) The Restaurant (From Concept to Operation) – Lipinski
- 6.) Food & Beverage Service Training Manual – Sudhir Andrews
- 7.) Practical Computing – A guide for Hotel and students – Jill Smith (Heinemann Profes. Publishing)

Subject - SPECIALISED ACCOMMODATION MANAGEMENT

Subject Code - 801-C

Semester - Eighth

XIX Teaching & Examination Scheme:

<u>Teaching Scheme/ Week</u>				<u>Examination Scheme</u>			
<u>Theory</u> <u>Hrs</u>	<u>Practical</u> <u>Hrs</u>	<u>Tutorial</u> <u>Hrs</u>	<u>Total</u> <u>Hrs</u>	<u>Theory</u> <u>Marks /</u> <u>Duration</u> <u>n</u>	<u>Practical</u> <u>Marks</u>	<u>Internal</u> <u>Marks</u>	<u>Total</u>
<u>3</u>	<u>8</u>	<u>2</u>	<u>13</u>	<u>70 / 3 hrs</u>	<u>70 / hrs</u>	<u>60</u>	<u>200</u>

**Rationale:**

The subject aims to establish the importance of accommodation management with in the hospitality industry. It equips the student to acquire knowledge & skills with respect to various management aspects of housekeeping Division.

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Operations Management</b>	<b>06</b>	<b>10</b>
1.1	Effective use of cleaning practices and Front Office Operations – SOP’s at housekeeping and front office department.		
1.2	Effective use and control of supplies & equipment.		
1.3	Establishing standards, monitoring performance, corrective action in Rooms Division.		
<b>Chapter 2</b>	<b>Personnel Management in Accommodations Operations</b>	<b>12</b>	<b>10</b>
2.1	Calculating Staff Requirement, Duty Rotas		
2.2	Selection & Requirement of employees – Attributes for staff at various levels of hierarchy		
2.3	Time & Motion study, work study & work measurements		
<b>Chapter 3</b>	<b>Financial Management &amp; cost control</b>	<b>06</b>	<b>10</b>
3.1	Preparation of Budget		
3.1.1	Revenue Budget for Front Office		
3.1.2	Expense Budget for House keeping Department.		
3.2	Budgets : Types – fixed, flexible, zero base		
3.3	Measures to reduce operating cost & labour cost		

<b>Chapter 4</b>	<b>Environmental Practices in Housekeeping</b>	<b>06</b>	<b>10</b>
4.1	Eco friendly cleaning supplies		
4.2	Waste reductions programme		
4.3	Recycling of materials		
<b>Chapter 5</b>	<b>Use of computer technology in Rooms Division</b>	<b>04</b>	<b>10</b>
5.1	MIS – Management Information System		
5.2	Software used in Hotels		
5.3	Reports generated at Front Desk and Housekeeping		
5.3.1	Rooms Status Report		
5.3.2	Sales Mix Report		
5.3.3	Revenue Report		
5.3.4	Guest History		
<b>Chapter 6</b>	<b>Yield Management</b>	<b>06</b>	<b>10</b>
6.1	Concept ARR & Rev PAR		
6.2	Definition & importance of Yield Management		
6.3	Forecasting		
<b>Chapter 7</b>	<b>HR Practices in Rooms Division</b>	<b>08</b>	<b>10</b>
7.1	Motivation		
7.2	Performance Appraisal		
7.3	Promotion & renewal		
7.4	Disciplinary action		
7.5	Dismissal Procedure		
	<b>Total</b>	<b>48</b>	<b>70</b>

#### **Practicals**

- 1 Preparing SOP
  - Guest Arrival
  - Guest Departure
  - Handling complaints
  - Cleaning procedures
- 2 Preparing operating budget for Front Office and Housekeeping departments
- 3 Calculating staff requirement for Front Office and Housekeeping departments
- 4 Preparing Duty Rotas
- 5 Assignment – Compare any two hotels from the standpoint of their attitude to yield management.
- 6 Assignment – Study of Ecotel and eco-friendly measures adopted in Hotels.
- 7 Students should have knowledge of use of software for Hotel Operations

#### **Reference Books:**

6. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak
7. Professional Management of H.K. operations- Matt. A. Casado ( Wiley)
8. Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer
9. Check in – Check out – Gary Vallen, Jereme, Vallen
10. Managing Front Office Operations – Michel Kasavana, Richard M Brooks

Subject - PROJECT REPORT

Subject Code - 802

Semester - Eighth

Teaching and Examination Scheme:

<u>Teaching Scheme / Week</u>				<u>Examination Scheme</u>			
<u>Theor</u> <u>y Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutori</u> <u>al</u> <u>Hrs</u>	<u>Total</u>	<u>Theor</u> <u>y</u> <u>Marks</u> <u>/</u> <u>Durati</u> <u>on</u>	<u>Practic</u> <u>al</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Marks</u>	<u>Total</u>
<u>04</u>	<u>6</u>	<u>=</u>	<u>10</u>	<u>=</u>	<u>70</u>	<u>30</u>	<u>100</u>

**Rationale:**

To enable the student to apply the knowledge and skills acquired in the many facets of Hotel Operations, learn to analyse data situations at logical decisions.

**The project report should be prepared on the following guidelines.**

**Content for the Project Work**

1. Cover Page
2. Title Page
3. Certificate
4. Acknowledgment
5. Synopsis
6. Index / Content
7. Page No.
  - ◆ Introduction (Aims & Objectives, History, Primary Data, Explanation of Terms)
  - ◆ Research Methodology (Methods adopted for collecting Data)
  - ◆ Questionaries, Interview, Mails etc.
  - ◆ Data Analysis & Data Interpretation (Data is depicted with the help of Bar Chart, pie Chart, Graphs, Statistical formulae and interpreted)
  - ◆ Conclusions and Limitations
  - ◆ Suggestions / Amendments
7. Annexures
8. Bibliography (List of Reference Books)
9. Questionnaire (Blank Format)

**Notes:**

- 1.) The theory hours should be utilised for teaching research methodology and as contact hours with the Guide (Refer point no. 3 below)
- 2.) The Project Report should be market research and field work oriented and related to the Elective Course (Food Productions / Food & Beverage Service / Accommodation Management)
- 3.) The Senior Lecturer / Asst Prof./ HOD/ of the concerned Course will be the Guide for the Project Report
- 4.) The documentation and presentation should be conducted before the panel of examiners (two external and one internal). Marks would be awarded for Project Report, Presentation & Viva – voce by the panel of examiners.

**Subject Title - TOTAL QUALITY MANAGEMENT****Semester - Eighth****Course No. - 803****Teaching and Examination Scheme**

<u>Teaching Scheme</u>				<u>Examination Scheme</u>			
<u>Theory</u> <u>Hrs per</u> <u>Week</u>	<u>Practical</u> <u>Hrs</u> <u>per</u> <u>Week</u>	<u>Internal</u> <u>!</u>	<u>Total</u>	<u>Theory Marks/</u> <u>Paper Duration</u> <u>2 hrs</u>	<u>Practical</u> <u>Marks</u> <u>4 hrs</u>	<u>Internal</u> <u>Marks</u>	<u>Total</u>
<u>4</u>	<u>:</u>	<u>1</u>	<u>5</u>	<u>70/3</u>	<u>::</u>	<u>30</u>	<u>100</u>

**Rationale:**

To understand meaning of Quality Management in Hospitality Industry and learn methods of solving problems and under taking improvements projects by developing culture of team working with the ultimate intention of delighting customer and continually improving the processes in all functions.

**Hrs Mks****Chapter 1 Quality in Service Industry****02 04**

- 1.10 Definitions
- 1.11 Concepts and models
- 1.12 Quality plans

**Chapter 2 Core Concepts of TQM****06 08**

- 2.4 Internal Customer
- 2.5 Right First Time
- 2.6 Customer Focus
- 2.7 Continuous Improvement

**Chapter 3 Thoughts from Quality Gurus****04 03**

- 3.7 Deming
- 3.8 Crosby
- 3.9 Juran

**Chapter 4 Core values of Japanese Management****02 03**

- 4.6 Group Orientation
- 4.7 Perfectionism
- 4.8 Innovation

4.9	Deligence		
<b>Chapter 5</b>	<b>Various International Quality Standards</b>	<b>04</b>	<b>06</b>
5.7	QMS – ISO 9001:2000		
5.8	EMS – ISO 14001:1996		
5.9	HACCP		
<b>Chapter 6</b>	<b>Organizational culture &amp; leadership for TQM</b>	<b>06</b>	<b>08</b>
6.5	Commitment		
6.6	Vision		
6.7	Mission		
6.8	Creating environment		
<b>Chapter 7</b>	<b>Problem solving Tools &amp; Techniques</b>	<b>04</b>	<b>03</b>
7.5	Brain Storming		
7.6	Pareto Analysis		
7.7	Fishbone Diagram		
<b>Chapter 8</b>	<b>Team work for Quality</b>	<b>04</b>	<b>04</b>
8.1	Quality Circle		
8.2	Flow group Concept		
<b>Chapter 9</b>	<b>Kaizen &amp; Continuous Improvement</b>	<b>04</b>	<b>04</b>
9.1	“5 S ”		
9.2	Philosophy		
9.3	Process Mapping & Improvement (5 W & 1 H)		
<b>Chapter 10</b>	<b>Measuring &amp; Managing Customer Satisfaction</b>	<b>04</b>	<b>03</b>
10.1	Why?		
10.2	What? &		
10.3	How?		
<b>Chapter 11</b>	<b>Green Service Quality</b>	<b>04</b>	<b>04</b>
11.1	Challenges		
11.2	Opportunities		
11.3	Water		

11.4	Energy		
11.5	Waste Management		
<b>Chapter 12</b>	<b>Cost of Quality</b>	<b>03</b>	<b>03</b>
12.1	Failure		
12.2	Appraisal		
12.3	Preventive Cost		
<b>Chapter 13</b>	<b>Role of Communication in TQM</b>	<b>04</b>	<b>04</b>
13.1	Language Concept		
13.2	Effective Ways		
<b>Chapter 14</b>	<b>Investors in People</b>	<b>02</b>	<b>03</b>
14.1	Assessment		
14.2	Competence Gap		
14.3	Training		
<b>Chapter 15</b>	<b>Business Process Re-engineering</b>	<b>04</b>	<b>04</b>
15.1	Concept		
15.2	Methodology		
<b>Chapter 16</b>	<b>Measuring &amp; Managing Customer Satisfaction</b>	<b>07</b>	<b>06</b>
16.1	Steps to success		
		<b>Total</b>	<b>64 70</b>

#### Reference Books:

- 11.) "Managing Quality in Science Sector" – Mike Asher 1996 – Kogan Page Ltd.
- 12.) "The essence of Total Quality Management" – John Bank 1996 – Practice Hall of India Pvt. Ltd. New Dehli.
- 13.) "Word of Kaizen" - A Total Quality Culture of Survival – Shyam Talawadekar – Published by Quality Management System, Thane
- 14.) "Quality is Free" – and "Quality is still Free" by Philip Crosby
- 15.) "The Eight Core Values of Japanese Businessmen" – Yasutaka Sai – Jaico Publishing House
- 16.) "TQM in Action" - John Pike & Richard Barheo – Clrpure & Hall

- 17.) "Quality of Service Sector" – John Meckard – Management Books 200 Ltd.
- 18.) "Quality of Service : by Bo Evandsson, Bertel Thamsson & John Obertveit – Mc graw – Hill Book Company

Subject - MANAGERIAL ECONOMICS

Subject Code - 804

Semester - Eighth

Teaching and Examination Scheme:

<u>Teaching Scheme / Week</u>				<u>Examination Scheme</u>			
<u>Theor</u> <u>y Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutori</u> <u>al</u> <u>Hrs</u>	<u>Total</u>	<u>Theor</u> <u>y</u> <u>Marks</u> <u>/</u> <u>Durati</u> <u>on</u>	<u>Practic</u> <u>al</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Marks</u>	<u>Total</u>
<u>03</u>	<u>=</u>	<u>01</u>	<u>04</u>	<u>70 / 3</u>	<u>=</u>	<u>30</u>	<u>100</u>

**Rationale:**

It is important that students have knowledge of application of management techniques in the field of economics. Moreover they should be able to understand the manager's Role in the decision making process from economic view point.

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Nature &amp; Significance of Managerial Economics</b>	<b>04</b>	<b>10</b>
1.1	Meaning, Features & Significance		
1.2	Functions of Managerial Economist		
<b>Chapter 2</b>	<b>Basic Terms used in Economics</b>	<b>04</b>	<b>10</b>
2.1	Micro & Macro Economics		
2.2	Problem of Scarcity – Lionel Robbins Definition of Economics		
2.3	Economic Tasks – Production & Distribution		
2.4	Economic Entities – Household & Firm		
2.5	Distinction between Plant, Firm & Industry.		
<b>Chapter 3</b>	<b>Demand Analysis</b>	<b>08</b>	<b>10</b>
3.1	Meaning, Types & Determinants of Demand		
3.2	Meaning & Determinants of Individual & Market Demand		
3.3	Demand Function & Demand Schedule		

3.4	The Law of Demand		
<b>Chapter 4</b>	<b>Theory of Consumer Demand</b>	<b>08</b>	<b>10</b>
4.1	Utility - Meaning & Types		
4.2	The Law of Diminishing Marginal Utility		
4.3	The Law of Equi-Marginal Utility		
<b>Chapter 5</b>	<b>Elasticity of Demand</b>	<b>06</b>	<b>08</b>
5.1	Concepts, Kinds & Types		
5.2	Measurement of Price Elasticity Demand		
<b>Chapter 6</b>	<b>Production Analysis</b>	<b>06</b>	<b>08</b>
6.1	Concepts & Attributes		
6.2	The Law of Variable Proportions		
6.3	The Law of Returns to Scale		
<b>Chapter 7</b>	<b>Supply Analysis</b>	<b>06</b>	<b>08</b>
7.1	Meaning & Determinants of Supply		
7.2	The Law of Supply		
7.3	Elasticity of Supply- meaning, measurement & factors affecting elasticity of Supply		
<b>Chapter 8</b>	<b>Types of Market</b>	<b>06</b>	<b>06</b>
8.1	Meaning & Classification of Market Structure		
8.2	Types of Market Structures Formed by the Nature of Competition		
	<b>Total</b>	<b>48</b>	<b>70</b>
<b>Reference Books :</b>			

1. Economics for Hotel & Catering Students – By Howard & Huggle
2. Introduction to Economics – Caiseneross
3. Managerial Economics - Jean

**Subject - ENTREPRENEURSHIP DEVELOPMENT**

**Subject Code - 805**

**Semester - Eighth**

**Teaching and Examination Scheme:**

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
3	-	1	4	70 / 3 hrs	-	30	100

**Rationale:-**

**This course enables the student to develop entrepreneurship abilities and understand the culture of entrepreneurship development.**

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Introduction to Entrepreneurship / Concept of Entrepreneurship</b>	<b>02</b>	<b>02</b>
<b>Chapter 2</b>	<b>Qualities &amp; Attributes required for Entrepreneurship</b>	<b>08</b>	<b>10</b>
<b>Chapter 3</b>	<b>The Entrepreneurial Process</b>	<b>10</b>	<b>08</b>
<b>Chapter 4</b>	<b>Identifying the Opportunity (SWOT Analysis)</b>	<b>08</b>	<b>10</b>
<b>Chapter 5</b>	<b>Assessing the Market</b>	<b>06</b>	<b>10</b>
	5.4 Information gathering techniques		
	5.5 Principles of market survey		
	5.6 Analysis of survey data		
<b>Chapter 6</b>	<b>Resource Mobilization</b>	<b>06</b>	<b>10</b>
<b>Chapter 7</b>	<b>Budgeting, Accounting &amp; Control</b>	<b>06</b>	<b>10</b>
	7.1 Principles of evaluation of quality control		
<b>Chapter 6</b>	<b>Preparation of a Project report</b>	<b>06</b>	<b>10</b>
	<b>Total</b>	<b>48</b>	<b>70</b>

**XXVII. Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Reference Books**

9. Entrepreneurship Development - MSBTE.
10. Innovation & Entrepreneurship – Peter Drucker
11. The culture of Entrepreneurship – Berger