

UNIVERSITY OF PUNE

Faculty of Management Syllabus for Bachelor of Science - Hospitality Studies (BScHS) w.e.f Academic Year 2008/2009

**BScHS - First Year
BScHS - Second Year
BScHS -Third Year**

I. Introduction:

The basic idea is to revise the curriculum of the Three years Degree Course in Hospitality Studies (BScHS) with a view to keep abreast with the current changing trends in the travel industry.

II. Objectives and Framework of the curriculum of BScHS programme

1. The basic objective of the BScHS programme is to provide to the country a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy positions of management and administration in the Hospitality Industry.
2. The course structure of the given BScHS 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 management theory and practice.
 - b. Providing opportunities to the participants, within and outside the institutions, for developing necessary operating skills and
 - c. Imparting / developing the right kind of attitudes to function effectively in operational, managerial / administrative positions.
3. Certain other essential considerations:
 - 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.
4. Imparting / developing suitable attitudes understandably is a very difficult and delicate task, and is to be done by the faculty as inconspicuously as possible.
5. The relative importance of skills development and attitudinal orientation in management education suggests that the Institution offering the program should have some freedom on course development in choosing methods of instruction, and internal assessment within a broad framework of objectives and curriculum structure.
6. A minimum weightage of 30 percent is given to internal continuous and sessional assessment, consisting of tasks like classroom exercises, texts, seminars, presentations, quizzes, group tasks, term papers etc, The external semester-end University examination has a maximum weightage of 70 percent.

7. The full time three-year programme in hospitality studies has 6 semesters, and a semester will have a total of 20 working weeks.

III. The Curriculum:

1. The curriculum is presented in the accompanying chart along with the appendices containing a list of subjects and outlines of required courses.
2. Care and attention has been given to the basic objective of the curriculum and its academic rigour, without favouring strict straight-jacketing of management curriculum which would shut out the much needed experimentation and innovation in the field of hospitality studies.
 - a. The curriculum includes a total of 32 courses.
 - b. Of the 32 courses, course No. 101, 102, 103, 104, 201, 202, 203, 301, 302, 303, 501, 502, 503, 601, 602 and 603 are practical courses.
 - c. There is a provision for Project Report and Industrial Training in the fourth semester, which together carry a mark value of 600 internal marks for Industrial Training and Project Report.
 - d. Semester work load is balanced with six full courses of 100 marks each per semester, 576 periods for lectures, practicals and tutorials except for fourth semester of Industrial Training.
3. Ordinarily in each class, not more than 60 students will be admitted.
4. Appendix I: Outline of the structure of BScHS course.
Appendix II: Detailed syllabus, Semester-wise / Course-wise.

IV Eligibility for admission:

The minimum eligibility for this course would be HSC (12th Std) or its equivalent, passing with a minimum of 45% marks in the aggregate (40% in case of candidates of backward class categories belonging to Maharashtra State).

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 Semester.

VII Industrial Training

In the Fourth Semester the students shall be sent for industrial training for a period of 20 weeks, where they would work desirably for a period of 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.

- a. The student shall maintain a logbook on daily basis.
- b. 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.
- c. 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.
- d. 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 Fourth Semester.
- e. 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 (30th April). Only on the basis of a certificate of the internal examiner concerned that the project report has been satisfactorily completed, would the student be allowed to appear for the viva-voce of the Fourth Semester. The marks will be communicated by the Principal to the University before 31st May.

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 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

X Teaching Faculty

- a. The Teaching Faculty must be as prescribed by the University of Pune. There must be one full time Principal and two full time lecturers for the First Year of the course. Subsequently, additional two full time Lecturers / Asst. Professors / Professors should be appointed for Second and Third Year each. 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 and Lecturers should be on the lines of those as laid down by the National Council for Hotel Management & Catering Technology and/or as prescribed by the Faculty of Management, University of Pune.

XI Classroom And Laboratories

Besides the classrooms for lectures and tutorials, the laboratories for practicals should include the following:

Basic Training Kitchen, Advanced Training Kitchen, Quantity Training Kitchen,

Training Restaurant, Reception Counter, Housekeeping Guest Rooms Library and Computer Lab with LAN / Internet Facility, as per the ratio of students to Computers prescribed by the University.

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

XII 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, care should be taken to see that there is at least one person specializing in each unit course out of the total number of paper- setters/ examiners comprising of faculty from University of Pune affiliated Hotel Management Institutes and the balance percent from the industry the fraction , if any, to be rounded off in favour of internal examiners.

XIII Examination

The BScHS Examination will be held in six 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 three semesters.
2. 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 Fifth semester unless he / she submits the Project Report as required.

XI 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, except in case of semester IV, i.e. Project Report, Industrial Training and Computer Application.

- a. The internal, practical and external assessment will constitute separate heads of passing and they will be shown separately in the transcripts.
- b. For each course, the ratio of marks of internal assessment in relation to the external assessment shall be 30:70
- c. The division of the 30 marks allotted to internal assessment shall be
10 marks for tutorial work or term papers,
10 marks for seminars / performances of Practicals and
10 marks for continuous assessment comprising of attendance, journal work, discipline, attitude, etc
- d. 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.
- e. The Training Report and Project Report and Viva-voce shall constitute separate heads of passing individually.

- f. The marks awarded by an examiner in the internal assessment shall be communicated to the candidate.
- g. 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.

XII Marks

- a. Each semester will carry a total of 600 marks each (100 marks for each Course).
- b. The marks allotted to each course shall be as follows:
 - 70 marks for external written comprehensive test and 30 for internal assessment.
 - 40 marks for written comprehensive test where practicals are conducted, along with 30 marks for practicals and 30 marks shall be assigned for internal assessment.

Industrial Training and Project Report shall carry 300 marks each – 100 marks for Internal and 200 marks for External assessment.

XIII 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. Final result will be computed based on the aggregate marks obtained in the Fifth and Sixth Semesters of the programme.

University of Pune

Syllabus for Bachelor of Science – Hospitality Studies

The Following abbreviations have been used here under

L = Lecture P= Practical T= Tutorial

Internal Continuous Assessment = Class Test

First Year BScHS (SEMESTER I)

Course No	Subject	Teaching scheme (hours per week)			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
101.	Basic Food Production	2	8	1	40	30	30	100
102.	Food & Beverage Service	2	3	1	40	30	30	100
103.	Basic Rooms Division	2	3	1	40	30	30	100
104.	Computer Fundamentals	2	2	1	40	30	30	100
105.	Catering Science I	3	-	1	70	-	30	100
106.	Communication Fundamentals	3	-	1	70	-	30	100
	TOTAL	14	16	6	300	120	180	600

First Year BScHS (SEMESTER II)

Course No	Subject	Teaching scheme (hours per week)			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
201	Food Production Principles	2	8	1	40	30	30	100
202	Food & Beverage Operations	2	3	1	40	30	30	100
203	Rooms Division Services	3	3	-	40	30	30	100
204	Travel and Tourism	3	-	1	70	-	30	100
205	Catering Science II	3	-	1	70	-	30	100
206	Basic French for Hotel Industry	2	2	1	70	-	30	100
	TOTAL	15	16	5	330	90	180	600

Second Year BScHS (SEMESTER III)

Course No	Subject	Teaching scheme (hours per week)			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
302	Beverage Services	2	3	1	40	30	30	100
303	Accommodation Services	2	3	1	40	30	30	100
304	Principles of Management	3	-	1	70	-	30	100
305	Basic Principles of Accounting	4	-	1	70	-	30	100
306	Hotel Engineering	3	-	1	70	-	30	100
	TOTAL	16	14	6	330	90	180	600

Second Year BScHS (SEMESTER IV)

Course No	Subject	Examination Scheme		
		Panel	Internal	Total
401	Industrial Training 20 weeks * 6 days * 8 hours = 960 Hrs	280	120	400
402	Project Report	140	60	200
	TOTAL	420	180	600

A) Training report to be submitted as per specifications & 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): -

	Internal	Panel
Performance Appraisal -	60	--
Logbook -	60	--
Training Report -	--	140
Viva-voce -	--	140
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Total	120 marks	280 marks

B) The Project Report marks would be based on the Project submitted and the viva-voce based on the above project

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

	Internal	Panel
Internal Assessment	60	-
Project Report	-	70
Viva – Voce	-	70
	60	140

Third Year BScHS - SEMESTER V

Course No	Subject	Teaching scheme (hours per week)			Examination scheme			Total Marks
					Theory	Practical	Internal	
		L	P	T				
501.	Specialized Food Production	2	8	1	40	30	30	100
502.	Food & Beverage Service & Management	2	3	1	40	30	30	100
503.	Accommodation Operations	2	3	1	40	30	30	100
504.	Hotel Accounting	4	--	1	70	--	30	100
505.	Marketing Management	3	--	1	70	--	30	100
506.	Hotel Related Laws	4	--	-	70	--	30	100
	TOTAL	17	14	5	330	90	180	600

Third Year BScHS - SEMESTER VI

Course No	Subject	Teaching scheme (hours per week)			Examination scheme			Total Marks
					Theory	Practical	Internal	
		L	P	T				
601	Advanced Food Production	2	8	1	40	30	30	100
602	Advanced Food Services & Management	2	3	1	40	30	30	100
603	Spl.Accommodation Management	2	3	1	40	30	30	100
604	Total Quality Management	4	--	1	70	--	30	100
605	Human Resource Management	3	--	1	70	--	30	100
606	Entrepreneurship Development	3	--	1	70	--	30	100
	TOTAL	16	14	6	330	90	180	600

Subject - BASIC FOOD PRODUCTION
 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
2	8	1	11	40 / 2 hrs	30	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
Chapter 1 Introduction to Professional Cookery	02	02
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.		
Chapter 2 Organization Structure in the Kitchen	02	02
2.1 Types of establishments		
2.2 Classical kitchen brigade (English) for a five Star &		
2.3 Three Star Hotel.		
2.4 Duties & Responsibilities of Executive Chef & various Chefs.		
2.5 Co-ordination with other allied department e.g. Stores, Purchases, Accounts, Service, Housekeeping, etc.		
Chapter 3 Cooking Utensils & Small Equipments	02	02
3.1 Classification - knives, kitchen tools, Electric Food Pre-Preparation equipments, Refrigeration equipment, Food Holding Equipments, Hot plates & Heated Cupboards		
3.2 Properties, Advantages & Dis-advantages of various materials used in tools & equipment.		
3.3 Precautions and Care in handling & maintenance of equipment..		
Chapter 4 Fuels used in the kitchen	01	01
4.1 Heat Transfer Principles		

4.2	Classification, Types, Advantages & Disadvantages		
Chapter 5	Professional Attributes	02	02
5.1	Attitude towards your job.		
5.2	Personal Hygiene.		
5.3	Uniforms		
5.4	Care for your own health & safety.		
5.5	Safety practices & procedures.		
	5.5.1 Accidents, types, nature, classification		
	5.5.2 Preventive measures for each type of accident.		
	5.5.3 Reporting accidents.		
	5.5.4 First aid - meaning, importance, and basic rules.		
	5.5.5 Fire Prevention		
Chapter 6	Commodities used in the Catering Industry	02	--
6.1	Relationship of the classification with food groups studied		
6.2	Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking. (for the following)		
6.2.1	Cereals & Pulses	02	04
	6.2.1.1 Wheat , Rice & Other millets in the region		
	6.2.1.2 Bengal gram, Green gram, Red gram		
	6.2.1.3 Soya beans, kidney bean, double beans, locally available cereals and pulses.		
6.2.2	Sweeteners	02	02
	Sugar, Honey , Jaggery & Artificial Sweeteners		
6.2.3	Fats & Oils	02	04
	Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads		
6.2.4	Dairy products	02	02
	Milk, Cream, Cheese, Curd		
6.2.5	Vegetables	03	04
	Types of Vegetables- Root , Stem , Leafy, Flowery, Fruity		
6.2.6	Fruits	02	02
	Types of Fruits - Fresh , Dried, Canned		
6.2.7	Eggs	01	02
6.2.8	Spices, Herbs, Condiments & Seasonings (Used in Western & Indian Cooking)	02	02

Chapter 7	Pigments in foods	01	01
7.1	Types of pigments in vegetables, fruits and animal products.		
7.2	Effect of heat, acid, alkali, oxidation & metal on pigments		
7.3	Precautions for enhancing & retention of colour.		

Chapter 8	Introduction to food pre-preparation	04	08
	(To be stressed in Practicals)		
8.1	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		
8.2.	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. Basic Indian masalas & gravies (Dry & wet)
5. Minimum 18 Individual Practicals consisting of 70% Indian & 30% Continental Menus be accomplished, over and above the demonstrations.

Practical Examination be conducted on Indian Menus 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

Subject Code - 102

Semester - First

Teaching and Examination Scheme:

<u>Teaching Scheme / Week</u>				<u>Examination Scheme</u>			
<u>Theor y Hrs</u>	<u>Practic al Hrs</u>	<u>Tutori al Hrs</u>	<u>Total</u>	<u>Theory Marks / Duratio n</u>	<u>Practical Marks</u>	<u>Internal Marks</u>	<u>Total</u>
<u>2</u>	<u>3</u>	<u>1</u>	<u>6</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.

VII Hrs Mks

Chapter 1.	The Food & Beverage Service Industry	02	02
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)		
Chapter 2.	Food & Beverage Service areas in a Hotel	02	02
2.1	Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs.		
2.2	Auxiliary areas		
Chapter 3.	Food & Beverage Service Equipment	04	02
3.1	Types & Usage of Equipments- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables,		
3.2	Special Equipment		
3.3	Care & maintenance		
Chapter 4.	Food & Beverage Service Personnel	03	04
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		

Chapter 5. Types of Food & Beverage Service	10	15
5.1 Mis-en-place & Mis-en-scene		
5.2 Table Service –English / Silver, American, French, Russian		
5.3 Self Service – Buffet & Cafeteria		
5.4 Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.		
5.5 Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Automats		
IX.		
Chapter 6. Types of Meals	03	05
6.1. Breakfast – Introduction, Types, Service Methods,		
6.2. Brunch		
6.3. Lunch		
6.4. Hi – Tea		
6.5. Dinner		
6.6. Supper		
Chapter 7. Menu knowledge	08	10
7.1. Introduction		
7.2. Types –Ala Carte & Table D’hote		
7.3. Menu Planning, considerations and constraints		
7.4. Menu Terms.		
7.5. Classical French Menu.		
7.6. Classical Foods & its Accompaniments with Cover.		
X. <u>Note</u> : Glossary of Terms		
Students should be familiar with the glossary of terms pertaining to above mentioned topics		
Total	32	40

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. Rules for laying a table
7. Carrying a Salver / Tray
8. Service of Water
9. Handling the Service Gear
10. Carrying Plates, Glasses & other Equipments
11. Clearing an Ashtray
12. Situations like spillage
13. Setting of Table d’hote & A La Carte covers.
14. Breakfast Table Lay – out & Service (Indian, American, English, Continental)
15. Crumbing, Clearing, Presenting the bill

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 - BASIC ROOMS DIVISION

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
2	3	1	6	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

The subject aims to establish the importance of House Keeping and Front Office 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 the above.

Hrs Mks

XVI SECTION I

Chapter 1 Introduction to House Keeping 02 02

- 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

Chapter 2 Co-ordination with other Departments 01 02

Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts.

Chapter 3 Layout of House Keeping Department 02 02

Sections of the housekeeping department, their functions and layout

Chapter 4 Organization of Housekeeping Department 04 04

- 4.1 Hierarchy in large, medium & small hotels
- 4.2 Attributes of staff.
- 4.3 Job Descriptions and Job Specifications

VII Chapter 5		Guest Rooms
02		04
5.1.	Types	
5.2.	Amenities & facilities for Standard & VIP guest rooms.	
Chapter 6.	Cleaning Equipments	02 02
6.1	Classification, use, care & maintenance	
6.2	Selection & purchase criteria	
Chapter 7	Cleaning Agents	02 04
7.1	Classification, use, care and storage	
7.2	Distribution & Control	
7.3	Selection Criteria	
 <u>XI. SECTION II</u> 		
VIII Chapter 1.		Introduction
To Hospitality Industry		02 02
	The term 'Hotel', evolution & development of hospitality industry and tourism, famous hotels worldwide.	
	Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership)	
	Organizational chart of hotels (Large, Medium, Small)	
IX Chapter 2.		Front Office
Department		04 06
2.1	Sections and layout of Front Office	
2.2	Organizational chart of front office department (small, medium and large hotels)	
2.3	Duties and responsibilities of various staff.	
2.4	Attributes of front office personnel	
2.5	Co-ordination of front office with other departments of the hotel	
2.6	Equipments used (Manual and Automated)	
Chapter 3	Room Types & Tariffs	06 06
3.1	Types of rooms.	
3.2	Food / Meal plans.	
3.3	Types of room rates . (Rack, FIT, crew, group, corporate, weekend etc.)	

Chapter 4	Role of Front Office	05	06
4.1	Key control and key handling procedures		
4.2	Mail and message handling		
4.3	Paging and luggage handling		
4.4	Rules of the house [for guest and staff]		
4.5	Black list		
4.6	Bell Desk and Concierge		
 XII. <u>Note</u> :		Glossary	of
Terms			
Students should be familiar with the glossary of terms pertaining to above mentioned topics			
Total		32	40

Practicals: SECTION I

- 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

Practicals: SECTION II

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: - SECTION I

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

REFERENCE BOOKS:- SECTION II

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- *COMPUTER FUNDAMENTALS*

Subject Code - **104**

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.

		VIII Mks	Hrs
Chapter 1	Computer Fundamentals	10	05
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		
Chapter 2	WINDOWS	05	03
2.1	Features		
2.2	Terminologies - Desktop, Windows, Wallpaper, Icons, X File, Folder, etc.		
2.3	Windows Explorer- (Assignment with files, folders)		
2.4	Accessories – Paint, Notepad, Calculator.		
Chapter 3	DOS – (Disk Operating System)	05	03
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 *)		

Chapter 4	MS-WORD	08	05
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		
Chapter 5	MS-EXCEL	10	06
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)		
Chapter 6	MS-POWERPOINT	08	04
6.1	Slide Layout, Slide t.		
6.2	ClipArt, Orgnisational Chart, Graphs, Tables		
XI	6.3 Custom Animations, Slide Timings		
Chapter 7	INTERNET / E-MAIL	07	05
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		
Chapter	E-Commerce and ERP	04	02
8.1	Concepts of B-to-B, B-to-C		
8.2	ERP concept, SAP Concepts		
Chapter 9	DBMS- (Data Base Management Systems)	02	02
9.1	Definition- DBMS, Table, Data Types, Record, Fields		
Chapter 10	MS-ACCESS	05	05
10.1	Table Creation, Fields, data Type		
10.2	Primary Key Concept		
10.3	Add, Edit, Delete records		
10.4	Forms, Simple Query		
	Total	64	40

XIII. 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 - CATERING SCIENCE – I
Subject Code - 105
IX Semester - First

XIV. Teaching & 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 aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

XVIII	XVII	Hrs	Mks	
	Chapter 1.			Importance
	of Hygiene in the Catering Industry.			02 04
	1.1 Introduction			
	1.2 Definitions - hygiene & sanitation			
	1.3 Significance of hygiene & sanitation in the food industry.			
XIX	Chapter 2.			Food
	Microbiology 08			10
	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.			
	XV. Chapter 3.			Food & Water Borne
	Illnesses			08 12
	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			

Chapter 4.	Food Protection	06	10
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.		
Chapter 5.	Personal Hygiene	04	06
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.		
Chapter 6.	Food Science Concepts	04	06
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 ^H – 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		
Chapter 7	Food Additives	04	06
	Definition, types & their limitations as per PFA Act.		
Chapter 8	Regulatory Agencies	06	08
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.		
Chapter 9	Hazard Analysis & Critical Control Points. (HACCP)	06	08
	Importance , definition & usage of HACCP.		

XVI. Note : Glossary of Terms

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

Total 48 70

Demonstration / Field Visits

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

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 – 3rd Edition- P.M.Gaman & K.B.Sherrington
7. Food Chemistry – 1st 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
3	--	1	4	70 /3 hrs	--	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.

	Hrs	Mks
Chapter 1 The communication process	06	05
1.1 Sender, receiver, message, channel, feedback		
1.2 Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback		
Chapter 2 Barriers to effective communication	04	04
Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms		
Chapter 3 Listening	02	02
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		

Chapter 6	Written communication skills	18	30
6.1	Advantages and disadvantages		
6.2	Note making, writing a log book		
6.3	Comprehension and précis writing		
6.4	Letter writing (letters of enquiry, complaint, apology, order, application accompanied by bio-data, resignation and appreciation.)		
6.5	Short formal reports (incidents, events, visits)		
6.6	Memos, notices, circulars		
Chapter 7	Oral communication skills	15	20
7.1	Advantages and disadvantages		
7.2	Articulation and delivery		
7.3	Making speeches and presentations		
7.4	Telephone etiquettes		
7.5	Restaurant and hotel English		
Chapter 8	Non –verbal communication	02	08
	Understanding aspects of body language		

XVII. Note : Glossary of Terms

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

Total 48 70

Reference books:

- 1) Communication Skills – BV Pathak
- 2) Business Communication- Sinha
- 3) Grammar and composition- Wren and Martin

Subject- FOOD PRODUCTION PRINCIPLES

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
2	8	1	11	40 / 2 hrs	30	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
XII Chapter 1 Introduction to Methods of Cooking	02	01
1.1 Cooking as applied to all commodities studied in SEM 1.		
1.2 Classification & Salient Features of various cooking methods.		
1.3 Temperature precautions		
1.4 Equipments used, their care & maintenance.		
1.5 Moist methods of cooking	03	04
1.5.1 Steaming with pressure & without pressure		
1.5.2 Braising		
1.5.3 Poaching		
1.5.4 Boiling		
1.6 Dry methods of cooking	03	04
1.6.1 Baking		
1.6.2 Roasting		
1.6.3 Grilling		
1.6.4 Tandoor		
1.7 Frying	02	04
1.7.1 Types of frying medium		
1.7.2 Sauteing		
1.7.3 Shallow frying		
1.7.4 Deep – frying		
1.7.5 Combining the methods		
1.7.6 Pressure Frying		
1.8 Microwave cooking	01	01
1.8.1 Advantages & disadvantages		
XIII Chapter 2 Stocks	02	03
2.1 Definition & uses of stocks		
2.2 Classification		
2.3 Rules of stock making		
2.4 Recipes of 1 litre of various stocks (White, brown, fish and vegetable)		
2.5 Glazes & Aspic		
2.6 Storage Care		
Chapter 3 Sauces	05	05
3.1 Classification & uses of sauces		
3.2 Composition		
3.3 Thickening agents		
3.4 Recipes of mother sauces		
3.5 Finishing of sauces (reducing, straining, de glazing, enriching and seasoning)		

3.6	Precautions & rectification, handling & storage		
3.7	Derivatives (five each)		
3.8	Pan gravies		
3.9	Flavored butters		
XIV	Chapter 4 Soups	03	05
4.1	Aim of soup making		
4.2	Classification of soups - Cream,Puree,Veloute,Chowder , Consomme, National soups		
	Chapter 5 Texture, Accompaniments & Garnishes	02	02
5.1	Importance & Characteristics		
5.2	Factors affecting textures in food		
5.3	Desirable & Non-Desirable Textures with examples		
5.4	Difference between Accompaniments & Garnishes		
	Chapter 6 Introduction to Bakery & confectionery	03	02
6.1	Definition		
6.2	Principles of baking		
6.3	Bakery Equipment (small & large)		
6.4	Formulas & measurements		
6.5	Physical & chemical changes during baking		
	Chapter 7 Characteristics Functions of ingredients in Bakery & Confectionery	02	04
	Flour, Shortening agents , Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials		
	Chapter 8 Yeast Doughs (Fermented Goods)	04	05
8.1	Role of ingredients		
8.2	Types – (Rich / lean)		
8.3	Methods of bread making		
8.4	Stages in bread making		
8.5	Faults and remedies, Bread Disease, Bread Improvers		
	XVIII. <u>Note</u> : Glossary of Terms		
	Students should be familiar with the glossary of terms pertaining to above mentioned topics		
	Total	32	40

Practicals

Use of different cooking methods
Basic Stocks, soups & sauces

Minimum 24 individual practicals be accomplished consisting of -
50 % Continental menus with breads.
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 (4th 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 OPERATIONS

Subject Code - 202

Semester - Second

XV 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	3	1	6	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

The courses 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.

		Hrs	Mks
Chapter 1	Room Service/ In Room Dining Service	06	06
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		
Chapter 2	Buffets	06	08
2.1	Definition		
2.2	Types of buffets		
2.3	Buffet equipment and tables set-up.		
Chapter 3	Control Methods	04	08
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.		
X			
Chapter 4	Non – Alcoholic Beverages	05	06
4.1	Classification		
4.2	Hot Beverages – Types, Service		
4.3	Cold Beverages – Types, Service		

Chapter 5	Alcoholic Beverages	05	06
5.1	Definition		
5.2	Classification of Alcoholic Beverages		
5.3	Fermentation Process		
Chapter 6	Beers	06	06
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		
XIX. <u>Note</u> : Glossary of Terms			
Students should be familiar with the glossary of terms pertaining to above-mentioned topics			
	Total	32	40

PRACTICALS:

1. Revision of practicals from the first semester.
2. Side board Organization
3. Taking an Order –Food & Making a KOT
4. Napkin Folds
5. Points to be remembered while setting a cover and during service
6. Silver Service (Hors D’oeuvre– (Classical Hors D’oeuvres varies to Coffee)
7. Service of Hot & Cold Non-Alcoholic Beverages
8. Indian Cuisine- Accompaniments & Service
9. Service of Beer (Bottled, Canned and Draft).
10. Exercises for planning different menus.
11. Room Service- Tray and trolley lay up, breakfast hanger & service procedure.
12. Mini bar- format and operational procedures.

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 - ROOMS DIVISION SERVICES

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
3	3	-	6	40 / 2 hrs	30	30	100

Rationale:

The subject aims to establish the importance of Rooms Division 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.

SECTION I

		Hrs	Mks
Chapter 1	Cleaning Routine of Housekeeping	03	02
	Department		
1.1	General principles of cleaning		
1.2	Work routine for floor supervisors and chamber maids		
1.3	Rules of the floor		
Chapter 2	Cleaning Routine of Guest Rooms	06	06
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		
Chapter 3	Cleaning Routine of Public Areas	06	04
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.		

Chapter 4	Key Control	02	02
4.1	Computerized keys		
4.2	Manual keys		
4.3	Key Control Procedures		
Chapter 5	Control Desk	02	02
5.1	Importance of Control Desk		
5.2	Records maintained		
5.3	Functions performed by C.D.		
Chapter 6	Housekeeping Supervision	02	02
6.1	Importance of supervision		
6.2	Checklist for inspection		
6.3	Dirty Dozen		
XVI Chapter 7	Found Procedure	Lost And	02
		01	
7.1.	Procedure for Guest articles		
7.2.	Procedure for Lost Hotel Property		
7.3.	Records maintained		
SECTION II			
Chapter 1	Reservations	06	04
1.1.	Importance of guest cycle (Various stages, sectional staff in contact during each stage)		
1.2.	Modes and sources of reservation.		
1.3.	Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats)		
1.4.	Computerized system (CRS, Instant reservations)		
1.5.	Types of reservation (guaranteed, confirmed, groups, FIT)		
1.6.	Procedure for amendments, cancellation and overbooking.		
Chapter 2	Pre-Arrival Procedures	04	02
2.1.	Pre arrival activities(Preparing an arrival list, notification etc)		
2.2.	Procedure for VIP arrival.		
2.3.	Procedure for group arrival(special arrangements, meal coupons, etc)		

Chapter 3	Guest Arrival	06	04
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)		
XVII	Chapter 4		Guest Stay
	04	04	
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.)		
Chapter 5	Guest Departure	04	04
5.1.	Departure notification		
5.2.	Task performed at bell desk, cashier /reception.		
5.3.	Express check outs		
5.4.	Late check outs and charges.		
Chapter 6	Methods of Payment	02	02
6.1.	Credit card handling		
6.2.	Traveler cheques, Personal checks		
6.3.	Handling cash Indian , Foreign currency		
6.4.	Other methods of payment [Travel agent , Bill to Company etc--]		
	Total	48	40
XX.	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 – Brenson & Lanex

Subject - TRAVEL & TOURISM

Subject Code - 204

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

XXI. **Rational:**

XXII. 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

			<i>Hrs.</i>
<i>Mks</i>			
<i>Chapter 1</i>	<i>The Tourism Phenomenon</i>		02 04
1.1	Definition – Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.		
1.2	Growth of Tourism / Evolution /History of Tourism & Present status of tourism in India.		
1.3	Thomas Cook – Grand Circular Tour		
<i>Chapter 2</i>	<i>Constituents of Tourism Industry</i>		06 08
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		
<i>Chapter 3</i>	<i>Infrastructure of Tourism</i>		04 06
3.1	Role of Transport in Tourism		
3.2	Modes of Transport: Road, Rail, Air, Sea.		
3.3	Types of Accommodation – Main & Supplementary		
<i>Chapter 4</i>	<i>Types of Tourism</i>		04 08
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		

Chapter 5 The Impact of Tourism **04 06**

- 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.

XXIII. Chapter 6 The Tourism Organizations

07 08

- 6.1 Objectives, Role & function of: 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.

XXChapter 7 The Travel Agency

05 10

- 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.

Chapter 8 The Tour Operator **05 08**

- 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

Chapter 10 Itinerary Planning 06 06

- 10.1 Definition, Steps to plan a Tour, Route map, Transport booking, Accommodation reservations, Food facilities, Local guide / escort, Climate / seasonality, Shopping & cultural show, Costing
- Total 48 70**

XI

XXIV. Note : Glossary of Terms

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

XII 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 - 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	5	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.

	Hrs	Mks
Chapter 1. Introduction to Terminologies 04 Food, Nutrition, Nutrient, Empty Calories, Health, Malnutrition, Edible portion of food, Balanced Diet		02
Chapter 2. Carbohydrates 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	04	08
Chapter 3. Protein 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	06	08
Chapter 4. Fats And Oils 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	05	08

Chapter 5. Vitamins	06	08
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 ₁ , B ₂ , Niacin, and Vit C with reference to – Functions, Sources, RDA (Adolescents and adults), Deficiency diseases and its symptoms.		
Chapter 6. Minerals	04	08
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		
Chapter 7. Water And Its Importance To Health	03	02
7.1 Water Balance		
7.2 Dietary sources		
7.3 Dehydration and Oedema		
Chapter 8. Basic Five Food Groups	03	02
8.1 Foods included in each group		
8.2 Serving size of foods under each group.		
Chapter 9. Balanced diet (Using basic 5 food groups)	06	08
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		
Chapter 10. Important Foods to be avoided and recommended for:	07	08
Diabetes Mellitus, Heart related diseases (Cardio Vascular), Peptic Ulcer		
Jaundice, Kidney diseases, Fever and infection, Diarrhoea and Constipation		
Chapter 11. How to preserve nutrients while cooking food?	02	06
	Total	48 70

XXVI. Note : **Glossary of Terms**

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

XVIII Assignments

Calculation of Nutrients:

(Carbohydrates, Fat, Protein, Energy, Vit A, Ca, Fe, B₁, B₂ 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. Swaminathan
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 Hrs</u>	<u>Practical Hrs</u>	<u>Tutorial Hrs</u>	<u>Total</u>	<u>Theory Marks / Duration</u>	<u>Viva Marks</u>	<u>Internal Marks</u>	<u>Total</u>
<u>2</u>	<u>2</u>	<u>1</u>	<u>4</u>	<u>70 / 2 hrs</u>	<u>--</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.

Chapter 1.	General French	Hrs	Mks
		10	10
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)		
Chapter 2.	Food & Beverage Service	10	15
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		

Chapter 3	Food Production	12	15
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		

Total

XXVII. Note : Glossary of Terms

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

Total 64 70

Practicals

Greetings/ Introduction

32 30

1. 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
- 4 Wines
 - 4.1 Read a wine label
 - 4.2 Wine Terminology
- 5 Culinary terms
 - 5.1 Give the correct French Culinary term.

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

Subject - QUANTITY FOOD PRODUCTION

Subject Code - 301

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	8	1	11	40 / 2 hrs	30	30	100

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 cold kitchen & bakery & confectionery.

	Hrs	Mks
Chapter 1 Quantity Food Production	04	04
1.1 Introduction to large scale / quantity food production.- Industrial, Commercial and Institutional (Hospitals / Schools)		
XIX Chapter 2 Garde Manger		Larder / 02 04
2.1 Functions of larder department and Duties & responsibilities of larder chef		
2.2 Common terms used in larder department		
2.3 Specific essential tools & equipment in the larder.		
Chapter 3 Fish Mongery		04 04
3.1. Introduction to fish mongery,		
3.2. Classification of fish with examples(local names also)		
3.3. Selection & storage of fish & shell fish		
3.4. Cuts of fish		
3.5. Cooking of fish		
3.6. Preserved & processed fish		
Chapter 4 Meat Cookery		04 04
4.1 Understanding meats – Composition, structure & basic quality factors		
4.2 Aging, Factors affecting tenderness		
4.3 Appropriate cooking methods.		
4.3.1 Lamb / Beef / Veal / Pork		04 06
4.3.1.1 Selection Criteria		
4.3.1.2 Principles of Storage & thawing		
4.3.1.3 Cuts (uses & suitable cooking methods)		
4.3.1.4 Offals		

	4.3.2 Poultry	04	06
	4.3.2.1 Selection Criteria		
	4.3.2.2 Principles of Storage & thawing		
	4.3.2.3 Cuts of poultry (uses & suitable cooking methods)		
	4.3.2.4 Description and uses of - Duck, goose, turkey, guinea-fowl & quail.		
XX			
XXI	Chapter 5		Charcutiere
	05	06	
	5.1. Definition & terms		
	5.2. Production, classification, processing of		
	5.2.1 Sausages		
	5.2.1 Forcemeats		
	5.2.1 Marinades, cures, brines		
	5.3. Knowledge of cold meat platter		
	5.4. Types & uses of chaud froid		
	5.5. Preparing aspic & gelee		
	5.6. Ham Bacon & Gammon		
	5.6.1. Difference		
	5.6.2. Processing		
	5.6.3. Uses		
Chapter 6	Cake Making	05	06
	6.1. Role of ingredients		
	6.2. Recipe balancing		
	6.3. Method of cake making		
	6.4. Faults & remedies		
	Total	32	40

XXVIII. Note : Glossary of Terms

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

Practicals

Minimum of 24 Practical's 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
2. Prasad- Cooking with Indian 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 – Surobi Babbar
8. Basic Baking – S.C.Dubey
9. Professional Baking – Wayne Gieslan

Subject - BEVERAGE SERVICES

Subject Code - 302

Semester - Third

Teaching and 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>2</u>	<u>3</u>	<u>1</u>	<u>6</u>	<u>40 / 2 hrs</u>	<u>30 / 2 hrs</u>	<u>30</u>	<u>100</u>

Rationale:

The courses 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
Chapter 1. Wines		06	04
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		
Chapter 2.	Wines – France, Italy, Spain, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary & India) – Categories, Regions, Important Wines with their qualities	10	12
2.1.	Food & Wine Harmony		
2.2.	Wine glasses and equipment		
2.3.	Storage and service of wine.		
Chapter 3.	Aperitifs	02	04
3.1	Definition		
3.2	Types- Wine based & spirit based		
Chapter 4	Introduction to Spirits, Distillation process, Pot Still & Patent Still	02	04

Chapter 5	Spirits	08	10
5.1	Whisky Brandy, Rum, Vodka, Gin & Tequila, Production, Types, Brands- Indian and International		
5.2	Other Alcoholic Beverages- Absinthe, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados & other fruit brandies		
Chapter 6	Liqueurs	02	04
6.1	Types		
6.2	Production		
6.3	Brands & Service- Indian and International		
Chapter 7	Tobacco	02	02
7.1	Types – Cigars & Cigarettes		
7.2	Cigar strengths and sizes		
7.3	Brands – Storage and service		
	Total	32	40

XXIX. 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 & equipment used in the bar
7. Service of Sparkling, Aromatized, Fortified, Still Wines.
8. Menu Planning with wines and service of food & wine
9. Service of cigars and cigarettes.
10. Service of Spirits – Rum, Gin, Vodka, Whisky, Brandy, Tequila etc.

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 SERVICES

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	3	1	6	40 / 2 hrs	30 / 2 hrs	30	100

Rationale

This course aims to establish the importance of Accommodation services 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

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

Chapter 5	Linen & Uniform room Operations, Laundry	04	05
5.1.	Layout of Linen Room		
5.2.	Classification & Selection of Linen		
5.3.	Classification of Bed, Bath, & Restaurant Linen		
5.4.	Sizes of Linen		
5.5.	Calculation of Linen requirement		
5.6.	Linen Control – Linen Inventory		
5.7.	Par stock, Linen Coverage		
5.8.	Discard management		
5.9.	Types of laundry equipments & uses		
5.10.	Typical laundry layout		
5.11.	Laundry Procedures		
5.12.	Stains Removal		
Chapter 6	Flower Arrangement	04	03
6.1	Concept, Importance & Principles		
6.2	Types and shapes		
6.3	Tools, Equipments and Accessories		
6.4	Conditioning of Plant Materials		
	Total	16	20

Note: Glossary of Terms

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

SECTION - II

		Hrs	Mks
Chapter 1	Front Office Accounting	03	06
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		
Chapter 2	Calculation of various Statistical data using Formulae (ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count)	04	05
Chapter 3	Reports	04	05
	Daily Report, Revenue Report, Discrepancy Report etc.		

Chapter 4	Guest Relations	03	02
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		
Chapter 5	Situation Handling	02	02
5.1	Complaint handling procedure		
5.2	Dealing with unusual situations(Death, theft, fire etc)		
	Total	16	20

Note : **Glossary of Terms**
Students should be familiar with the glossary of terms pertaining to above-mentioned topics

Practicals (1 each) (SECTION I)

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)**

Practicals SECTION II

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)

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

Subject - PRINCIPLES OF MANAGEMENT

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
4	-	1	5	70 / 3hrs	-	30	100

Rationale:

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

		Hrs	Mks
XIII			
XIV	Chapter 1 Introduction	06	05
	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		
Chapter 2	Management thought: journey from inception till today	08	10
	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		
Chapter 3	Planning & Decision Making		
A.	Planning	08	10
	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.	Decision-making	03	03
	3.6 Types of decisions		
	3.7 Step by step decision making process		

Chapter 4	Organizing & Staffing	10	10
	<u>A. Organizing</u>		
4.1	<u>Definition</u>		
4.2	<u>Nature & importance of organizing</u>		
4.3	<u>Principles of organizations – Formal & Informal, Centralized / Decentralized, Line & staff</u>		
	<i>Staffing</i>		
4.4	Definitions		
4.5	Delegation and Departmentalization,		
4.6	Authority & Responsibility, Span of control		
Chapter 5	Leadership	08	10
5.1	Definition		
5.2	Leadership theories - Managerial grid		
5.3	Different styles of leadership		
5.4	Characteristics of a good leader		
Chapter 6	Motivation	06	10
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		
Chapter 7	Communication	06	06
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.		
Chapter 8	Coordination	03	02
8.1	Definition		
8.2	Need for coordination		
Chapter 9	Controlling	06	04
9.1	Definition		
9.2	Process of controlling		
9.3	Need for control		
	Total	64	70

XXX. 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'donnel
3. Management tasks – Peter Drucker
4. Management Process – Davar R.

Subject - BASIC PRINCIPLES OF ACCOUNTING
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
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.

		Hrs	Mks
Chapter 1	Introduction to Accounting	03	04
1.1	Terms and terminologies used in Accounting		
1.2	Definition, Objectives and Importance of Accounting and Hotel Accounting		
Chapter 2	Principles of Double Entry System of Book-keeping	04	04
2.1	Nature, Advantages and Principles		
2.2	Classification of Accounts		
2.3	Rules of Debit and Credit		
Chapter 3	Journal and Ledger	10	10
3.1	Practical problems on Journalising- simple and combination entries		
3.2	Posting into Ledger & Balancing of Ledger Accounts		
Chapter 4	Subsidiary Books	10	10
4.1	Advantage, Proformas of Subsidiary books		
4.2	Practical problems on preparation of Purchases, Sales, Returns and Special Functions Books.		
Chapter 5	Cash Book	10	10
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		

Chapter 6	Accounting principles	06	08
6.1	Accounting Concepts and Conventions		
6.2	Capital, Revenue and Deferred Revenue Expenditures and Incomes.		
Chapter 7	Trial Balance	05	06
7.1	Importance, Purpose and advantages		
7.2	Practical problem on preparation of Trial balance		
Chapter 8	Final accounts of Small hotels and Restaurants	16	18
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.		
	Total	64	70

XXXI. 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

Sub Title - HOTEL ENGINEERING

Subject Code - 306

Semester - Third

Teaching and Examination Scheme:

<u>Teaching Scheme / week</u>				<u>Examination Scheme</u>			
<u>Theor</u> <u>y 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>Internal</u> <u>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.

	Hrs.	Mks
Chapter-1 Maintenance & Replacement Policy	06	08
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		
Chapter 2 Refrigeration	08	10
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.		

Chapter 3.	Air-conditioning	06	08
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.		
Chapter 4.	Pollution & Control	04	08
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		
Chapter 5.	Water and Sanitation.	08	10
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.		
Chapter 6.	Fuels and Electricity.	06	10
6.1	Methods of heat transfer.		
6.2	Units of heat.		
6.3	Solid,Liquid,Gas,Electricity,Biogas fuels.		
6.4	Importance of earthing.		
6.5	Safety devices such as fuse,circuits breaker.		
6.6	Methods of lighting (Direct,Indirect)		
6.7	Types of electric supply (single phase,three phase)		
6.8	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

XXXII.

XXXIII. 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 - INDUSTRIAL TRAINING**Subject Code - 401****Semester - Fourth****Teaching and Examination Scheme**

Course No	Subject	Examination Scheme		
		External	Internal	Total
	Industrial Training 20 Weeks	280	120	400
	Project Report	140	60	200
	Total	420	180	600

Rationale:

The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices present 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): -

		Internal	Panel
Performance Appraisal	-	60	--
Logbook	-	60	--
Training Report	-	--	140
Viva-voce	-	--	140
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Total		120 marks	280 marks

Subject - SPECIALISED FOOD PRODUCTION

Subject Code - 501

Semester - Fifth

Teaching and Examination Scheme

Teaching Scheme				Examination Scheme			
Theory Hrs per Week	Practica l Hrs per Week	Tutorial Hrs / week	Total	Theory Marks/ Paper Duratio n 2 hrs	Practica l Marks 4 hrs	Internal Marks	Total
<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.

Hrs Mks

XXII Chapter 1

Cuisine 02

Nouvelle

04

- 1.1 Evolution & history
- 1.2 Salient features
- 1.3 Difference between Haute Cuisine & Nouvelle Cuisine
- 1.4 Service Style – points to be considered
- 1.5 Preparing plated service

XXIII Chapter 2

Foods 03

Convenience

02

- 2.1. Characteristics
- 2.2. Processing methods
- 2.3. Advantages & Disadvantages

XXIV Chapter 3

04 05

Appetizers

- 3.1 Classification with examples
- 3.2 Classical appetizers
- 3.3 Precautions for preparing, presenting and storing from food spoilage view

Chapter 4 Mousse & Mousseline

04

04

- 4.1 Types of mousse (savoury)
- 4.2 Preparation of mousse & mousseline
- 4.3 Difference between mousse & mousseline

XXV Chapter 5 Salads	04	05
5.1 Classification		
5.2 Composition		
5.3 Principles of making a salad.		
5.4 Classical salads		
Chapter 6 Sandwiches	03	06
6.1 Parts / composition of sandwiches		
6.2 Types of bread used in sandwich making		
6.3 Types of sandwiches		
6.4 Fillings – basic principles of sandwich spread making & fillings.		
6.5 Precautions to take while preparing sandwiches		
6.6 Storing of sandwiches for health & safety.		
XXVI Chapter 7 Flour Pastries	04	05
7.1 Definition & Classification- Short Crust, Hot Water/ choux, Rough Puff, Flaky		
7.2 Role of ingredients		
7.3 Recipes, methods of preparation		
7.4 Do's and Don'ts while preparing Pastry		
XXVII Chapter 8 Cookies	04	05
8.1 Definition / introduction		
8.2 Types of cookies		
8.3 Methods of mixing & Baking		
XXVIII Chapter 9 Icing, Frosting & Fillings	04	04
9.1 Definition & Uses		
9.2 Classification		
9.3 Ingredients used		
Total 32	40	

XXXIV. 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.

XXIX 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 (4th 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 - FOOD & BEVERAGE SERVICE & MANAGEMENT
Subject Code - 502
Semester - Fifth

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	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.

XVHrs Mks

Chapter 1. Cocktails	06	08
1.1 Introduction, History, Methods of Mixing cocktails		
1.2 Rules of mixing cocktails		
1.3 Classic Cocktails- Recipes, innovative cocktails & mock tails (at least 5 from each base)		
1.4 Cocktail Bar Equipment, garnishes, decorative accessories.		
1.5 Definition of other mixed drinks – eg. Cobler, Daisy, Sangaree etc.		
Chapter 2 Banquets		06
09		
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.		
Chapter 3 Gueridon Service	04	06
3.1 Origin and definition		
3.2 Types of Trolleys and layout		
3.3 Special equipment		
3.4 Service Procedures		
3.5 Service of important classical dishes		
Chapter 4 Food & Beverage Cost Controls	04	04
4.1 The Control Cycle		
4.2 Planning Cycle		
4.3 Operational Cycle		
4.4 Post Operational Cycle		

Chapter 5	Elements of Cost	04	04
6.1	Definition of Cost, Basic Concept of Profits		
6.2	Pricing & Control Aspects		
Chapter 6	Cost Dynamics & Break - Even	04	04
Chapter 7	F & B Inventory Control	04	05
7.1	Basic Cost Control		
7.2	Re order Level		
7.3	ABC Analysis		
7.4	EOQ		
	Total	32	40

XXXV. Note : Glossary of Terms

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

Practicals:

1. Filling of Banquet function prospectus, Menu Planning & Service (International Menus - French, Chinese, Mexican & Italian)
2. **Formal banquets (Seating arrangements and service procedures)**
3. Banquet seating styles, formal banquet service
4. Setting up of bar with glasses & equipment
5. Mise-en-place for serving a dish from Gueridon Trolley & Service of dishes (flambe & salads)
6. Setting up of buffets and service procedures.
7. 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
6. Food & Beverage Mgmt – Bernard Davis, Andrew Lockwood, Sally Stone

XVI Subject - ACCOMMODATION OPERATIONS – II

XVII Subject Code - 503

Semester - Fifth

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	3	1	6	40 /2 hrs	30	30	100

XXXVI.

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

XXXVII. SECTION - I

Hrs Mks

Chapter 1	Interior Decoration	04	04
1.1	Importance & Definition		
1.2	Principles of Design		
1.3	Elements of Design – Line/ Form/ Color / Texture		
Chapter 2	Refurbishing & Redecoration	04	04
2.1	Definition		
2.2	Factors		
2.3	Snagging list		
Chapter 3	Gardening & Horticultural aspects in Housekeeping	04	04
Chapter 4	Budget & Budgetary Control	06	08
4.1	Definition, Concept & importance		
4.2	Types of Budgets – operating & capital		
4.3	Housekeeping Room Cost		

Chapter 5	Purchasing System	02	04
5.1	Identification & selection of supplier		
5.2	Purchase procedure – Purchase order, receiving, storage & issuing		
5.3	Concept of ROL, bin card & other records maintain for purchasing		

SECTION - II

Chapter 1	Night Audit	04	06
1.1	Concept of Night Audit and Role of Night Auditor		
1.2	Night Auditors Report		
1.3	Auditing Process(in brief)		
Chapter 2	Sales Techniques	02	04
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		
Chapter 3	Establishing Room Rates (Rule of Thumb Approach, Hubbart’s Formula)	02	02
Chapter 4	Forecasting Room Availability	04	04
4.1	Useful forecasting Data		
4.2	Room Availability Forecast		
4.3	Forecast forms [sample]		
	Total	32	40

XXXVIII. Note : Glossary of Terms

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

Practicals – Section I :

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 -Section I :

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

Practicals – Section II :

- 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 – Section II :

- 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)

Subject - HOTEL ACCOUNTING
Subject Code - 504
Semester - Fifth

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 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
Chapter 1	Introduction to Joint Stock Company	06	10
1.1	Definition, Characteristics & Advantages		
1.2	Meaning, Definition and Types of Shares and Debentures		
Chapter 2	Company Final Accounts	20	20
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.		
Chapter 3	Allowances and Visitors Paid Out	05	08
3.1	Meaning, Types and Proformas		
3.2	Difference between Allowances & VPO		
Chapter 4	Guest Billing	12	12
4.1	Proforma and Use of Visitors Tabular Ledger and Guest Weekly Bill		
4.2	Accounting of Bills receivable		
Chapter 5	Uniform System of Accounting	15	12
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		

Chapter 6	Concepts related to Financial Management	06	08
6.1	Definition, and factors affecting Working Capital		
6.2	Definition, Characteristics of Budgets		
6.3	History and meaning of Value added tax		
	Total	64	70

XXXIX. 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 – First-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 - MARKETING MANAGEMENT

Subject Code - 505

Semester - Fifth

Teaching & 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 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.

		Hrs	Mks
XXX Chapter 1 Introduction to Marketing		05	06
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		
Chapter 2 Analysis of Current business environment		04	06
2.1	Competition		
2.2	Economic Environment		
2.3	Technological Environment		
2.4	Social & Cultural Environment		
2.5	Political Environment		
2.6	Internal Environment		
Chapter 3 Consumer Behaviour		02	04
3.1	Consumer Behaviour model		
3.2	Factors affecting Consumer Behaviour – Cultural, Social, Personal, Psychological		
Chapter 4 Market Segmentation		02	04
4.1	Definition & need for market segmentation		
4.2	Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics		
Chapter 5 Product		05	08
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		

Chapter 6	Pricing	05	08
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]		
Chapter 7	Distribution	05	10
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		
Chapter 8	Promotion	10	10
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		
Chapter 9	Marketing organisation	05	06
9.1	Forms of Marketing organization		
9.2	Set-up and organisation of sales and marketing department		
	9.2.1 (Individual property, regional/ national chain/ multinational chain)		
9.3	Duties of a Marketing Manager		
Chapter 10	Customer satisfaction & Quality	05	08
10.1	Customer Value and satisfaction		
10.2	Five gap model of service quality		
10.3	Benefits of service quality		
10.4	Retaining customers, handling customer complaints		
10.5	Relationship marketing		
10.6	Monitoring and measuring customer satisfaction		
		Total 48	70

XL. 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 - HOTEL RELATED LAWS

Subject Code - 506

Semester - Fifth

Teaching and Examination Scheme:

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

Rationale: Knowledge of hotel related laws is necessary for all students since they have to work in a an environment which deals with many legal aspects. Life in general and business in particular could not continue without law to regulate the conduct of people and to protect their property and rights.

		Hrs	Mks
Chapter 1	Indian Contract Act	20	12
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		
Chapter 2	Consumers Protection Act	04	06
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.		
Chapter 3	Sale of Goods Act	04	08
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		
Chapter 4	Food Adulteration Act	04	08
	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		

Chapter 5	Shops and Establishments Act Procedure relating to registration of hotel, Lodges, Eating Houses, Restaurants, and other related provisions.	04	08
Chapter 6	Environmental Protection Act – Important provisions under 6.1 The Water (Prevention and Control of Pollution) Act 6.2 The Air (Prevention and Control of Pollution) Act	04	05
Chapter 7	Licenses and Permits 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.	04	05
Chapter 8	Industrial Legislation 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.	20	185
	Total	64	70

Reference Books

The students should refer to the respective Acts.

Subject - ADVANCED FOOD PRODUCTION

Subject Code - 601

Semester - Sixth

Teaching and Examination Scheme

Teaching Scheme / Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial	Total	Theory Marks / Duration	Practical Marks	Internal	Total
2	8	1	11	40 / 3 hrs	30	30	200

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.

XVIII Hrs Mks

Chapter 1 International Cuisine 10 10

- 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.

XXXI Chapter 3 Pates & Galantines 04 05

- 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

Chapter 5 Desserts 03 05

- 6.1 Frozen Deserts
- 6.2 Classification
- 6.3 Types & methods of preparation care uses.
- 6.4 Hot Puddings – Methods of preparation, care, uses
- 6.5 Ice- creams, methods, types
- 6.6 Indian Specialty Deserts

Chapter 6 Chocolate making 03 05

- 7.1 Manufacturing & processing of chocolate
- 7.2 Types of chocolate
- 7.3 Preparations & care in chocolate work
- 7.4 Fillings & toppings – preparation, method, care in preparation, presentation, and storage.

Chapter 7	Kitchen Layout & Design	04	05
9.1	Information required.		
9.2	Areas of the kitchen with recommended dimension.		
9.3	Factors that affect kitchen design.		
9.4	Principles of kitchen layout & design.		
9.5	Placement of equipment.		
9.6	Flow of work.		
9.7	Layouts of kitchens, bakery & confectionery in various organizations		
9.8	Layout of receiving & storage area.		
9.9	Layout of service & wash up.		
Chapter 8	Specialised Kitchen Equipment	02	02
10.1	Classification		
10.2	Modern Development in equipment manufacture		
10.3	Selection care and maintenance		
10.4	List of industrial equipment manufacturers (Buffalo Chopper, Bone saw, bread slicing machine, gravity slicer, combi oven, microwave oven, rotary oven, dough sheeter)		
Chapter 9	Kitchen Stewarding	04	04
5.1	Importance of kitchen stewarding		
5.2	Hierarchy & staffing in kitchen stewarding department		
5.3	Equipment found in kitchen stewarding department		
Chapter 10	Garbage Disposal	02	04
11.1	Introduction		
11.2	Ways of accumulation		
11.3	Segregation		
11.4	Disposal methods		
11.5	Importance and maintenance of garbage bins		
	Total	32	40
Practicals (24 Menus)			

International menus (Thai, Spanish, British, American etc.)

Students should learn making of pates galantine and terrine , classical salads, savouries .

Experimental Food Production

Sugar Craft and chocolate confectionery.

Advanced Indian Sweet-meats

Practical Examination (International Menus) as above.

Reference Books: -

- 1.) Professional charcuterie – By John Kinsella and David T. Harvey
- 2.) The Professional Garde Manger – By David Paul Larousse
- 3.) The Art of Garde Manger – 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 Nicholas Lodge
- 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 - ADVANCED FOOD SERVICES & MANAGEMENT

Subject Code - 602

Semester - Sixth

Teaching and Examination Scheme

<u>Teaching Scheme / Week</u>				<u>Examination Scheme</u>			
<u>Theory Hrs per</u>	<u>Practical Hrs per</u>	<u>Tutorial per week</u>	<u>Total</u>	<u>Theory Marks / Duration</u>	<u>Practical Marks</u>	<u>Internal</u>	<u>Total</u>
<u>2</u>	<u>3</u>	<u>1</u>	<u>6</u>	<u>40/2 hrs</u>	<u>30</u>	<u>30</u>	<u>100</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.

		Hrs	Mks
Chapter 1	Restaurant planning & Operations	08	10
1.1	Types of Restaurants		
1.2	Location or site		
1.3	Sources of Finance		
1.4	Design Consideration		
1.5	Furniture		
1.6	Lighting and Décor		
1.7	Equipment required		
1.8	Records maintained		
1.9	Licences required		
Chapter 2	Bar Planning & Operation	06	08
2.1	Types of Bar		
2.2	Target clientele		
2.3	Location		
2.4	Atmosphere and Décor		
2.5	Basic elements of layout and design consideration		
2.6	Parts of bar		
2.7	Beverage control procedures		
2.8	Records maintained		
2.9	Licenses required		
2.10	Equipment required		

Chapter 3	Personnel Management in F & B Service	04	04
3.1	Developing a good F & B Team (desirable attributes for various levels of hierarchy)		
3.2	Allocation of work, Task analysis and Duty Rosters		
3.3	Performance Measures		
3.4	Customer Relations		
3.5	Staff Organizations and Training		
3.6	Sales Promotion		
Chapter 4	Budgeting	06	06
4.1	Definition & Objectives.		
4.2	Kinds of Budgets (Sales Budget, Labour Cost Budget, Overhead Cost Budget)		
4.3	Budgeted Trading Account (P & L)		
Chapter 5	F & B Management in Fast Food and Popular Catering	03	04
XIX			
5.1	Introduction		
5.2	Basic policies – Financial marketing and Catering		
5.3	Organizing and Staffing		
5.4	Control and performance measurement		
XXXII Chapter 6	F & B Management in Hotels & Restaurants	03	04
6.1	Introduction		
6.2	Basic policies - Financial marketing and Catering		
6.3	Organizing and Staffing		
6.4	Control and performance measurement		
Chapter 7	F & B Management in Industrial Catering	02	04
7.1	Introduction		
7.2	Basic policies - Financial marketing and Catering		
7.3	Organizing and Staffing		
7.4	Control and performance measurement		
	Total	32	40

Practicals –

- 1. Planning a restaurant (Speciality, fast food, and coffee shop) with the factors mentioned in the theory).**
- 2. Planning of a bar with the factors mentioned in theory**
- 3. Preparation of duty rosters in restaurants and function catering**
- 4. Menu planning – Indian and International with wines**
- 5. Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summary sheet, Guest comments, Log Book, etc.)**

6. **List of restaurant equipment manufactures (Assignment)**
7. **List of licenses required (Assignment)**
8. Compiling Beverage lists

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 - 603
Semester - Sixth
 XXXIII 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>2</u>	<u>3</u>	<u>1</u>	<u>6</u>	<u>40</u>	<u>30</u>	<u>30</u>	<u>100</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.

		Hrs	Mks
Chapter 1	Colour	01	03
	1.1 Colour Wheel		
	1.2 Colour Schemes		
	1.3 Psychological effects of colour		
Chapter 2	Lighting	01	03
	2.1 Classification / type		
	2.2 Lighting for the guest rooms & public areas		
Chapter 3	Windows & window treatment	02	04
	3.1 Different types of windows		
	3.2 Curtains & draperies , valances, swag, blinds		
	3.3 Window cleaning – Equipment and Agents		
Chapter 4	Soft furnishing & Accessories	02	04
	4.1 Types, use & care of soft furnishing		
	4.2 Role of accessories		
Chapter 5	Floor, Floor finishes & Wall Coverings	04	06
	5.1 Classification / types		
	5.2 Characteristics		
	5.1 Selection criteria		
	5.1.1 Cleaning Procedures – care & maintenance		
	5.1.2 Agents used, polishing / buffing		
	5.1.3 Floor seals		
	5.1.4 Carpets		
	5.1.5 Types – selection care & maintenance		
	5.1.6 Types of wall coverings		
	5.1.7 Functions of wall coverings		

Chapter 6	Planning of a Guest Room	04	10
6.1	Application of Chapter 1-4 in Planning.		
6.2	Size of a Guest Room as per the classification norms		
6.3	Layout of the guest room to the scale		
6.4	Furniture- size and arrangement		
6.5	Bathroom fixtures and amenities		
6.6	Planning of Service Areas – Linen Room / Laundry		
Chapter 7	Environmental Practices in Housekeeping	02	06
7.1	Eco friendly cleaning supplies		
7.2	Waste reductions programme		
7.3	Recycling of materials		
Chapter 8	MICE – Meeting Incentive Convention Exposition	03	06
8.1	Concept		
8.2	Importance		
8.3	Planning for MICE		
Chapter 9	Sales & Marketing Department	04	10
9.1	Organizational Chart		
9.2	Role of Sales & Marketing Department		
9.3	Co-ordination with Front Office		
9.4	Making of a Sales and Marketing and Advertising Plan		
Chapter 10	Use of computer technology in Rooms Division	05	10
10.1	MIS – Management Information System		
10.2	Softwares used in Hotels		
10.3	Reports generated at Front Desk and Housekeeping, eg. –		
	10.3.1 Rooms Status Report		
	10.3.2 Sales Mix Report		
	10.3.3 Revenue Report		
	10.3.4 Guest History		
Chapter 11	Yield Management	04	08
11.1	Concept ARR & Rev PAR		
11.2	Definition & importance of Yield Management		
11.3	Forecasting		
	Total	32	70

Practicals

- 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 finishing, wall coverings, curtains. (Samples to be collected)
- 5 Designing a Brochure for
 - a. A heritage Hotel
 - b. Business Hotel and
 - c. Resort
- 6 Collect five different examples of Hotel Advertisements – Assignment
- 7 Comparative study of any two MICE destinations
- 8 Assignment – 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 - TOTAL QUALITY MANAGEMENT

Subject Code - 604

Semester - Sixth

Teaching and 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</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 improvement 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
1.1	Definitions		
1.2	Concepts and models		
1.3	Quality Plans		
Chapter 2	Core Concepts of TQM	06	08
2.1	Internal Customer		
2.2	Right First Time		
2.3	Customer Focus		
2.4	Continuous Improvement		
Chapter 3	Thoughts from Quality Gurus	04	03
3.1	Deming		
3.2	Crosby		
3.3	Juran		
Chapter 4	Core values of Japanese Management	02	03
4.1	Group Orientation		
4.2	Perfectionism		
4.3	Innovation		
4.4	Deligence		
Chapter 5	Various International Quality Standards	04	06
5.1	QMS – ISO 9001 : 2000		
5.2	EMS – ISO 14001 : 1996		
5.3	HACCP		

Chapter 6	Organizational culture & Leadership for TQM	06	08
6.1	Commitment		
6.2	Vision		
6.3	Mission		
6.4	Creating environment		
Chapter 7	Problem solving Tools & techniques	04	03
7.1	Brain storming		
7.2	Pareto analysis		
7.3	Fishbone Diagram		
Chapter 8	Teamwork for Quality	04	04
8.1	Quality Circle		
8.2	Flow group Concept		
Chapter 9	Kaizen & continuous Improvement	04	03
9.1	“5 S “		
9.2	Philosophy		
9.3	Process Mapping & Improvement (5 W & 1 H)		
Chapter 10	Measuring & Managing Customer Satisfaction	04	04
10.1	Why ?		
10.2	What? &		
10.3	How?		
10.4	Steps to success		
Chapter 11	Green Service Quality	04	04
11.1	Challenges		
11.2	Opportunities		
11.3	Water		
11.4	Energy		
11.5	Waste Management		
Chapter 12	Cost of Quality	03	03
12.1	Failure		
12.2	Appraisal		
12.3	Preventive Costs		
Chapter 13	Role of Communication in TQM	04	04
13.1	Language concept		
13.2	Effective ways		
Chapter 14	Investors in People	02	03
14.1	Assessment		
14.2	Competence Gap		
14.3	Training		

Chapter 15	Business Process Re-engineering	04	04
15.1	Concept		
15.2	Methodology		
Chapter 16	Measuring & Managing Customer Satisfaction	07	06
16.1	Why?		
16.2	What? &		
16.3	How?		
	Total	64	70

Reference Books:

1. “Managing Quality in Science Sector” – Mike Asher 1996 – Kogan Page Ltd. London
2. The essence of Total Quality Management”- John Bank 1996 – Practice Hall of India Pvt. Ltd. New Delhi
3. “World of Kaizen” – A Total Quality Culture of survival – Shyam Talawadekar – Published by Quality Management System, Thane
4. “Quality is Free” and “Quality is still free” by Philip Crosby
5. “The Eight Core Values of Japanese Businessman” – Yasutaka Sai – Jaico Publishing House.
6. “TQM in Action” - John Pike & Richard Barheo – Clrspure & Hall
7. “Quality for Service Sector” – John Mecdarnald – Management Books 200 Ltd.
8. “ Quality of service” by Bo Evandsson, Bertel Thamasson & John overtveit – Mc graw – Hill Book Company

Subject - HUMAN RESOURCE MANAGEMENT
Subject Code - 605
Semester - Sixth
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 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.

		Hrs	Mks
Chapter 1	Introduction to Human Resource Management	04	02
1.1	Definition		
1.2	Nature & Characteristics		
1.3	Need for HRM in the Service Industry.		
1.4	Role of Human Resource Manager.		
Chapter 2	Human Resource Planning	16	18
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.		
Chapter 3	Human Resource Development	10	14
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		
Chapter 4	Wage & Salary Administration	6	12
4.1	Job Evaluation – Concept & Objectives		
4.2			
4.3	Formulation of Compensation Structure		
4.4	Regulatory Provisions.		
4.5	Fringe Benefits		

Chapter 5	Grievances & Discipline	06	12
5.1	Grievance Handling – Identifying Causes		
5.2	Developing Grievance Handling Systems		
5.3	Discipline – Concept, Causes of Indiscipline		
Chapter 6	Labour – Management Relations	06	12
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.		
	Total	48	70

XLI. 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.

Subject - ENTREPRENEURSHIP DEVELOPMENT

Subject Code - 606

Semester - Sixth

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 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.

		Hrs	Mks
Chapter 1	Introduction to Entrepreneurship / Concept of Entrepreneurship	02	02
Chapter 2	Qualities & Attributes required for Entrepreneurship	04	04
Chapter 3	The Entrepreneurial Process	10	10
Chapter 4	Identifying the Opportunity (SWOT Analysis)	08	10
Chapter 5	Assessing the Market	06	10
5.4	Information gathering techniques		
5.5	Principles of market survey		
5.6	Analysis of survey data		
Chapter 6	Resource Mobilization	06	10
Chapter 7	Budgeting, Accounting & Control	06	12
	7.1 Principles of evaluation of quality control		
Chapter 8	Preparation of a Project report	06	12
	Total	48	70

XLII. Note : Glossary of Terms

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

Reference Books

1. Entrepreneurship Development - MSBTE.
2. Innovation & Entrepreneurship – Peter Drucker
3. The culture of Entrepreneurship – Berger