

**SAVITRIBAI PHULE PUNE UNIVERSITY**  
**Faculty of Management**

**Syllabus for Bachelor in Hotel Management (BHM) to be implemented from the academic year 2016-17.**

**I. Introduction:**

The Four Years Degree Course in Hotel Management (BHM) with a view to keep abreast with the current changing trends in the hospitality industry.

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

1. The basic objective of the BHM programme is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.
2. The course structure of the given BHM programme is designed keeping in view the basic objective stated above. Consequently certain essential features of such model programme structures would be
  - a. To impart to the students latest and relevant knowledge from the field of hotel management theory and practice.
  - b. To provide opportunities to the students, within and outside the institutions, for developing necessary operating skills relating to the Hotel Industry.
3. The following considerations have been taken into account:
  - a. The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
  - b. The design is simple and logical.
4. The relative importance of skills development and attitudinal orientation in management education suggests that an Institution offering BHM Programme should have some freedom on course development in choosing methods of instruction, and internal assessment within a broad framework of objectives and curriculum structure.
5. It is suggested that minimum weightage of 30 percent be given to internal continuous and sessional assessment, consisting of tasks like class room exercises, texts, seminars, presentations, quizzes, group tasks, unit tests etc. The external semester end University examination should have a maximum weightage of 70 percent.
6. It is suggested that full time four-year programme in hotel management may have 8 semesters. Each semester is expected to 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 courses and their detailed outline.
2. While care and attention should be given to the basic objective the curriculum and its academic rigor, strict straitjacketing of management curriculum has been avoided, incorporating instead the much needed orientation and innovation in the field of Hotel Management education.
3.
  - a. The curriculum includes a total of 40 courses.

- b. Of the 40 courses, course No. 101, 102,103,104, 201, 203, 204, 206, 301, 302, 303, 304, 401, 402, 403, 601, 701, 702 and 801 are practical courses.
- c. There is a provision for on the job learning in the form of Industrial Training for a period of 20 weeks in the sixth semester, which carries mark value of 200. Internal marks for training shall be 60 marks and for viva-voce, training report, logbook performance appraisal and presentation before the panel shall be 140 marks. Viva-voce to be conducted by a panel of one external examiner along with one internal examiner.
- d. There is a provision for a Project study and viva-voce in the 7<sup>th</sup> semester, which carries mark value of 100. Internal marks for project work shall be 30 marks and for viva-voce, and presentation before the panel shall be 70 marks. Viva-voce to be conducted by a panel of one external examiner along with one internal examiner.
- e. Semester I to V work load has six courses of 600 marks per semester (36 hours per week for lectures, practicals and tutorials). The 6<sup>th</sup> semester has industrial training of 200 marks. The seventh and eighth semesters have five course of 600 marks each (including Project Report in eighth semester.)

4. Ordinarily, in each class, not more than 60 students will be admitted.

**IV. Number of Lectures:**

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

**V. 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.

**VI. Classroom And Laboratories:**

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

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

**VII. Board of Paper Setters / Examiners:**

For each semester – end examination (external examination) there will be one Board of Paper – setters / Examiners. While appointing paper-setters / examiners (total 3 per course), care should be taken to see that the panel members are experts in their respective unit courses. These examiners would be comprised of faculty from Savitribai

Phule Pune University affiliated Hotel Management Institutes and the industry (not exceeding one).

#### **VIII. Examination:**

The BHM Examination will be held in eight semesters

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

#### **IX. Assessment**

The Final total assessment of the candidate shall be made in terms of an internal assessment, practical assessment (wherever applicable) and an external assessment for each course. The internal, practical and external assessment will constitute separate heads of passing and they will be shown separately in the transcripts.

1. For each course, the ratio of marks of internal assessment in relation to the external assessment shall be 30:70
2. The division of the 30 marks allotted to internal assessment shall be 15 marks for tutorial work or unit tests and 15 marks for seminars / performances of Practicals and continuous assessment comprising of attendance, journal work, etc.
3. 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.
4. The Training Report and Project Report and Viva-voce shall constitute separate head of passing individually.
5. The marks awarded by an examiner in the internal assessment shall be communicated to the candidate.
6. 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 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.

#### **X. Marks:**

1. Each semester will carry a total of 600 marks each (except for semester VIth which shall carry a total of 200 marks).
2. The marks allotted to each course shall be as follows:
  - a. 70 marks for written comprehensive test.
  - b. 40 marks for written comprehensive test where practical are conducted along with 30 marks for practical.
  - c. 30 marks shall be assigned for internal assessment.

- d. For elective specialization course the marks allotted shall be as follows :
  - i. 70 marks for written comprehensive test.
  - ii. 70 marks for practical and
  - iii. 60 marks shall be assigned for internal assessment.
3. Industrial Training and Project Report shall carry 200 marks & 100 marks respectively.

**XI. Standard of passing:**

1. 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.
2. The final results would be computed, based on aggregate marks obtained in Part II of the programme.

**SAVITRIBAI PHULE PUNE UNIVERSITY**  
Syllabus for Bachelor of Hotel Management

The following abbreviations have been used here under

L= Lecture    P= Practical    T=Tutorial

Internal Continuous Assessment = Class Test

**First year BHM (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 & Beverages 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
<b>TOTAL</b>		<b>14</b>	<b>16</b>	<b>6</b>	<b>300</b>	<b>120</b>	<b>180</b>	<b>600</b>

**First year BHM (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	2	3	1	40	30	30	100
204	Travel and Tourism	2	2	1	70	--	30	100
205	Catering Science II	3	--	1	70	---	30	100
206	Basic French for Hotel Industry	3	--	1	70	---	30	100
<b>TOTAL</b>		<b>14</b>	<b>16</b>	<b>6</b>	<b>330</b>	<b>90</b>	<b>180</b>	<b>600</b>

**Second year BHM (SEMESTER III)**

Course No.	Subject	Teaching scheme (hours per week)			Examination scheme			Total marks
		L	P	T	Theory	Practical	Internal	
301	Quantity Food Production	2	8	1	40	30	30	100
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
<b>TOTAL</b>		<b>16</b>	<b>14</b>	<b>6</b>	<b>330</b>	<b>90</b>	<b>180</b>	<b>600</b>

**Second year BHM (SEMESTER IV)**

Course No.	Subject	Teaching scheme (hours per week)			Examination scheme			Total marks
		L	P	T	Theory	Practical	Internal	
401	Advanced Food Production	2	8	1	40	30	30	100
402	Advanced Food & Beverage Service	2	3	1	40	30	30	100
403	Personality Development & Business Communication	3	3	1	40	30	30	100
404	HRM	3	-	1	70	--	30	100
405	Hotel Accounting	4	--	1	70	---	30	100
406	Hospitality Marketing	3	--	1	70	---	30	100
<b>TOTAL</b>		<b>17</b>	<b>14</b>	<b>6</b>	<b>330</b>	<b>90</b>	<b>180</b>	<b>600</b>

**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
<b>Chapter 1</b>	<b>Introduction to Professional Cookery</b>	<b>02</b>	<b>02</b>
1.1	Origin of Modern Cookery practices.		
1.2	Factors influencing eating habits, sectors of Hospitality / Catering Industry.		
1.3	Essentials of Continental Food preparations.		
1.4	Essentials of Indian Food Preparation.		
1.5	Hygiene & Safe Practices in handling food		
1.6	Aims & Objectives of cooking food.		
<b>Chapter 2</b>	<b>Organization Structure in the Kitchen</b>	<b>02</b>	<b>02</b>
2.1	Types of establishments		
2.2	Classical kitchen bridge (English) for a five star &		
2.3	Three star Hotel		
2.4	Duties & Responsibilities of Executive chef & various Chef		
2.5	Co-ordination with other allied department e.g. Stores, purchases, Accounts, Service, Housekeeping, etc.		
<b>Chapter 3</b>	<b>Cooking Utensils &amp; Small Equipment's</b>	<b>02</b>	<b>02</b>
3.1	Classification – knives, kitchen tools, Electric Food Pre-preparation equipment's, Refrigeration equipment, Food Holding Equipment, 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.

<b>Chapter</b>	<b>Fuels used in the kitchen</b>	<b>01</b>	<b>01</b>
<b>4</b>			
	4.1 Heat transfer Principles		
	4.2 Classification, Types, Advantages, & Disadvantages		
<b>Chapter</b>	<b>Professional Attributes</b>	<b>02</b>	<b>02</b>
<b>5</b>			
	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		
<b>Chapter</b>	<b>Commodities used in the Catering Industry</b>	<b>02</b>	<b>--</b>
<b>6</b>			
	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)	<b>02</b>	<b>04</b>
	<b>6.2.1 Cereals &amp; Pulses</b>		
	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	<b>02</b>	<b>02</b>
	<b>6.2.2 Sweeteners</b>		
	Sugar, Honey , Jaggery & Artificial Sweeteners	<b>02</b>	<b>04</b>
	<b>6.2.3 Fats &amp; oils</b>		
	Butter, Oil, Lard, Suet ,Tallow, Hydrogenated fat, Bread spreads	<b>02</b>	<b>02</b>
	<b>6.2.4 Dairy Products</b>	<b>03</b>	<b>04</b>
	Milk, Cream, Cheese, Curd		
	<b>6.2.5 Vegetables</b>	<b>02</b>	<b>02</b>
	Types of Vegetables – Root, Stem, Leafy, Flowery, Fruity		



6.2.6	<b>Fruits</b>	<b>01</b>	<b>02</b>
	Types of Fruits – Fresh , Dried , Canned		
6.2.7	<b>Eggs</b>	<b>02</b>	<b>02</b>
6.2.8	<b>Spices, Herbs, Condiments &amp; Seasonings</b> ( used in Western & Indian Cooking)		
<b>Chapter 7</b>	<b>Pigments in foods</b>	<b>01</b>	<b>01</b>
7.1	Types of pigments in vegetables, fruits and animal products		
7.2	Effects of heat , acid, alkali, oxidation & metal on pigments		
7.3	Precautions for enhancing & retention of colour.		
<b>Chapter 8</b>	<b>Introduction to food pre-preparation</b> <b>(To be stressed in practicals)</b>	<b>04</b>	<b>08</b>
8.1	Preparation Methods – Washing Peeling, Paring (fruits), Cutting (cuts of vegetables), Grinding, Mashing , (vegetables & pulses), Sieving (flours), Steeping ( cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies ), Marination (meat, fish, chicken), Sprouting (pulses & legumes ), Blanching , Fileting of fish , Deboning & jointing poultry		
8.2	Methods Of Mixing – ( to be demonstrated also in practicals) Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Knesding, Rolling in, Pressing, Stirring, Folding, Kneading, Rolling in, Pressing, Stirring		

**Note : Glossary of Terms**

Student 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 Practical's 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 1- Ms. Thangam Philip, Orient Longman.
5. The Professional Chef ( 4<sup>th</sup> 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:**

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 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.**

		Hrs	Mks
<b>Chapter 1</b>	<b>The Food &amp; beverage Industry</b>	<b>02</b>	<b>02</b>
1.1	Introduction to the Food & Beverage Industry		
1.2	Classification of Catering Establishments (Commercial & Non – Commercial)		
1.3	Introduction to Food & Beverage Operations (Types of F & B Outlets)		
<b>Chapter 2</b>	<b>Food &amp; Beverage Service areas in a Hotel</b>	<b>02</b>	<b>02</b>
2.1	Restaurant, Coffee shop, Rooms Service, Bars, Centers, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs.		
2.2	Auxiliary areas		
<b>Chapter 3</b>	<b>Food &amp; Beverages Service Equipment</b>	<b>04</b>	<b>02</b>
3.1	Types & Usage of Equipments -Furniture, Chinaware, Silverware & Glassware, Linen, Disposables,		
3.2	Special Equipment		
3.3	Care & maintenance		
<b>Chapter 4</b>	<b>Food &amp; Beverage Service Personnel</b>	<b>03</b>	<b>04</b>
4.1	Food & Beverage Service Organization Structure – Job Descriptions & Job Specifications		
4.2	Attitudes & Attributes of Food & Beverage personnel,		

- competencies
- 4.3 Basic Etiquettes
- 4.4 Interdepartmental relationship

<b>Chapter</b>	<b>Types Of Food &amp; Beverage Service</b>	<b>10</b>	<b>15</b>
<b>5</b>			
	5.1 Mis-en-place & Mis-en-scene		
	5.2 Table Service – English / Silver, American, French, Russian		
	5.3 Self Service-Bufferet & Cafeteria		
	5.4 Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.		
	5.5 Single point Service – Take Away, Vending Kiosks, Food Courts & Bars, Automats		
<b>Chapter</b>	<b>Types of Metals</b>	<b>03</b>	<b>05</b>
<b>6</b>			
	6.1 Breakfast – Introduction, Types, Service Methods,		
	6.2 Brunch		
	6.3 Lunch		
	6.4 Hi - Tea		
	6.5 Dinner		
	6.6 Supper		
<b>Chapter</b>	<b>Menu knowledge</b>	<b>08</b>	<b>10</b>
<b>7</b>			
	7.1 Introduction		
	7.2 Types – Ala Carte & Table D,hotel		
	7.3 Menu Planning, considerations and constraints		
	7.4 Menu Terms.		
	7.5 Classical French Menu.		
	7.6 Classical Foods & its Accompaniments with Cover.		

**Notes: 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-Place & Mis-En-Scene
4. Identification of Equipments

5. Laying & Relaying of The 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 La – out & Service ( Indian, American, English, Contiental )
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 ROOM DIVISON**

**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	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 it's 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.**

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Introduction to House Keeping</b>	<b>02</b>	<b>02</b>
	1.1 Importance & Functions of Housekeeping		
	1.2 Guest satisfaction and repeat bussiness		
	1.3 House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas.		
<b>Chapter 2</b>	<b>Co-ordination with Other Department</b>	<b>01</b>	<b>02</b>
	Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts.		
<b>Chapter 3</b>	<b>Layout of House Keeping Department</b>	<b>02</b>	<b>02</b>
	Sections of the housekeeping department, their functions and layout		
<b>Chapter 4</b>	<b>Organization of Housekeeping Department</b>	<b>04</b>	<b>04</b>
	4.1 Hierarchy in large, medium & small hotels		
	4.2 Attributes of staff		
	4.3 Job Descriptions and Job Specifications		
<b>Chapter 5</b>	<b>Guest Rooms</b>	<b>04</b>	<b>02</b>
	5.1 Types		
	5.2 Amenities & facilities for Standard & VIP guest rooms.		

<b>Chapter</b>	<b>Cleaning Equipment's</b>	<b>02</b>	<b>02</b>
<b>6</b>			

- 6.1 Classification use, care & maintenance
- 6.2 Selection & Purchase criteria

<b>Chapter</b>	<b>Cleaning Agents</b>	<b>02</b>	<b>04</b>
<b>7</b>			

- 7.1 Classification, use, care and storage
- 7.2 Distribution & Control
- 7.3 Selection Criteria

## SECTION II

### Chapter 1

#### To Hospitality Industry

The term 'Hotel', evolution & development of hospitality industry and tourism, famous hotels worldwide.

Classification of the hotels. ( based on various categories like size, location, clientele, length of stay, facilities, ownership)

Organizational chart of hotels (Large, Medium, Small)

<b>Chapter</b>	<b>Department</b>	<b>04</b>	<b>06</b>
<b>2</b>			

- 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 o the hotel
- 2.6 Equipments used (Manual and Automated)

<b>Chapter</b>	<b>Rooms Types &amp; Tariffs</b>	<b>06</b>	<b>06</b>
<b>3</b>			

- 3.1 Types of rooms
- 3.2 Food / Meal plans
- 3.3 Types of room rates ( Rack, FIT, crew, group, corporate, weekend etc. )

<b>Chapter</b>	<b>Roles of Front Office</b>	<b>05</b>	<b>06</b>
<b>4</b>			

- 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 Consierge

**Notes: Glossary of Terms**

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

**Total 32 40**

**Practicals: Section 1**

:

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 2**

1. Telephone Etiquettes and telephone handling.
2. Handling room keys (issuing, receiving, missing keys, computerized key cards)
3. Handling guest mail (of guest 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 the basis of charging.
9. Bell desk activities

**REFERENCE BOOKS : SECTION 1**

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

**REFERENCE BOOKS: SECTION 2**

1. Check in 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 it's operations and enables the student to operate the computer with enough practice oi get confidence**

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

		Hrs	Mks
<b>Chapter</b>	<b>Computer Fundamentals</b>	<b>10</b>	<b>05</b>
<b>1</b>			
1.1	Features of Computer System		
1.2	Block Diagram		
1.3	Hardware Input & Output Devices, CPU, RAM, ROM		
1.4	Software – System, Application S/W		
1.5	Networks – LAN, MAN, WAN, Topologies		
1.6	Viruses – Types, Precautions		
<b>Chapter</b>	<b>Windows</b>	<b>05</b>	<b>03</b>
<b>2</b>			
2.1	Features		
2.2	Terminologies- Desktop, Windows, Wallpaper, Icons 10 File, Folder, etc.		
2.3	Windows Explorer- ( Assignment with files, folders)		
2.4	Accessories- Paint, Notepad, Calculator.		
<b>Chapter</b>	<b>Dos – ( Disk Operating System)</b>	<b>05</b>	<b>03</b>
<b>3</b>			
3.1	Introduction , Features-		
3.2	Internal Commands – DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE,REN, DEL, CD, MD, RD)		
3.3	External Commands – FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc.		
3.4	Wildcards (question mark ?, asterisk*)		

<b>Chapter</b>	<b>MS - Word</b>	<b>08</b>	<b>05</b>
<b>4</b>			
	4.1 File Commands , Print, Page Setup		
	4.2 Editing – Cut, Copy, Paste, Find, Replace, etc.		
	4.3 Formatting Commands – Fonts, Bullets, Borders, Columns, Tabs, Indents		
	4.4 Tables, Auto Text, Auto Correct		
	4.5 Mail Merge		
	4.6 Hyperlinks		
<b>Chapter</b>	<b>MS - Excel</b>	<b>10</b>	<b>06</b>
<b>5</b>			
	5.1 Features, Auto Fill, Custom Lists etc.		
	5.2 Cell Reference – Relative & Absolute (\$)		
	5.3 Formulae, Functions ( Maths/Stats, Date, IF)		
	5.4 Charts – Types, Parts of the Chart		
	5.5 Databases ( Create, Sort, Auto Filter, Sub Total)		
<b>Chapter</b>	<b>MS - Powerpoint</b>	<b>08</b>	<b>04</b>
<b>6</b>			
	6.1 Slide Layout, Slide t		
	6.2 Clip art, Orgnisational Chart, Graphs, Tables		
	6.3 Custom Animation, Slide Timings		
<b>Chapter</b>	<b>Internet / E-Mail</b>	<b>07</b>	<b>05</b>
<b>7</b>			
	7.1 History		
	7.2 Pre- requisites for Internet, Role of Modem		
	7.3 Services – Emailing, Chatting, Surfing, Blog		
	7.4 Search Engines, Browsers, Dial Up, Domains		
	7.5 Broadband, Concepts of Web upload, download		
	7.6 Threats – Spyware, Adware, SPAM		
<b>Chapter</b>	<b>E- Commerce and ERP</b>	<b>04</b>	<b>02</b>
<b>8</b>			
	8.1 Concepts of B-to-B, B-to-C		
	8.2 ERP concepts, SAP Concepts		
<b>Chapter</b>	<b>DBMS – ( Data Base Management System)</b>	<b>02</b>	<b>02</b>
<b>9</b>			
	9.1 Definition – DBMS, Table, Data Types, Record, Field		
<b>Chapter</b>	<b>MS - Access</b>	<b>05</b>	<b>05</b>
<b>10</b>			
	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**

**Note: Glossary of Terms**

Student 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 setting (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, SDIT, 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 - 1**

**Subject Code - 105**

**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	30

**Rationale:**

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

		Hrs	Mks
<b>Chapter</b>	<b>Of Hygiene In The Catering Industry</b>	<b>02</b>	<b>04</b>
<b>1</b>			
	1.1 Introduction		
	1.2 Definitions – hygiene & sanitation		
	1.3 Significance of hygiene & sanitation in the food industry.		
<b>Chapter</b>	<b>Microbiology</b>	<b>08</b>	<b>10</b>
<b>2</b>			
	2.1 Classification & Microbiology of micro - organisms		
	2.2 Factor affecting growth of micro-organisms		
	2.3 Control of micro-organisms in relation to food preservation.		
	2.4 Harmful and useful micro-organisms in the food industry.		
	2.5 Role of micro-organisms in the production of fermented foods, dairy products, bakery products, alcoholic beverages & vinegar		
<b>Chapter</b>	<b>Illnesses</b>	<b>08</b>	<b>12</b>
<b>3</b>			
	3.1 Food poisoning & food infection, common intestinal parasites. (Definitions, sources of contamination of food, mode of transmission of food borne illness, control of food borne illness.)		
	3.2 Non- bacterial metal poisoning		
	3.3 Nature Toxins present in food		
<b>Chapter</b>	<b>Food Protection</b>	<b>06</b>	<b>10</b>
<b>4</b>			
	4.1 Hygiene Storage – Dry, Refrigerated & Freezer Storage &		

	protective display.		
	4.2 Danger Zone		
	4.3 Food Spoilage – detection and prevention.		
	4.4 Food contamination & spoilage due to kitchen pests.		
	4.5 Cross contamination.		
<b>Chapter 5</b>	<b>Personal Hygiene</b>	<b>04</b>	<b>06</b>
	5.1 Necessity of personal hygiene		
	5.2 Health of staff		
	5.3 Sanitary practices		
	5.4 Protective clothing		
	5.5 Importance of rest, recreation and exercise		
<b>Chapter 6</b>	<b>Food Science Concepts</b>	<b>04</b>	<b>06</b>
	6.1 Basic S.I. units of length, area, volume, weight		
	6.2 Temperature (conversion of Celsius Scale to Fahrenheit Scale)		
	6.3 Definition of density & relative density		
	6.4 pH – definition & it`s relevance in Food Industry		
	6.5 Undesirable browning & it`s prevention, examples of desirable browning in food preparations		
	6.6 Important Terminologies (definitions & relevance) Boiling Point, Smoking Point, Flash Point, Surface Tension, Osmosis, Humidity, Evaporation, Sol, Gel, Emulsion & Foam		
<b>Chapter 7</b>	<b>Food Additives</b>	<b>04</b>	<b>06</b>
	7.1 Definition, types & their Limitations as per PFA Act.		
<b>Chapter 8</b>	<b>Regulatory Agencies</b>	<b>06</b>	<b>08</b>
	8.1 Food Standards in India		
	8.2 Common food adulterants and simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina flour, ghee, butter, margarine & oil		
<b>Chapter 9</b>	<b>Hazard Analysis &amp; Critical Control Points (HACCP)</b>		<b>06</b>
<b>08</b>	<b>Importance, definition &amp; usage of HACCP</b>		

**Note : Glossary of Terms**

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

**Total            48            70**

**Demonstration / Field Visit**

**Demonstration 1.** Ubiquity of Micro Organism

(Exposed food, personal habits & kitchen equipment)

**Demonstration 2.** Spoilage organisms seen in various food stuffs. **2**

**Demonstration 3.** Simple Tests for Detection of Adulterants **2**

**Visit:**

**State Public Health Laboratory**

Hotel kitchens, flight Kitchen & Industrial Canteen to observe hygiene standards maintained.

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

**Reference Books**

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

eSubject - 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
<b>Chapter 1</b>	<b>The communication process</b>	<b>06</b>	<b>05</b>
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		
<b>Chapter 2</b>	<b>Barriers to effective communication</b>	<b>04</b>	<b>04</b>
2.1	Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, imperceptions, mannerisms		
<b>Chapter 3</b>	<b>Listening</b>	<b>02</b>	<b>02</b>
3.1	Need for listening for content, critical listening, empathetic listening, attentive listening		
<b>Chapter 4</b>	<b>Framework For Planning business messages</b>	<b>01</b>	<b>01</b>
4.1	Purpose, audience, structure, style		
<b>Chapter 5</b>	<b>Written Communication Skills</b>	<b>18</b>	<b>30</b>
5.1	Advantages and disadvantages		
5.2	Note making, writing a log book		
5.3	Comprehension and precis writing		
5.4	Letter writing (letters of enquiry, complaint, apology, order,		



	application accompanied by bio -data, resignation and appreciation.)		
	5.5 Short formal reports (incidents, events, visits)		
	5.6 Memos, notices, circulars		
<b>Chapter</b>	<b>Oral Communication Skills</b>	<b>15</b>	<b>20</b>
<b>6</b>			
	6.1 Advantages and disadvantages		
	6.2 Articulation and delivery		
	6.3 Making speeches and presentations		
	6.4 Telephone etiquettes		
	6.5 Restaurant and hotel English		
<b>Chapter</b>	<b>Non -Verbal Communication</b>	<b>02</b>	<b>08</b>
<b>7</b>			
	7.1 Understanding aspects of body language		
<b>XVII. Note: Glossary Of Terms</b>			
<b>Students should be familiar with the glossary of terms pertaining to above mentioned topics</b>			
		<b>Total</b>	<b>48 70</b>

**Reference Books :**

1. Communication Skills – B V Pathak
2. Business Communication – Sinha
3. Grammar and composition – Wren and Martin

**Subject - FOOD PRODUCTION PRINCIPALS**

**Subject Code - 201**

**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
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 include in them sound knowledge of the principles of Food production so that they can be put to use in an efficient & effective way.**

		Hr	Mk
		s	s
<b>Chapter</b>	<b>Introduction to Methods of Cookery</b>	<b>02</b>	<b>01</b>
<b>1</b>			
1.1	Cooking as applied to all commodities studied in SEM 1		
1.2	Classification & Salient Feature of various cooking methods.		
1.3	Temperature precautions		
1.4	Equipments used, their care & maintenance.		
1.5	<b>Moist Methods of cooking</b>	<b>03</b>	<b>04</b>
1.5.1	Steaming with pressure & without pressure		
1.5.2	Braising		
1.5.3	Poaching		
1.5.4	Boiling		
1.6	<b>Dry methods of cooking</b>	<b>03</b>	<b>04</b>
1.6.1	Baking		
1.6.2	Roasting		
1.6.3	Grilling		
1.6.4	Tandoor		
1.7	<b>Frying</b>	<b>02</b>	<b>04</b>
1.7.1	Types of frying medium		
1.7.2	Sauteing		
1.7.3	Shallow frying		
1.7.4	Deep - frying		
1.7.5	Combination the methods		
1.7.6	Pressure Frying		
1.8	<b>Microwave Cooking</b>	<b>01</b>	<b>01</b>
1.8.1	Advantages & disadvantages		

<b>Chapter</b>	<b>Stocks</b>	<b>02</b>	<b>03</b>
<b>2</b>			
	2.1 Definition uses of stocks		
	2.2 Classification		
	2.3 Rules of stock making		
	2.4 Recipe of 1 litre of various stocks ( White, brown, fish, and vegetables)		
	2.5 Glazes & Aspic		
	2.6 Storage Care		
<b>Chapter</b>	<b>Sauces</b>	<b>05</b>	<b>05</b>
<b>3</b>			
	3.1 Classification & uses of sauces		
	3.2 Composition		
	3.3 Thickening agents		
	3.4 Recipe of mother sauces		
	3.5 Finishing o sauces ( reducing, straining, de glazing, enriching and seasoning )		
	3.6 Precaution & rectification, handling & storage		
	3.7 Derivatives		
	3.8 Pan gravies		
	3.9 Flavored butter		
<b>Chapter</b>	<b>Soups</b>	<b>03</b>	<b>05</b>
<b>4</b>			
	4.1 Aims of soup making		
	4.2 Classification of soups – Cream, Puree, Veloute, Chowder, Consomme, National soups		
<b>Chapter</b>	<b>Texture, Accompaniments &amp; Garnishes</b>	<b>02</b>	<b>02</b>
<b>5</b>			
	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		
<b>Chapter</b>	<b>Introduction To Bakery &amp; Confectionery</b>	<b>03</b>	<b>02</b>
<b>6</b>			
	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		

<b>Chapter 7</b>	<b>Characteristics Functions of Ingredients In Bakery Confectionery</b>	<b>02</b>	<b>04</b>
7.1	Flour, Shortening agents, Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials		

<b>Chapter 8</b>	<b>Yeast Dough</b>	<b>04</b>	<b>05</b>
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 Improve		

**Note: Glossary of Terms**

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

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

Use of diferent cooking methods

Basic Stocks, soups & sauses

Minimum 24 individuals practicals be accomplished consisting of –

50 % Continental menus with breads.

30% Indian Menus

20 % Bread 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**

1. Practical Cookery – Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering – Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Catering – Mrs. K. Arora, Frank Brothers
4. Modern cookery for Teaching & Trade Vol I – Ms Thangam Philip, Orient Longan
5. The Professional Chef ( 4<sup>th</sup> Edition ) – Le Rol A. Polsom
6. The book of Ingredients – Jane Grigson
7. Success in Principles of catering – Michael Colleer & Colin Saussams.

**Subject - FOOD & BEVERAGE OPERATIONS**

**Subject Code - 202**

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

**Rationale:**

**The course will give the student a comprehensive knowledge and develop technical skills in the basic aspects of food and non - alcoholic beverage service operations in the Hotel Industry**

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Room Service / In Dining Service</b>	<b>06</b>	<b>06</b>
	1.1 Introduction, general principles		
	1.2 Cycle of Service, scheduling and staffing		
	1.3 Forms and Formats		
	1.4 Order Taking, Suggestive Selling, breakfast cards		
	1.5 Time management – lead time from order taking to clearance		
<b>Chapter 2</b>	<b>Buffets</b>	<b>06</b>	<b>08</b>
	2.1 Definition		
	2.2 Types of buffets		
	2.3 Buffet equipment and tables set - up		
<b>Chapter 3</b>	<b>Control Methods</b>	<b>04</b>	<b>08</b>
	3.1 Necessity and functions of a control system		
	3.2 Boiling Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket )		
	3.3 Flow chart of KOT		
	3.4 Presentation of bill		
<b>Chapter 4</b>	<b>Non - Alcoholic Beverages</b>	<b>05</b>	<b>06</b>
	4.1 Classification		
	4.2 Hot Beverages – Types, Service		
	4.3 Cold Beverages – Types, Service		

<b>Chapter</b>	<b>Alcoholic Beverages</b>	<b>05</b>	<b>06</b>
<b>5</b>			
	5.1 Definition		
	5.2 Classification of alcoholic Beverages		
	5.3 Fermentation Process		
<b>Chapter</b>	<b>Beers</b>	<b>06</b>	<b>06</b>
<b>6</b>			
	6.1 Introductions		
	6.2 Ingredient used		
	6.3 Production		
	6.4 Types and Brands – Indian and International		
	6.5 Other fermented and brewed beverages – Sake, Cider Perry		

**Notes : Glossary of Terms**

**Student should be familiar with the glossary of terms pertaining to above – mentioned topics.**

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

1. 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 and 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 proceure
12. Mini bar – format and operational procedure.

**Reference Books:**

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

**Subject - ROOMS DIVISION SERVICE**  
**Subject Code - 203**  
**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	3	-	6	40/2hrs	30	30	100

**Rationale:**

**The subject aims to establish the importance of rooms Division and it's role in the hospitality Industry. It also prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.**

**SECTION I**

		Hrs	Mks
<b>Chapter 1</b>	<b>Cleaning Routine of Housekeeping Deoartment</b>	<b>03</b>	<b>02</b>
	1.1 General principles of cleaning		
	1.2 Work routine for floor supervisor and chamber maids		
	1.3 Rules of the floor		
<b>Chapter 2</b>	<b>Cleaning Routine of Guest Rooms</b>	<b>06</b>	<b>06</b>
	2.1 Daily cleaning of occupied, departure, vacant, Under Repair & VIP Rooms		
	2.2 Evening service & second service procedures		
	2.3 Weekly / Periodic cleaning – Special Cleaning tasks to be carried out		
	2.4 Spring Clearing procedures		
<b>Chapter 3</b>	<b>Cleaning Routine of Public Areas</b>	<b>06</b>	<b>04</b>
	3.1 Areas to be maintained		
	3.2 Daily, weekly and spring – cleaning procedures for various Public Areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Elevators and staircase & corridors.		
<b>Chapter 4</b>	<b>Key Control</b>	<b>02</b>	<b>02</b>
	4.1 Computerized keys		

4.2	Manual keys		
4.3	Key control Procedures		
<b>Chapter</b>	<b>Control Desk</b>	<b>02</b>	<b>02</b>
<b>5</b>			
5.1	Importance of Control Desk		
5.2	Record maintained		
5.3	Functions performed b C. D.		
<b>Chapter</b>	<b>Housekeeping Supervision</b>	<b>02</b>	<b>02</b>
<b>6</b>			
6.1	Importance of supervision		
6.2	Checklist for inspection		
6.3	Dirty Dozen		
<b>Chapter</b>	<b>Found Procedure</b>	<b>01</b>	<b>02</b>
<b>7</b>			
7.1	Procedure for Guest articles		
7.2	Procedure for Lost Hotel Property		
7.3	Record maintained		
<b>SECTION II</b>			
<b>Chapter</b>	<b>Reservations</b>	<b>06</b>	<b>04</b>
<b>1</b>			
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 reservation ( Reservation form, conventional chart, density chart, booking dairy 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		
<b>Chapter</b>	<b>Pre -Arrival Procedures</b>	<b>04</b>	<b>02</b>
<b>2</b>			
2.1	Pre - Arrival activities ( Preparing an arrival lists, notification etc )		
2.2	Procedure for VIP arrival		
2.3	Procedure for group arrival ( Special arrangments, meal coupons, etc)		
<b>Chapter</b>	<b>Guest Arrival</b>	<b>06</b>	<b>04</b>
<b>3</b>			
3.1	Types of guest 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)

**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 patment [ Travel agent, Bill to Company etc--]
- 8.5
- 8.6

**Note : Glossary of Terms**

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

<b>Total</b>	<b>48</b>	<b>40</b>
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**Practicals:**

1. Equipping Maids Carte / Trolley
2. Bed Making – Day / Evening
3. Daily Cleaning of Guest rooms – Departure, occupied and vacant
4. Weekly / Spring Cleaning
5. Daily cleaning of public Areas ( Corridors )
6. Weekly Cleaning of Public Areas
7. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas
8. Inspection records – checklist
9. Monogramming

10. Mending, Sewing Machine
11. Linen Inventory – Stock Taking
12. Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and sateen.

**Reference Books:**

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

**Subject - 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

**Rationale:**

**To include 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**

		Hrs	Mks
<b>Chapter 1</b>	<b>The Tourism Phenomenon</b>	<b>02</b>	<b>04</b>
1.1	Definition- Tourism; 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		
<b>Chapter 2</b>	<b>Constituents of Tourism Industry</b>	<b>06</b>	<b>08</b>
2.1	Primary Constituents		
2.2	Secondary Constituents		
2.3	The 4 A's of Tourism – Attraction, Accessibility, Accommodation, Amenities		
2.4	Career Opportunities for tourism professionals		
<b>Chapter 3</b>	<b>Infrastructure of Tourism</b>	<b>04</b>	<b>06</b>
3.1	Role of Transport in Tourism		
3.2	Modes of Transport: Road, Rail, Air, Sea		
3.3	Types of Accommodation – Main & Supplementary		
<b>Chapter 4</b>	<b>Types of Tourism</b>	<b>04</b>	<b>08</b>
4.1	Types of Tourism: - Various Motivators Holiday, Social & Cultural, MICE Religious, VFR (Visiting Friends and Relatives ) Sports, Political, Health, Senior Citizen, Sustainable Tourism		

4.2 Alternative Tourism : Eco Tourism, Agro Rural Tourism

<b>Chapter 5</b>	<b>The Impact of Tourism</b>	<b>04</b>	<b>06</b>
5.1	Economic Impact - Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage, Infrastructure development		
5.2	Social Culture & Political Impact – Standard of living, passport to peace, International understanding, Social Integration, Regional Growth, National Integration		
5.3	Environmental Impact – Tourism pollution & control, wild life & bird sanctuaries & their protection for tourist industry		
<b>Chapter 6</b>	<b>The Tourism Organizations</b>	<b>07</b>	<b>08</b>
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		
<b>Chapter 7</b>	<b>The Travel Agency</b>	<b>05</b>	<b>10</b>
7.1	Meaning & Definition of Travel Agent		
7.2	Types of Travel Agent : Retail & Wholesale		
7.3	Functions of Travel Agent		
7.3.1	Provisions of Travel Information		
7.3.2	Ticketing		
7.3.3	Itinerary Preparation		
7.3.4	Planning & Costing		
7.3.5	Setting of Accounts		
7.3.6	Liaisons with service providers		
7.3.7	Role of Travel Agent in promotion of Tourism		
<b>Chapter 8</b>	<b>The Tour Operator</b>	<b>05</b>	<b>08</b>
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		
<b>Chapter 9</b>	<b>Travel Formalities &amp; Regulations</b>	<b>05</b>	<b>06</b>
	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		
<b>Chapter 10</b>	<b>Itinerary Planning</b>	<b>06</b>	<b>06</b>
	10.1 Definition steps to plan a Tour Route map, Transport booking, Accommodation reservations, Food facilities, Local guide / escort, Climate / seasonality, Shopping & culture shoe, Costing		
<b>Note : Glossary of Terms</b>			
Students should be familiar with the glossary of terms pertaining to above mentioned topics			
		<b>Total</b>	<b>48 70</b>

### **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.

### **Reference Books:**

1. Introduction to Travel & Tourism – Michael M Cottman Van NostrandReinhold 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 a plan a balanced diet.**

		Hrs	Mks
<b>Chapter 1</b>	<b>Introduction to Terminologies</b>	<b>04</b>	<b>02</b>
1.1	Food, Nutrition, Empty Calories, Health, Malnutrition, Edible portion of food, Balanced Diet		
<b>Chapter 2</b>	<b>Carbohydrates</b>	<b>04</b>	<b>08</b>
2.1	Definition, Composition, Classification, Food Sources (good and poor sources) Functions in human body, Recommended Daily Allowance in India (RDA), Importance of fibre, Effect of deficiency & excess intake, Effect of heat on carbohydrates		
<b>Chapter 3</b>	<b>Protein</b>	<b>06</b>	<b>08</b>
3.1	Definition, Composition, Essential and Non –essential amino acids, Protein Quality (only Concept ), Concepts of Supplementary value off Protein, Food Source (good and poor source), RDA (adolescents and adults ), Effect of deficiency , Effect of heat on proteins, Functions		
<b>Chapter 4</b>	<b>Fats And Oils</b>	<b>05</b>	<b>08</b>
4.1	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 ( Concepts and Prevention ) , RDA (Adolescents		

and adults), Effect of deficiency & excess, Functions

<b>Chapter 5</b>	<b>Vitamins</b>	<b>06</b>	<b>08</b>
5.1	Definition, Classification		
5.2	Fat soluble Vitamins ( A, D, E, K) – Functions, Food Sources, RDA ( Adolescents and adults )		
5.3	Water Soluble Vitamins (B Complex and C) – Names of all B Complex, B1, B2, Niacin, and Vit C with reference to – Functions, Sources, RDA (Adolescents and adults), Deficiency disease and its symptoms		
<b>Chapter 6</b>	<b>Minerals</b>	<b>04</b>	<b>08</b>
6.1	Calcium, Iron, Iodine – Classification, Functions, RDA (Adolescents and adults ), Rich food sources, Deficiency disease and its symptoms		
6.2	Sodium Chloride – Importance an Limitations, Food sources		
<b>Chapter 7</b>	<b>Water And Its Importance To Health</b>	<b>03</b>	<b>02</b>
7.1	Water Balance		
7.2	Dietary Sources		
7.3	Dehydration and Oedema		
<b>Chapter 8</b>	<b>Basic Five Food Groups</b>	<b>03</b>	<b>02</b>
8.1	Foods included in each group		
8.2	Serving size of foods under each group		
<b>Chapter 9</b>	<b>Balanced Diet ( Using basic 5 food groups)</b>	<b>06</b>	<b>08</b>
9.1	Menu Planning for a day`s diet for aolescents and adults		
9.1.1	Vegetarian and Non vegetarian		
9.1.2	Importance of avoiding fast / junk foods		
<b>Chapter 10</b>	<b>Important Foods to be avoided and recommended for :</b>	<b>07</b>	<b>08</b>
10.1	Diabetes Mellitus, Heart related disease (Cardio Vascular), Peptic Ulcer Jaundice, Kidney diseases, Fever and Infection, Diarrhea and Constipation		



<b>Chapter 11</b>	<b>How to preserve nutrients while cooking food?</b>	<b>02</b>	<b>06</b>
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**Notes: Glossary of Terms**

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

<b>Total</b>	<b>48</b>	<b>70</b>
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**Assignments**

Calculation of Nutrients:

(Carbohydrates, Fats, 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. Swaminathen
2. Nutrition and Dietetics – Shubhangi Joshi
3. Fundamentals of Food and Nutrition – Sumati R. Mudambi and M. V. Rajgopal
4. Therapeutic Nutrition – Prondfit and Robinson Normal
5. Nutritive value of Indian Food – Dr. C. Gopalan

**Subject - BASIC FRENCH FOR HOTEL INDUSTRY**  
**Subject Code - 206**  
**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
2	2	1	5	70/2 hrs	-	30	100

**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.**

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

2.5 Laying a cover

<b>Chapter</b>	<b>Food Production</b>	<b>12</b>	<b>15</b>
<b>3</b>			
3.1	The kitchen Bridge		
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	Seasoning		
3.3	French Chesses		
3.4	Culinary Terms in French		
		<b>Total</b>	<b>64 70</b>

**Note: Glossary of Terms**

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

**Practicals:**

<b>Greetings / Introduction</b>	<b>32</b>
<b>30</b>	

- 1 Dialogue / conversation
  - 1.1 At the front desk, travel & tourism enquiries
  - 1.2 At the restaurant
- 2 French Classical Menu
  - 2.1 Suggest a menu
  - 2.2 Read a given menu
- 3 Wines
  - 3.1 Read a wine label
  - 3.2 Wine Terminology
- 4 Culinary terms
  - 4.1 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 I – by Thangam Philip
5. Thrtreory



**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
<b>Chapter 1</b>	<b>Quantity Food Production</b>	<b>04</b>	<b>04</b>
1.1	Introduction to large scale / quantity food production.- Industrial, Commercial and Institutional ( Hospitals / Schools)		
<b>Chapter 2</b>	<b>Grade Manager</b>	<b>02</b>	<b>04</b>
2.1	Functions of larder department and Duties & responsibilities o larder chef		
2.2	Common terms used in larder department		
2.3	Specific essential tools & equipment in the larder		
<b>Chapter 3</b>	<b>Fish Mongery</b>	<b>04</b>	<b>04</b>
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	Preserved & processed fish		
<b>Chapter 4</b>	<b>Meat Cookery</b>	<b>04</b>	<b>04</b>
4.1	Understanding meats – Composition, structure & basic quality factor		
4.2	Aging, Factors affecting tenderness		

4.3	Appropriate cooking methods	04	06
	<b>4.3.1 Lamb / Beef / Veal / Pork</b>		
	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		
	<b>4.3.2 Poultry</b>		
	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, guineafowl & quail		
<b>Chapter 5</b>	<b>Charcutiere</b>	<b>05</b>	<b>06</b>
	5.1 Definition & terms		
	5.2 Production, classification, processing of		
	5.2.1 Sausages		
	5.2.2 Forcemeats		
	5.2.3 Marinades, cures, brines		
	5.3 Knowledge of cold meat platter		
	5.4 Types & uses of chaud froid		
	5.5 Preparing aspic & gelee		
	5.6 Ha Bacon & Gammon		
	5.6.1 Difference		
	5.6.2 Processing		
	5.6.3 uses		
<b>Chapter 6</b>	<b>Cake Making</b>	<b>05</b>	<b>06</b>
	6.1 Role of ingredients		
	6.2 Recipe balancing		
	6.3 Method of cake making		
	6.4 Faults & remedies		

**Note: Glossary of Terms**

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

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

Minimum of 24 practicals consisting of-

60% Indian Regional Specialties inclusive of snacks ( Cooked in Quality – Minimum 60 portions )

40% Basic Baker & Confectionery Items.

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

**Reference Books:**

1. Art of 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 ThangaOrient Longman
4. Zaika – Sonya Atal Sapru, Harper Collins
5. Punjabi Cuisine – Pratibha Karan, Harper Collins
6. Wazwann – Rocky Mohan, Roli & Janssen
7. Naans & Rotis – Surobi Babbar
8. Basic Baking – S. C. Dubey
9. Professional baking – Wayne Gieslan

**Subject - BEVERAGES SERVICE**

**Subject Code - 302**

**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:**

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

		Hrs	Mks
<b>Chapter 1</b>	<b>Wines</b>	<b>06</b>	<b>04</b>
	1.1 Introduction, definition of wines		
	1.2 Classification		
	1.3 Viticulture & Viticulture Methods		
	1.4 Vinification - Still, Sparking, Aromatized & Fortified Wines		
	1.5 Vine Diseases		
<b>Chapter 2</b>	<b>Wines - France, Italy, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary &amp; India ) - Categories, Regions, Important Wines with their qualities</b>	<b>10</b>	<b>12</b>
	2.1 Food & wines Harmony		
	2.2 Wine glasses and Harmony		
	2.3 Storage and service of wine		
<b>Chapter 3</b>	<b>Aperitifs</b>	<b>02</b>	<b>04</b>
	3.1 Definition		
	3.2 Types - Wine based & spirit based		
<b>Chapter 4</b>	<b>Introduction to Spirits, Distillation process, Pot Still &amp; Patent Still</b>	<b>02</b>	<b>04</b>
<b>Chapter 5</b>	<b>Spirits</b>	<b>08</b>	<b>10</b>
	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

<b>Chapter</b>	<b>Liqueurs</b>	<b>02</b>	<b>04</b>
<b>6</b>			
6.1	Types		
6.2	Production		
6.3	Brands & Service – Indian and International		
<b>Chapter</b>	<b>Tobacco</b>	<b>02</b>	<b>02</b>
<b>7</b>			
7.1	Types – Cigars & Cigarettes		
7.2	Cigar strength and sizes		
7.3	Brands – Storage and sizes		
		<b>Total</b>	<b>32 40</b>

**Note : Glossary of Terms**

Student should be familiar with the glossar of terms pertaining to above entioned 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. Foo & Beverages Service – Lilicrap & Cousins
2. Modern Restaurant Service – John Fuller
3. Food & Beverages Service Training Manual – Sudhir Andrews
4. Bar & Beverages Book – Costas Katsigris, Mary Porter, Thomas
5. Professional Guide to Alcoholic Beverages –Lipinski
6. Alcoholic Beverages – Lipinski & Lipinski
7. Bartender Guide – BD & L

**Subject - ACCOMODATION SERVICE**

**Subject Code - 303**

**Semester - Thord**

**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 prepare the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.**

**SECTION - I**

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

<b>Chapter 5</b>	<b>Linen &amp; Uniform room Operation, Laundry</b>	<b>04</b>	<b>05</b>
	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		
<b>Chapter 6</b>	<b>Flower Arrangement</b>	<b>04</b>	<b>03</b>
	6.1 Concepts, Importance & Principles		
	6.2 Types and shapes		
	6.3 Tool, Equipments and Accessories		
	6.4 Conditioning of Plant Material		
		<b>Total</b>	<b>16 20</b>
Note : Glossary of terms			
Students should be familiar with the glossary of terms pertaining to above –mentioned topics			
<b>SECTION -II</b>			
<b>Chapter 1</b>	<b>Front Office Accounting</b>	<b>03</b>	<b>06</b>
	1.1 Accounting fundamentals (types of accounts, ledger, folios, voucher)		
	1.2 Record keeping system (non automated , semi-automated and fully automated)		
	1.3 Credit Monitoring and Charge Privileges		
	1.4 Cash sheet		
<b>Chapter 2</b>	<b>Calculation of various Statistical data using Formulae ( ARR, Room occupancy %, Double Occupancy %, Local Occupancy %, House count)</b>	<b>04</b>	<b>05</b>
<b>Chapter</b>	<b>Reports</b>	<b>04</b>	<b>05</b>

3

Daily Report, Revenue Report, Discrepancy Report etc.

<b>Chapter</b>	<b>Guest Relations</b>	<b>03</b>	<b>02</b>
<b>4</b>			
4.1	Hospitality Desk		
4.2	Functions and role		
4.3	Maintenance of records like guest history card etc		
4.4	Special personality traits for a Guest Relations Executive		
<b>Chapter</b>	<b>Situation Handling</b>	<b>02</b>	<b>02</b>
<b>5</b>			
5.1	Complaint handling procedure		
5.2	Dealing with unusual situation ( Death, theft, fire etc )		
		<b>Total</b>	<b>16 20</b>

**Note : Glossary of Terms**

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

**Practicals: (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 practicals
6. Introduction to Horticultural aspects
7. Pest Control

**Reference Book**

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

**Practicals SECTION II**

Situation for the following instances

1. Posting charges in guest folio
2. Practical applications of the Credit Monitoring
3. Practical applications of the 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 ( enchancing 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
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 student understand the concepts of management & their Practical application in the hospitality Industry.**

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Introduction</b>	<b>06</b>	<b>05</b>
	1.1 A typical day in the life of a manager at hotel ( illustrative situations)		
	1.2 Management defined		
	1.3 Level of management		
	1.4 External & Internal factors that effect management		
<b>Chapter 2</b>	<b>Management thought : Journey from inception till today</b>	<b>08</b>	<b>10</b>
	2.1 Brief history of management thought		
	2.2 Contribution of F. W. Taylor to scientific management		
	2.3 Henry Fayol's classical management theory		
	2.4 Modern day management theory		
<b>Chapter 3</b>	<b>Planning &amp; Decision Making</b>	<b>08</b>	<b>10</b>
	<b>A Planning</b>		
	3.1 Definition		
	3.2 Nature & Importance of planning, Advantages & disadvantages		
	3.3 Types of plans – objective, strategies, policies, procedures, methods, rules, programs & budgets		
	3.4 Steps in planning		
	3.5 Planning assumptions		

	<b>B Decision -making</b>	<b>03</b>	<b>03</b>
	3.6 Types of decisions		
	3.7 Step b step decision making process		
<b>Chapter</b>	<b>Organizing &amp; Staffing</b>	<b>10</b>	<b>10</b>
<b>4</b>			
	<b>A Organizing</b>		
	4.1 Definition		
	4.2 Nature & Importance of organizing		
	4.3 Principles of organizations – Formal & Informal Centralized / Decentralized, Line & Staff		
	<b>B Staffing</b>		
	4.4 Definition		
	4.5 Delegation and Departmentalization		
	4.6 Authority & Responsibility, Span of control		
<b>Chapter</b>	<b>Leadership</b>	<b>08</b>	<b>10</b>
<b>5</b>			
	5.1 Definition		
	5.2 Leadership theories – Managerial grid		
	5.3 Different styles of leadership		
	5.4 Characteristics of a good leader		
<b>Chapter</b>	<b>Motivation</b>	<b>06</b>	<b>10</b>
<b>6</b>			
	6.1 Definition		
	6.2 Nature & Importance		
	6.3 Benefits of motivated staff		
	6.4 Theories of motivation –		
	6.4.1 Maslow`s theory of need hierarchy		
	6.4.2 Herzberg1s two factor theory		
	6.4.3 McGregor`s theory `X` and theory `y`		
	6.5 Morale – it`s role & importance		
<b>Chapter</b>	<b>Communication</b>	<b>06</b>	<b>06</b>
<b>7</b>			
	7.1 Definition, nature, process of communication		
	7.2 Types of communication		
	7.2.1 Upward / Downward		
	7.2.2 Verbal / Nonverbal		
	7.2.3 Formal / Informal		
	7.3 Barriers to communication		
	7.4 Methods of improving communication effectiveness		

<b>Chapter</b>	<b>Coordination</b>	<b>03</b>	<b>02</b>
<b>8</b>			
	8.1 Definition		
	8.2 Need for coordination		
	7.3		
<b>Chapter 9</b>	<b>Controlling</b>		
	9.1 Definition		
	9.2 Process of controlling		
	9.3 Need for control		
<b>1</b>			
		<b>Total</b>	<b>64 70</b>

**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. Essential of Management – Koontz & O` donnel
3. Management tasks – Peter Drucker
4. Management process – Davar R.



**Subject - BASIC PRINCIPLE 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 student the basic knowledge of Hotel Accounting required for the Hospitality Management and to prepare them to comprehend and utilized this knowledge for the day - to - day operations of the organization.**

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Introduction to Accounting</b>	<b>03</b>	<b>04</b>
	1.1 Terms and terminologies used in Accounting		
	1.2 Definition, Objectives and Importance of Accounting and Hotel Accounting		
<b>Chapter 2</b>	<b>Principles Of Double Entry System Of Book-Keeping</b>	<b>04</b>	<b>04</b>
	2.1 Nature, Advantages and Principle		
	2.2 Classification o Accounts		
	2.3 Rules of Debit and Credit		
<b>Chapter 3</b>	<b>Journal And Ledger</b>	<b>10</b>	<b>10</b>
	3.1 Practical problems on Journalising – simple and combination entries		
	3.2 Posting into Ledger & Balancing of Ledger Accounts		
<b>Chapter 4</b>	<b>Subsidiary Books</b>	<b>10</b>	<b>10</b>
	4.1 Advantages, Problems od Subsidiary books		
	4.2 Practical problems on preparation of Purchases, Sale, Return and Special Function Books		
<b>Chapter 5</b>	<b>Cash Books</b>	<b>10</b>	<b>10</b>
	5.1 Introduction and types of cash book		
	5.2 Practical problems on three columns and Analytical Petty Cash		

	Book Received Book used in Hotels		
	5.3 Meaning, importance and reasons for the preparing Bank Reconciliation Statement		
<b>Chapter 6</b>	<b>Accounting Principles</b>	<b>06</b>	<b>08</b>
	6.1 Accounting Concepts and Conventions		
	6.2 Capital, Revenue and Deferred Revenue Expenditures and Incomes		
<b>Chapter 7</b>	<b>Trial Balance</b>	<b>05</b>	<b>06</b>
	7.1 Importance, purpose and advantages		
	7.2 Practical problem on preparation of Trial balance		
<b>Chapter 8</b>	<b>Final Accounts Of Small Hotels And Restaurants</b>	<b>16</b>	<b>18</b>
	8.1 Need for preparation of Trading account, Profit and Loss accounts and Balance Sheet		
	8.2 Practical problems on Trading account, Profit and Loss account and Balance Sheet with the following adjustments only: Closing stock, Outstanding and Prepaid expenses, Accrued and Pre-received incomes, Depreciation of fixed assets and Staff meals		
	<b>Total</b>	<b>64</b>	<b>70</b>

**Note: Glossary of Terms**

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

**Implementation Strategies**

**The students may be assigned to solve problems and exercises to get hands on experience in accounting. In addition the student should be familiarized 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 – First – 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.

**Subject - HOTEL ENGINEERING**  
**Subject Code - 306**  
**Semester - Third**

**Teaching and Examination Scheme:**

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

**Rationale:**

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

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter</b>	<b>Maintenance &amp; Replacement</b>	<b>06</b>	<b>08</b>
<b>1</b>	1.1 Importance of maintenance dept. in Hotel Industry 1.2 Organization of maintenance Dept. in 3/4/5 star hotel 1.3 Duties& responsibility of chief Engg. Of a hotel 1.4 Types of maintenance with examples of each 1.4.1 Advantages & Disadvantages 1.5 Maintenance chart : for 1.5.1 Swimming pool 1.5.2 Kitchen 1.6 Reasons for replacement of equipment 1.7 Replacement factor 1.8 Economic replace of equipment (introduction only) 1.9 Contract of Maintenance Definition & Procedure, types . Advantages & Disadvantages		
<b>Chapter</b>	<b>Refrigeration</b>	<b>08</b>	<b>10</b>
<b>2</b>	2.1 Definition, Pressure, Energy, Heat, Temperature, Specific heat, Relative humidity, DBT, WBT 2.2 Block diagram and function of: Boiler, Condenser, Compressor, Evaporator, Heat Exchanger 2.3 Unit of refrigeration 2.4 Vapour Compression Refrigeration system ( Block diagram) 2.5 Absorption refrigeration system (Block diagram ) 2.6 Domestic Refrigerator, defrosting, Need, Methods, Maintenance of refrigerator		

	2.7 Refrigerant : types, properties of good refrigerant		
	2.8 Ammonia as a refrigerant		
<b>Chapter</b>	<b>Air - Conditioning</b>	<b>06</b>	<b>08</b>
<b>3</b>			
	3.1 Factors affecting comfort AC (supply of oxygen ) , removal of heat & moisture proper air circulation, pure air )		
	3.2 Factors affecting on AC load		
	3.3 Types of AC system : Central AC, Unitary AC.		
	3.4 AC equipment : Air filter, Humidifier, Dehumidifier		
	3.5 Window AC		
	3.6 Walk in freezer , cold storage		
<b>Chapter</b>	<b>Pollution &amp; Control</b>	<b>04</b>	<b>08</b>
<b>4</b>			
	4.1 Air pollution		
	4.1.1 Sources		
	4.1.2 Control – Collector, 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 Water Disposal		
	4.3.1 Waste Handling equipment- (Shredders, Compactors, Transportation separation)		
	4.3.2 Controlling methods ( recycle m		
	4.4 Noise pollution control		
	4.4.1 Sources of noise in Hotel & its unit		
	4.4.2 Introductory control methods		
	4.4.3 Govt. stipulated condition for noise pollution		
	4.5 Environmental Degradation, Global warming and methods of Conservation. Concept of Recycling		
<b>Chapter</b>	<b>Water and Sanitation</b>	<b>08</b>	<b>10</b>
<b>5</b>			
	5.1 Water purification methods		
	5.2 Methods of water softening ( Ion exchange, Zeolite process )		
	5.3 Cold and hot water distribution system		
	5.4 Various plumbing fixtures		
	5.5 Types of sanitary traps and their applications		
	5.6 Types of water closets and flushing		
<b>Chapter</b>	<b>Fuels And Electricity</b>	<b>06</b>	<b>10</b>
<b>6</b>			

- 6.1 Methods of heat transfer
- 6.2 Units of heat
- 6.3 Solid, liquids, 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 electric 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 Sire detectors , alarm
- 8.4 Various security system for hotel ( Ke control, Door, valuable guest

**There should be 4 demonstrations / fields Visits**

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

**Total 48 70**

**Note : Glossary in Terms**

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

**Reference Books**

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

## ADVANCED FOOD PRODUCTION

**Subject Code** - **401**

**Semester** - **Fourth**

### Teaching and Examination Scheme

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

Rationale:

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

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

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

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

### Practicals

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

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

### Reference Books

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





**Subject** - **ADVANCED FOOD & BEVERAGE SERVICE**

**Subject Code** - **402**

**Semester** - **Fourth**

### Teaching and Examination Scheme

Teaching Scheme / week				Examination Scheme			
Theory Hrs.	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	3	1	06	40/2 hrs.	30/2 hrs.	30	100

#### Rationale :

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

		<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Room Service / In room dining service</b>	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.		
<b>Chapter 2</b>	<b>Banquets</b>	10	12
2.1.	Organization structure, Duties & Responsibilities of Banqueting staff		
2.2.	Administrative Procedures, Formats Maintained		
2.3.	Banquet Function Prospectus		
2.4.	Types of Function (Formal and Informal)		
2.5.	Menu Planning (Indian, Continental, Theme, Conference, cocktail, others)		
2.6	Seating Arrangements		
2.7	Off Premise / Out door catering, Air line / Railway / Sea Catering.		
<b>Chapter 3</b>	<b>Buffets</b>	06	08
3.1.	Definition		
3.2.	Types of buffets		
3.3.	Buffet equipment and tables set-ups.		
<b>Chapter 4</b>	<b>Bar Operations</b>	06	08
4.1.	Types of bars		
4.2.	Layout of American bar (parts of the bar)		

4.3. Bar equipments

<b>Chapter 5</b>	<b>Guerdion Service</b>	<b>04</b>	<b>06</b>
5.1.	Origin and definition		
5.2.	Types of Trolleys and layout		
5.3.	Special equipment		
5.4.	Service Procedures		
5.5.	Service of important classical dishes		
	<b>Total</b>	<b>32</b>	<b>40</b>

**Note: Glossary of Terms**

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

**Practicals :**

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

**Reference Books:**

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

**Subject** - **PERSONALITY DEVELOPMENT AND BUSINESS COMMUNICATIONS**

**Subject Code** - **403**

**Semester** - **Fourth**

### Teaching and Examination Scheme

Teaching Scheme / week				Examination Scheme			
Theory Hrs.	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
03	03	1	07	40/2 hrs.	30/2 hrs.	30	100

### Rationale:

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

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

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

**Reference books:**

1. How to get the job you want – Arun Agarwal. Published by Vision Books, New Delhi
2. Get the job – Rohit Anand and Sanjeev Bikchandani. Published by Harper Collins.
3. You can win – Shiv Khera, MacMillan India Ltd.
4. How to develop self-confidence and influence people by public speaking – Dale Carnegie. Cedar self help.
5. The Perfect Presentation – Andrew Leigh and Michael Maynard. Rupa and Co.

**Practical guidelines:**

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

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

**Subject - HUMAN RESOURCE MANAGEMENT**

**Subject Code - 404**

**Semester - Fourth**

### Teaching and Examination Scheme

Teaching Scheme / week				Examination Scheme			
Theory Hrs.	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
03	-	1	04	70/3 hrs.	----	30	100

#### Rationale

The understanding of Human Resource 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.
<b>Chapter 1</b>	<b>Introduction to Human Resource Management</b>	<b>04</b>	<b>03</b>
1.1	Definition		
1.2	Nature & Characteristics		
1.3	Need for HRM in the Service Industry		
1.4	Role of Human Resource Manager		
<b>Chapter 2</b>	<b>Human Resource Planning</b>	<b>16</b>	<b>18</b>
2.1.	Concepts, Characteristics and Need		
2.2.	Job Analysis, Job Description & Job specification		
2.3.	Recruitment & Selection; Sources & Modes of Recruitment		
2.4.	Tests & Interviews, Selection Process		
<b>Chapter 3</b>	<b>Human Resource Development</b>	<b>10</b>	<b>13</b>
3.1	Definition and Characteristics		
3.2	Orientation & Induction		
3.3	Training – Need & Importance, Difference between Training & Development Methods of Training		
3.4	Performance Appraisal - Purpose & Methods		
3.5	Promotion & Transfers		
<b>Chapter 4</b>	<b>Wage &amp; Salary Administration</b>	<b>06</b>	<b>12</b>
4.1	Job Evaluation – Concept & Objectives		
4.2	Formulation of Compensation Structure		
4.3	Regulatory Provisions		
4.4	Fringe Benefits		

<b>Chapter 5</b>	<b>Grievances &amp; Disciplines</b>	<b>06</b>	<b>12</b>
5.1	Grievance Handling - Identifying Causes		
5.2	Developing Grievance Handling Systems		
5.3	Discipline - Concept, Causes of Indiscipline		
<b>Chapter 6</b>	<b>Labour – Management Relations</b>	<b>06</b>	<b>12</b>
6.1	Trade Unions -Concept, Objectives & Functions		
6.2	Collective Bargaining		
6.3	Workers Participation in Management		
6.4	Labour Turnover – Causes & Measures to prevent Labour Turnover.		
		<b>Total 48</b>	<b>70</b>

**Note : Glossary of Terms**

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

**Reference Books**

1. 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, Mc.Graw Hill.
5. Human Resource Management in the Hospitality Industry – Frank M / Mary L Monochello
6. Guide for Labour Management – H.L. Kumar
7. Human Resource Management & Human Relations – V.P.Michael
8. Arun Monappa & S.Saiyuddain : Personal Management, Tata McGraw Hill.
9. Habits of highly effective people – Steven Covey

**Subject - HOTEL ACCOUNTING**

**Subject Code - 405**

**Semester = Fourth**

### Teaching and Examination Scheme

Teaching Scheme / week				Examination Scheme			
Theory Hrs.	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
03	-	1	04	70/3 hrs.	----	30	100

Rational:

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.

		<b>Hrs.</b>	<b>Mks.</b>
<b>Chapter 1</b>	<b>Introduction to Joint Stock Company</b>	<b>06</b>	<b>10</b>
1.1.	Definition, Characteristics & Advantages		
1.2.	Meaning, Definition and Types of Shares and Debentures.		
<b>Chapter 2</b>	<b>Company Final Accounts</b>	<b>12</b>	<b>20</b>
	Preparation of Trading, Profit and Loss, Profit & Loss Appropriation Accounts & Balance Sheet with provisions Of Companies Act including writing off of Miscellaneous Expenses, Proposed dividend, Provision for Taxation and Transfer to Reserves		
<b>Chapter 3</b>	<b>Allowances and Visitors Paid Out</b>	<b>05</b>	<b>08</b>
3.1.	Meaning, Types and Proformas		
3.2.	Difference between Allowances & VPO		
<b>Chapter 4</b>	<b>Guest Billing</b>	<b>09</b>	<b>12</b>
4.1	Proforma and Use of Visitors Tabular Ledger and Guest Weekly Bill		
4.2	Accounting of Bills receivable		
<b>Chapter 5</b>	<b>Uniform System of Accounting</b>	<b>10</b>	<b>12</b>
5.1	Introduction		
5.2	Practical problems on preparation of Income Statement		
5.3	Schedules showing Departmental income – Rooms		



Food & Beverage, Telephone  
Gift shop, Garage and Parking, Laundry and Marketing  
Only

<b>Chapter 6</b>	<b>Concepts related to Financial Management</b>	<b>06</b>	<b>08</b>
6.1	Definition, and factors affecting Working Capital		
6.2	Definition, Characteristics of Budgets		
6.3	History and meaning Value added tax		
		<b>Total</b>	<b>48 70</b>

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

**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**

1. Hotel Accountancy & Finance – S.P.Jain & K.L.Narang First 1999 Kalyani Publisher B1/1292, Rajinder Nagar, Ludhiana
2. Hotel Accounting & Financial Control - Ozi D’Cunha Gkleson Ozi D’Cunha-Fist – 2002 – Dickey Enterprises, Kandivali (W) Mumbai
3. Accountancy in the Hotel & catering industry – Richard Kotas – Fourth 1981 – International Textbook Company
4. Elements of Hotel Accountancy – G.S.Rawat & JMS Negi – Fifth Revised – 1994 - Aman Publicaions, Daryaganj, New Delhi - 2

**Subject - HOSPITALITY MARKETING - I**

**Subject Code - 406**

**Semester - Fourth**

### Teaching and Examination Scheme

Teaching Scheme / week				Examination Scheme			
Theory Hrs.	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
03	-	1	04	70/3 hrs.	----	30	100

#### Rationale:

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

	<b>Hrs.</b>	<b>Mks.</b>
<b>Chapter 1 Introduction to Marketing</b>	<b>07</b>	<b>08</b>
1.1. Definition of Marketing		
1.2. Customer Orientation		
1.3. Core Concept of Marketing		
1.4. Marketing Management – Definition Philosophies and Pillars of Marketing management		
1.5. Introduction to 7 P's of Marketing mix		
<b>Chapter 2 Analysis of Current business environment</b>	<b>04</b>	<b>04</b>
2.1. Competition		
2.2. Economic Environment		
2.3. Technological Environment		
2.4. Social & Cultural Environment		
2.5. Political Environment		
2.6. Internal Environment		
<b>Chapter 3 Consumer Behaviour</b>	<b>05</b>	<b>08</b>
3.1. Consumer Behaviour model		
3.2. Factors affecting Consumer Behaviour – Cultural, Social, Personal, Psychological		
<b>Chapter 4 Market Segmentation</b>	<b>04</b>	<b>08</b>
4.1. Definition & need for market segmentation		
4.2. Basis for segmentation – Geographic, Demographic, Behavioral and Psychographics		

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

**Notem : 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