



Savitribai Phule Pune University

(Formerly University of Pune)

Faculty of Science & Technology

BSc – Hospitality Studies *Incorporating* *Second Year*

Choice Based Credit System Syllabus

To be implemented from A.Y. 2020-21

Subject : FOOD PRODUCTION - III
Subject Code : HS 301
Subject Credits : 04
Semester : Third
Hours per week : 4

Course outcomes:

- C1 To know various sectors of catering industry, Bulk cooking & quantity equipment used.
 C 2 To understand importance of Menu planning, Volume forecasting, Yield management
 C 3 To know Fish Cookery wrt types of Fish, cuts of fish & methods of cooking.
 C 4 To understand Indian regional cooking styles in detail .
 C 5 To know preparations methods of Bread, Cake & cookies making.

							Hours
Chapter 1		Introduction to Quantity Food Production					10
	1.1	Introduction to Quantity Food Production					
	1.2	Introduction to Sectors of Catering Industry (Welfare and Commercial)					
	1.3	Industrial Catering - (Introduction, Characteristics, Menu Planning)					
	1.4	Institutional Catering (Hospitals & Schools) - (Introduction, Characteristics, Menu Planning)					
	1.5	Banqueting - (Introduction, Characteristics, Menu Planning)					
	1.6	Welfare Catering- (Introduction, Characteristics, Menu Planning)					
	1.7	Principles of Indenting for Quantity Kitchen. – Indent format and indent specifications					
Chapter 2		Volume Forecasting					04
	2.1	Volume Forecasting (Definition, Importance, Concept of judgments)					
	2.2	Factors influencing Volume Forecasting					
	2.3	Merits & Limitations of Volume forecasting					
Chapter 3		Menu Planning					06
	3.1	Principles of Menu Planning					
	3.2	Menu balancing and food costing					
	3.3	Factors influencing menu planning for regional and industrial menus					
	3.4	Standardizing of Recipes, Standard yield, Portion size & Standard Purchase specifications (SPS)					
Chapter 4		Fish Cookery					04
	4.1	Introduction to fish Cookery					
	4.2	Classification of fish with examples(local names also)					
	4.3	Selection & storage of fish & shell fish					

	4.4	Cuts of fish with menu examples	
	4.5	Cooking of fish	
	4.6	Preservation & processing of fish	
Chapter 5		Larder /Garde Manger	06
	5.1	Functions of larder department	
	5.2	Duties & responsibilities of larder chef	
	5.3	Specific essential tools & equipment in the larder	
	5.4	Common terms used in larder department	
Chapter 6		Indian Regional cooking	16
	6.1	Introduction to Indian regional cuisines – (North, South, East and West Indian Cuisine) <ul style="list-style-type: none"> • History • Characteristics • Different ingredients used • Regional differences • Equipment used, • Cooking methods, • Religious influences 	
	6.2	Planning Festive Menus (Maharashtra, Gujarat, Punjab, Kashmiri, Hyderabad, Goa, Kerala, Uttar Pradesh, Rajasthan, Bengal, Karnataka, Tamilnadu, North Eastern states, Parsi, etc)	
	6.3	Indian cooking techniques – Dum, Dum Phukt, Tawa, Kadai, Chula, Tandoor, Zameen Dos	
Chapter - 7		Yeast dough (fermented goods)	06
	7.1	Role of ingredients	
	7.2	Principles of Bread Making	
	7.3	Types–(Rich /lean)	
	7.4	Methods of Bread making	
	7.5	Stages in Bread making	
	7.6	Faults and remedies, Bread Disease, Bread Improver	
Chapter 8		Cake making	04
	8.1	Factors to be considered while cake making- (Combining ingredients, Forming of air cells and developing texture)	
	8.2	Method of Cake Making	
	8.3	Scaling, Panning, Baking and Cooling	
	8.4	Faults & Precautions	
Chapter 9		Cookies	04
	9.1	Definition & Introduction	
	9.2	Characteristics and its influencing factors	
	9.3	Mixing Methods	
	9.4	Types of Cookies (Piped/ Bagged, Dropped, Rolled, Moulded, Stencil, Ice box / Refrigerator, Bar, Sheet, Sandwich)	

Total	60
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Note: Glossary of Terms

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

Assignments:

A minimum of **3 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Power point presentation on authentic Regional festive or religious wedding Menu
2. Plan a banquet menu and do volume forecasting and food costing.
3. Chart Presentations on sectors of catering.
 - Chart Presentation – Cuts of fish,
 - Formats of Standard Purchase Specification, Standard yield with examples
 - Draw neat Layout with equipments & tools used in Larder section.
 - Chart presentation on cookie & Cake making methods with 5 examples each.

Reference Books

1. Art of Indian Cookery - Rocky Mohan
2. Prasad – Cooking with Indian Master – J.Inder Singh Kalra
3. Quantity Food Production Operations and Indian Cuisine – ParvinderS.Bali
4. Theory of Catering- Victor Ceserani& Ronald Kinton, ELBS
5. Theory of Cookery- Mr. K. Arora, Franck Brothers
6. Modern Cookery for Teaching & Trade Vol - I- Ms.Thangam Philip, Orient Longman.
7. The Professional Chef (4th Edition)- Le Rol A. Polsom
8. Professional Cooking – Wayne Gisslen
9. Professional Baking- Wayne Gisslen
10. Basic Baking – S.C. Dubey

Subject : Food and Beverage Service - III
Subject Code : HS 302
Subject Credits : 4
Semester : 3

Course Outcome

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

		Hours
Chapter 1	Basic Fundamentals of Wine	12
	1.1. Introduction, definitions of Wines	
	1.2. Classification	

	1.3.	Viticulture & Viticulture Methods	
	1.4.	Vinification Still, Sparking, Aromatized & Fortified Wines	
	1.5.	Vine Diseases	
	1.6.	Food & Wine Harmony	
	1.7.	Storage of wine (wine cellar)	
Chapter 2		Wines of the World	12
	2.1	Introduction - New World & Old World Wines	
	2.2	Old World Wines: France, Italy, Spain, Portugal, Germany	
	2.3	New World Wines :South Africa, Australia, USA, Hungary & India (Wine Laws, Basic Wine Regions, Key Wines (3-5 each region))	
Chapter 3		Aperitifs	6
	3.1	Aperitifs Definition	
	3.2	Types- Wine based & Spirit based	
Chapter 4		Liqueurs	8
	4.1	Definition, Liqueurs Types	
	4.2	Production	
	4.3	Popular Brands - Indian and International	
Chapter 5		Spirits	12
	5.1	Definition of Spirit, Introduction	
	5.2	Classification of Spirits -White & Brown Spirits	
	5.3	Whisky, Brandy, Rum, Vodka, Gin & Tequila (Production stepwise, Classification / Types, Brands - Indian & International)	
Chapter 6		Cocktails	10
	6.1	Definition, Methods of Preparation	
	6.2	Classic/ popular cocktails Spirits, wine, beer, Liqueur based	
			60

Assignments:

- 1 Preparation & Designing of Bar Menu
- 2 Indian & International Brands of Alcoholic Beverages
- 3 Preparation of Cocktail charts - base wise (as Whiskey, Vodka, Liqueurs, etc)
- 4 International wine Charts preparation (France, Germany, India, etc.)

Reference Books:

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

Subject : ACCOMODATION OPERATIONS - I
Subject Code : HS 303
Subject Credits : 04
Semester : III

Course Outcomes:

- Establish the importance of Rooms Division Principles within the hospitality Industry.
- 2. Learn basic skills and knowledge necessary to successfully identify the required standards in this area
- 3. Understand all aspects of cost control and establishing profitability.

SECTION - I

		Hours
Chapter 1	Contract Cleaning	02
1.1	Definition, Concept	
1.2	Jobs given on contract by Housekeeping	
1.3	Advantages & Disadvantages	
1.4	Pricing a contract	
Chapter 2	Pest Control	04
2.1	Definition of Pests.	
2.1	Types of Pests	
2.2	Preventive and Control Measures of common pests – (Bed Bugs, Carpet Beetles, Fabric moths, Mosquitoes, Fungi ,Silverfish, Cockroaches, Mice and rats)	
Chapter 3	Safety & Security Processes	03
3.1	Potentially Hazardous Conditions	
3.2	Safety Awareness- Importance of Safety and Security.	
3.3	Safety of Guest Property, Hotel Property	
3.4	Accidents: Causes & Prevention	
3.5	First Aid and its remedies	
3.6	Fire safety	
3.7	Role of Security Department	
Chapter 4	Environment practices in Housekeeping	05
4.1	Introduction to Green Housekeeping	
4.2	Eco friendly practices followed by Housekeeping	
4.3	Waste Reduction Programs	
4.4	Recycling of Materials	
Chapter 5	Linen & Uniform room	06
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	Handling of Hotel Uniforms	
5.9	Discard Management	
Chapter 6	Laundry Operations	05
6.1	Types of Laundry – OPL , Commercial	
6.2	Layout of a Laundry	
6.3	Laundry Equipment & Uses	
6.4	Laundry Process	
6.5	Dry Cleaning	
6.6	Handling Guest Laundry – Laundry list and Valet Service	
Chapter 7	Flower Arrangement	05
7.1	Concept, Importance & Principles	
7.2	Types and shapes	
7.3	Tools, Equipment and Accessories	
7.4	Conditioning of Plant Materials	
 Section –II		
Chapter 1	Front Office Accounting	06
1.1.	Accounting fundamentals (types of accounts, ledger, folios, vouchers)	
1.2.	Record keeping system (non automated, semi-automated and fully automated)	
1.3.	Credit Monitoring and Charge Privileges	
1.4.	Cash sheet	
1.5.	Floor Limit, House Limit	
Chapter 2	Calculation of various Statistical data using Formulae	06
	- ARR,	
	- Room occupancy % ,	
	- Double Occupancy%,	
	- Foreign Occupancy % ,	
	- Local Occupancy % ,	
	- House Count,	
	- Under stay % ,	
	- Overstay % ,	
	- No show % ,	
	- Rev PAR	
Chapter 3	Reports	06
	Daily Report, Revenue Report, Discrepancy Report, High Balance Report, GHC etc.	
Chapter 4	Guest Relations	06

4.1	Hospitality Desk	
4.2	Functions and role	
4.3	Maintenance of records like guest history card etc)	
4.4	Special personality traits for a Guest Relations Executive	
Chapter 5	Situation Handling	06
5.1	Types of Guest Complaints	
5.2	Complaint handling procedure	
5.3	Dealing with unusual situations (Death, theft, fire etc.)	
	Total	60

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

Assignments :

Minimum of 3 assignments to be submitted by students by the end of the semester based on following topics:

- List and collect information on Equipment's used for Security Systems in Hotels
- Presentation on study of Housekeeping practices followed in allied sectors (any 1) – hospitals, aircrafts, malls, cruise ships,
- Power point presentation on use of Information Technology in Front Office.
- Collection of sample reports used at front office in hotels

Suggested Field Visit:

1. Visit to a Commercial Laundry
2. Visit to a Nursery
3. Visit to an Ecotel to learn about eco friendly practices.

Subject : Food Production – III (P)
Subject Code : HS 304
Subject Credits : 2
Semester : Second
Hours per week : 04

Practical's:

Minimum **12 Individual Practical's** to be conducted during the semester.
The practical should comprise of the following:

- Industrial menu consisting of meat / vegetable, rice, dal, accompaniment, bread & dessert – **01 Practical** (min. 50 pax)
- Indian regional menu consisting of meat, veg (dry / gravy), dal, rice, accompaniment, bread & dessert – **07 Practical** (min. 50 pax)
North: Kashmir, Punjab, Uttar Pradesh, Madhya Pradesh
South: Tamil Nadu, Kerala, Andhra Pradesh, Karnataka
East: West Bengal, Assam, Orissa
West: Maharashtra, Goa, Gujarat, Rajasthan
- Students should prepare **Three** bakery products related to Breads, Cakes & Cookies by using various types / methods of making based on followings – **4 practical:**
- **Breads** Bread Rolls, Garlic / Herb, Burgers Buns, Hot Dog Rolls, French Bread, Brown Bread, Pizza, Ladi Pav, Bread Sticks, Multigrain, Foccacia, Ciabatta, Pita, Bagels, Calzone, Quick breads, Breakfast breads
- **Cakes** Vanilla/Orange Muffins, Chocolate Layer Cake, Madeira Cake, Swiss Roll / Roulade, Eggless Cake, Mawa Cake, Devil’s Food Cake, Angel Food Cake, Madeleine’s, Date and Walnut Cake, Carrot Cake, Pineapple Upside Down Cake, Dry Fruit Cake, Gel Sponge, Genoese Sponge, Tea Cakes, Petite Four, Red Velvet, Mud Pie, Choco lava, Plum cake, Ribbon Sponge
- **Cookies** (Butter Buttons, Melting Moments, Checkerboard, Shrewsbury, Ginger Cookies, Macaroons, Choco Chips, Biscotti, Pinwheel, Nan Khatai, Jeera Cookies, Brownie)

Practical Examination: (Internal & External)

- Exams to be conducted on Indian regional quantity menu consisting of meat, veg (dry / gravy), dal, rice, accompaniment, bread/Cake/Cookies (any one Bakery item) for (min. 50 pax)
- The internal exams to be assessed by the internal examiner and external exams by the external examiner.

Subject	: Food and Beverage Service – III (P)
Subject Code	: HS 305
Subject Credits	: 02
Semester	: 3
Hours per week	: 04
No. of Practical	: 12

Practicals:

1. Introduction to Bar, Parts of Bar identification, Bartender (Roles & Responsibilities)
2. Identification of Glasses, Equipment required for Bar & Beverage Service
3. Reading a Wine & spirits Label – French, Italian, Spain, Indian & Cognac, Armagnac

4. Food & Wine Harmony
5. Taking order for Beverages
6. Service of Still wines, Sparkling wine, Fortified wines (4practical)
7. Menu planning with wines
8. Service of Spirits (Whisky, Brandy, Rum, Gin, Vodka, Tequila)
9. Service of Liqueurs, Aperitif, Grappa, Marc
10. Preparation of classic and innovative cocktails, glassware and garnish

Subject : ACCOMODATION OPERATIONS I
Subject Code : HS 306
Subject Credits : 2
Semester : III
Hours per week : 04

PRACTICALS

Minimum 12 *Individual Practicals* to be conducted during the semester.

SECTION I

1. Stain Removal
 - Tea Stains
 - Ink Stains
 - Grease Stains
 - Lipstick Stains
2. Laundering Procedure
 - Washing
 - Starching
 - Blueing
 - Ironing
3. Flower Arrangement
 - Oval/Round
 - Hogarth Curve
 - Ikebana
 - Vertical
 - Horizontal
4. Stock Taking of Linen for Housekeeping Lab
5. Calculation of room linen requirement for a 100 rooms' property with an OPL
- 6.. Calculation of room linen requirement for a 300 rooms' property with an OPL.

SECTION II

Practical's

- Posting charges in guest folio
- Practical applications of Credit Monitoring & Charge privilege
- Late Check-outs , late charges

- V.P.O., Allowance vouchers and Miscellaneous vouchers
- Dealing with guests at the hospitality desk (enhancing the guest experience)
- Situation handling (Death, Theft, Fire, Guest complaints)

Subject: Communication Skills I

Subject Code: HS 308

Subject Credits: 02

Semester: III

Course Outcome:

- C1 Introduction to an important skill – Communication
- C2 Understand the importance and application of Communications skills in daily life
- C3 Background and practice of listening, speaking, reading, writing skills
- C4 Be well versed with Group Discussions and Personal Interviews
- C5 Understand the concept of Body Language and its importance and application in the hotel industry

						Hours
Chapter – 1		Nature and Process of Communication				05
	1.1	Introduction to Communication – meaning and scope				
	1.2	Objective and principles of communication				
	1.3	Features of communication				
	1.4	Process of communication				
	1.5	Attributes of culinary professional				
Chapter – 2		Types of Communication				03
	2.1	Categories of communication - Interpersonal communication - Mass communication				
	2.2	Forms of communication - Verbal communication a. Oral communication b. Written communication - Non-verbal communication				
	2.3	Formal and Informal communication - Vertical vs Horizontal communication - Inter vs Intra communication				
Chapter – 3		Barriers of effective communication				04
	3.1	Defining barriers of communication				
	3.2	Types of Barriers : · Physical or Environmental barriers · Semantic and Language barriers · Personal barriers · Emotional or Perceptual Barriers · Socio-psychological barriers				

		· Physiological or Biological Barriers · Cultural Barriers · Organizational Barriers	
Chapter – 4		Listening skills	04
	4.1	Meaning of listening v/s hearing	
	4.2	Types of Listening (theory / definition)	
	4.3	Tips for Effective Listening	
	4.4	Traits of good listening	
	4.5	Listening to Talks and Presentations	
Chapter 5		Oral Communication	06
	5.1	Meaning, Importance, Advantages and Disadvantages of oral communication	
	5.2	Essential qualities of a good speaker	
	5.3	Extempore, Debate and Elocution	
	5.4	Group Discussions	
	5.5	Interview Techniques	
	5.6	Speech and Presentations	
Chapter 6		Body Language	02
	6.1	6.1 Introduction to body language	
	6.2	6.2 Understanding body language with examples	
Chapter 7		Written communication skills	04
	7.1	7.1 Meaning, Importance, Advantages and Disadvantages of written communication	
	7.2	Letter writing - (letters of inquiry and booking of a banquet or a room, complaint, apology, leave and appreciation), Letters (Applying for a job with resume, Letter of quotation and order)	
	7.3	Writing a synoptic summary, case study, report writing, memo, notice, circular, agenda, minutes.	
	7.4	Writing emails and etiquette	
	7.5	Note making, writing a log book	
	7.6	Travelogue and Restaurant Reviews	
	7.7	Print – creative article writing, advertisement and promotions by means of posters, pamphlets, tentcards etc.	
Chapter 8		Trending Hospitality Communication	02
	8.1	Formal Conversation	
	8.2	Telephone etiquette	
	8.3	Hotel Phraseology	
	8.4	Using charts and diagrams	
			30

Assignments:

2 assignments for 5 marks each to be given on any of the following:

- Book review and presentation
- Presenting a Case Study related to Hospitality Industry
- Communication Activities/Games to highlight Listening skills, Barriers to Communication, Charts, Diagrams etc.
- Visiting a pre-decided restaurant and writing a restaurant review

Reference Books;

- Communication Skills – Sanjay Kumar, Oxford
- Business Communication – Urmila Rai, Himalaya Publishing House
- Fifty ways to improve Presentation Skills in English – Bob Dignen, Oriental Black Swan
- How to talk to Anyone, Anytime, Anywhere – Larry King
- Soft Power – An Introduction to Core and Corporate Soft Skills – Edited by Anitha Arunsimha

Subject : Internship
Subject Code : HS 401
Subject Credits : 12
Semester : IV

Industrial Training Outcome:

- It gives an opportunity for the students to explore various departments of the hotel.
- It allows students to get familiar with the equipments used in the operational areas.
- Students would be able to understand the hierarchy in each department.
- Students would be aware of the hotel operations at macro level.
- Students would get an insight with the new trends followed in Hospitality Industry.

Duration of Industrial Training: **Sixteen weeks**

In this semester the student shall be sent for industrial training for a period of 16 Weeks, where they would follow the following schedule:

- Food Production-4 weeks
- Food & Beverage Service- 4 weeks
- Front Office- 3 weeks
- Housekeeping- 3 weeks
- Ancillary Department- 1 week (any one department like ,Accounts/ HR/ Stores, etc.)

The Industrial Training needs to be undertaken in hotels which are of the level of three star and above category. During the internship period, the student shall maintain a logbook on daily basis. The Log book would contain personal observations of the students of the various facilities and equipment's used in the course of their training. In addition, they would also maintain a monthly record of feedback/ appraisal provided by the HR /Training Head of the concerned hotel. At the end of the industrial training the student shall submit a training report along with the logbook maintained and performance appraisals from each department trained.

Practical Examination: (Internal & External)

The internal exams to be assessed by the internal examiner for 100 Marks. External exams to be jointly conducted by internal as well as external examiner for 200 Marks.

The following documents are to be submitted with the internal examiner prior to the exams

1. Certificate of training (hard and soft copy)
2. Logbook with Appraisals (hard copy)
3. Training Report (hard and soft copy)
4. Presentation of maximum 5 slides (soft copy), especially emphasising the learningoutcome.