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

BHMCT Part I (Consisting of Semester I, II, III and IV)  
BHMCT Part II (Consisting of Semester V, VI, VII and VIII)

I. Introduction:

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

II. Objectives and Framework of the curriculum of BHMCT programme

1. The basic objective of the BHMCT programme is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.

2. The course structure of the given BHMCT programme is designed keeping in view the basic objective stated above. Consequently certain essential features of such model programme structures would be
   a. To impart to the students latest and relevant knowledge from the field of hotel management theory and practice.
   b. To provide opportunities to the students. Within and outside the institutions, for developing necessary operating skills relating to the Hotel Industry.
   c. To develop the right kind of values and attitudes to function effectively in the hospitality trade.

3. The following considerations have been taken into account:
   a. The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
   b. The design is simple and logical.
   c. There is a major focus of attention on specialization in the final year.

4. The relative importance of skills development and attitudinal orientation in management education suggests that an Institution offering BHMCT Programme should have some freedom on course development in choosing methods of instruction, and internal assessment within a broad framework of objectives and curriculum structure.

5. It is suggested that a minimum weightage of 30 percent be given to internal continuous and sessional assessment, consisting of tasks like class room exercises, texts, seminars, presentations, quizzers, group tasks, unit tests etc. The external semester end University examination should have a maximum weightage of 90 percent.

6. It is suggested that a full time four-year programme in hotel management may have 8 semesters. Each semester is expected to have a total of 20 instructional weeks.

III. The Curriculum:

1. The curriculum is presented in the accompanying chart along with the
Appendices containing a list of courses and their detailed outline.

2. While care and attention should be given to the basic objective the curriculum and its academic rigour, strict straitjacketing of management curriculum has been avoided, incorporating instead the much needed orientation and innovation in the field of Hotel Management education.

3. a. The curriculum includes a total of 40 courses.

b. Of the 40 courses, course No. 101, 102, 103, 104, 201, 202, 203, 204, 301, 302, 303, 304, 401, 402, 403, 601, 602, 603, 701, and 801 are practical courses.

c. There is a provision for on the job learning in the form of Industrial Training for a period of 20 weeks in the fifth semester, which carries mark value of 200. Internal marks for training shall be 60 marks and for viva - voce, training report, log book performance appraisal and presentation before the panel shall be 140 marks. Viva-voce to be conducted by a panel of two external examiners along with one internal examiner.

d. There is a provision for a Project study and viva-voce in the eighth semester, which carries mark value of 100. Internal marks for project work shall be 30 marks and for viva-voce, and presentation before the panel shall be 70 marks. Viva-voce to be conducted by a panel of two external examiners along with one internal examiner.

e. Semester I to VI (excluding semester V for industrial training) work load has six courses of 600 marks per semester(36 hours per week for lectures, practicals and tutorials). The fifth semester has industrial training of 200 marks. The seventh and eighth semesters have five courses of 600 marks each (including Project Report in eighth semester.

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

5. Appendix I: Outline of the structure of BHMCT revised course.

Appendix II: Detailed syllabus, Semester-wise / Course-wise.

IV Eligibility for admission:

a. The candidates who have passed the H.S.C (XII\textsuperscript{th} Std) Examination or its equivalent in academic streams of Science, Arts, Commerce or vocation with a minimum aggregate of 50 percent (45 percent for backward class Candidates) shall be eligible for admission to the BHMCT programme or as decided by the Director, Technical Education, Maharashtra State from time to time.

b. Those who have completed the Three years Diploma Course in Hotel Management & Catering Technology (National Council, MSBTE) are eligible to be admitted directly to the Seventh Semester.

V Number of Lectures:

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

VI Vacation Training

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

VII Industrial Training

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

VIII  Project Work

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

IX  Elective Specifications

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

GROUP A: Food Production Management
GROUP B: Food & Beverage Service Management
GROUP C: Accommodation Management

Candidates for the specialized course under 701 A, shall offer 801 A only.
Candidates for the specialized course under 701 B, shall offer 801 B only.
Candidates for the specialized course under 701 C, shall offer 801 C only.
X. Attendance:
The students are required to have at least 75% attendance in each course. The students who fail to comply with the above requirements shall not be allowed to appear for the examinations. Such students shall have to seek readmission in the same class of the succeeding year.

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

XII Classroom And Laboratories
Besides the classrooms for lectures and tutorials, the laboratories for practicals should include the following Basic Training Kitchen, Quantity Training Kitchen, Advanced Training Kitchen, Training Restaurant, Dining Hall, Reception Counter, Housekeeping (Guest Rooms & HK Lab), Library and Computer Lab with LAN / Internet Facility. The Laboratories should be well equipped to impart proper practical knowledge and develop professional skills of the students.

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

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

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

a. For each course, the ratio of marks of internal assessment in relation to the external assessment shall be 30:70
b. The division of the 30 marks allotted to internal assessment shall be 15 marks for tutorial work or unit tests and 15 marks for seminars / performances of Practicals and continuous assessment comprising of attendance, journal work, etc

c. The external assessment shall be based on the external written examination and practical to be held at the end of each semester for each course.

d. The Training Report and Project Report and Viva-voce shall constitute separate heads of passing individually.

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

f. Reassessment of Internal Marks

In case of those students who have secured less than passing percentage of marks in internal i.e. less than 12 the concerned institute shall administer a separate internal test of 30 marks and if the result of the internal test as above results in lower marks than the original, the original figure of the marks shall prevail. In short the rule is that the higher of the two figures of the marks, shall be taken into consideration.

XVI Marks

a. Each semester will carry a total of 600 marks each (expect for semester V which shall carry a total of 200 marks)

b. The marks allotted to each course shall be as follows:
   - 70 marks for written comprehensive test.
   - 40 marks for written comprehensive test where practical are conducted along with 30 marks for practical,
   - 30 marks shall be assigned for internal assessment.

c. For elective socialization course the marks allotted shall be as follows
   - 70 marks for written comprehensive test.
   - 70 marks for practical and ,
   - 60 marks shall be assigned for internal assessment.

Industrial Training and Project Report shall carry 200 marks & 100 marks respectively.

XVII. Standard of passing

a. Every candidate must secure 40 % marks in aggregate. External examination minimum 28 out of 70 marks and for internal examination minimum 12 out of 30 marks, separately in each subject.

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

XVIII Fees

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

**APPENDIX I.**

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

The following abbreviations have been used here under:

- L = Lecture
- P = Practical
- T = Tutorial

Internal Continuous Assessment = Class Test

**First Year BHMCT SEMESTER I**

<table>
<thead>
<tr>
<th>Course No</th>
<th>Subject</th>
<th>Teaching scheme (hours per week)</th>
<th>Examination scheme</th>
<th>Total Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>L</td>
<td>P</td>
<td>T</td>
</tr>
<tr>
<td>101.</td>
<td>Food Production – I</td>
<td>2</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>102.</td>
<td>Food &amp; Beverage Service - I</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>103.</td>
<td>Housekeeping Operations – I</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>104.</td>
<td>Front Office Operations – I</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>105.</td>
<td>Catering Science I</td>
<td>3</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>106.</td>
<td>Communication Fundamentals</td>
<td>4</td>
<td>-</td>
<td>1</td>
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**First Year BHMCT SEMESTER II**

<table>
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<th>Examination scheme</th>
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</tr>
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<td></td>
<td>L</td>
<td>P</td>
<td>T</td>
</tr>
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<td>201.</td>
<td>Food Production – II</td>
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<td>8</td>
<td>1</td>
</tr>
<tr>
<td>202.</td>
<td>Food &amp; Beverage Service- II</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>203.</td>
<td>Housekeeping Operations – II</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>204.</td>
<td>Front Office Operations – II</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>205.</td>
<td>Catering Science II</td>
<td>3</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>206.</td>
<td>Basic French for Hotel Industry</td>
<td>4</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td>15</td>
<td>15</td>
<td>6</td>
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### Second Year BHMCT SEMESTER III

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</tr>
</thead>
<tbody>
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<td>301.</td>
<td>Food Production – III</td>
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<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>302.</td>
<td>Food &amp; Beverage Service- III</td>
<td>2 3 1</td>
<td>40 30 30</td>
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<tr>
<td>303.</td>
<td>Accommodation Operations – I</td>
<td>2 2 1</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>304.</td>
<td>Computer Fundamentals</td>
<td>2 2 1</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>305.</td>
<td>Food &amp; Beverage Controls</td>
<td>2 2 1</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>306.</td>
<td>Basic Accounting</td>
<td>2 1</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>15 15 6</td>
<td>300 120 180</td>
<td>600</td>
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### Second Year BHMCT SEMESTER IV

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</tr>
</thead>
<tbody>
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<td>401.</td>
<td>Food Production – IV</td>
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<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>402.</td>
<td>Food &amp; Beverage Service- IV</td>
<td>2 2 1</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>403.</td>
<td>Accommodation Operations – II</td>
<td>3 4 1</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>404.</td>
<td>Hotel Engineering</td>
<td>3 - 1</td>
<td>70 - 30</td>
<td>100</td>
</tr>
<tr>
<td>405.</td>
<td>Principles of Management</td>
<td>3 - 1</td>
<td>70 - 30</td>
<td>100</td>
</tr>
<tr>
<td>406.</td>
<td>Hotel Accountancy</td>
<td>3 - 1</td>
<td>70 - 30</td>
<td>100</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>16 14 6</td>
<td>330 90 180</td>
<td>600</td>
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Third Year BHMCT SEMESTER V

<table>
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</thead>
<tbody>
<tr>
<td></td>
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<td>Panel</td>
</tr>
<tr>
<td>501</td>
<td>Industrial Training</td>
<td>140</td>
</tr>
<tr>
<td></td>
<td>20 weeks * 6 days 8 hours = 960 Hrs</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>140</td>
</tr>
</tbody>
</table>

Note

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

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

<table>
<thead>
<tr>
<th>Performance Appraisal</th>
<th>Internal</th>
<th>Panel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logbook</td>
<td>--</td>
<td>30</td>
</tr>
<tr>
<td>Training Report</td>
<td>70</td>
<td>--</td>
</tr>
<tr>
<td>Viva-voce</td>
<td>70</td>
<td>--</td>
</tr>
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</table>

Total 140 marks 60 marks

Third Year BHMCT SEMESTER VI

<table>
<thead>
<tr>
<th>Course No</th>
<th>Subject</th>
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<th>Examination scheme</th>
<th>Total Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>601</td>
<td>Advanced Food Production</td>
<td>L 2  P 8  T 1</td>
<td>Theory 40  Practical 30  Internal 30</td>
<td>100</td>
</tr>
<tr>
<td>602</td>
<td>Advanced Food &amp; Beverage Service</td>
<td>L 2  P 3  T 1</td>
<td>Theory 40  Practical 30  Internal 30</td>
<td>100</td>
</tr>
<tr>
<td>603</td>
<td>Personality Development &amp; Business Communication</td>
<td>L 3  P 3  T 1</td>
<td>Theory 40  Practical 30  Internal 30</td>
<td>100</td>
</tr>
<tr>
<td>604</td>
<td>Hospitality Marketing -I</td>
<td>L 3  P 3  T 1</td>
<td>Theory 70  Practical --  Internal 30</td>
<td>100</td>
</tr>
<tr>
<td>605</td>
<td>Human Resource Management</td>
<td>L 3  P 3  T 1</td>
<td>Theory 70  Practical --  Internal 30</td>
<td>100</td>
</tr>
<tr>
<td>606</td>
<td>Travel &amp; Tourism</td>
<td>L 3  P 3  T 1</td>
<td>Theory 70  Practical --  Internal 30</td>
<td>100</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>L 16  P 14  T 6</td>
<td>Theory 330  Practical 90  Internal 180</td>
<td>600</td>
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</table>
### Fourth Year BHMCT SEMESTER VII

<table>
<thead>
<tr>
<th>Course No</th>
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<th>Examination scheme</th>
<th>Total Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>L</td>
<td>P</td>
<td>T</td>
</tr>
<tr>
<td>701.</td>
<td>@ Elective I (A,B,C)</td>
<td>4</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>702.</td>
<td>Organisational Behaviour</td>
<td>4</td>
<td>-</td>
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<tr>
<td>703.</td>
<td>Hotel Related Laws</td>
<td>4</td>
<td>-</td>
<td>1</td>
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<tr>
<td>704.</td>
<td>Hospitality Marketing -II</td>
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<td>-</td>
<td>1</td>
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<tr>
<td>705.</td>
<td>Environmental Management</td>
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<td>-</td>
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<td></td>
<td>TOTAL</td>
<td>20</td>
<td>10</td>
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### Fourth Year BHMCT SEMESTER VIII

<table>
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<th>Examination scheme</th>
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<tr>
<td></td>
<td></td>
<td>L</td>
<td>P</td>
<td>T</td>
</tr>
<tr>
<td>801.</td>
<td>@ Elective II (A,B,C)</td>
<td>3</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>802.</td>
<td>* Project Report</td>
<td>4</td>
<td>6</td>
<td>-</td>
</tr>
<tr>
<td>803.</td>
<td>Total Quality Management</td>
<td>4</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>804.</td>
<td>Managerial Economics</td>
<td>3</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>805.</td>
<td>Entrepreneurship Development</td>
<td>3</td>
<td>-</td>
<td>1</td>
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<tr>
<td></td>
<td>TOTAL</td>
<td>17</td>
<td>14</td>
<td>5</td>
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</table>

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

701 / 801 A Specialization in Food Production Management.
701 / 801 B Specialization Food & Beverage Service Management.
701 / 801 C Specialization in Accommodation Management

**802 Project Report –**

* The Project Report should be market research and field work oriented and related to the Elective Course (Food Production / Food & Beverage Service/ Accommodation Management). The documentation and presentation should be conducted before the panel of examiners (two external and one internal) Marks would be awarded for Project Report, Presentation & Viva-voce by the panel of examiners (two external and one internal)
Subject - FOOD PRODUCTION - I
Subject Code - 101
Semester - First

Teaching and Examination Scheme:

<table>
<thead>
<tr>
<th>Teaching Scheme/ Week</th>
<th>Examination Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theory Hrs</td>
<td>Practical Hrs</td>
</tr>
<tr>
<td>02</td>
<td>08</td>
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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.

Chapter 1  Introduction to Professional Cookery 02 02

1.1 Origin of Modern Cookery practices
1.2 Factors influencing eating habits, sectors of hospitality/ Catering Industry.
1.3 Essentials of Continental food preparation.
1.4 Essentials of Indian food preparation.
1.5 Hygiene & safe practices in handling food.
1.6 Aims & objectives of cooking food.

Chapter 2  Professional Attributes 02 02

2.1 Attitude towards your job.
2.2 Personal Hygiene.
2.3 Uniforms
2.4 Care for your own health & safety.
2.5 Safety practices & procedures.
2.5.1 Accidents, types, nature, classification
2.5.2 Preventive measures for each type of accident.
2.5.3 Reporting accidents.
2.5.4 First aid - meaning, importance, and basic rules.
2.5.5 Fire Prevention

Chapter 3  Organization Structure in the Kitchen 02 04

3.1 Types of establishments
3.2 Classical kitchen brigade (English) for a five Star &
Three Star Hotel.
3.3 Duties & Responsibilities of Executive Chef &
various Chefs.
3.4 Co-ordination with other allied department e.g. Stores,
Purchases, Accounts, Service, Housekeeping, etc.

Chapter 4 Cooking Utensils & Small Equipments

4.1 Classification - knives, kitchen tools, Electric Food
Pre-Preparation equipments, Refrigeration equipment,
Food Holding Equipments, Hot plates & Heated
Cupboards
4.2 Properties, Advantages & Dis-advantages of various
materials used in tools & equipment.
4.3 Precautions and Care in handling & maintenance of
equipment.

Chapter 5 Commodities used in the Catering Industry

5.1 Relationship of the classification with food groups
studied
5.2 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)

5.2.1 Cereals & Pulses

5.2.1.1 Wheat, Rice & Other millets in
the region
5.2.1.2 Bengal gram, Green gram, Red
gram
5.2.1.3 Soya beans, kidney bean, double
beans, locally available cereals
and pulses.

5.2.2 Sweeteners

Sugar, Honey, Jaggery & Artificial
Sweeteners

5.2.3 Fats & Oils

Butter, Oil, Lard, Suet, Tallow,
Hydrogenated fat, Bread spreads

5.2.3 Dairy products

Milk, Cream, Cheese, Curd
5.2.4 Vegetables
Types of Vegetables- Root, Stem, Leafy, Flowery, Fruity

5.2.5 Fruits
Types of Fruits - Fresh, Dried, Canned

5.2.6 Eggs

5.2.7 Spices, Herbs, Condiments & Seasonings
(Used in Western & Indian Cooking)

Chapter 6 Pigments in foods
6.1 Types of pigments in vegetables, fruits and animal products.
6.2 Effect of heat, acid, alkali, oxidation & metal on pigments
6.3 Precautions for enhancing & retention of colour.

Chapter 7 Introduction to food pre-preparation
(To be stressed in Practicals)
7.1 Preparation Methods - Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry

7.2 Methods of Mixing –
(To be demonstrated also in practicals)
Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring
VIII. **Note : Glossary of Terms**

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

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**Practicals**

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

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

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

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

**Reference Books**

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
6. The book of Ingredients- Jane Grigson
7. Food Commodities- Bernard Davis
Subject - FOOD & BEVERAGE SERVICE – I

Subject Code - 102

Semester - First

Teaching and Examination Scheme:

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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

Chapter 1. The Food & Beverage Service Industry 04 04

1.1 Introduction to the Food & Beverage Industry
1.2 Classification of Catering Establishments (Commercial & Non-Commercial)
1.3 Introduction to Food & Beverage Operations (Types of F&B Outlets)

Chapter 2. Food & Beverage Service areas in a Hotel 04 06

2.1 Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discoteques & Night Clubs.
2.2 Auxiliary areas

Chapter 3. Food & Beverage Service Equipment 06 08

3.1 Types & Usage of Equipments- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables,
3.2 Special Equipment
3.3 Care & maintenance
Chapter 4. Food & Beverage Service Personnel

4.1. Food & Beverage Service Organization Structure - Job Descriptions & Job Specifications
4.2. Attitudes & Attributes of Food & Beverage personnel, competencies.
4.3. Basic Etiquettes
4.4. Interdepartmental relationship

Chapter 5. Types of Food & Beverage Service

5.1. Table Service – English / Silver, American, French, Russian
5.2. Self Service – Buffet & Cafeteria
5.3. Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.
5.4. Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Automats
5.5. Mis-en-place & Mis-en-scene

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

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

Total 32 40

Reference books:
1. Food & Beverage Service – Lillicrap & Cousins, ELBS
2. Modern Restaurant Service – John Fuller, Hutchinson
Rationale:
The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

Chapter 1  Introduction to House Keeping  04  04

1.1 Importance & Functions of Housekeeping
1.2 Guest satisfaction and repeat business
1.3 House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas

Chapter 2  Co-ordination with other Departments  02  02


Chapter 3  Layout of House Keeping Department  04  04

Sections of the housekeeping department, their functions and layout

Chapter 4  Organization of Housekeeping Department  06  10

4.1 Hierarchy in large, medium & small hotels
4.2 Attributes of staff.
4.3 Job Descriptions and Job Specifications
VII Chapter 5 Guest Rooms 04 06

5.1. Types

Chapter 6. Cleaning Equipments 04 05

6.1 Classification, use, care & maintenance
6.2 Selection & purchase criteria

Chapter 7 Cleaning Agents 05 05

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

Chapter 8 Key Control 03 04

8.1 Computerized keys
8.2 Manual keys
8.3 Key Control Procedures

XI. Note: Glossary of Terms

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

Total 32 40

Practicals:

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

REFERENCE BOOKS: -

1. Housekeeping Training Manual - Sudhir Andrews
2. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanox
Subject - FRONT OFFICE OPERATIONS - I

Subject Code - 104

Semester - First

Teaching and Examination Scheme:

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**Rationale:**

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

**Chapter 1. Introduction To Hospitality Industry**

04 04

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

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

Organizational chart of hotels (Large, Medium, Small)

**Chapter 2. Front Office Department**

08 08

2.1 Sections and layout of Front Office
2.2 Organizational chart of front office department (small, medium and large hotels)
2.3 Duties and responsibilities of various staff.
2.4 Attributes of front office personnel
2.5 Co-ordination of front office with other departments of the hotel
2.6 Equipments used (Manual and Automated)

**Chapter 3 Room Types & Tariffs**

06 08

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

**Chapter 4 Role of Front Office**

06 08

4.1 Key control and key handling procedures
4.2 Mail and message handling
4.3 Paging and luggage handling
4.4 Rules of the house [for guest and staff]
4.5 Black list
4.6 Bell Desk and Concierge
4.7

**Chapter 5 Reservation**

08 12

5.1 Importance of guest cycle (Various stages, sectional staff in contact during each stage)
5.2 Modes and sources of reservation.
5.3 Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats)
5.4 Computerised system (CRS, Instant reservations)
5.5 Types of reservation (guaranteed, confirmed, groups, FIT)
5.6 Procedure for amendments, cancellation and overbooking.

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

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**Practicals:**

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

**Reference Books:**

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

**SUGGESTED ASSIGNMENTS:**

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

Subject Code - 105

Semester - First

XIII. Teaching & Examination Scheme:

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

XVII

Chapter 1. Importance of Hygiene in the Catering Industry.  

1.1 Introduction
1.2 Definitions - hygiene & sanitation
1.3 Significance of hygiene & sanitation in the food industry.
### Chapter 2. Food Microbiology  08  10

2.1 Classification & Morphology of micro-organisms  
2.2 Factors affecting growth of micro-organisms  
2.3 Control of micro-organisms in relation to food preservation.  
2.4 Harmful and useful micro-organisms in the food industry.  
2.5 Role of micro-organisms in the production of fermented foods, dairy products, bakery products, alcoholic beverages & vinegar.

### Chapter 3. Food & Water Borne Illnesses  08  12

3.1 Food poisoning & food infection, common intestinal parasites.  
(Definitions, sources of contamination of food, mode of transmission of food borne illness, control of food borne illness.)  
3.2 Non-bacterial metal poisoning  
3.3 Natural Toxins present in food

### Chapter 4. Food Protection  06  10

4.1 Hygienic Storage - Dry, Refrigerated & Freezer storage & protective display.  
4.2 Danger Zone  
4.3 Food spoilage - detection and prevention.  
4.4 Food contamination & spoilage due to kitchen pests.  
4.5 Cross contamination.

### Chapter 5. Personal Hygiene  04  06

5.1 Necessity of personal hygiene.  
5.2 Health of staff.  
5.3 Sanitary practices  
5.4 Protective clothing  
5.5 Importance of rest, recreation and exercise.

### Chapter 6. Food Science Concepts  04  06

6.1 Basic S.I. units of length, area, volume, weight  
6.2 Temperature (conversion of Celsius Scale to Fahrenheit Scale)  
6.3 Definition of density & relative density  
6.4 $pH$ – definition & its relevance in Food Industry  
6.5 Undesirable browning & its prevention, examples of desirable browning in food preparations  
6.6 Important Terminologies (definitions & relevance) Boiling Point, Boiling Under Pressure, Melting Point, Smoking Point, Flash Point, Surface Tension,
Chapter 7  Food Additives  04  06
Definition, types & their limitations as per PFA Act.

Chapter 8  Regulatory Agencies  06  08
8.1  Food standards in India
8.2  Common food adulterants and simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina flour, ghee, butter, margarine & oil.

Chapter 9  Hazard Analysis & Critical Control Points. (HACCP)  06  08
Importance, definition & usage of HACCP.

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

Total  48  70

Demonstration / Field Visits

Demonstration 1. Ubiquity of Micro Organism
(Exposed food, personal habits & kitchen equipment)  2

Demonstration 2. Spoilage organism seen in various food stuffs.  2

Demonstration 3. Simple Tests for Detection of Adulterants  2

Visits:
State Public Health Laboratory.
Hotel Kitchens, flight Kitchen & Industrial Canteen to observe hygienic standards maintained.
(A File has to be maintained to record the observations of the demonstrations and the visits. Marks awarded can be included in the internal marks.)

Reference Books
1. Food Hygiene & Sanitation - S. Roday
2. Food Microbiology - Frazier
3. Complete Catering Science – OFG Kilgour
4. Safe Food Handling – Michel Jacob
5. Prevention of Food Adulteration Act 1954
Subject - COMMUNICATION FUNDAMENTALS
Subject Code - 106
Semester - First

Teaching and Examination Scheme:

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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.

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<th>Chapter</th>
<th>The communication process</th>
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<td>The communication process</td>
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<td>Chapter 2</td>
<td>Barriers to effective communication</td>
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<td>Chapter 3</td>
<td>Listening</td>
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Need for listening, listening for content, critical listening, empathetic listening, attentive listening

Chapter 4 Framework for planning business messages

Purpose, audience, structure, style
Chapter 6  Written communication skills

Advantages and disadvantages
Note making, writing a log book
Comprehension and précis writing
Letter writing (letters of enquiry, complaint, apology, order, application accompanied by bio-data, resignation and appreciation.)
Short formal reports (incidents, events, visits)
Memos, notices, circulars

Chapter 7  Oral communication skills

Advantages and disadvantages
Articulation and delivery
Making speeches and presentations
Telephone etiquettes
Restaurant and hotel English

Chapter 8  Non –verbal communication

Understanding aspects of body language

Note :

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

Total 64  80

Reference books:

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

Subject - FOOD PRODUCTION - II
Teaching and Examination Scheme

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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.

Chapter 1 Fuels used in the kitchen

1.1 Heat Transfer Principles
1.2 Classification, Types, Advantages & Disadvantages

Chapter 2 Introduction to Methods of Cooking

2.1 Cooking as applied to all commodities studied in SEM 1.
2.1 Classification & Salient Features of various cooking methods.
2.2 Temperature precautions
2.3 Equipments used, their care & maintenance.
   2.3.1 Moist methods of cooking
       2.3.1.1 Steaming with pressure & without pressure
       2.3.1.2 Braising
       2.3.1.3 Poaching
       2.3.1.4 Boiling
   2.3.2 Dry methods of cooking
       2.3.2.1 Baking
       2.3.2.2 Roasting
       2.3.2.3 Grilling
       2.3.2.4 Tandoor
   2.3.3 Frying
       2.3.3.1 Types of frying medium
       2.3.3.2 Sautéening
       2.3.3.3 Shallow frying
       2.3.3.4 Deep – frying
       2.3.3.5 Combining the methods
2.3.6 Pressure Frying

2.3.4 Microwave cooking

2.3.4.1 Advantages & disadvantages

VIII Chapter 3 Stocks

3.1 Definition & uses of stocks
3.2 Classification
3.3 Rules of stock making
3.4 Recipes of 1 litre of various stocks (White, brown, fish and vegetable)
3.5 Glazes & Aspic
3.6 Storage Care

Chapter 4 Sauces

4.1 Classification & uses of sauces
4.2 Composition
4.3 Thickening agents
4.4 Recipes of mother sauces
4.5 Finishing of sauces (reducing, straining, de glazing, enriching and seasoning)
4.6 Precautions & rectification, handling & storage
4.7 Derivatives (five each)
4.8 Pan gravies
4.9 Flavored butters

Chapter 5 Soups

5.1 Aim of soup making
5.2 Classification of soups - Cream, Puree, Veloute, Chowder, Consomme, National soups

Chapter 6 Basic Masalas & Gravies used in Indian Cooking

6.1 Blending of spices and concept of masala
6.2 Composition of different masala used in Indian Cooking (wet & dry)
6.3 Proprietary masala blends
6.4 Preparation of different masalas - Basic Garam Masala, Madras Curry Powder, Sambar Masala, Chat Masala, Goda Masala, Kolhapuri Masala, Vindaloo Masala
6.5 Popular Gravies used in Indian Cooking - White, Brown, Tomato, Green, Moghlai

Chapter 7 Texture, Accompaniments & Garnishes

7.1 Importance & Characteristics
7.2 Factors affecting textures in food
7.3 Desirable & Non-Desirable Textures with examples
7.4 Difference between Accompaniments & Garnishes

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics
Practicals
Minimum 24 individual practicals be accomplished consisting of -

50% Continental menus
30% Indian Menus
20% Break Fast Menus. (Indian & Continental)

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

Reference Books

8. Practical Cookery - Victor Ceserani & Ronald Kinton, ELBS
10. Theory of Catering - Mrs. K. Arora, Franck Brothers
11. Modern Cookery for Teaching & Trade Vol I - MsThangam Philip, Orient Longman.
13. The book of Ingredients - Jane Grigson
Rationale:
The courses 102 and 202 will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food and non-alcoholic beverage service operations in the Hotel Industry.

Chapter 1. Types of Meals
04 05
1.1 Breakfast – Introduction, Types, Service Methods,
1.2 Brunch
1.3 Lunch
1.4 Hi – Tea
1.5 Dinner
1.6 Supper

Chapter 2 Menu knowledge
10 13
2.1 Introduction
2.2 Types – Ala Carte & Table D’ho
2.3 Menu Planning, considerations and constraints
2.4 Menu Terms.
2.5 Classical French Menu.
2.6 Classical Foods & its Accompaniments with Cover.

Chapter 3 Control Methods
04 05
3.1 Necessity and functions of a control system,
3.2 Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket)
3.3 Flow chart of KOT
3.4 Presentation of bill.

Chapter 4 Non – Alcoholic Beverages
05 10
4.1 Classification
4.2 Hot Beverages – Types, Service
4.3 Cold Beverages – Types, Service

Chapter 5. Alcoholic Beverages
5.1 Definition
5.2 Classification of Alcoholic Beverages

Chapter 6 Beers
6.1 Introductions
6.2 Ingredients used
6.3 Production
6.4 Types and Brands – Indian and International
6.5 Other fermented and brewed beverages – Sake, Cider, Perry

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

Total 32 40

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

REFERENCE BOOKS:
1. Food & Beverage Service – Lillicrap & Cousins
2. Modern Restaurant Service – John Fuller
4. The Restaurant (from Concept to Operation) – Lipinski
5. Bar and Beverage Book – C. Katsigris, Mary Porter
Subject - HOUSEKEEPING OPERATIONS – II
Subject Code - 203
Semester - Second

Teaching and Examination Scheme:

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Rationale:

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

Chapter 1  Cleaning Routine of Housekeeping Department
1.1 General principles of cleaning
1.2 Work routine for floor supervisors and chamber maids
1.3 Rules of the floor

Chapter 2  Cleaning Routine of Guest Rooms
2.1 Daily cleaning of occupied, departure, vacant, Under Repair & VIP rooms
2.2 Evening service & second service procedures.
2.3 Weekly / Periodic cleaning – Special Cleaning tasks to be carried out.
2.4 Spring Cleaning procedures

Chapter 3  Cleaning Routine of Public Areas
3.1 Areas to be maintained
3.2 Daily, weekly and spring-cleaning procedures for various Public Areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Elevators and staircase & corridors.

Chapter 4  Lost And Found Procedure
4.1 Procedure for Guest articles
4.2 Procedure for Lost Hotel Property
4.3 Records maintained

Chapter 5  Control Desk

33
5.1 Importance of Control Desk
5.2 Records maintained
5.3 Functions performed by C.D.

Chapter 6  **Housekeeping Supervision**  02  04

6.1 Importance of supervision
6.2 Checklist for inspection
6.3 Dirty Dozen

Chapter 7  **Linen & Uniform room**  06  06

7.1 Layout of Linen Room
7.2 Classification & Selection of Linen
7.3 Classification of Bed, Bath, & Restaurant Linen
7.4 Sizes of Linen
7.5 Calculation of Linen requirement
7.6 Linen Control – Linen Inventory
7.7 Par stock, Linen Coverage
7.8 Discard management

Total  32  40

**Note**: Glossary of Terms

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

**PRACTICALS:**

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

**Reference Books:**

1. Fibres & Fabrics – Brenda Piper
3. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanex

**Subject**  -  **FRONT OFFICE OPERATIONS - II**
**Rationale:**

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

<table>
<thead>
<tr>
<th>Hrs.</th>
<th>Mks</th>
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<tbody>
<tr>
<td>Chapter 1</td>
<td>Pre-Arrival Procedures</td>
</tr>
<tr>
<td>06</td>
<td>06</td>
</tr>
<tr>
<td>1.1</td>
<td>Pre arrival activities (Preparing an arrival list, notification etc)</td>
</tr>
<tr>
<td>1.2</td>
<td>Procedure for VIP arrival</td>
</tr>
<tr>
<td>1.3</td>
<td>Procedure for group arrival (special arrangements, meal coupons, etc)</td>
</tr>
</tbody>
</table>

| Chapter 2 | Guest Arrival |
| 08 | 10 |
| 3.1 | Types of registration (Register, Loose Leaf, Registration Cards) |
| 3.2 | Receiving guests |
| 3.3 | Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs- walkin, with confirmed reservation) |
| 3.4 | Notification of guest arrival |
| 3.5 | Criteria for taking advance (Walk-ins, Scanty Baggage etc) |

| Chapter 4 | Guest Stay |
| 05 | 06 |
| 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  Basic Information(Travel & Tourism)  03  06

5.1 Role of a Travel Agent
5.2 Passport (concept and types)
5.3 Visa (concept and types)
5.4 Rules regarding customs, foreign exchange etc.

Chapter 6  Guest Departure  05  08

6.1 Departure notification
6.2 Task performed at bell desk , cashier / reception.
6.3 Express check outs
6.4 Late check outs and charges.

Chapter 7  Methods of Payment  05  04

7.1 Credit card handling
7.2 Traveler cheques, Personal checks
7.3 Handling cash Indian, Foreign currency
7.4 Other methods of payment [Travel agent, Bill to Company etc--]

Total  32  40

Note:  Glossary of Terms

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

Practicals:

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

Assignments:

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

Reference Books

1. Hotel front Office Training Manual. (Sudhir Andrews)
3. Hotel Front Office (Bruce Braham)
5. Checkin Checkout- Jerome Vallen
6. Front Office Procedures and Management -Peter Abbott)
7. Front Office operations/Accommodations Operations -Colin Dix
8. Front Office Operation and Administration(Dennis Foster)
Subject - CATERING SCIENCE – II
Subject Code - 205
Semester - Second

Teaching and Examination Scheme

<table>
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<td>Theory</td>
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<td>Hrs</td>
<td>Mks</td>
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Rationale:
The subject aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.

Chapter 1. Introduction to Terminologies
Food, Nutrition, Nutrient, Empty Calories, Health, Malnutrition, Edible portion of food, Balanced Diet

Chapter 2. Carbohydrates
Definition, Composition, Classification, Food Sources (good and poor sources), Functions in human body, Recommended Daily Allowance in India (RDA), Importance of fibre, Effect of deficiency & excess intake, Effect of heat on carbohydrates

Chapter 3. Protein
Definition, Composition, Essential and Non-essential amino acids, Protein Quality (only Concept), Concept of Supplementary value of Protein, Food Source (good and poor source), RDA (adolescents and adults), Effect of deficiency, Effect of heat on proteins, Functions

Chapter 4. Fats And Oils
Definition, Composition, Saturated and Unsaturated fatty acids, Hydrogenation of oil, Cholesterol (a brief note), Food sources of: (Fat, Oil, Saturated fatty acid, Unsaturated fatty acid, cholesterol), Rancidity of Oil (Concept and Prevention), RDA (Adolescents and adults), Effect of deficiency & excess, Functions

Chapter 5. Vitamins
5.1 Definition, Classification
5.2 Fat Soluble Vitamins (A,D,E,K) – Functions, Food Sources, RDA (Adolescents and adults), Name of the deficiency disease and symptoms.

5.3 Water Soluble Vitamins (B Complex and C) - Names of all B Complex, B_1, B_2, Niacin, and Vit C with reference to – Functions, Sources, RDA (Adolescents and adults), Deficiency diseases and its symptoms.

Chapter 6. Minerals 04 08

6.1 Calcium, Iron, Iodine - Classification, Functions, RDA (Adolescents and adults), Rich food sources, Deficiency disease and its symptoms

6.2 Sodium Chloride - Importance and Limitations, Food sources

Chapter 7. Water And Its Importance To Health 03 02

7.1 Water Balance
7.2 Dietary sources
7.3 Dehydration and Oedema

Chapter 8. Basic Five Food Groups 03 02

8.1 Foods included in each group
8.2 Serving size of foods under each group.

Chapter 9. Balanced diet (Using basic 5 food groups) 06 08

9.1 Menu Planning for a day’s diet for adolescents and adults
9.1.1 Vegetarian and Non vegetarian
9.1.2 Importance of avoiding fast/junk foods

Chapter 10. Important Foods to be avoided and recommended for: 07 08

Diabetes Mellitus, Heart related diseases (Cardio Vascular), Peptic Ulcer Jaundice, Kidney diseases, Fever and infection, Diarrhoea and Constipation

Chapter 11. How to preserve nutrients while cooking food? 02 06

Total 48 70

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

XIII Assignments

Calculation of Nutrients:

(Carbohydrates, Fat, Protein, Energy, Vit A, Ca, Fe, B_1, B_2 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. Thenapentic Nutrition- Prondfit and RobinsonNormal
5. Nutritive value of Indian Food - Dr. C Gopalan
Subject - BASIC FRENCH FOR HOTEL INDUSTRY
Course No. - 206
Semester - Second

Teaching & Examination Scheme

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

Chapter 1. General French

1.1 Pronunciation
  1.1.1 The Alphabet
  1.1.2 The Accents
1.2 Numbers (0 to 100)
  1.2.1 Cardinal
  1.2.2 Ordinal
1.3 Time (only 24 hr clock)
1.4 Days of the week
  1.4.1 Months of the year
  1.4.2 Date
1.5 Weights & Measures
1.6 ‘Formules de politesse’
1.7 Conjugation of verbs in the present tense relevant to the hotel industry (only ‘je’ and ‘vous’ forms)

Chapter 2. Food & Beverage Service

2.1 Restaurant Brigade
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

Chapter 3 Food Production

3.1 The Kitchen Brigade
3.2 Ingredients used in Kitchen
  3.2.1 Dairy Products
  3.2.2 Vegetables
  3.2.3 Fruits
  3.2.4 Herbs & Spices
  3.2.5 Poultry
  3.2.6 Fish
  3.2.7 Meat
  3.2.8 Cereals
  3.2.9 Seasonings
3.3 French Cheeses
3.4 Culinary Terms in French

Total 32 40

Note: Glossary of Terms

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

Practicals

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

Reference Books
1. Work book
2. French for Hotel Management & Tourism Industry – by S. Bhattacharya
3. F & B Service - by Dennis Lillicrap John Courins & Robert Smith
4. Modern Cookery Vol 1 - by Thangam Philip
Practicals
1. Proposed Examination pattern for viva 05
2. Greetings & Introduction 10
3. Dialogue 10
4. French classical menu 10
5. Wine 10
6. French menu terminology 05

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

Wine
1. Wine label
2. Wine terminology

French menu terminology
1. Explain French terms
Teaching and Examination Scheme

<table>
<thead>
<tr>
<th>Teaching Scheme / week</th>
<th>Examination Scheme</th>
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Rationale:
Based on the sound knowledge of commodities and principles and methods of cooking it is desired to prepare students to evolve good understanding and prepare Indian regional menus in large quantities to suit the occasion. The course further introduces the students to the concepts of bakery & confectionery.

<table>
<thead>
<tr>
<th>Chapter 1</th>
<th>Quantity Food Production</th>
<th>02</th>
<th>03</th>
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<tbody>
<tr>
<td>1.1</td>
<td>Introduction to large scale / quantity food production.- Industrial, Commercial and Institutional (Hospitals / Schools)</td>
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<table>
<thead>
<tr>
<th>Chapter 2</th>
<th>Indian Regional Cooking</th>
<th>12</th>
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<tbody>
<tr>
<td>2.1</td>
<td>Introduction &amp; Factors affecting eating habits, Staple diet</td>
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<tr>
<td>2.2</td>
<td>Historical background</td>
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<td>2.3</td>
<td>Availability of raw material</td>
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<td>2.4</td>
<td>Special equipment and fuels</td>
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<tr>
<td>2.5</td>
<td>Food prepared for festivals and special occasions of the following cuisines - Hyderabadi, Bengali, Goan, Gujarathi, Rajasthan, Kashmiri, Maharashtrian, Punjabi, Chettinad, Kerala, Dum, Awadhi.</td>
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| Chapter 3 | Introduction to Bakery & confectionery | 04 | 06 |
### Chapter 4  Characteristics Functions of ingredients in Bakery & Confectionery

- 04 05

Flour, Shortening agents, Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials

### Chapter 5  Yeast Doughs (Fermented Goods)

- 05 07

5.1 Role of ingredients  
5.2 Types – (Rich / lean)  
5.3 Methods of bread making  
5.4 Stages in bread making  
5.5 Faults and remedies, Bread Disease, Bread Improvers

### Chapter 6  Cake Making

- 05 07

6.1 Role of ingredients  
6.2 Recipe balancing  
6.3 Method of cake making  
6.4 Faults & remedies

**Total** 32 40

**Note:** Glossary of Terms

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

**Practicals**

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

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

**Reference Books**

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

<table>
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<tr>
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<th>Examination Scheme</th>
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<td>Tutor Hrs</td>
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Rationale:
The courses 302 & 402 will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

Chapter 1. Wines

1.1 Introduction, definitions of Wines
1.2 Classification
1.3 Viticulture & Viticulture Methods
1.4 Vinification-Still, Sparking, Aromatized & Fortified Wines
1.5 Vine Diseases

Chapter 2. Wines – France, Italy, Spain, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary & India) – Categories, Regions, Important Wines with their qualities

2.1 Food &Wine Harmony
2.2 Wine glasses and equipment
2.3 Storage and service of wine.

Chapter 3. Aperitifs

04 05
3.1 Definition
3.2 Types- Wine based & spirit based

Chapter 5 Tobacco
Types – Cigars & Cigarettes

5.1 Cigar strengths and sizes
5.2 Brands – Storage and service

Total 32 40

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

PRACTICALS:

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

Reference Books:

1. Food & Beverage Service-Lilicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Food & Beverages Service Training 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.
Rationale

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

SECTION - I

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Contract Cleaning</th>
<th>Hrs</th>
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<td></td>
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<tr>
<td>1.1</td>
<td>Definition, Concept</td>
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<td>1.2</td>
<td>Jobs given on contract by Housekeeping</td>
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<td>1.3</td>
<td>Advantages &amp; Disadvantages</td>
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<td>Pricing a contract</td>
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<td>Types of Pests</td>
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<td>2.2</td>
<td>Preventive and Control Measures</td>
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<tr>
<td>3.1</td>
<td>Safety of Guest Property, Hotel Property</td>
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<td>3.2</td>
<td>Prevention of accidents, First Aid</td>
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<td>3.3</td>
<td>Role &amp; Procedures adopted by the Security Department</td>
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<td>4.1</td>
<td>Classification of fibres with examples</td>
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<tr>
<td>4.2</td>
<td>Characteristics and uses of fabrics used in Hotel Industry</td>
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</table>
Chapter 5  Laundry Management

5.1  Layout
5.2  Laundry Equipments
5.3  Laundry flow process - Guest, House, Contract
5.4  Stains and Stain removal
5.5  Dry-cleaning – Agents and procedures
5.6  In-house laundry v/s Contract Laundry: Merits & Demerits

Chapter 6  Flower Arrangement

6.1  Concept, Importance & Principles
6.2  Types and shapes
6.3  Tools, Equipments and Accessories
6.4  Conditioning of Plant Materials

Total 16  20

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

Practicals (1 each) 16
1.  Stain Removal
2.  Laundering Procedure – Starching / Blueing / Ironing
3.  Use of Laundry Equipment (Washing Machine)
4.  Visit to a Laundry
5.  Flower Arrangements – Different shapes and styles – 2 Practicals
6.  Introduction to Horticultural aspects
7.  Pest Control

Reference Books:

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

Chapter 1  Front Office Accounting

1.1. Accounting fundamentals (types of accounts, ledger, folios, vouchers)
1.2. Record keeping system (non automated, semi-automated and fully automated)
1.3. Credit Monitoring and Charge Privileges
1.4. Cash sheet

Chapter 2  Calculation of various Statistical data using

Formulae & exercises on:
(ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count)

Chapter 3  Reports

Night Receptionist Report, No-Shows & Cancellations
Report / Sources of Business Report. / Discrepancy Report

Chapter 4  Guest Relations

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

5.1 Complaint handling procedure
5.2 Dealing with unusual situations(Death, Theft, Fire, Bomb-Scare etc)

Total 16 20

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

Reference Books:-
Note: Glossary of Terms

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

Subject Code - 304

Semester - Third

Teaching and Examination Scheme:

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

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

Chapter 1 Computer Fundamentals
1.1 Features of Computer System
1.2 Block Diagram
1.3 Hardware Input & Output Devices, CPU, RAM, ROM
1.4 Software – System, Application S/W
1.5 Networks – LAN, MAN, WAN, Topologies
1.6 Viruses – Types, Precautions

Chapter 2 WINDOWS
2.1 Features
2.2 Terminologies - Desktop, Windows, Wallpaper, Icons, File, Folder, etc.
2.3 WindowsExplorer- (Assignment with files, folders)
2.4 Accessories – Paint, Notepad, Calculator

Chapter 3 DOS – (Disk Operating System)
2.1 Introduction, Features
2.2 Internal Commands – DIR,CLS,VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD
2.3 External Commands - FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc.
2.4 Wildcards (question mark ?, asterisk *)

Chapter 4 MS-WORD
4.1 File Commands, Print, Page Setup
4.2 Editing - Cut, Copy, Paste, Find, Replace, etc.
4.3 Formatting Commands – Fonts, Bullets, Borders, Columns, Tabs, Indents
4.4 Tables, Auto Text, Auto Correct
4.5 Mail Merge
4.6 Hyperlinks

Chapter 5 MS-EXCEL
5.1 Features, Auto Fill, Custom Lists etc.
5.2 Cell Reference – Relative & Absolute ($)
5.3 Formulae, Functions (Math/Stats, Text, Date, IF)
5.4 Charts – Types, Parts of the Chart
5.5 Databases (Create, Sort, AutoFilter, Sub Total)

Chapter 6 MS-POWERPOINT
6.1 Slide Layout, Slide t.
6.2 ClipArt, Orgnisational Chart, Graphs, Tables
XV 6.3 Custom Animations, Slide Timings

Chapter 7 INTERNET / E-MAIL
7.1 History,
7.2 Pre-requisites for Internet, Role of Modem
7.3 Services – Emailing, Chatting, Surfing, Blog
7.4 Search Engines, Browsers, Dial Up, Domains
7.5 Broadband, Concepts of Web upload, download
7.6 Threats – Spyware, Adware, SPAM

Chapter 8 E-Commerce and ERP
8.1 Concepts of B-to-B, B-to-C
8.2 ERP concept, SAP Concepts

Chapter 9 DBMS- (Data Base Management Systems)
9.1 Definition- DBMS, Table, Data Types, Record, Fields

Chapter 10 MS-ACCESS
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

XVI. Note: Glossary of Terms

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

SUGGESTED PRACTICAL ASSIGNMENTS: -

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

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

**RECOMMENDED BOOKS:**

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

Subject Code - 305

Semester - Third

Teaching and Examination Scheme:

<table>
<thead>
<tr>
<th>Teaching Scheme / week</th>
<th>Examination Scheme</th>
</tr>
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<tbody>
<tr>
<td>Theory Hrs</td>
<td>Practical Hrs</td>
</tr>
<tr>
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<td>-</td>
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</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Hrs</th>
<th>Mks</th>
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<tbody>
<tr>
<td>Chapter 1</td>
<td>Food &amp; Beverage Control</td>
</tr>
<tr>
<td>1.1</td>
<td>Definition, Objectives &amp; Problems</td>
</tr>
<tr>
<td>XVI</td>
<td></td>
</tr>
<tr>
<td>Chapter 2</td>
<td>Elements of Cost</td>
</tr>
<tr>
<td>2.1</td>
<td>Definition of Cost, Basic Concept of Profits</td>
</tr>
<tr>
<td>2.2</td>
<td>Pricing &amp; Control Aspects</td>
</tr>
<tr>
<td>Chapter 3</td>
<td>Cost Dynamics &amp; Break - Even</td>
</tr>
<tr>
<td>04</td>
<td>04</td>
</tr>
<tr>
<td>Chapter 4</td>
<td>Budgeting</td>
</tr>
<tr>
<td>04</td>
<td>10</td>
</tr>
<tr>
<td>4.1</td>
<td>Kinds of Budgets (Sales Budget, Labour Cost Budget, Overhead Cost Budget)</td>
</tr>
<tr>
<td>4.2</td>
<td>Budgeted Trading Account (P &amp; L)</td>
</tr>
<tr>
<td>Chapter 5</td>
<td>The Control Cycle Overview</td>
</tr>
<tr>
<td>02</td>
<td>02</td>
</tr>
<tr>
<td>4.1</td>
<td>Buying / Receiving / Storing/Issuing / Preparing / Selling</td>
</tr>
<tr>
<td>Chapter 6</td>
<td>Purchasing</td>
</tr>
<tr>
<td>06</td>
<td>08</td>
</tr>
<tr>
<td>6.1</td>
<td>The Selection of a Supplier, Rating, Methods of Purchasing</td>
</tr>
<tr>
<td>6.2</td>
<td>Standard Purchase Specifications – Objectives &amp; Preparation</td>
</tr>
<tr>
<td>6.3</td>
<td>Economic Order Quantity</td>
</tr>
<tr>
<td>Chapter 7</td>
<td>Receiving</td>
</tr>
<tr>
<td>06</td>
<td>08</td>
</tr>
<tr>
<td>7.1</td>
<td>Receiving Procedures &amp; Methods</td>
</tr>
<tr>
<td>7.2</td>
<td>Purchase Orders, Delivery Notes, Goods Received Book</td>
</tr>
<tr>
<td>7.3</td>
<td>Assessing Performance and Efficiency of the Receiving Department.</td>
</tr>
</tbody>
</table>
Chapter 8 Stores and Issuing

8.1 Stock Records - Bin Cards, Stock Cards, Perpetual Inventory Records
8.2 Store Issues - Transfer Notes, Breakages and Damaged Goods
8.3 Stock Taking, Stock Turnover, Stock Levels
8.4 Procedure for Perishable and Non-Perishable Food & Beverage items
8.5 ABC Analysis

Chapter 9 Preparation of Food & Beverage Items

8.2 Analysis of preparation methods

Chapter 10 Selling

9.1 The Pricing of menu
9.2 Fixed Selling Price & Control (Cash and Credit)
9.3 En Pension Terms

Chapter 11 Preparing Food Cost Reports and Beverage Cost Reports

Reference Books :-

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

Subject Code - 306

Semester - Third

Teaching and Examination Scheme:

<table>
<thead>
<tr>
<th>Teaching Scheme / week</th>
<th>Examination Scheme</th>
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</thead>
<tbody>
<tr>
<td>Theory Hrs</td>
<td>Practical Hrs</td>
</tr>
<tr>
<td>4</td>
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</tr>
</tbody>
</table>

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

Chapter 1 Introduction to Accounting

1.1 Terms and terminologies used in Accounting
1.2 Definition, Objectives and Importance of Accounting and Hotel Accounting

Chapter 2 Principles of Double Entry System of Book-keeping

2.1 Nature, Advantages and Principles
2.2 Classification of Accounts
2.3 Rules of Debit and Credit

Chapter 3 Journal and Ledger

3.1 Practical problems on Journalising- simple and combination entries
3.2 Posting into Ledger & Balancing of Ledger Accounts

Chapter 4 Subsidiary Books

4.1 Advantage, Proformas of Subsidiary books
4.2 Practical problems on preparation of Purchases, Sales, Returns and Special Functions Books.

Chapter 5 Cash Book

5.1 Introduction and types of Cash book
5.2 Practical problems on Three column and Analytical Petty Cash Book on Imprest system with special reference to Cash Received Book used in Hotels.
5.3 Meaning, importance and reasons for preparing Bank Reconciliation Statement
<table>
<thead>
<tr>
<th>Chapter 6</th>
<th>Accounting principles</th>
<th>06 08</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td>Accounting Concepts and Conventions</td>
<td></td>
</tr>
<tr>
<td>6.2</td>
<td>Capital, Revenue and Deferred Revenue Expenditures and Incomes.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 7</th>
<th>Trial Balance</th>
<th>05 06</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1</td>
<td>Importance, Purpose and advantages</td>
<td></td>
</tr>
<tr>
<td>7.2</td>
<td>Practical problem on preparation of Trial balance</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 8</th>
<th>Final accounts of Small hotels and Restaurants</th>
<th>16 18</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.1</td>
<td>Need for preparation of Trading account, Profit and Loss account and Balance Sheet</td>
<td></td>
</tr>
<tr>
<td>8.2</td>
<td>Practical problems on Trading account, Profit and Loss account and Balance Sheet with following adjustments only: Closing stock, Outstanding and Prepaid expenses, Accrued and Pre-received incomes, Depreciation of fixed assets and Staff meals.</td>
<td></td>
</tr>
</tbody>
</table>

**Total 64 70**

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

**Implementation Strategies:**

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

**Reference Books**

**Subject**  -  FOOD PRODUCTION - IV
Subject Code - 401
Semester - Fourth

Teaching and Examination Scheme:

<table>
<thead>
<tr>
<th>Teaching Scheme / week</th>
<th>Examination Scheme</th>
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<td>Theory Hrs</td>
<td>Practical Hrs</td>
</tr>
<tr>
<td>2</td>
<td>8</td>
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</tbody>
</table>

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

Chapter 1  Meat Cookery

1.1 Understanding meats – Composition, structure & basic quality factors
1.2 Aging, Factors affecting tenderness
1.3 Appropriate cooking methods.

1.3.1 Lamb / Beef / Veal / Pork

1.3.1.1 Selection Criteria
1.3.1.2 Principles of Storage & thawing
1.3.1.3 Cuts (uses & suitable cooking methods)
1.3.1.4 Offals

1.3.2 Poultry

1.3.2.1 Selection Criteria
1.3.2.2 Principles of Storage & thawing
1.3.2.3 Cuts of poultry (uses & suitable cooking methods)
1.3.2.4 Description and uses of - Duck, goose, turkey, guinea- fowl & quail.

Chapter 2  Fish Mongery

2.1 Introduction to fish mongery,
2.2 Classification of fish with examples (local names also)
2.3 Selection & storage of fish & shell fish
2.4 Cuts of fish
2.5 Cooking of fish
2.6 Preserved & processed fish

Chapter 3  Convenience Foods

3.1 Characteristics
Chapter 4  Flour Pastries 06 08

4.1 Definition & Classification- Short Crust, Hot Water/ choux, Rough Puff, Flaky
4.2 Role of ingredients
4.3 Recipes, methods of preparation
4.4 Do’s and Don’ts while preparing Pastry

Chapter 5  Cookies 05 04

5.1 Definition / introduction
5.2 Types of cookies
5.3 Methods of mixing & Baking

Chapter 6  Icing, Frosting & Fillings 05 06

6.1 Definition & Uses
6.2 Classification
6.3 Ingredients used

Total 32 40

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

Practicals
Students to continue with a combination of Bakery and Quantity Food production menus (minimum 24 practicals as follows.
50 % Advanced Bakery Menus covering Flour Pastry Products and variations, Gateaux using various Icings and decorations techniques and cookies.
50% brunch, high tea, snacks and Industrial / Institutional Lunch Menus.

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

Reference Books
1. Professional Baking, Wayne Glasslen
2. The Wilton Ways of Cake Decorations, Hamlyn Publishing
3. Complete Guide To Cookery – Anne Willan
4. Professional Pastry Chef – Bo Friberg, John Wiley
5. Baking Martha Day – Lorenz Books
7. Chef Manual Of Kitchen Management- John Fuller
Subject - FOOD & BEVERAGE SERVICE – IV
Subject Code - 402
Semester - Fourth

Teaching and Examination Scheme:

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<td>Theor Hrs</td>
<td>Pract Hrs</td>
<td>Tutor Hrs</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>1</td>
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</tbody>
</table>

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

Chapter 1. Introduction to Spirits, Distillation process, Pot Still & Patent Still

Chapter 2 Spirits

2.1 Whisky Brandy, Rum, Vodka, Gin & Tequila, Production, Types, Brands- Indian and International

2.2 Other Alcoholic Beverages- Absinthe, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados & other fruit brandies

Chapter 3. Liqueurs

3.1 Types

3.2 Production

3.3 Brands & Service- Indian and International

Chapter 4. Cocktails

Hrs Mks

05 08

15 15

05 07

07 10
4.1 Introduction, History, Methods of Mixing cocktails
4.2 Rules of mixing cocktails
4.3 Classic Cocktails- Recipes, innovative cocktails & mock tails (at least 5 from each base)
4.4 Cocktail Bar Equipment, garnishes, decorative accessories.
4.5 Definition of other mixed drinks – eg. Cobler, Daisy, Sangaree etc.

Total 32 40

Note:

Glossary of Terms

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

Practical:

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

Reference Books:

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

Subject Code - 403

Semester - Fourth

Teaching and Examination Scheme

<table>
<thead>
<tr>
<th>Theory Hrs</th>
<th>Practical Hrs</th>
<th>Tutorial Hrs</th>
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<th>Theory Marks / Duration</th>
<th>Practical Marks</th>
<th>Internal Marks</th>
<th>Total</th>
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<tr>
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<td>8</td>
<td>40 / 2 hrs</td>
<td>30 / 3 hrs</td>
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</table>

XVII.

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

XVIII. SECTION - I

Chapter 1 Interior Decoration  
1.1 Importance & Definition  
1.2 Principles of Design  
1.3 Elements of Design – Line/ Form/ Color/ Texture

Chapter 2 Refurbishing & Redecoration  
2.1 Definition  
2.2 Factors  
2.3 Snagging list

Chapter 3 Budget & Budgetary Control  
3.1 Definition, Concept & importance  
3.2 Types of Budgets – operating & capital  
3.3 Housekeeping Room Cost

Chapter 4 Purchasing System  
4.1 Identification & selection of supplier  
4.2 Purchase procedure – Purchase order, receiving, storage & issuing
Practicals:
1. Basic layout of a Guest Room.
2. Formats of purchase records such as purchase order, bin card, requisition slip etc.
3. Colour Wheel
4. Calculation of staff requirement for housekeeping department for 5 star hotels.
5. Calculation of staff requirement for housekeeping department for 3 star hotels.
6. Preparing duty rota for supervisory staff.
7. Preparing duty rota for GRA & Public Area attendance.

Reference:
1. Professionals Housekeeper – Georgina Tucker Schneider, Mary Scoviak

SECTION - II

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

Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics
Practicals
1 Up-selling
2 Suggestive Selling
3 Formats of Night audit process
4 Preparing Forecast sheets-week
5 Preparing Forecast sheets-month
6 Overbooking
7 Increasing Repeat Guests
8 Encouraging Return reservation

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

<table>
<thead>
<tr>
<th>Teaching Scheme / week</th>
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<tbody>
<tr>
<td><strong>Theoretical Hrs</strong></td>
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<td><strong>Practical Marks</strong></td>
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<td><strong>Tutorial Hrs</strong></td>
<td><strong>Internal Marks</strong></td>
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<td>70 / 3hrs</td>
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<tr>
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</table>

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

**Chapter-1  Maintenance & Replacement Policy**

1.1. Importance of maintenance dept. in Hotel Industry.
1.2. Organization of maintenance Dept. in 3/4/5 star hotel.
1.3. Duties & responsibility of chief Engg. of a hotel.
1.4. Types of maintenance with examples of each, 1.4.1. Advantages & disadvantages.
1.5. Maintenance chart: for 1.5.1. Swimming pool 1.5.2. Kitchen.
1.6. Reasons for replacement of equipment.
1.7. Replacement factors
1.8. Economic replace of equipment (introduction only).
1.9. Contract of Maintenance Definition & procedure, types. Advantages & disadvantages

**Chapter 2  Refrigeration**

2.1. Definition, Pressure, Energy, Heat, Temperature, Specific heat, Sensible and latent heat, Relative humidity, DBT, WBT
2.2. Block diagram and function of: Boiler, Condenser, Compressor, Evaporator, Heat Exchanger.
2.3. Unit of refrigeration
2.4. Vapour compression Refrigeration system (Block diagram)
Absorption refrigeration system (Block diagram)
Domestic Refrigerator, defrosting, Need, Methods, Maintenance of refrigerator.
Refrigerant : types, properties of good refrigerant.
Ammonia as a refrigerant.

Chapter 3. Air-conditioning

3.1 Factors affecting comfort AC (supply of oxygen, removal of heat & moisture, proper air circulation, pure air)
3.2 Factors affecting on AC load.
3.3 Types of AC systems: Central AC, Unitary AC.
3.4 AC equipment: Air filter, Humidifier, Dehumidifier.
3.5 Window AC
3.6 Walk in freezer, cold storage.

Chapter 4. Pollution & Control

4.1 Air pollution.
4.1.1 Sources.
4.1.2 Control—Collectors, filters
4.1.3 Govt. stipulated conditions for air pollution.
4.2 Water pollution.
4.2.1 Water pollution sources in Hotels.
4.2.2 Control methods
4.2.3 Govt. stipulated conditions for water pollution.
4.3 Waste Disposal
4.3.1 Waste Handling equipment—
(Shredders, Compactors, Transportation, Separation)
4.3.2 Controlling methods (recycled material, land filling, heat recovery by incineration)
4.4 Noise pollution control.
4.4.1 Sources of noise in Hotel & its unit.
4.4.2 Introductory control methods.
4.4.3 Govt. stipulated condition for noise pollution.
4.5 Environmental Degradation, Global warming and methods of Conservation.

Chapter 5. Water and Sanitation.

5.1 Water purification methods.
5.2 Methods of water softening (Ion exchange, Zeolite process)
5.3 Cold and hot water distribution system.
5.4 Various plumbing fixtures.
5.5 Types of sanitary traps and their applications.
5.6 Types of water closets and flushing.

Chapter 6. Fuels and Electricity.

5.1 Methods of heat transfer.
5.2 Units of heat.
5.3 Solid, Liquid, Gas, Electricity, Biogas fuels.
5.4 Importance of earthing.
5.5 Safety devices such as fuse, circuits breaker.
5.6 Methods of lighting (Direct, Indirect)
5.7 Types of electric supply (single phase, three phase)
5.8 Calculation of electricity bill.

Chapter 7. Energy conservation. 04 08

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

Chapter 8. Safety in hotel Industry. 06 08

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

There should be 4 Demonstrations / Field Visits.
1. Refrigerator/VCC system in Hotel
2. Cold storage/ walk in chiller
3. AC/ Window AC
4. Safety systems

Total 48 70

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

Reference Books
1. Management of maintenance & Engineering Systems in Hospitality Industries – by Frank D. Borsenik, John Willey & Sons
2. Industrial Organisation and Management by O.P. Khanna
3. Refrigeration & Air Conditioning by Domkondwar
4. Hotel Maintenance by Arora
Rationale:
To make the students understand the concepts of management & their Practical application in the hospitality industry.

<table>
<thead>
<tr>
<th>Chapter 1</th>
<th>Introduction</th>
<th>03</th>
<th>05</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>A typical day in the life of a manager at hotel (illustrative situations)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.2</td>
<td>Management defined</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.3</td>
<td>Levels of management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.4</td>
<td>External &amp; internal factors that effect management</td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 2</th>
<th>Management thought: journey from inception till today</th>
<th>05</th>
<th>10</th>
</tr>
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<tbody>
<tr>
<td>2.1</td>
<td>Brief history of management thought</td>
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<tr>
<td>2.2</td>
<td>Contribution of F.W. Taylor to scientific management</td>
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<tr>
<td>2.3</td>
<td>Henry Fayol’s classical management theory</td>
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<td>2.4</td>
<td>Modern day management theory</td>
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<table>
<thead>
<tr>
<th>Chapter 3</th>
<th>Planning &amp; Decision Making</th>
<th>04</th>
<th>08</th>
</tr>
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<tbody>
<tr>
<td>A. Planning</td>
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</tr>
<tr>
<td>3.1</td>
<td>Definition</td>
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<td></td>
</tr>
<tr>
<td>3.2</td>
<td>Nature &amp; Importance of planning, Advantages &amp; disadvantages</td>
<td></td>
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<tr>
<td>3.3</td>
<td>Types of plans – objectives, strategies, policies, procedures, methods, rules, programs &amp; budgets</td>
<td></td>
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<tr>
<td>3.4</td>
<td>Steps in planning</td>
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<tr>
<td>3.5</td>
<td>Planning assumptions</td>
<td></td>
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</tr>
</tbody>
</table>
B. Decision-making  
3.6 Types of decisions  
3.7 Step by step decision making process

Chapter 4  Organizing & Staffing  

A. Organizing

4.1 Definition  
4.2 Nature & importance of organizing  
4.3 Principles of organizations – Formal & Informal, Centralized / Decentralized, Line & staff

Staffing  
4.4 Definitions  
4.5 Delegation and Departmentalization,  
4.6 Authority & Responsibility, Span of control

Chapter 5  Leadership

5.1 Definition  
5.2 Leadership theories - Managerial grid  
5.3 Different styles of leadership  
5.4 Characteristics of a good leader

Chapter 6  Motivation

6.1 Definition  
6.2 Nature & importance  
6.3 Benefits of motivated staff  
6.4 Theories of motivation –  
  6.4.1 Maslow’s theory of need hierarchy  
  6.4.2 Herzberg’s two factor theory  
  6.4.3 McGregor’s theory ‘X’ and theory ‘Y’  
6.5 Morale – its role & importance

Chapter 7  Communication

7.1 Definition, nature, process of communication  
7.2 Types of communication  
  7.2.1 Upward / downward  
  7.2.2 Verbal / Nonverbal  
  7.2.3 Formal / Informal  
7.3 Barriers to communication  
7.4 Methods of improving communication effectiveness.

Chapter 8  Coordination

8.1 Definition  
8.2 Need for coordination

Chapter 9  Controlling

9.1 Definition  
9.2 Process of controlling  
9.3 Need for control

Total 48 70
XIX.  *Note:* Glossary of Terms

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

**Reference Books**

1. Management – Stoner & Freeman
2. Essentials of Management – Koontz & O’donnel
3. Management tasks – Peter Drucker
Subject - HOTEL ACCOUNTING

Subject Code - 406

Semester - Fourth

Teaching and Examination Scheme:

<table>
<thead>
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<th>Practica</th>
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<th>Practic al Marks</th>
<th>Oral Marks</th>
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<td>Per Week</td>
<td>Hrs</td>
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<td>-</td>
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</tbody>
</table>

Rationale:

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

Chapter 1  Introduction to Joint Stock Company

1.1 Definition, Characteristics & Advantages
1.2 Meaning, Definition and Types of Shares and Debentures

Chapter 2  Company Final Accounts

2.1 Preparation of Trading, Profit and Loss, Profit and Loss Appropriation Accounts & Balance Sheet with provisions of Companies Act including writing off of Miscellaneous Expenses, Proposed dividend, Provision for Taxation and Transfer to Reserves.

Chapter 3  Allowances and Visitors Paid Out

3.1 Meaning, Types and Proformas
3.2 Difference between Allowances & VPO

Hrs  Mks

06  10

12  20

05  08
Chapter 4  Guest Billing

4.1 Proforma and Use of Visitors Tabular Ledger and Guest Weekly Bill
4.2 Accounting of Bills receivable

Chapter 5  Uniform System of Accounting

5.1 Introduction
5.2 Practical problems on preparation of Income Statement
5.3 Schedules showing Departmental incomes -Rooms, Food & Beverage, Telephone
        Gift shop, Garage and Parking, Laundry and Marketing only

Chapter 6  Concepts related to Financial Management

6.1 Definition, and factors affecting Working Capital
6.2 Definition, Characteristics of Budgets
6.3 History and meaning of Value added tax

Total 48  70

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

Subject - INDUSTRIAL TRAINING

Subject Code - 501

Semester - Fifth

Teaching and Examination Scheme:

<table>
<thead>
<tr>
<th>Course No</th>
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<tbody>
<tr>
<td></td>
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<td>Panel</td>
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<tr>
<td>601</td>
<td>Industrial Training 20 weeks (6 days x 8 hrs = 960 hrs)</td>
<td>140</td>
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<td></td>
<td>TOTAL</td>
<td>140</td>
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</table>

**Rationale:**

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

**Industrial Training**

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

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

<table>
<thead>
<tr>
<th>Performance Appraisal</th>
<th>30</th>
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<tbody>
<tr>
<td>Logbook</td>
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</tr>
<tr>
<td>Training Report</td>
<td>--</td>
<td>70</td>
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<tr>
<td>Viva-voce</td>
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<td>Total</td>
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<td>140 marks</td>
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</table>
Subject - ADVANCED FOOD PRODUCTION

Subject Code - 601

Semester - Sixth

Teaching and Examination Scheme

<table>
<thead>
<tr>
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<th>Examination Scheme</th>
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<td>Theory</td>
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<td>Total</td>
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</table>

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

Chapter 1 International Cuisine 12 10

1.1 Introduction to influences of cultures on regions
1.2 Special features with respect to ingredients, methods, presentation styles in the following countries - Asian, European (continental), North & South American & Mexican.

Chapter 2 Nouvelle Cuisine 03 04

2.1 Evolution & history
2.2 Salient features
2.3 Difference between Haute Cuisine & Nouvelle Cuisine
2.4 Service Style – points to be considered
2.5 Preparing plated service

Chapter 3 Larder / Garde Manger 03 08

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

Chapter 4 Salads 04 05

4.1 Classification
4.2 Composition
4.3 Principles of making a salad.
4.4 Classical salads
Chapter 5  Sandwiches  
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.

Chapter 6  Kitchen Stewarding  
6.1 Importance of kitchen stewarding  
6.2 Hierarchy & staffing in kitchen stewarding department  
6.3 Equipment found in kitchen stewarding department

Chapter 7  Garbage Disposal  
7.1 Introduction  
7.2 Ways of accumulation  
7.3 Segregation  
7.4 Disposal methods  
7.5 Importance and maintenance of garbage bins

Total  32  40

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

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

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

XVII  Reference Books  
1. The Larder Chef – M.J. Leto & W.H. K.Bode  
2. Garnishes- Lyn Rutherfold  
3. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn  
5. Classical Recipes of the world – Smith, Henry  
6. Food Hygiene and Sanitation- S. Roday-Hill Publication
Subject - ADVANCED FOOD & BEVERAGE SERVICE
Subject Code - 602
Semester - Sixth

Teaching and Examination Scheme:

<table>
<thead>
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<th>Theoretical Hrs</th>
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<th>Tutorial Hrs</th>
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<th>Theory Marks/ Duration</th>
<th>Practical Marks</th>
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<td>40 / 2 hrs</td>
<td>30 / 2 hrs</td>
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</table>

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

<table>
<thead>
<tr>
<th>VII</th>
<th>Hrs</th>
<th>Mks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 1</td>
<td>Room Service/ In room dining service</td>
<td>06</td>
</tr>
</tbody>
</table>

| 1.1 | Introduction, general principles |
| 1.2 | Cycle of Service, scheduling and staffing |
| 1.3 | Forms and Formats |
| 1.4 | Order Taking, Suggestive Selling, breakfast cards |
| 1.5 | Time management- lead time from order taking to clearance |

| Chapter 2 | Banquets | 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. |

| Chapter 3 | Buffets | 06 | 08 |

| 3.1 | Definition |
| 3.2 | Types of buffets |
| 3.3 | Buffet equipment and tables set-up. |

| Chapter 4 | Bar Operations | 06 | 08 |
4.1 Types of bars
4.2 Layout of American bar (parts of the bar)
4.3 Bar equipments

Chapter 5 Gueridon Service

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

Total 32 40

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

Practicals:

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

Reference Books:

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

Chapter 1  Personality profile

1.1 Personality defined
1.2 Elements of personality
1.3 Determinants of personality
1.4 Personal SWOT analysis

Chapter 2  Personality enrichment

2.1 Self Esteem
  2.1.1 Self concept
  2.1.2 Advantages of high self esteem
  2.1.3 Characteristics of people with high and low self esteem
  2.1.4 Steps to building positive self esteem

2.2 Attitude
  2.2.1 Factors that determine our attitude
  2.2.2 Benefits of a positive attitude and consequences of a negative attitude
  2.2.3 Steps to building a positive attitude

2.3 Motivation
  2.3.1 The difference between inspiration and motivation
  2.3.2 Motivation redefined
  2.3.3 External motivation v/s internal motivation
2.4 Success
   2.4.1 Defining success
   2.4.2 Real or imagined obstacles to success
   2.4.3 Qualities that make a person successful
   2.4.4 Reasons for failure

2.5 Interpersonal skills
   2.5.1 Dealing with seniors, colleagues, juniors, customers, suppliers at the workplace
   2.5.2 Factors that prevent building and maintaining positive relationships
   2.5.3 The difference between ego and pride
   2.5.4 The difference between selfishness and self interest
   2.5.5 Steps for building a positive personality

2.6 Body language
   2.6.1 Understanding body language
   2.6.2 Projecting positive body language

Chapter 3 What are recruiters looking for ?
   3.1 Recruiter expectations
   3.2 Career counselling ( based on student SWOT analysis )
   3.3 Creating a career path

Chapter 4 Business Communication
   4.1 Report writing
      4.1.1 Incident and event
      4.1.2 Festival / themed events
   4.2 Meetings
      4.2.1 Types
      4.2.2 Structuring an agenda
      4.2.3 Writing the minutes
      4.2.4 Conducting a meeting
   4.3 Presentations
      4.3.1 Types
      4.3.2 Making a presentation
      4.3.3 Making use of AV aids

Chapter 5 Case studies
   5.1 Advantages of the case study method
   5.2 Technique for analyzing a case study and presenting an argument

Chapter 6 Stress Management
   6.1 Causes of stress
   6.2 Handling stress / Stress Management techniques

Total 48 40

Reference books:
1. How to get the job you want - Arun Agarwal. Published by Vision books, New Delhi
2. Get that job - Rohit Anand and Sanjeev Bikchandani. Published by Harper Collins.
3. You can win - Shiv Khera. MacMillan India Ltd.
5. The Perfect Presentation - Andrew Leigh and Michael Maynard. Rupa and co.

**Practical guidelines:**

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

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

Chapter 1  Introduction to Marketing  07  08

1.1 Definition of Marketing
1.2 Customer Orientation
1.3 Core Concept of Marketing
1.4 Marketing Management – Definition Philosophies and pillars of Marketing management
1.5 Introduction to 7 P’s of Marketing mix

Chapter 2  Analysis of Current business environment  04  04

2.1 Competition
2.2 Economic Environment
2.3 Technological Environment
2.4 Social & Cultural Environment
2.5 Political Environment
2.6 Internal Environment

Chapter 3  Consumer Behaviour  05  08

3.1 Consumer Behaviour model
3.2 Factors affecting Consumer Behaviour – Cultural, Social, Personal, Psychological
Chapter 4  Market Segmentation  
4.1 Definition & need for market segmentation  
4.2 Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics

Chapter 5  Product  
5.1 Definition  
5.2 Levels of Product  
5.3 Hospitality products  
5.4 Branding  
5.5 New Product Development  
5.6 Product Life Cycle  
5.7 Product Differentiation

Chapter 6  Pricing  
6.1 Introduction  
6.2 Internal & External affecting pricing  
6.3 General Pricing methods  
6.4 Pricing strategy adopted by hotels for  
[Room tariff, F & B Items, Functions, Packages]

Chapter 7  Distribution  
7.1 Definition and importance of Distribution system  
7.2 Channel levels of distributions  
7.3 Intermediaries for Hospitality Industry  
[Travel Agents, Tour Wholesalers, Hotel representatives, National/ regional/ local/ tourist agencies, centralised reservation systems, airline based reservation systems, Internet]  
7.4 Franchising  
7.5 Alliances  
7.6 Location of services

Chapter 8  Promotion  
8.1 Definition and characteristics of promotion tools  
8.2 5 M’s of Advertising  
8.3 Various Sales promotion tools used in hotels  
8.4 Publicity and public relation - Tools and opportunities in the hotel industry  
8.5 Principles of personal selling  
8.6 Direct Marketing - Telemarketing and internet

Total 48 70

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

1. Marketing for Hospitality & Tourism - Philip Kotler, Bowen & Makens Prentice-Hall Inc
2. Hotel Marketing - S.M.Jha - Himalaya publishing House – Mumbai
3. Hospitality Marketing - Neil Wearne - Hospitality Press Pvt Ltd. - Australia
Subject - HUMAN RESOURCE MANAGEMENT
Subject Code - 605
Semester - Sixth

Teaching and Examination Scheme:

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<thead>
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<td>4</td>
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Rationale:
The understanding of Human Resources Management will help the students in identifying the significance and its role in the Hotel & Catering Industry. It will also help them to develop an attitude for positive Human Behaviour at work.

<table>
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<tr>
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<th>Introduction to Human Resource Management</th>
<th>04</th>
<th>03</th>
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<tr>
<td>1.1</td>
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<td>1.2</td>
<td>Nature &amp; Characteristics</td>
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<tr>
<td>1.3</td>
<td>Need for HRM in the Service Industry</td>
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<td>1.4</td>
<td>Role of Human Resource Manager</td>
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<th>Human Resource Planning</th>
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<td>Job Analysis, Job Description &amp; Job Specification</td>
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<tr>
<td>2.3</td>
<td>Recruitment &amp; Selection: Sources &amp; Modes of Recruitment</td>
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<td>2.4</td>
<td>Tests &amp; Interviews, Selection Process</td>
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<thead>
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<th>Human Resource Development</th>
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<td>Orientation &amp; Induction</td>
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<td>3.3</td>
<td>Training – Need &amp; Importance. Difference between Training &amp; Development Methods of Training</td>
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<td>3.4</td>
<td>Performance Appraisal – Purpose &amp; Methods</td>
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<td>3.5</td>
<td>Promotion &amp; Transfers</td>
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</tbody>
</table>
Chapter 4 Wage & Salary Administration

4.1 Job Evaluation – Concept & Objectives
4.2 Formulation of Compensation Structure
4.3 Regulatory Provisions.
4.4 Fringe Benefits

Chapter 5 Grievances & Discipline

5.1 Grievance Handling – Identifying Causes
5.2 Developing Grievance Handling Systems
5.3 Discipline – Concept, Causes of Indiscipline

Chapter 6 Labour – Management Relations

6.1 Trade Unions – Concept, Objectives & Functions
6.2 Collective Bargaining
6.3 Workers Participation in Management.
6.4 Labour Turnover – Causes & Measures to prevent Labour Turnover.

Total 48 70

XXI. Note: Glossary of Terms

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

Reference Books

1. Personnel Management & Industrial Relations – Dr P C Shejwalkar & Mr S R Malegaonkar
2. Personnel Management – Mamoria
5. Human Resource Management in the Hospitality Industry -Frank M /Mary L Monochello
9. 7 Habits of highly effective people – Steven Covey.
Subject - TRAVEL & TOURISM
Subject Code - 606
Semester - Sixth

Teaching and Examination Scheme:

<table>
<thead>
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<tr>
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<td>Practic al Hrs</td>
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<tr>
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<td>-</td>
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</tbody>
</table>

XXII.

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

Chapter 1 The Tourism Phenomenon
1.1 Definition – Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.
1.2 Growth of Tourism / Evolution / History of Tourism & Present status of tourism in India.
1.3 Thomas Cook – Grand Circular Tour

Chapter 2 Constituents of Tourism Industry
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

Mks Hrs.
02 04
Chapter 3  Infrastructure of Tourism  04  06

3.1 Role of Transport in Tourism
3.2 Modes of Transport: Road, Rail, Air, Sea.
3.3 Types of Accommodation – Main & Supplementary

Chapter 4  Types of Tourism  04  08

4.1 Types of Tourism: - Various Motivators Holiday, Social & Cultural, MICE
Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health,
Senior Citizen, Sustainable Tourism
4.2 Alternative Tourism: Eco Tourism, Agro Rural Tourism

Chapter 5  The Impact of Tourism  04  06

5.1 Economic Impact – Employment generation,
Foreign Exchange Earnings, multiplier effect,
Leakage, Infrastructure development.
5.2 Social, Cultural & Political Impact – Standard of
living, passport to peace, International
understanding, Social Integration, Regional Growth,
National Integration.
5.3 Environmental Impact – Tourism pollution &
control, wild life & bird sanctuaries & their
protection for tourist industry.

Chapter 6  The Tourism Organizations  07  08

Objectives, Role & function of:
6.1 Government Organizations: DOT, ITDC, MTDC,
ASI, TFCI.
6.2 Domestic Organizations: TAAI, FHRAI, IATO
6.3 International Organizations: WTO, IATA, PATA.
6.4 NGO: Role of NGO in making responsible tourists.

Chapter 7  The Travel Agency  05  10

7.1 Meaning & Definition of Travel Agent.
7.2 Types of Travel Agent: Retail & Wholesale.
7.3 Functions of Travel Agent.
7.3.1 Provisions of Travel Information
7.3.2 Ticketing
7.3.3 Itinerary Preparation
7.3.4 Planning & Costing
7.3.5 Settling of Accounts,
7.3.6 Liaisons with service providers
7.3.7 Role of Travel Agent in promotion of
Tourism.
Chapter 8  The Tour Operator  05  08

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

Chapter 9  Travel Formalities & Regulations  05  06

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

Chapter 10  Itinerary Planning  06  06

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

Total  48  70

Note :  Glossary of Terms

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

VIII  Tutorials

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

XXV.  Reference Books

1. Introduction to Travel & Tourism-Michael M. CottmanVan Nostrand Reinhold New York, 1989
Subject - SPECIALIZATION IN FOOD PRODUCTION
MANAGEMENT - I
Semester - Seventh
Subject Code - 701-A

Teaching and Examination Scheme

<table>
<thead>
<tr>
<th>Teaching Scheme / Week</th>
<th>Examination Scheme</th>
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<tr>
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Rationale:
Personnel deciding to make a career in the food & beverage productions need to acquire finer skills & through understanding of the managerial principles so that the student is professionally developed.

 IX

Revision of Sem I to V

<table>
<thead>
<tr>
<th>Chapter 1</th>
<th>Charcutiere</th>
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<tr>
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<td>1.1 Definition &amp; terms</td>
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<td>1.2 Production, classification, processing of</td>
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<td>1.3 Knowledge of cold meat platter</td>
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<td>1.4 Types &amp; uses of chaud froid</td>
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<td>1.5 Preparing aspic &amp; gelee</td>
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<td>1.6 Ham Bacon &amp; Gammon</td>
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Chapter 2 Appetizers (Hot & Cold)

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<td>2.1 Classification with examples</td>
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<td>2.2 Classical appetizers</td>
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<td>2.3 Precautions for preparing, presenting and storing from food spoilage view</td>
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</table>
Chapter 3  Pates & Galantines 08 05

3.1 Types & making of pate
3.2 Commercial pate & pate maison
3.3 Truffle sources, cultivation uses & types of truffle
3.4 Types & making of galantine
3.5 Ballotines

Chapter 4  Mousse & Mousseline 08 05

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

Chapter 5  Food Additives 06 10

5.1 Preservatives
  5.1.1 Class I and Class II Preservatives their names & examples
5.2 Colouring agents – natural & synthetic, their names & common usage
5.3 Flavouring agents
5.4 Essences – Natural & synthetic their names & common usage
5.5 Sweetening agents – Natural & synthetic – example and usage
5.6 Humectant – types, examples, usage
5.7 Bleaching agents – composition, examples, usage
5.8 Thickeners – classification, characteristics, example & usage
5.9 Anticaking agents- definition and usage
5.10 Sequestrant- definition and usage
5.11 Nutrient supplements – definition, usage and examples.

Chapter 6  Specialised Kitchen Equipment 06 06

7.1 Classification.
7.2 Modern Development in equipment manufacture.
7.3 Selection care and maintenance, such as Buffalo Chopper, Bone saw, bread slicing machine, gravity slicer, combi oven, microwave oven, rotary oven, dough sheeter, etc.

Chapter 7  Kitchen Layout & Design 06 06

7.4 Information required.
7.5 Areas of the kitchen with recommended dimension.
7.6 Factors that affect kitchen design.
7.7 Principles of kitchen layout & design.
7.8 Placement of equipment.
7.9 Flow of work.
7.10 Layouts of kitchens, bakery & confectionery in various organizations
7.11 Layout of receiving & storage area.
7.12 Layout of service & wash up.

Total 64 70

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

**Practicals (24 Menus)**

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

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

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

**Practical Examination**

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

**Reference Books:**

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

Subject Code - 701 B

Semester - Seventh

Teaching and Examination Scheme:

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

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</table>

Chapter 1  Revision of Semester – I-V

Chapter 2  Restaurant Planning & Operations

2.1. Types of Restaurants
2.2. Location or site
2.3. Sources of Finance
2.4. Design Consideration
2.5. Furniture
2.6. Lighting and Décor
2.7. Equipment required
2.8. Records maintained
2.9. Licences required

Chapter 3  Bar Planning

3.1. Types of Bar
3.2. Target clientele
3.3. Location
3.4. Atmosphere and Décor
3.5. Basic elements of Layout and Design consideration
3.6. Parts of bar
3.7. Beverage control procedure
3.8. Records maintained
3.9. Licences required
Chapter 4  Event Management  
4.1 Types of functions  
4.2 Role of sales and marketing  
4.3 Taking bookings  
4.4 Planning and organizing themes of Indian and International cuisine  
4.5 Concept & planning for MICE segments  

Chapter 5  Personal Management in F & B Service  
5.1 Developing a good F & B Team (desirable attributes for various levels of hierarchy)  
5.2 Allocation of work, Task analysis and Duty Rosters  
5.3 Performance Measures  
5.4 Customer Relations  
5.5 Staff Organizations and Training  
5.6 Sales Promotion  

Chapter 6  International cuisines  
6.1 French  
6.2 American  
6.3 Oriental  
6.4 Far east  
6.5 Mediterranean  
6.6 Polynesian  
6.7 German  
6.8 Spanish  
6.9 Mexican, etc  
(Brief description of the classical dishes for the purpose of Menu Planning)  

Chapter 7  Menu Merchandising  
7.1 Major types of merchandizing e.g. Floor Stands, Posters, Wall displays, tent cards etc.  
7.2 Basic menu criteria  
7.3 Types of food and beverage menu  
7.4 Methods of printing menu  
7.5 Suggestive selling and up selling  

Total 64 70  

Practicals :  
1.) Planning a restaurant (Spatiality, fast food and coffee shop) with the factors mentioned in the theory).  
2.) Planning of bar with the factors mentioned in theory  
3.) Preparation of duty roasters in restaurants and function catering  
4.) Formal banquets (Seating arrangements and service procedures)  
5.) Menu planning – Indian and International with wines  
6.) Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summary sheet, Guest comments, Log Book, etc)  
7.) List of restaurants equipment manufactures (Assignment)  
8.) List of licenses required (Assignment)
Reference Books:
1.) Food and Beverage Service – Dennis Lillicrap and John Cousins
2.) Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
3.) Facility Planning and Design – Edward Kagarian
4.) Bar and Beverage Book – Costas Katsigris, Mary Proter & Thomas
5.) Theory of Catering – kinton and Cesarani
Rationale:
The subject ends to establish the importance of accommodation management within the hospitality industry. It equips the student to acquire knowledge & skills with respect to planning & designing aspects.

<table>
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<th>Chapter</th>
<th>Title</th>
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6.3.3 Floor seals
6.3.4 Carpets
6.3.5 Types – selection care & maintenance
6.3.6 Types of wall coverings
6.3.7 Functions of wall coverings

Chapter 7 Textiles 04 04
7.1 Yarn manufacturing
7.2 Textural process
7.3 Characteristics & uses of various fabrics
7.4 Selection of fabric

Chapter 8 Planning of a Guest Room 04 08
9.1 Application of Chapter 1-4 in Planning
9.2 Size of Guest Room as per the classification norms
9.3 Layout of the guest room to the scale
9.4 Furniture - size and arrangement
9.5 Bathroom fixtures & amenities
9.6 Planning of Services Areas – Linen Room / Laundry

Chapter 9 Planning of a Lobby & Front Dewsk 04 08
9.1 Layout of
9.2 Front Desk
9.2 Back Office
9.2 Equipment
9.2 Lobby – Attriium and other types

Chapter 10 Designing of brochures & Tariff cards 03 06
(Pertaining to size, colour, content, cost, etc)

Chapter 11 Training 04 06
11.1 Methods
11.2 Importance of Training
11.3 Train the Trainer

Chapter 12 MICE – Meeting Incentive Convention Exposition 05 06
12.1 Concept
12.2 Importance
12.3 Planning for MICE

Chapter 13 Sales & Marketing Department 04 07
13.1 Organizational Chart
13.2 Role of Sales & Marketing Department
13.3 Co-ordination with Front Office
13.4 Making of Sales and Marketing and Advertising Plan

Total 48 70

Practicals
1 Identification of colour schemes
2 Study the layout and model preparation for –
   a. Single
   b. Double
   c. Handicap room, etc
3 Planning and designing of a Lobby (Assignment)
Assignment on floor furnishing, wall coverings, curtains. (Samples to be collected)
Designing a Broucher for
   a. A heritage Hotel
   b. Business Hotel
   c. Resort
Collect five different examples of Hotel Advertisement – Assignment
Comparative study of any two MICE destinations
Assignments – Workout a model-marketing plan for a Five Star Hotel.

Reference Books:
1. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scovia
3. Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer
4. Check in – Check out – Gary Vallen, Jereme, Vallen
Subject - Organisational Behaviour

Subject Code - 702

Semester - Seventh

Teaching and Examination Scheme:

<table>
<thead>
<tr>
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Rationale:
The understand the impact that individual, group and structure have on behaviour within organisations for the purpose of applying such knowledge towards improving an organizations effectiveness.

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</table>
5.2 Principles of learning.
5.3 Organisations Reward System.
5.4 Behavioural Management

**Chapter 6**  Conflict Management  08 10

6.1 Traditional Vs Present Views
6.2 Reasons for Conflicts
6.3 Strategies to overcome conflict.

**Chapter 7**  Stress Management  08 10

7.1. Concepts of Stress
7.2 Sources & Effects of Stress
7.3 Strategies to overcome individual & organizational stress.

**Chapter 8**  Diversity And Ethics  10 10

The Nature of Diversity
8.1 Reasons for the Emergence of Diversity
8.2 Specific Characteristics of Diversity

Managing Diversity
8.3 Developing the multicultural Organization
8.4 Individual Approaches to Managing Diversity
8.5 Organizational Approaches to Managing Diversity

Ethics & Ethical Behaviour in Organizations.
8.6 The impact of ethics on "Bottom-Line" Outcomes
8.7 Sexual Harassment
8.8 Pay and promotion Discrimination
8.9 Employee Privacy Issues

Total 64 70

**Reference Books**

1. Organizational Behaviour - Stephen Robins
2. Organizational Behaviour – Fred Luthans.
5. Organisational Behaviour – Uma Sankaran
Subject - HOTEL RELATED LAWS

Subject Code - 703

Semester - Seventh

Teaching and Examination Scheme:

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<tbody>
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<td>Practical hrs per week</td>
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</table>

Rationale:

Chapter 1 Indian Contract Act  
1.1. Definition of Contract, Proposal, Agreement, Consideration, etc.
1.2. Essentials of Valid contract
1.3. Competent Parties
1.4. Types of Contracts – valid, void and voidable.
1.5. Performance of Contract
1.6. Discharge of Contract
1.7. Remedies for Breach of Contract
1.8. Indemnity and Guarantee

Chapter 2 Consumers Protection Act
2.1. Definitions – Consumer, Complaint, Defect in goods, Deficiency in service, Unfair trade practice, Restricted trade practice
2.3. Other related provisions.

Chapter 3 Sale of Goods Act
3.1 Essentials of valid Sale
3.2 Conditions and Warranties
3.3 Unpaid seller and his rights
3.4 Rights and duties of seller and buyer

Chapter 4 Food Adulteration Act
Principles of food laws regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities etc., and AGMARK

Hrs  Mks

20  12

04  06

04  08

04  08
Chapter 5  Shops and Establishments Act  04  08
Procedure relating to registration of hotel, Lodges, Eating Houses, Restaurants, and other related provisions.

Chapter 6  Environmental Protection Act – Important provisions under  04  05
6.1  The Water (Prevention and Control of Pollution) Act
6.2  The Air (Prevention and Control of Pollution) Act

Chapter 7  Licenses and Permits  04  05
Licenses and permits for hotels and catering establishments – Procedure for procurement, bye laws of hotels and restaurant under municipal corporation – Renewal Suspension and termination of licenses.

Chapter 8  Industrial Legislation  20  18
1.  Factory Act  - Definition of Factory, Worker, Health Safety and Welfare provisions,
2.  Industrial Disputes Act  – Definition of Industry, Manufacturing process, Industrial Dispute, provisions relating to strike, lock-out, retrenchment, lay-off and Authorities for settlement of Industrial Disputes.
3.  Payment of Wages Act  - Definition of Wages, Authorized deductions from the wages
4.  Workmen’s Compensation Act  – Definition of Dependent, Disablement, Occupational disease, liability of the employer to pay compensation and amount of compensation.

Total  64  70

Reference Books

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

<table>
<thead>
<tr>
<th>Chapter 1</th>
<th>Services Marketing</th>
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<tbody>
<tr>
<td>1.1</td>
<td>Definition</td>
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<tr>
<td>1.2</td>
<td>Difference between goods &amp; services</td>
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<td>1.3</td>
<td>Characteristics of services</td>
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<td>1.4</td>
<td>Management strategies for service business</td>
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<tr>
<th>Chapter 2</th>
<th>People</th>
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<tbody>
<tr>
<td>2.1</td>
<td>Role of employees in service process</td>
</tr>
<tr>
<td>2.2</td>
<td>Recruitment and training</td>
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<tr>
<td>2.3</td>
<td>Motivation &amp; Empowerment</td>
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<td>2.4</td>
<td>Internal marketing</td>
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<th>Chapter 3</th>
<th>Physical Evidence</th>
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<tr>
<td>3.1</td>
<td>Definition &amp; role</td>
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<tr>
<td>3.2</td>
<td>Elements of physical evidence</td>
</tr>
<tr>
<td>3.2.1</td>
<td>Exterior facilities</td>
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<tr>
<td>3.2.2</td>
<td>Interior facilities</td>
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<tr>
<td>3.2.3</td>
<td>Other tangibles</td>
</tr>
</tbody>
</table>
### Chapter 4  Process

4.1 Service encounter  
4.2 Blue printing  
4.3 Operation design for cost efficiency, service quality and customisation position

### Chapter 5  Customer satisfaction & Quality

5.1 Customer Value and satisfaction  
5.2 Five gap model of service quality  
5.3 Benefits of service quality  
5.4 Retaining customers, handling customer complaints  
5.5 Relationship marketing  
5.6 Monitoring and measuring customer satisfaction

### Chapter 6  Managing supply, demand and productivity

6.1 Managing supply  
6.1.1 (Part-time employees, Overtime, Cross training, Peak time operation procedures, increasing customer participation, shared facility, outsourcing)  
6.2 Managing Demand  
6.2.1 (Shift usage, decrease demand during peak, stimulate demand during slow periods)  
Tools of managing demand.  
6.3 Enhancing productivity  
6.3.1 (Improving quality of labour force, Investment in capital equipment, automation of tasks, modify customer – service interaction, separate customer contact & support function, outsourcing, increase self service options)

### Chapter 7  Marketing organization

7.1 Forms of Marketing organization  
7.2 Set-up and organisation of sales and marketing department  
7.2.1 (Individual property, regional/ national chain/ multinational chain)  
7.3 Duties of a Marketing Manager

Total 64 70

### Reference Books

1. Marketing for Hospitality & Tourism - Philip Kotler, Bowen and Makens Prentice – Hall Inc.  
3. Services Marketing Kenneth Clow, David Kurtz Biz Tantra – New Delhi  
4. Operation management and strategies
Subject - ENVIRONMENTAL MANAGEMENT

Subject Code - 705

Semester - Seventh

Teaching and Examination Scheme:

<table>
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<tr>
<th>Teaching Scheme / week</th>
<th>Examination Scheme</th>
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Rationale:
The course aims to establish the importance of environmental issues and the role of the Hospitality Industry in propagating conservation measures.

Chapter 1 Introduction and development of environmental message 04 06

1.1 Staff – Raise awareness build commitment, provide support, reward efforts, celebrate success
1.2 Business partners coordination
1.3 Guests participation
1.4 Community – sponsorship, urban beautification, alternate energy sources

Chapter 2 Waste Management 06 06

2.1 Why manage waste
2.2 Recycling
2.3 Non-hazardous energy separation

Chapter 3 Energy and waste conversion 06 06

3.1 Introduction
3.2 Energy efficiency action plan
3.3 Assessing current performance
3.4 Energy conservation measures
3.5 Guidelines for major use areas
3.6 Making decision about investments
Chapter 4  Water
  4.1  Water and the environment
  4.2  Improving water quality
  4.3  Case studies

Chapter 5  Product purchase
  5.1  Principles of responsible purchasing
  5.2  Implementation of Eco friendly purchasing
  5.3  Products: recycled paper, future products

Chapter 6  Indoors air quality
  6.1  Potential sources of air pollution
  6.2  Improving indoor air quality
  6.3  Costs

Chapter 7  External air emissions
  7.1  Sources
  7.2  Effects
  7.3  Hotels and air pollution

Chapter 8  Noise
  8.1  Introduction
  8.2  Problems of noise & program for tackling it

Chapter 9  Hazardous materials
  9.1  Definition & Sources
  9.2  Hazards & dealing with hazardous materials

Chapter 10  Ecotels
  9.1  What are ecotels
  9.2  Case studies India, abroad

Chapter 11  Building of the future
  10.1  Building materials – cement, bricks, wall panels
  10.2  Paints
  10.3  Smart buildings
  10.4  Current technology
  Total  64  70

Reference Books
1. Environmental Management for Hotels - Butterworth & Heinemann

Note:  Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above-mentioned topics
Rationale: This course enables the student to acquire administrative and managerial skills and to familiarize them with the current trends in the Food Production Operations, like standard operating procedures and software applications while sharpening their culinary skills.

<table>
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<tr>
<th>Hrs</th>
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<td>07</td>
<td>12</td>
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</table>

Chapter 1  Deserts

1.1 Frozen Deserts
1.2 Classification
1.3 Types & methods of preparation care uses.
1.4 Hot Puddings – Methods of preparation, care, uses
1.5 Ice- creams, methods, types
1.6 Indian Specialty Deserts

Chapter 2  Chocolate making

2.1 Manufacturing & processing of chocolate
2.2 Types of chocolate
2.3 Preparations & care in chocolate work
2.4 Fillings & toppings – preparation, method, care in preparation, presentation, and storage.

Chapter 3  Personal Management in the Kitchen

3.1 Developing a good food production team (Desirable attributes for staff at various levels of hierarchy)
3.2 Allocation of work
3.3 Task Analysis
3.4 Duty roaster
3.5 Time & motion study in kitchen.
3.6 Production, planning, scheduling & budgeting.

Chapter 4 Kitchen Administration

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

Chapter 5 Production Management

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

Chapter 6 Budgetary Control

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

Chapter 7 Product Research & Development

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

Total 48 70
XXVI. **Note:**
1.) Student should be familiar with the glossary of terms pertaining to above-mentioned topics.
2.) Students should be aware of the standard operating procedures in the Food Production Department.
3.) Relevant software should be made available to the students for practice.

### Practicals – 24

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

### Practical Examination

A surprise basket of raw ingredients should be provided by the Institute to cover a 5-

Course menu of any cuisine of their choice. The 5 course would include Appetizer, Soup, Main Course, Salad and Sweet.

### Reference Books:

1.) Fruit and Vegetable Carving – By Meera John Jacob
2.) The Art of Grade Manager – By Frederic H. Sonneschmidt & John Nicolas
3.) The Professional Chef – ( The Culinary Institute of America) – Published by Wiley & Sons Inc.
4.) The Professional Grade Manager – By David Paul Larousse
5.) The Art of Sugar Craft – Sugar Paste – By Brenda Purton
6.) The Art of Sugar Craft – Royal Icing – By Brenda Purton
7.) Practical Computing a Guide for Hotel and Catering students – By Jill Smith – Publisher – Heinemann Professional Publishing Ltd.
8.) People and the Hotel and Catering Industry – Cassell
9.) Practical Computing – A guide for Hotel and catering Students – Jill Smith (Heinemann Professional Publishing Ltd)
10.) Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone.
Subject Title - SPECIALIZATION OF FOOD & BEVERAGES SERVICE & MANAGEMENT

Semester - Eighth

Course No. - 801 - B

Teaching and Examination Scheme

<table>
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<th>Theory Hrs per Week</th>
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<td>2</td>
<td>13</td>
<td>70/3 hrs 2 hrs</td>
<td>70</td>
<td>60</td>
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Rationale: This course enables the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operations. To familiarize the student with the current trends in hospitality operations like Standard Operating Procedures and Software Applications.

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<th>Hrs</th>
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</table>

Chapter 1 Meal Experience

1.1 Introduction
1.2 Eating Out
1.3 Food and Drink
1.4 Variety of service
1.5 Level of Services
1.6 Interior design and atmosphere
1.7 Expectation and identification
1.8 F & B Service employees
1.9 Trends in eating out

Chapter 2 Managing quality in Food & Beverage Operations

07 10

2.1 Definition and importance
2.2 Approaches to quality management
2.3 Managing quality

Chapter 3 Budgetary Control

07 10
Chapter 4  F & B Management in Fast Food and Popular Catering  08  14
  4.1. Introduction
  4.2. Basic policies – Financial marketing and Catering
  4.3. Organizing and Staffing
  4.4. Control and performance measurement

Chapter 5  F & B Management in Hotels & Restaurants  09  14
  5.1 Introduction
  5.2 Basic Policies – Financial marketing and Catering
  5.3 Organizing and Staffing
  5.4 Control and performance measurement
  5.5 Production planning & scheduling
  5.6 Production quality & quantity control

Chapter 6  F & B Management in Industrial Catering  08  12
  6.1 Introduction
  6.2 Basic policies – Financial marketing and Catering
  6.3 Organizing and Staffing
  6.4 Control and performance measurement

Total  48  70

Practicals:

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

1.) Food & Beverage Service – Dennis Lillicrap and John Cousins
2.) Food & Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
3.) Food & Beverage Control – By Richard Kotas
4.) Food & Beverage Service Management – Brain Varghese
5.) The Restaurant (From Concept to Operation) – Lipinski
6.) Food & Beverage Service Training Manual – Sudhir Andrews
7.) Practical Computing – A guide for Hotel and students – Jill Smith (Heinemann Profes. Publishing)
Subject - SPECIALISED ACCOMMODATION MANAGEMENT
Subject Code - 801-C
Semester - Eighth

XIX Teaching & Examination Scheme:

<table>
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<td>Practica 1 Hrs</td>
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Rationale:
The subject aims to establish the importance of accommodation management within the hospitality industry. It equips the student to acquire knowledge & skills with respect to various management aspects of housekeeping Division.

Chapter 1 Operations Management
1.1 Effective use of cleaning practices and Front Office Operations – SOP’s at housekeeping and front office department.
1.2 Effective use and control of supplies & equipment.
1.3 Establishing standards, monitoring performance, corrective action in Rooms Division.

Chapter 2 Personnel Management in Accommodations Operations
2.1 Calculating Staff Requirement, Duty Rotas
2.2 Selection & Requirement of employees – Attributes for staff at various levels of hierarchy
2.3 Time & Motion study, work study & work measurements

Chapter 3 Financial Management & cost control
3.1 Preparation of Budget
3.1.1 Revenue Budget for Front Office
3.1.2 Expense Budget for Housekeeping Department.
3.2 Budgets : Types – fixed, flexible, zero base
3.3 Measures to reduce operating cost & labour cost
Chapter 4  Environmental Practices in Housekeeping  06  10
4.1  Eco friendly cleaning supplies
4.2  Waste reductions programme
4.3  Recycling of materials

Chapter 5  Use of computer technology in Rooms Division  04  10
5.1  MIS – Management Information System
5.2  Software used in Hotels
5.3  Reports generated at Front Desk and Housekeeping
  5.3.1  Rooms Status Report
  5.3.2  Sales Mix Report
  5.3.3  Revenue Report
  5.3.4  Guest History

Chapter 6  Yield Management  06  10
6.1  Concept ARR & Rev PAR
6.2  Definition & importance of Yield Management
6.3  Forecasting

Chapter 7  HR Practices in Rooms Division  08  10
7.1  Motivation
7.2  Performance Appraisal
7.3  Promotion & renewal
7.4  Disciplinary action
7.5  Dismissal Procedure

Total  48  70

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

Reference Books:
6.  Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scovia
8.  Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer
9.  Check in – Check out – Gary Vallen, Jerome, Vallen
Subject - PROJECT REPORT
Subject Code - 802
Semester - Eighth

Teaching and Examination Scheme:

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

The project report should be prepared on the following guidelines.

Content for the Project Work

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

7. Annexures
8. Bibliography (List of Reference Books)
9. Questionnaire (Blank Format)
Notes:

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

Semester - Eighth

Course No. - 803

Teaching and Examination Scheme

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| 4 | 70/3 | 30 | 100 |

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

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<td>02</td>
<td>04</td>
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</table>

Chapter 1  Quality in Service Industry 02 04

1.10 Definitions
1.11 Concepts and models
1.12 Quality plans

Chapter 2  Core Concepts of TQM 06 08

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

Chapter 3  Thoughts from Quality Gurus 04 03

3.7 Deming
3.8 Crosby
3.9 Juran

Chapter 4  Core values of Japanese Management 02 03

4.6 Group Orientation
4.7 Perfectionism
4.8 Innovation
Chapter 5  Various International Quality Standards

5.7  QMS – ISO 9001:2000
5.8  EMS – ISO 14001:1996
5.9  HACCP

Chapter 6  Organizational culture & leadership for TQM

6.5  Commitment
6.6  Vision
6.7  Mission
6.8  Creating environment

Chapter 7  Problem solving Tools & Techniques

7.5  Brain Storming
7.6  Pareto Analysis
7.7  Fishbone Diagram

Chapter 8  Team work for Quality

8.1  Quality Circle
8.2  Flow group Concept

Chapter 9  Kaizen & Continuous Improvement

9.1  “5 S ”
9.2  Philosophy
9.3  Process Mapping & Improvement (5 W & 1 H)

Chapter 10 Measuring & Managing Customer Satisfaction

10.1  Why?
10.2  What? &
10.3  How?

Chapter 11 Green Service Quality

11.1  Challenges
11.2  Opportunities
11.3  Water
Chapter 12 Cost of Quality 03
12.1 Failure
12.2 Appraisal
12.3 Preventive Cost

Chapter 13 Role of Communication in TQM 04
13.1 Language Concept
13.2 Effective Ways

Chapter 14 Investors in People 02
14.1 Assessment
14.2 Competence Gap
14.3 Training

Chapter 15 Business Process Re-engineering 04
15.1 Concept
15.2 Methodology

Chapter 16 Measuring & Managing Customer Satisfaction 07
16.1 Steps to success

Total 64 70

Reference Books:

13.) “Word of Kaizen” - A Total Quality Culture of Survival – Shyam Talawadekar – Published by Quality Management System, Thane
14.) “Quality is Free” – and “Quality is still Free” by Philip Crosby
16.) “TQM in Action” – John Pike & Richard Barheo – Clrpure & Hall
18.) “Quality of Service: by Bo Evandsson, Bertel Thamsson & John Obertveit – McGraw – Hill Book Company
Subject - MANAGERIAL ECONOMICS

Subject Code - 804

Semester - Eighth

Teaching and Examination Scheme:

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

Chapter 1  Nature & Significance of Managerial Economics  04  10
1.1 Meaning, Features & Significance
1.2 Functions of Managerial Economist

Chapter 2  Basic Terms used in Economics  04  10
2.1 Micro & Macro Economics
2.2 Problem of Scarcity – Lionel Robbins Definition of Economics
2.3 Economic Tasks – Production & Distribution
2.4 Economic Entities – Household & Firm
2.5 Distinction between Plant, Firm & Industry.

Chapter 3  Demand Analysis  08  10
3.1 Meaning, Types & Determinants of Demand
3.2 Meaning & Determinants of Individual & Market Demand
3.3 Demand Function & Demand Schedule
Chapter 4  Theory of Consumer Demand  08  10
4.1  Utility - Meaning & Types
4.2  The Law of Diminishing Marginal Utility
4.3  The Law of Equi-Marginal Utility

Chapter 5  Elasticity of Demand  06  08
5.1  Concepts, Kinds & Types
5.2  Measurement of Price Elasticity Demand

Chapter 6  Production Analysis  06  08
6.1  Concepts & Attributes
6.2  The Law of Variable Proportions
6.3  The Law of Returns to Scale

Chapter 7  Supply Analysis  06  08
7.1  Meaning & Determinants of Supply
7.2  The Law of Supply
7.3  Elasticity of Supply - meaning, measurement & factors affecting elasticity of Supply

Chapter 8  Types of Market  06  06
8.1  Meaning & Classification of Market Structure
8.2  Types of Market Structures Formed by the Nature of Competition

Total  48  70

Reference Books :

1. Economics for Hotel & Catering Students – By Howard & Hugle
2. Introduction to Economics – Caiseneross
3. Managerial Economics - Jean
Subject - ENTREPRENEURSHIP DEVELOPMENT

Subject Code - 805

Semester - Eighth

Teaching and Examination Scheme:

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Rationale:-
This course enables the student to develop entrepreneurship abilities and understand the culture of entrepreneurship development.

<table>
<thead>
<tr>
<th>Chapter 1</th>
<th>Introduction to Entrepreneurship / Concept of Entrepreneurship</th>
<th>02</th>
<th>02</th>
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<tr>
<td>Chapter 2</td>
<td>Qualities &amp; Attributes required for Entrepreneurship</td>
<td>08</td>
<td>10</td>
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<td>Chapter 3</td>
<td>The Entrepreneurial Process</td>
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<td>Identifying the Opportunity (SWOT Analysis)</td>
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<td>Assessing the Market</td>
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<td>Principles of market survey</td>
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Total 48 70
XXVII. **Note : Glossary of Terms**

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

**Reference Books**

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