UNIVERSITY OF PUNE

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

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

I. Introduction:

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

II. Objectives and Framework of the curriculum of BScHS programme

1. The basic objective of the BScHS programme is to provide to the country a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy positions of management and administration in the Hospitality Industry.

2. The course structure of the given BScHS programme is designed keeping in view the basic objective stated above. Consequently certain essential features of such model programme structures would be
   a. To impart to the students latest and relevant knowledge from the field of management theory and practice.
   b. Providing opportunities to the participants, within and outside the institutions, for developing necessary operating skills and
   c. Imparting / developing the right kind of attitudes to function effectively in operational, managerial / administrative positions.

3. Certain other essential considerations:
   a. The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
   b. The design is simple and logical.

4. Imparting / developing suitable attitudes understandably is a very difficult and delicate task, and is to be done by the faculty as inconspicuously as possible.

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

6. A minimum weightage of 30 percent is given to internal continuous and sessional assessment, consisting of tasks like classroom exercises, texts, seminars, presentations, quizzes, group tasks, term papers etc. The external semester-end University examination has a maximum weightage of 70 percent.
7. The full time three-year programme in hospitality studies has 6 semesters, and a semester will have a total of 20 working weeks.

III. The Curriculum:

1. The curriculum is presented in the accompanying chart along with the appendices containing a list of subjects and outlines of required courses.

2. Care and attention has been given to the basic objective of the curriculum and its academic rigour, without favouring strict straight-jacketing of management curriculum which would shut out the much needed experimentation and innovation in the field of hospitality studies.

   a. The curriculum includes a total of 32 courses.
   b. Of the 32 courses, course No. 101, 102, 103, 104, 201, 202, 203, 301, 302, 303, 501, 502, 503, 601, 602 and 603 are practical courses.
   c. There is a provision for Project Report and Industrial Training in the fourth semester, which together carry a mark value of 600 internal marks for Industrial Training and Project Report.
   d. Semester work load is balanced with six full courses of 100 marks each per semester, 576 periods for lectures, practicals and tutorials except for fourth semester of Industrial Training.

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


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

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

VI Vacation Training
It is recommended that each student shall undergo a vacation training for a period of not less than 30 days during vacation at the end of the Second Semester.

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

VIII Project Work

Each student shall write a Project Report on the topic based on the elective course under the guidance of an internal Teacher and submit the same to the Principal. The Project Report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment (30th April). Only on the basis of a certificate of the internal examiner concerned that the project report has been satisfactorily completed, would the student be allowed to appear for the viva-voce of the Fourth Semester. The marks will be communicated by the Principal to the University before 31st May. The Project Report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

IX Attendance:

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

X Teaching Faculty

a. The Teaching Faculty must be as prescribed by the University of Pune. There must be one full time Principal and two full time lecturers for the First Year of the course. Subsequently, additional two full time Lecturers / Asst. Professors / Professors should be appointed for Second and Third Year each. Beside full time faculty members, visiting faculty members should be invited to conduct the appropriate course.
b. Qualifications: The qualifications for Principal, Professor, Asst. Professor and Lecturers should be on the lines of those as laid down by the National Council for Hotel Management & Catering Technology and/or as prescribed by the Faculty of Management, University of Pune.

XI Classroom And Laboratories

Besides the classrooms for lectures and tutorials, the laboratories for practicals should include the following:
Basic Training Kitchen, Advanced Training Kitchen, Quantity Training Kitchen,
Training Restaurant, Reception Counter, Housekeeping Guest Rooms Library and Computer Lab with LAN / Internet Facility, as per the ratio of students to Computers prescribed by the University. The Laboratories should be well equipped to impart proper practical knowledge and develop professional skills of the students.

XII Board of Paper Setters / Examiners
For each semester – end examination (external examination) there will be one Board of Paper-setters / Examiners. While appointing paper-setters/ examiners, care should be taken to see that there is at least one person specializing in each unit course out of the total number of paper-setters/ examiners comprising of faculty from University of Pune affiliated Hotel Management Institutes and the balance percent from the industry the fraction, if any, to be rounded off in favour of internal examiners.

XIII Examination
The BScHS Examination will be held in six semesters
1. The candidate will be allowed to carry maximum backlog of six (6) courses from any one or more semesters. However, admission to fifth semester would be based on the student passing all the subjects in the first three semesters.
2. The Training Report and the Project Report are to be prepared by the student and two typed copies to be submitted to the Principal by the stipulated date. The internal teacher of the subject will duly assess the report and the marks will be communicated by the Principal to the University. No student will be permitted to appear for Fifth semester unless he / she submits the Project Report as required.

XI Assessment
The Final total assessment of the candidate shall be made in terms of an internal assessment, practical assessment (where ever applicable) and an external assessment for each course, except in case of semester IV, i.e. Project Report, Industrial Training and Computer Application.

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

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

XII Marks

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

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

XIII Standard of passing

a. Every candidate must secure 40% marks in aggregate. External examination minimum 28 out of 70 marks and for internal examination minimum 12 out of 30 marks, separately in each subject.
b. Final result will be computed based on the aggregate marks obtained in the Fifth and Sixth Semesters of the programme.
University of Pune

**Syllabus for Bachelor of Science – Hospitality Studies**

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

### First Year BScHS (SEMESTER I)

<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>101.</td>
<td>Basic Food Production</td>
<td>2 8 1</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>102.</td>
<td>Food &amp; Beverage Service</td>
<td>2 3 1</td>
<td>40 30 30</td>
<td>100</td>
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<tr>
<td>103.</td>
<td>Basic Rooms Division</td>
<td>2 3 1</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>104.</td>
<td>Computer Fundamentals</td>
<td>2 2 1</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>105.</td>
<td>Catering Science I</td>
<td>3 - 1</td>
<td>70 - 30</td>
<td>100</td>
</tr>
<tr>
<td>106.</td>
<td>Communication Fundamentals</td>
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<td>70 - 30</td>
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<td></td>
<td>14 16 6</td>
<td>300 120 180</td>
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### First Year BScHS (SEMESTER II)

<table>
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<tbody>
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<td>201</td>
<td>Food Production Principles</td>
<td>2 8 1</td>
<td>40 30 30</td>
<td>100</td>
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<tr>
<td>202</td>
<td>Food &amp; Beverage Operations</td>
<td>2 3 1</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>203</td>
<td>Rooms Division Services</td>
<td>3 3 -</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>204</td>
<td>Travel and Tourism</td>
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<td>70 - 30</td>
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<td>205</td>
<td>Catering Science II</td>
<td>3 - 1</td>
<td>70 - 30</td>
<td>100</td>
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<td>206</td>
<td>Basic French for Hotel Industry</td>
<td>2 2 1</td>
<td>70 - 30</td>
<td>100</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td>15 16 5</td>
<td>330 90 180</td>
<td>600</td>
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Second Year BScHS (SEMESTER III)

<table>
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<tr>
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<tr>
<td></td>
<td></td>
<td>L</td>
<td>P</td>
<td>T</td>
</tr>
<tr>
<td>301</td>
<td>Quantity Food Production</td>
<td>2</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>302</td>
<td>Beverage Services</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>303</td>
<td>Accommodation Services</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>304</td>
<td>Principles of Management</td>
<td>3</td>
<td>-</td>
<td>1</td>
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<td>305</td>
<td>Basic Principles of Accounting</td>
<td>4</td>
<td>-</td>
<td>1</td>
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<tr>
<td>306</td>
<td>Hotel Engineering</td>
<td>3</td>
<td>-</td>
<td>1</td>
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Second Year BScHS (SEMESTER IV)

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<th>Examination Scheme</th>
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<td>401</td>
<td>Industrial Training</td>
<td>Panel: 280, Internal: 120, Total: 400</td>
</tr>
<tr>
<td>402</td>
<td>Project Report</td>
<td>Panel: 140, Internal: 60, Total: 200</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>Panel: 420, Internal: 180, Total: 600</td>
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</tbody>
</table>

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

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

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<thead>
<tr>
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<th>Internal</th>
<th>Panel</th>
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<tbody>
<tr>
<td>Performance Appraisal</td>
<td>60</td>
<td>--</td>
</tr>
<tr>
<td>Logbook</td>
<td>60</td>
<td>--</td>
</tr>
<tr>
<td>Training Report</td>
<td>--</td>
<td>140</td>
</tr>
<tr>
<td>Viva-voce</td>
<td>--</td>
<td>140</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>120 marks</td>
<td>280 marks</td>
</tr>
</tbody>
</table>
B) The Project Report marks would be based on the Project submitted and the viva-voce based on the above project.

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

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<thead>
<tr>
<th></th>
<th>Internal</th>
<th>Panel</th>
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<tbody>
<tr>
<td>Internal Assessment</td>
<td>60</td>
<td>-</td>
</tr>
<tr>
<td>Project Report</td>
<td>-</td>
<td>70</td>
</tr>
<tr>
<td>Viva – Voce</td>
<td>-</td>
<td>70</td>
</tr>
<tr>
<td></td>
<td>60</td>
<td>140</td>
</tr>
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### Third Year BScHS - SEMESTER V

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<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>501</td>
<td>Specialized Food Production</td>
<td>2</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>502</td>
<td>Food &amp; Beverage Service &amp; Management</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>503</td>
<td>Accommodation Operations</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>504</td>
<td>Hotel Accounting</td>
<td>4</td>
<td>--</td>
<td>1</td>
</tr>
<tr>
<td>505</td>
<td>Marketing Management</td>
<td>3</td>
<td>--</td>
<td>1</td>
</tr>
<tr>
<td>506</td>
<td>Hotel Related Laws</td>
<td>4</td>
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<td></td>
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<td>17</td>
<td>14</td>
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### Third Year BScHS - SEMESTER VI

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</tr>
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<td></td>
<td></td>
<td>L</td>
<td>P</td>
<td>T</td>
</tr>
<tr>
<td>601</td>
<td>Advanced Food Production</td>
<td>2</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>602</td>
<td>Advanced Food Services &amp; Management</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>603</td>
<td>Spl. Accommodation Management</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>604</td>
<td>Total Quality Management</td>
<td>4</td>
<td>--</td>
<td>1</td>
</tr>
<tr>
<td>605</td>
<td>Human Resource Management</td>
<td>3</td>
<td>--</td>
<td>1</td>
</tr>
<tr>
<td>606</td>
<td>Entrepreneurship Development</td>
<td>3</td>
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<td>1</td>
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<tr>
<td></td>
<td>TOTAL</td>
<td>16</td>
<td>14</td>
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Subject - BASIC FOOD PRODUCTION
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>2</td>
<td>8</td>
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</tbody>
</table>

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

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

Chapter 2 Organization Structure in the Kitchen

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

Chapter 3 Cooking Utensils & Small Equipments

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

Chapter 4 Fuels used in the kitchen

4.1 Heat Transfer Principles
4.2 Classification, Types, Advantages & Disadvantages

Chapter 5 Professional Attributes

5.1 Attitude towards your job.
5.2 Personal Hygiene.
5.3 Uniforms
5.4 Care for your own health & safety.
5.5 Safety practices & procedures.
  5.5.1 Accidents, types, nature, classification
  5.5.2 Preventive measures for each type of accident.
  5.5.3 Reporting accidents.
  5.5.4 First aid - meaning, importance, and basic rules.
  5.5.5 Fire Prevention

Chapter 6 Commodities used in the Catering Industry

6.1 Relationship of the classification with food groups studied
6.2 Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking. (for the following)
  6.2.1 Cereals & Pulses
    6.2.1.1 Wheat, Rice & Other millets in the region
    6.2.1.2 Bengal gram, Green gram, Red gram
    6.2.1.3 Soya beans, kidney bean, double beans, locally available cereals and pulses.
  6.2.2 Sweeteners
    Sugar, Honey, Jaggery & Artificial Sweeteners
  6.2.3 Fats & Oils
    Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads
  6.2.4 Dairy products
    Milk, Cream, Cheese, Curd
  6.2.5 Vegetables
    Types of Vegetables- Root, Stem, Leafy, Flowery, Fruity
  6.2.6 Fruits
    Types of Fruits - Fresh, Dried, Canned
  6.2.7 Eggs
  6.2.8 Spices, Herbs, Condiments & Seasonings
    (Used in Western & Indian Cooking)
Chapter 7  
**Pigments in foods**

7.1 Types of pigments in vegetables, fruits and animal products.

7.2 Effect of heat, acid, alkali, oxidation & metal on pigments

7.3 Precautions for enhancing & retention of colour.

Chapter 8  
**Introduction to food pre-preparation**

(To be stressed in Practicals)

8.1 Preparation Methods -
Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing , (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching , Filleting of fish ,Deboning & jointing poultry

8.2. Methods of Mixing –
(To be demonstrated also in practicals)
Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring

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

Total 32 40

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

1. Introduction to various tools and their usage.
2. Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)
3. Food pre-preparation methods
4. Basic Indian masalas & gravies (Dry & wet)
5. Minimum 18 Individual Practicals consisting of 70% Indian & 30% Continental Menus be accomplished, over and above the demonstrations.

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

**Reference Books**

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

Subject Code - 102

Semester - First

Teaching and Examination Scheme:

<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>2</td>
<td>3</td>
</tr>
</tbody>
</table>

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

VII  Hrs  Mks

Chapter 1.  The Food & Beverage Service Industry  02  02
1.1 Introduction to the Food & Beverage Industry
1.2 Classification of Catering Establishments
   (Commercial & Non-Commercial)
1.3 Introduction to Food & Beverage Operations (Types of F&B Outlets)

Chapter 2.  Food & Beverage Service areas in a Hotel  02  02
2.1 Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs.
2.2 Auxiliary areas

Chapter 3.  Food & Beverage Service Equipment  04  02
3.1 Types & Usage of Equipments - Furniture, Chinaware, Silverware & Glassware, Linen, Disposables,
3.2 Special Equipment
3.3 Care & maintenance

Chapter 4.  Food & Beverage Service Personnel  03  04
4.1 Food & Beverage Service Organization Structure - Job Descriptions & Job Specifications
4.2 Attitudes & Attributes of Food & Beverage personnel, competencies.
4.3 Basic Etiquettes
4.4 Interdepartmental relationship
Chapter 5. Types of Food & Beverage Service

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

IX.

Chapter 6. Types of Meals

6.1 Breakfast – Introduction, Types, Service Methods,
6.2 Brunch
6.3 Lunch
6.4 Hi – Tea
6.5 Dinner
6.6 Supper

Chapter 7. Menu knowledge

7.1 Introduction
7.2 Types – Ala Carte & Table D’hote
7.3 Menu Planning, considerations and constraints
7.4 Menu Terms.
7.5 Classical French Menu.
7.6 Classical Foods & its Accompaniments with Cover.

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

Total 32 40

Practicals:
1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Mis-En-Palce & Mis-En–Scene
4. Identification of Equipments
5. Laying & Relaying of Table cloth
6. Rules for laying a table
7. Carrying a Salver / Tray
8. Service of Water
9. Handling the Service Gear
10. Carrying Plates, Glasses & other Equipments
11. Clearing an Ashtray
12. Situations like spillage
13. Setting of Table d’hote & A La Carte covers.
14. Breakfast Table Lay – out & Service (Indian, American, English, Continental)
15. Crumbing, Clearing, Presenting the bill
Reference books:

1. Food & Beverage Service – Lillicrap & Cousins, ELBS
2. Modern Restaurant Service – John Fuller, Hutchinson
Subject - BASIC ROOMS DIVISION
Subject Code - 103
Semester - First

Teaching and Examination Scheme:

<table>
<thead>
<tr>
<th>Teaching Scheme/ Week</th>
<th>Examination Scheme</th>
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<tbody>
<tr>
<td>Theory Hrs</td>
<td>Practical Hrs</td>
</tr>
<tr>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

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

XVI SECTION I

Chapter 1 Introduction to House Keeping 02 02
1.1 Importance & Functions of Housekeeping
1.2 Guest satisfaction and repeat business
1.3 House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas

Chapter 2 Co-ordination with other Departments 01 02

Chapter 3 Layout of House Keeping Department 02 02
Sections of the housekeeping department, their functions and layout

Chapter 4 Organization of Housekeeping Department 04 04
4.1 Hierarchy in large, medium & small hotels
4.2 Attributes of staff.
4.3 Job Descriptions and Job Specifications
VII Chapter 5  
02  

5.1. Types  

Chapter 6  
Cleaning Equipments  
02 02  

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

Chapter 7  
Cleaning Agents  
02 04  

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

XI. SECTION II  

VIII Chapter 1.  
To Hospitality Industry  
02 02  

The term ‘Hotel’, evolution & development of hospitality industry and tourism, famous hotels worldwide.  
Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership)  
Organizational chart of hotels (Large, Medium, Small)  

IX Chapter 2.  
Front Office Department  
04 06  

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

Chapter 3  
Room Types & Tariffs  
06 06  

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

17
Chapter 4  Role of Front Office

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

XII.  Note:

Glossary of Terms

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

Total  32  40

Practicals:  SECTION I

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

Practicals:  SECTION II

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

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

REFERENCE BOOKS:- SECTION II

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

SUGGESTED ASSIGNMENTS:

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

Subject Code - 104

Semester - Third

Teaching and Examination Scheme:

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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, X 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 *)
<table>
<thead>
<tr>
<th>Chapter 4</th>
<th>MS-WORD</th>
<th>08 05</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>File Commands, Print, Page Setup</td>
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<tr>
<td>4.2</td>
<td>Editing - Cut, Copy, Paste, Find, Replace, etc.</td>
<td></td>
</tr>
<tr>
<td>4.3</td>
<td>Formatting Commands – Fonts, Bullets, Borders, Columns, Tabs, Indents</td>
<td></td>
</tr>
<tr>
<td>4.4</td>
<td>Tables, Auto Text, Auto Correct</td>
<td></td>
</tr>
<tr>
<td>4.5</td>
<td>Mail Merge</td>
<td></td>
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<tr>
<td>4.6</td>
<td>Hyperlinks</td>
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<table>
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<tr>
<th>Chapter 5</th>
<th>MS-EXCEL</th>
<th>10 06</th>
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</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Features, Auto Fill, Custom Lists etc.</td>
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<tr>
<td>5.2</td>
<td>Cell Reference – Relative &amp; Absolute ($)</td>
<td></td>
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<tr>
<td>5.3</td>
<td>Formulae, Functions (Math/Stats, Text, Date, IF)</td>
<td></td>
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<tr>
<td>5.4</td>
<td>Charts – Types, Parts of the Chart</td>
<td></td>
</tr>
<tr>
<td>5.5</td>
<td>Databases (Create, Sort, AutoFilter, Sub Total)</td>
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</table>

<table>
<thead>
<tr>
<th>Chapter 6</th>
<th>MS-POWERPOINT</th>
<th>08 04</th>
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</thead>
<tbody>
<tr>
<td>6.1</td>
<td>Slide Layout, Slide t.</td>
<td></td>
</tr>
<tr>
<td>6.2</td>
<td>ClipArt, Organisational Chart, Graphs, Tables</td>
<td></td>
</tr>
<tr>
<td>XI</td>
<td>6.3 Custom Animations, Slide Timings</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 7</th>
<th>INTERNET / E-MAIL</th>
<th>07 05</th>
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<tbody>
<tr>
<td>7.1</td>
<td>History,</td>
<td></td>
</tr>
<tr>
<td>7.2</td>
<td>Pre-requisites for Internet, Role of Modem</td>
<td></td>
</tr>
<tr>
<td>7.3</td>
<td>Services – Emailing, Chatting, Surfing, Blog</td>
<td></td>
</tr>
<tr>
<td>7.4</td>
<td>Search Engines, Browsers, Dial Up, Domains</td>
<td></td>
</tr>
<tr>
<td>7.5</td>
<td>Broadband, Concepts of Web upload, download</td>
<td></td>
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<tr>
<td>7.6</td>
<td>Threats – Spyware, Adware, SPAM</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>Chapter E-Commerce and ERP</th>
<th>04 02</th>
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</thead>
<tbody>
<tr>
<td>8.1</td>
<td>Concepts of B-to-B, B-to-C</td>
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<tr>
<td>8.2</td>
<td>ERP concept, SAP Concepts</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 9</th>
<th>DBMS- (Data Base Management Systems)</th>
<th>02 02</th>
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</thead>
<tbody>
<tr>
<td>9.1</td>
<td>Definition- DBMS, Table, Data Types, Record, Fields</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 10</th>
<th>MS-ACCESS</th>
<th>05 05</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.1</td>
<td>Table Creation, Fields, data Type</td>
<td></td>
</tr>
<tr>
<td>10.2</td>
<td>Primary Key Concept</td>
<td></td>
</tr>
<tr>
<td>10.3</td>
<td>Add, Edit, Delete records</td>
<td></td>
</tr>
<tr>
<td>10.4</td>
<td>Forms, Simple Query</td>
<td></td>
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</table>

| Total | 64 40 |

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XIII. Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics. Students should maintain a Log Book, which has all Notes, Pictures from the Internet and all Assignments (which will be marked as part of Practical Exams)
SUGGESTED PRACTICAL ASSIGNMENTS: -

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

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

RECOMMENDED BOOKS:

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

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

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

XIX. Chapter 2. Food Microbiology 08 10

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

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

3.1 Food poisoning & food infection, common intestinal parasites.
(Definitions, sources of contamination of food, mode of transmission of food borne illness, control of food borne illness.)
3.2 Non-bacterial metal poisoning
3.3 Natural Toxins present in food
### Chapter 4. Food Protection

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Hygienic Storage - Dry, Refrigerated &amp; Freezer storage &amp; protective display.</td>
</tr>
<tr>
<td>4.2</td>
<td>Danger Zone</td>
</tr>
<tr>
<td>4.3</td>
<td>Food spoilage - detection and prevention.</td>
</tr>
<tr>
<td>4.4</td>
<td>Food contamination &amp; spoilage due to kitchen pests.</td>
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<tr>
<td>4.5</td>
<td>Cross contamination.</td>
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### Chapter 5. Personal Hygiene

<table>
<thead>
<tr>
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<th>Title</th>
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<tbody>
<tr>
<td>5.1</td>
<td>Necessity of personal hygiene.</td>
</tr>
<tr>
<td>5.2</td>
<td>Health of staff.</td>
</tr>
<tr>
<td>5.3</td>
<td>Sanitary practices</td>
</tr>
<tr>
<td>5.4</td>
<td>Protective clothing</td>
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<tr>
<td>5.5</td>
<td>Importance of rest, recreation and exercise.</td>
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### Chapter 6. Food Science Concepts

<table>
<thead>
<tr>
<th>Section</th>
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<tbody>
<tr>
<td>6.1</td>
<td>Basic S.I. units of length, area, volume, weight</td>
</tr>
<tr>
<td>6.2</td>
<td>Temperature (conversion of Celsius Scale to Fahrenheit Scale)</td>
</tr>
<tr>
<td>6.3</td>
<td>Definition of density &amp; relative density</td>
</tr>
<tr>
<td>6.4</td>
<td>pH – definition &amp; its relevance in Food Industry</td>
</tr>
<tr>
<td>6.5</td>
<td>Undesirable browning &amp; its prevention, examples of desirable browning in food preparations</td>
</tr>
<tr>
<td>6.6</td>
<td>Important Terminologies (definitions &amp; relevance)</td>
</tr>
<tr>
<td></td>
<td>Boiling Point, Boiling Under Pressure, Melting Point, Smoking Point, Flash Point, Surface Tension, Osmosis, Humidity, Evaporation, Sol, Gel, Emulsion &amp; Foam</td>
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### Chapter 7. Food Additives

<table>
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<tr>
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<tbody>
<tr>
<td></td>
<td>Definition, types &amp; their limitations as per PFA Act.</td>
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### Chapter 8. Regulatory Agencies

<table>
<thead>
<tr>
<th>Section</th>
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<tbody>
<tr>
<td>8.1</td>
<td>Food standards in India</td>
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<tr>
<td>8.2</td>
<td>Common food adulterants and simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina flour, ghee, butter, margarine &amp; oil.</td>
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</table>

### Chapter 9. Hazard Analysis & Critical Control Points. (HACCP)

<table>
<thead>
<tr>
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<tbody>
<tr>
<td></td>
<td>Importance, definition &amp; usage of HACCP.</td>
</tr>
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</table>
XVI. **Note:** Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

| Total | 48 | 70 |

**Demonstration / Field Visits**

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

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

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

**Visits:**

State Public Health Laboratory.

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

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

**Reference Books**

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

Subject Code  -  106

Semester  -  First

Teaching and Examination Scheme:

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<td>4</td>
<td>70 /3 hrs</td>
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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.

Chapter 1  The communication process  06  05
1.1  Sender, receiver, message, channel, feedback
1.2  Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback

Chapter 2  Barriers to effective communication  04  04
Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms

Chapter 3  Listening  02  02
Need for listening, listening for content, critical listening, empathetic listening, attentive listening

Chapter 4  Framework for planning business messages  01  01
Purpose, audience, structure, style
Chapter 6  Written communication skills  18  30

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

Chapter 7  Oral communication skills  15  20

7.1 Advantages and disadvantages
7.2 Articulation and delivery
7.3 Making speeches and presentations
7.4 Telephone etiquettes
7.5 Restaurant and hotel English

Chapter 8  Non–verbal communication  02  08
Understanding aspects of body language

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

Total  48  70

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

Subject- FOOD PRODUCTION PRINCIPLES
Subject Code - 201
Semester - Second

Teaching and Examination Scheme

<table>
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<th>Teaching Scheme / per Week</th>
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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.

XII Chapter 1 Introduction to Methods of Cooking 02 01

1.1 Cooking as applied to all commodities studied in SEM 1.
1.2 Classification & Salient Features of various cooking methods.
1.3 Temperature precautions
1.4 Equipments used, their care & maintenance.
1.5 **Moist methods of cooking** 03 04
   1.5.1 Steaming with pressure & without pressure
   1.5.2 Braising
   1.5.3 Poaching
   1.5.4 Boiling
1.6 **Dry methods of cooking** 03 04
   1.6.1 Baking
   1.6.2 Roasting
   1.6.3 Grilling
   1.6.4 Tandoor
1.7 **Frying** 02 04
   1.7.1 Types of frying medium
   1.7.2 Sauting
   1.7.3 Shallow frying
   1.7.4 Deep – frying
   1.7.5 Combining the methods
   1.7.6 Pressure Frying
1.8 **Microwave cooking** 01 01
   1.8.1 Advantages & disadvantages

XIII Chapter 2 Stocks 02 03

2.1 Definition & uses of stocks
2.2 Classification
2.3 Rules of stock making
2.4 Recipes of 1 litre of various stocks (White, brown, fish and vegetable)
2.5 Glazes & Aspic
2.6 Storage Care

Chapter 3 **Sauces** 05 05

3.1 Classification & uses of sauces
3.2 Composition
3.3 Thickening agents
3.4 Recipes of mother sauces
3.5 Finishing of sauces (reducing, straining, de glazing, enriching and seasoning)
3.6 Precautions & rectification, handling & storage
3.7 Derivatives (five each)
3.8 Pan gravies
3.9 Flavored butters

XIV Chapter 4 Soups

4.1 Aim of soup making
4.2 Classification of soups - Cream, Puree, Veloute, Chowder, Consomme, National soups

Chapter 5 Texture, Accompaniments & Garnishes

5.1 Importance & Characteristics
5.2 Factors affecting textures in food
5.3 Desirable & Non-Desirable Textures with examples
5.4 Difference between Accompaniments & Garnishes

Chapter 6 Introduction to Bakery & confectionery

6.1 Definition
6.2 Principles of baking
6.3 Bakery Equipment (small & large)
6.4 Formulas & measurements
6.5 Physical & chemical changes during baking

Chapter 7 Characteristics Functions of ingredients in Bakery & Confectionery

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

Chapter 8 Yeast Doughs (Fermented Goods)

8.1 Role of ingredients
8.2 Types – (Rich / lean)
8.3 Methods of bread making
8.4 Stages in bread making
8.5 Faults and remedies, Bread Disease, Bread Improvers

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

Total 32 40
Practicals
Use of different cooking methods
Basic Stocks, soups & sauces

Minimum 24 individual practicals be accomplished consisting of -
50% Continental menus with breads.
30% Indian Menus
20% Break Fast Menus. (Indian & Continental)

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

Reference Books
8. Practical Cookery - Victor Ceserani & Ronald Kinton, ELBS
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
Subject - FOOD & BEVERAGE OPERATIONS
Subject Code - 202
Semester - Second

XV 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>2</td>
<td>3</td>
</tr>
</tbody>
</table>

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

Hrs Mks

Chapter 1 Room Service/ In Room Dining Service 06 06
1.1 Introduction, general principles
1.2 Cycle of Service, scheduling and staffing
1.3 Forms and Formats
1.4 Order Taking, Suggestive Selling, breakfast cards
1.5 Time management- lead time from order taking to clearance

Chapter 2 Buffets 06 08
2.1 Definition
2.2 Types of buffets
2.3 Buffet equipment and tables set-up.

Chapter 3 Control Methods 04 08
3.1 Necessity and functions of a control system,
3.2 Billing Methods – Duplicate & Triplicate System,
KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket)
3.3 Flow chart of KOT
3.4 Presentation of bill.

Chapter 4 Non – Alcoholic Beverages 05 06
4.1 Classification
4.2 Hot Beverages – Types, Service
4.3 Cold Beverages – Types, Service
Chapter 5  Alcoholic Beverages  05  06
5.1 Definition
5.2 Classification of Alcoholic Beverages
5.3 Fermentation Process

Chapter 6  Beers  06  06
6.1 Introductions
6.2 Ingredients used
6.3 Production
6.4 Types and Brands – Indian and International
6.5 Other fermented and brewed beverages – Sake, Cider, Perry

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

Total  32  40

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

REFERENCE BOOKS:
1. Food & Beverage Service – Lillicrap & Cousins
2. Modern Restaurant Service – John Fuller
4. The Restaurant (from Concept to Operation) – Lipinski
5. Bar and Beverage Book – C. Katsigris, Mary Porter
Subject - ROOMS DIVISION SERVICES

Subject Code - 203

Semester - Second

Teaching and Examination Scheme:

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Rationale:

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

SECTION I

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  Key Control

4.1  Computerized keys
4.2  Manual keys
4.3  Key Control Procedures

Chapter 5  Control Desk

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

Chapter 6  Housekeeping Supervision

6.1  Importance of supervision
6.2  Checklist for inspection
6.3  Dirty Dozen

XVI  Chapter 7  Lost And Found Procedure

7.1.  Procedure for Guest articles
7.2.  Procedure for Lost Hotel Property
7.3.  Records maintained

SECTION II

Chapter 1  Reservations

1.1.  Importance of guest cycle (Various stages, sectional staff in contact during each stage)
1.2.  Modes and sources of reservation.
1.3.  Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats)
1.4.  Computerized system (CRS, Instant reservations)
1.5.  Types of reservation (guaranteed, confirmed, groups, FIT)
1.6.  Procedure for amendments, cancellation and overbooking.

Chapter 2  Pre-Arrival Procedures

2.1.  Pre arrival activities (Preparing an arrival list, notification etc)
2.2.  Procedure for VIP arrival.
2.3.  Procedure for group arrival (special arrangements, meal coupons, etc)
Chapter 3  Guest Arrival  06  04

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

XVII  Chapter 4  Guest Stay  04  04

4.1 Rooming a guest (introduction to the hotel facilities, orientation of the room)
4.2 Procedure for room change
4.3 Safe deposit procedure.
4.4 Assisting guest with all possible information and help (medical etc.)

Chapter 5  Guest Departure  04  04

5.1 Departure notification
5.2 Task performed at bell desk, cashier / reception.
5.3 Express check outs
5.4 Late check outs and charges.

Chapter 6  Methods of Payment  02  02

6.1 Credit card handling
6.2 Traveler cheques, Personal checks
6.3 Handling cash Indian, Foreign currency
6.4 Other methods of payment [Travel agent, Bill to Company etc--]

Total  48  40

XX. Note:

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
XXI. **Rational:**

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

**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

**Chapter 3** *Infrastructure of Tourism*

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*

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

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

XXIII. Chapter 6 The Tourism Organizations

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

XX Chapter 7 The Travel Agency

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

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, Steps to plan a Tour, Route map, Transport booking, Accommodation reservations, Food facilities, Local guide / escort, Climate / seasonality, Shopping & cultural show, Costing

Total  48  70

XI

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

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

XXV. Reference Books
1. Introduction to Travel & Tourism-Michael M. CottmanVan Nostrand Reinhold New York, 1989
5. Dynamics of Modern Tourism -Ratandeep Singh -Kanishka Publishes, Distributors, New Delhi, 1998
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, B1, B2, Niacin, and Vit C with reference to - Functions, Sources, RDA (Adolescents and adults), Deficiency diseases and its symptoms.

Chapter 6. Minerals

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

7.1 Water Balance
7.2 Dietary sources
7.3 Dehydration and Oedema

Chapter 8. Basic Five Food Groups

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)

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:

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?

Total 48 70
XXVI. **Note:** **Glossary of Terms**
Students should be familiar with the glossary of terms pertaining to above mentioned topics.

XVIII **Assignments**

Calculation of Nutrients:

(Carbohydrates, Fat, Protein, Energy, Vit A, Ca, Fe, B₁, B₂ and C of any 10 recipes)

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

**Reference Books**

1. Hand Book of Food And Nutrition- Dr. M.S. 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>
<thead>
<tr>
<th>Theory Hrs</th>
<th>Practical Hrs</th>
<th>Tutorial Hrs</th>
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<th>Theory Marks / Duration</th>
<th>Viva Marks</th>
<th>Internal Marks</th>
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<td>2</td>
<td>1</td>
<td>4</td>
<td>70 / 2 hrs</td>
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<td>30</td>
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</table>

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

43
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  

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

Total 64 70  

Practicals  
Greetings/ Introduction  

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

Reference Books  
1. Work book  
2. French for Hotel Management & Tourism Industry – by S. Bhattacharya  
3. F & B Service - by Dennis Lillicrap John Courins & Robert Smith  
4. Modern Cookery Vol 1 - by Thangam Philip
Subject - QUANTITY FOOD PRODUCTION
Subject Code - 301
Semester - Third

Teaching and Examination Scheme

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<tr>
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<td>8</td>
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</tbody>
</table>

Rationale:

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

<table>
<thead>
<tr>
<th>Hrs</th>
<th>Mks</th>
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<tbody>
<tr>
<td>Chapter 1 Quantity Food Production</td>
<td>04</td>
</tr>
<tr>
<td>1.1 Introduction to large scale / quantity food production.- Industrial, Commercial and Institutional (Hospitals / Schools)</td>
<td>04</td>
</tr>
</tbody>
</table>

XIX Chapter 2 Larder / Garde Manger

| 2.1 Functions of larder department and Duties & responsibilities of larder chef |
| 2.2 Common terms used in larder department |
| 2.3 Specific essential tools & equipment in the larder. |

| Chapter 3 Fish Mongery | 04 |
| 3.1. Introduction to fish mongery, |
| 3.2. Classification of fish with examples( local names also ) |
| 3.3. Selection & storage of fish & shell fish |
| 3.4. Cuts of fish |
| 3.5. Cooking of fish |
| 3.6. Preserved & processed fish |

| Chapter 4 Meat Cookery | 04 |
| 4.1 Understanding meats – Composition, structure & basic quality factors |
| 4.2 Aging, Factors affecting tenderness |
| 4.3 Appropriate cooking methods. |

| 4.3.1 Lamb / Beef / Veal / Pork | 04 |
| 4.3.1.1 Selection Criteria |
| 4.3.1.2 Principles of Storage & thawing |
| 4.3.1.3 Cuts (uses & suitable cooking methods) |
| 4.3.1.4 Offals | 06 |
4.3.2 Poultry
4.3.2.1 Selection Criteria
4.3.2.2 Principles of Storage & thawing
4.3.2.3 Cuts of poultry (uses & suitable cooking methods)
4.3.2.4 Description and uses of - Duck, goose, turkey, guinea-fowl & quail.

XX
XXI Chapter 5 Charcutiere

5.1. Definition & terms
5.2. Production, classification, processing of
   5.2.1 Sausages
   5.2.1 Forcemeats
   5.2.1 Marinades, cures, brines
5.3. Knowledge of cold meat platter
5.4. Types & uses of chaud froid
5.5. Preparing aspic & gelee
5.6. Ham Bacon & Gammon
   5.6.1. Difference
   5.6.2. Processing
   5.6.3. Uses

Chapter 6 Cake Making

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

Total 32 40

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

Practicals
Minimum of 24 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
2. Prasad- Cooking with Indian Master, J. Inder Singh Kalra, Allied
3. Modern Cookery (Vol –I & Vol -II) For Teaching & Trade - Philip E Thangam, Orient Longman
4. Zaika - Sonya Atal Sapru, Harper Collins
5. Punjabi Cuisine- Pratibha Karan, Harper Collins
6. Wazwaan - Rocky Mohan, Roli & Janssen
7. Naans & Rotis – Surobi Babbar
8. Basic Baking – S.C.Dubey
Subject - BEVERAGE SERVICES
Subject Code - 302
Semester - Third

Teaching and Examination Scheme:

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Rationale:

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

Hrs  Mks

Chapter 1. Wines 06 04
1.1. Introduction, definitions of Wines
1.2. Classification
1.3. Viticulture & Viticulture Methods
1.4. Vinification-Still, Sparking, Aromatized & Fortified Wines
1.5. Vine Diseases

Chapter 2. Wines – France, Italy, Spain, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary & India) – Categories, Regions, Important Wines with their qualities
2.1. Food &Wine Harmony
2.2. Wine glasses and equipment
2.3. Storage and service of wine.

Chapter 3. Aperitifs 02 04
3.1 Definition
3.2 Types- Wine based & spirit based

Chapter 4 Introduction to Spirits, Distillation process, Pot Still & Patent Still

02 04
Chapter 5  Spirits 08 10
  5.1  Whisky Brandy, Rum, Vodka, Gin & Tequila, Production, Types, Brands- Indian and International
  5.2  Other Alcoholic Beverages- Absinthe, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados & other fruit brandies

Chapter 6  Liqueurs 02 04
  6.1  Types
  6.2  Production
  6.3  Brands & Service- Indian and International

Chapter 7  Tobacco 02 02
  7.1  Types – Cigars & Cigarettes
  7.2  Cigar strengths and sizes
  7.3  Brands – Storage and service

Total 32 40

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

PRACTICALS:
1. Conducting Briefing/ De-Briefing for F & B outlets
2. Taking an Order for Beverages.
3. Service of aperitifs
5. Reading a wine label (French, German)
6. Types of Glasses & equipment used in the bar
7. Service of Sparkling, Aromatized, Fortified, Still Wines.
8. Menu Planning with wines and service of food & wine
10. Service of Spirits – Rum, Gin, Vodka, Whisky, Brandy, Tequila etc.

Reference Books:
1. Food & Beverage Service-Lilicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Food & Beverages Service 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.
Subject - ACCOMMODATION SERVICES

Subject Code - 303

Semester - Third

Teaching and Examination Scheme

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

SECTION - I

Chapter 1  Contract Cleaning  
1.1 Definition, Concept  
1.2 Jobs given on contract by Housekeeping  
1.3 Advantages & Disadvantages  
1.4 Pricing a contract

Chapter 2  Pest Control  
2.1 Types of Pests  
2.2 Preventive and Control Measures

Chapter 3  Safety & Security Processes  
3.1 Safety of Guest Property, Hotel Property  
3.2 Prevention of accidents, First Aid  
3.3 Role & Procedures adopted by the Security Department.

Chapter 4  Textiles  
4.1 Classification of fibres with examples  
4.2 Characteristics and uses of fabrics used in Hotel Industry
Chapter 5  Linen & Uniform room Operations, Laundry  04  05
  5.1. Layout of Linen Room
  5.2. Classification & Selection of Linen
  5.3. Classification of Bed, Bath, & Restaurant Linen
  5.4. Sizes of Linen
  5.5. Calculation of Linen requirement
  5.6. Linen Control – Linen Inventory
  5.7. Par stock, Linen Coverage
  5.8. Discard management
  5.9. Types of laundry equipments & uses
  5.10. Typical laundry layout
  5.11. Laundry Procedures
  5.12. Stains Removal

Chapter 6  Flower Arrangement  04  03
  6.1 Concept, Importance & Principles
  6.2 Types and shapes
  6.3 Tools, Equipments and Accessories
  6.4 Conditioning of Plant Materials

  Total       16       20

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

SECTION - II

  Hrs  Mks

Chapter 1  Front Office Accounting  03  06
  1.1. Accounting fundamentals (types of accounts, ledger, folios, vouchers)
  1.2. Record keeping system (non automated, semi-automated and fully automated)
  1.3. Credit Monitoring and Charge Privileges
  1.4. Cash sheet

Chapter 2  Calculation of various Statistical data using Formulae  04  05
  (ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count)

Chapter 3  Reports  04  05
  Daily Report, Revenue Report, Discrepancy Report etc.
Chapter 4  Guest Relations  03  02
   4.1  Hospitality Desk
   4.2  Functions and role
   4.3  Maintenance of records like guest history card etc)
   4.4  Special personality traits for a Guest Relations Executive

Chapter 5  Situation Handling  02  02
   5.1  Complaint handling procedure
   5.2  Dealing with unusual situations(Death, theft, fire etc)

Total  16  20

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

Practicals (1 each) (SECTION I)
1.  Stain Removal
2.  Laundering Procedure – Starching / Blueing / Ironing
3.  Use of Laundry Equipment (Washing Machine)
4.  Visit to a Laundry
5.  Flower Arrangements – Different shapes and styles – 2 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)
Practicals SECTION II

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

Reference Books:-
1. Hotel front Office Training Manual - Sudhir Andrews
3. Hotel Front Office - Bruce Braham
5. Checkin Checkout - Jerome Vallen
6. The Hotel Receptionist - Grace Paige, Jane Paige
7. Front Office Procedures and Management - Peter Abbott
8. Front Office operations/Accommodations Operations - Colin Dix
9. Hotel reception - Paul White and Helen
10. Front Office Operation and Administration - Dennis Foster
Subject - PRINCIPLES OF MANAGEMENT  
Subject Code - 304  
Semester - Third  

Teaching and Examination Scheme: -

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Rationale:

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

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<thead>
<tr>
<th>XIII</th>
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<th>Chapter 1 Introduction</th>
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<tr>
<td></td>
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<td></td>
<td>1.1 A typical day in the life of a manager at hotel (illustrative situations)</td>
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<td>1.2 Management defined</td>
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<td>1.3 Levels of management</td>
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<td>1.4 External &amp; internal factors that effect management</td>
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Chapter 2 Management thought: journey from inception till today 08 10

- 2.1 Brief history of management thought
- 2.2 Contribution of F.W. Taylor to scientific management
- 2.3 Henry Fayol’s classical management theory
- 2.4 Modern day management theory

Chapter 3 Planning & Decision Making

A. Planning 08 10

- 3.1 Definition
- 3.2 Nature & Importance of planning, Advantages & disadvantages
- 3.3 Types of plans – objectives, strategies, policies, procedures, methods, rules, programs & budgets
- 3.4 Steps in planning
- 3.5 Planning assumptions

B. Decision-making 03 03

- 3.6 Types of decisions
- 3.7 Step by step decision making process
Chapter 4 Organizing & Staffing

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 64 70
XXX. Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Reference Books

1. Management – Stoner & Freeman
2. Essentials of Management – Koontz & O’donnel
3. Management tasks – Peter Drucker
Subject - BASIC PRINCIPLES OF ACCOUNTING
Subject Code - 305
Semester - Third

Teaching and Examination Scheme:

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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
Chapter 6  Accounting principles  
6.1 Accounting Concepts and Conventions  
6.2 Capital, Revenue and Deferred Revenue Expenditures and Incomes.

Chapter 7  Trial Balance  
7.1 Importance, Purpose and advantages  
7.2 Practical problem on preparation of Trial balance

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

Total 64 70

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

Implementation Strategies:

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

Reference Books
Sub Title - HOTEL ENGINEERING
Subject Code - 306
Semester - Third

Teaching and Examination Scheme:

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<td>Practica l Hrs</td>
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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 overall 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)
2.5. Absorption refrigeration system (Block diagram)
2.6. Domestic Refrigerator, defrosting, Need, Methods, Maintenance of refrigerator.
2.7. Refrigerant: types, properties of good refrigerant.
2.8. Ammonia as a refrigerant.
Chapter 3.  Air-conditioning

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. Concept of Recycling

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.

6.1 Methods of heat transfer.

6.2 Units of heat.

6.3 Solid, Liquid, Gas, Electricity, Biogas fuels.

6.4 Importance of earthing.

6.5 Safety devices such as fuse, circuits breaker.

6.6 Methods of lighting (Direct, Indirect)

6.7 Types of electric supply (single phase, three phase)

6.8 Calculation of electricity bill.
Chapter 7. **Energy conservation.**

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.**

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

There should be 4 Demonstrations/Field Visits.

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

Total 48 70

XXXII.

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

**Reference Books**

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

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

**Industrial Training**

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

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

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Subject - SPECIALISED FOOD PRODUCTION
Subject Code - 501
Semester - Fifth

Teaching and Examination Scheme

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

XXII Chapter 1
Cuisine 02

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

XXIII Chapter 2
Foods 03

2.1 Characteristics
2.2 Processing methods
2.3 Advantages & Disadvantages

XXIV Chapter 3
04 05

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

Chapter 4 Mousse & Mousseline 04 04

4.1 Types of mousse (savoury)
4.2 Preparation of mousse & mousseline
4.3 Difference between mousse & mousseline
XXV  Chapter 5  Salads  04 05
5.1 Classification
5.2 Composition
5.3 Principles of making a salad.
5.4 Classical salads

Chapter 6  Sandwiches  03 06
6.1 Parts/composition of sandwiches
6.2 Types of bread used in sandwich making
6.3 Types of sandwiches
6.4 Fillings – basic principles of sandwich spread making & fillings.
6.5 Precautions to take while preparing sandwiches
6.6 Storing of sandwiches for health & safety.

XXVI  Chapter 7  Flour Pastries  04 05
7.1 Definition & Classification- Short Crust, Hot Water/ choux, Rough Puff, Flaky
7.2 Role of ingredients
7.3 Recipes, methods of preparation
7.4 Do’s and Don’ts while preparing Pastry

XXVII  Chapter 8  Cookies  04 05
8.1 Definition / introduction
8.2 Types of cookies
8.3 Methods of mixing & Baking

XXVIII  Chapter 9  Icing, Frosting & Fillings  04 04
9.1 Definition & Uses
9.2 Classification
9.3 Ingredients used

Total 32 40

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

Practicals
Minimum 24 individual practicals to cover international menus (French, Chinese, Mexican, Italian). Menus may be designed so as to cover classical appetizers, soups, main course accompaniments, salads, breads and desserts. Students should be able to put to use knowledge gained about various cuts of meat, fish, poultry and vegetables.
Practical Examination to be conducted on advanced continental menus consisting of appetizer, soup, fish / poultry, potato preparation/ accompaniment, salad, deserts.

XXIX Reference Books
1. The Larder Chef – M.J. Leto & W.H. K.Bode
2. Garnishes- Lyn 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 - FOOD & BEVERAGE SERVICE & MANAGEMENT
Subject Code - 502
Semester - Fifth

Teaching and Examination Scheme:

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

XV Hrs Mks

Chapter 1. Cocktails 06 08
1.1 Introduction, History, Methods of Mixing cocktails
1.2 Rules of mixing cocktails
1.3 Classic Cocktails- Recipes, innovative cocktails & mock tails (at least 5 from each base)
1.4 Cocktail Bar Equipment, garnishes, decorative accessories.
1.5 Definition of other mixed drinks – eg. Cobler, Daisy, Sangaree etc.

Chapter 2 Banquets 06 09
2.1 Organization structure, Duties & Responsibilities of banqueting staff
2.2 Administrative Procedures, Formats Maintained
2.3 Banquet Function Prospectus
2.4 Types of Function (Formal and Informal)
2.5 Menu Planning (Indian, Continental, Theme, conference, cocktail, others)
2.6 Seating Arrangements
2.7 Off Premise/Outdoor catering, Air line/Railway/Sea Catering.

Chapter 3 Gueridon Service 04 06
3.1 Origin and definition
3.2 Types of Trolleys and layout
3.3 Special equipment
3.4 Service Procedures
3.5 Service of important classical dishes

Chapter 4 Food & Beverage Cost Controls 04 04
4.1 The Control Cycle
4.2 Planning Cycle
4.3 Operational Cycle
4.4 Post Operational Cycle
XXXV. **Note: Glossary of Terms**
Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Practicals:**

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

**Reference Books:**

1. Food & Beverage Service- Lillicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Beverage Book- Andrew, Dunkin & Cousins
4. Bar & Beverage Book- Mary Porter & Kostagris
5. Alcoholic Beverages- Lipinski & Lipinski
6. Food & Beverage Mgmt – Bernard Davis, Andrew Lockwood, Sally Stone
XVI Subject - ACCOMMODATION OPERATIONS – II

XVII Subject Code - 503

Semester - Fifth

Teaching and Examination Scheme

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XXXVI. Rationale:

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

XXXVII. SECTION - I

Chapter 1  Interior Decoration  04  04
  1.1 Importance & Definition
  1.2 Principles of Design
  1.3 Elements of Design – Line/ Form/ Color / Texture

Chapter 2  Refurbishing & Redecoration  04  04
  2.1 Definition
  2.2 Factors
  2.3 Snagging list

Chapter 3  Gardening & Horticultural  04  04
aspects in Housekeeping

Chapter 4  Budget & Budgetary Control  06  08
  4.1 Definition, Concept & importance
  4.2 Types of Budgets – operating & capital
  4.3 Housekeeping Room Cost

68
Chapter 5  Purchasing System  02  04
5.1 Identification & selection of supplier
5.2 Purchase procedure – Purchase order, receiving, storage & issuing
5.3 Concept of ROL, bin card & other records maintain for purchasing

SECTION - II

Chapter 1  Night Audit  04  06
1.1 Concept of Night Audit and Role of Night Auditor
1.2 Night Auditors Report
1.3 Auditing Process (in brief)

Chapter 2  Sales Techniques  02  04
2.1 Various Sales Tools
2.2 Role of Front Office Personnel in maximising occupancy
2.3 Overbooking, Repeat guests, Return Reservations.
2.4 Offering Alternatives and Suggestive Selling
2.5 Business related Marketing Techniques

Chapter 3  Establishing Room Rates  02  02
( Rule of Thumb Approach, Hubbart’s Formula)

Chapter 4  Forecasting Room Availability  04  04
4.1 Useful forecasting Data
4.2 Room Availability Forecast
4.3 Forecast forms [sample]

Total  32  40

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

Practicals – Section I :
1. Basic layout of a Guest Room.
2. Formats of purchase records such as purchase order, bin card, requisition slip etc.
3. Colour Wheel
4. Calculation of staff requirement for house keeping department for 5 star hotels.
5. Calculation of staff requirement for house keeping department for 3 star hotels.
6. Preparing duty rota for supervisory staff.
7. Preparing duty rota for GRA & Public Area attendance.
Reference -Section I:

1. Professionals Housekeeper – Georgina Tucker Schneider, Mary Scoviak

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

Reference Books – Section II:
1. Hotel front Office Training Manual. - Sudhir Andrews
3. Hotel Front Office Bruce Braham
5. Checkin Checkout - Jerome Vallen
6. The Hotel Receptionist- Grace Paige, Jane Paige
7. Front Office Procedures and Management - Peter Abbott
8. Front Office operations/Accommodations Operations-Colin Dix
9. Hotel reception- Paul White and Helen
10. Front Office Operation and Administration(Dennis Foster)
Subject - HOTEL ACCOUNTING
Subject Code - 504
Semester - Fifth

Teaching and Examination Scheme:

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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  06  10
1.1 Definition, Characteristics & Advantages
1.2 Meaning, Definition and Types of Shares and Debentures

Chapter 2  Company Final Accounts  20  20
2.1 Preparation of Trading, Profit and Loss, Profit and Loss Appropriation Accounts & Balance Sheet with provisions of Companies Act including writing off of Miscellaneous Expenses, Proposed dividend, Provision for Taxation and Transfer to Reserves.

Chapter 3  Allowances and Visitors Paid Out  05  08
3.1 Meaning, Types and Proformas
3.2 Difference between Allowances & VPO

Chapter 4  Guest Billing  12  12
4.1 Proforma and Use of Visitors Tabular Ledger and Guest Weekly Bill
4.2 Accounting of Bills receivable

Chapter 5  Uniform System of Accounting  15  12
5.1 Introduction
5.2 Practical problems on preparation of Income Statement
5.3 Schedules showing Departmental incomes -Rooms, Food & Beverage, Telephone Gift shop, Garage and Parking, Laundry and Marketing only
Chapter 6  Concepts related to Financial Management  06  08

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

Total 64  70

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

**Implementation Strategies:**

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

**Reference Books**

Subject - MARKETING MANAGEMENT
Subject Code - 505
Semester - Fifth

Teaching & Examination Scheme:

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<td>Practical Hrs</td>
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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.

XXX Chapter 1 Introduction to Marketing 05 06
1.1 Definition of Marketing
1.2 Customer Orientation
1.3 Core Concept of Marketing
1.4 Marketing Management – Definition Philosophies and pillars of Marketing management
1.5 Introduction to 7 P’s of Marketing mix

Chapter 2 Analysis of Current business environment 04 06
2.1 Competition
2.2 Economic Environment
2.3 Technological Environment
2.4 Social & Cultural Environment
2.5 Political Environment
2.6 Internal Environment

Chapter 3 Consumer Behaviour 02 04
3.1 Consumer Behaviour model
3.2 Factors affecting Consumer Behaviour – Cultural, Social, Personal, Psychological

Chapter 4 Market Segmentation 02 04
4.1 Definition & need for market segmentation
4.2 Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics

Chapter 5 Product 05 08
5.1 Definition
5.2 Levels of Product
5.3 Hospitality products
5.4 Branding
5.5 New Product Development
5.6 Product Life Cycle
5.7 Product Differentiation
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<td>Internal &amp; External affecting pricing</td>
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<td>Pricing strategy adopted by hotels for</td>
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<td></td>
<td>[Room tariff, F &amp; B Items, Functions, Packages]</td>
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<td>Chapter 7</td>
<td>Distribution</td>
<td>05 10</td>
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<td>Definition and importance of Distribution system</td>
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<td>Channel levels of distributions</td>
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<td>Intermediaries for Hospitality Industry</td>
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<td>[Travel Agents, Tour Wholesalers, Hotel representatives, National/ regional/ local/ tourist agencies, centralised reservation systems, airline based reservation systems, Internet]</td>
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<td>Promotion</td>
<td>10 10</td>
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<td>Definition and characteristics of promotion tools</td>
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<td>5 M’s of Advertising</td>
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<td>Various Sales promotion tools used in hotels</td>
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<td>Principles of personal selling</td>
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<td>9.1</td>
<td>Forms of Marketing organization</td>
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<td>9.2</td>
<td>Set-up and organisation of sales and marketing department</td>
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<td></td>
<td>9.2.1 (Individual property, regional/ national chain/ multinational chain)</td>
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<td>Duties of a Marketing Manager</td>
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<td>Customer satisfaction &amp; Quality</td>
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<td>10.1</td>
<td>Customer Value and satisfaction</td>
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<td>Five gap model of service quality</td>
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<td>Benefits of service quality</td>
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<td>10.4</td>
<td>Retaining customers, handling customer complaints</td>
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<td>10.5</td>
<td>Relationship marketing</td>
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<td>10.6</td>
<td>Monitoring and measuring customer satisfaction</td>
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Total 48 70
XL. Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Reference Books
1. Marketing for Hospitality & Tourism - Philip Kotler, Bowen & Makens Prentice-Hall Inc
2. Hotel Marketing - S.M.Jha - Himalaya publishing House – Mumbai
3. Hospitality Marketing - Neil Wearne - Hospitality Press Pvt Ltd. - Australia
Rationale: Knowledge of hotel related laws is necessary for all students since they have to work in an environment which deals with many legal aspects. Life in general and business in particular could not continue without law to regulate the conduct of people and to protect their property and rights.

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
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  185
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.
Subject - ADVANCED FOOD PRODUCTION
Subject Code - 601
Semester - Sixth

Teaching and Examination Scheme

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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.

XVIII Hrs Mks

Chapter 1 National Cuisine
1.1 Introduction to influences of cultures on regions
1.2 Special features with respect to ingredients, methods, presentation styles in the following countries - Asian, European (continental), North & South American & Mexican.

XXXI Chapter 3 Pates & Galantines
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 5 Desserts
6.1 Frozen Deserts
6.2 Classification
6.3 Types & methods of preparation care uses.
6.4 Hot Puddings – Methods of preparation, care, uses
6.5 Ice-creams, methods, types
6.6 Indian Specialty Deserts

Chapter 6 Chocolate making
7.1 Manufacturing & processing of chocolate
7.2 Types of chocolate
7.3 Preparations & care in chocolate work
Chapter 7  Kitchen Layout & Design 04 05

9.1 Information required.
9.2 Areas of the kitchen with recommended dimension.
9.3 Factors that affect kitchen design.
9.4 Principles of kitchen layout & design.
9.5 Placement of equipment.
9.6 Flow of work.
9.7 Layouts of kitchens, bakery & confectionery in various organizations
9.8 Layout of receiving & storage area.
9.9 Layout of service & wash up.

Chapter 8  Specialised Kitchen Equipment 02 02

10.1 Classification
10.2 Modern Development in equipment manufacture
10.3 Selection care and maintenance
10.4 List of industrial equipment manufacturers
   (Buffalo Chopper, Bone saw, bread slicing machine, gravity slicer, combi oven, microwave oven, rotary oven, dough sheeter)

Chapter 9  Kitchen Stewarding 04 04

5.1 Importance of kitchen stewarding
5.2 Hierarchy & staffing in kitchen stewarding department
5.3 Equipment found in kitchen stewarding department

Chapter 10  Garbage Disposal 02 04

11.1 Introduction
11.2 Ways of accumulation
11.3 Segregation
11.4 Disposal methods
11.5 Importance and maintenance of garbage bins

Total 32 40

Practicals (24 Menus)

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

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

Experimental Food Production
Sugar Craft and chocolate confectionery.
Advanced Indian Sweet-meats

Practical Examination (International Menus) as above.
Reference Books: -

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

Subject Code - 602
Semester - Sixth
Teaching and Examination Scheme

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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.

Chapter 1  Restaurant planning & Operations  08  10
1.1 Types of Restaurants
1.2 Location or site
1.3 Sources of Finance
1.4 Design Consideration
1.5 Furniture
1.6 Lighting and Décor
1.7 Equipment required
1.8 Records maintained
1.9 Licences required

Chapter 2  Bar Planning & Operation  06  08
2.1 Types of Bar
2.2 Target clientele
2.3 Location
2.4 Atmosphere and Décor
2.5 Basic elements of layout and design consideration
2.6 Parts of bar
2.7 Beverage control procedures
2.8 Records maintained
2.9 Licenses required
2.10 Equipment required
Chapter 3 Personnel Management in F & B Service

3.1 Developing a good F & B Team (desirable attributes for various levels of hierarchy)
3.2 Allocation of work, Task analysis and Duty Rosters
3.3 Performance Measures
3.4 Customer Relations
3.5 Staff Organizations and Training
3.6 Sales Promotion

Chapter 4 Budgeting

4.1 Definition & Objectives.
4.2 Kinds of Budgets (Sales Budget, Labour Cost Budget, Overhead Cost Budget)
4.3 Budgeted Trading Account (P & L)

Chapter 5 F & B Management in Fast Food and Popular XIX Catering

5.1 Introduction
5.2 Basic policies – Financial marketing and Catering
5.3 Organizing and Staffing
5.4 Control and performance measurement

XXXII Chapter 6 F & B Management in Hotels & Restaurants

6.1 Introduction
6.2 Basic policies - Financial marketing and Catering
6.3 Organizing and Staffing
6.4 Control and performance measurement

Chapter 7 F & B Management in Industrial Catering

7.1 Introduction
7.2 Basic policies - Financial marketing and Catering
7.3 Organizing and Staffing
7.4 Control and performance measurement

Total 32 40

Practicals –

1. Planning a restaurant (Speciality, fast food, and coffee shop) with the factors mentioned in the theory).
2. Planning of a bar with the factors mentioned in theory
3. Preparation of duty rosters in restaurants and function catering
4. Menu planning – Indian and International with wines
5. Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summary sheet, Guest comments, Log Book, etc.)
6. List of restaurant equipment manufactures (Assignment)
7. List of licenses required (Assignment)
8. Compiling Beverage lists

Reference Books:
1. Food and Beverage Service – Dennis Lillicrap and John Cousins
2. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone.
3. Facility Planning and Design – Edward Kagarian
4. Bar and Beverage Book – Costas Katsigris, Mary Proter & Thomas
5. Theory of Catering - Kinton and Cesarani
Subject - SPECIALISED ACCOMMODATION MANAGEMENT
Subject Code - 603
Semester - Sixth

XXXIII Teaching & Examination Scheme:

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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.

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Chapter 1 Colour
1.1 Colour Wheel
1.2 Colour Schemes
1.3 Psychological effects of colour

Chapter 2 Lighting
2.1 Classification / type
2.2 Lighting for the guest rooms & public areas

Chapter 3 Windows & window treatment
3.1 Different types of windows
3.2 Curtains & draperies, valances, swag, blinds
3.3 Window cleaning – Equipment and Agents

Chapter 4 Soft furnishing & Accessories
4.1 Types, use & care of soft furnishing
4.2 Role of accessories

Chapter 5 Floor, Floor finishes & Wall Coverings
5.1 Classification / types
5.2 Characteristics
5.1.1 Cleaning Procedures – care & maintenance
5.1.2 Agents used, polishing / buffing
5.1.3 Floor seals
5.1.4 Carpets
5.1.5 Types – selection care & maintenance
5.1.6 Types of wall coverings
5.1.7 Functions of wall coverings
Chapter 6  Planning of a Guest Room  04  10
6.1 Application of Chapter 1-4 in Planning.
6.2 Size of a Guest Room as per the classification norms
6.3 Layout of the guest room to the scale
6.4 Furniture- size and arrangement
6.5 Bathroom fixtures and amenities
6.6 Planning of Service Areas – Linen Room / Laundry

Chapter 7  Environmental Practices in Housekeeping  02  06
7.1 Eco friendly cleaning supplies
7.2 Waste reductions programme
7.3 Recycling of materials

Chapter 8  MICE – Meeting Incentive Convention Exposition  03  06
8.1 Concept
8.2 Importance
8.3 Planning for MICE

Chapter 9  Sales & Marketing Department  04  10
9.1 Organizational Chart
9.2 Role of Sales & Marketing Department
9.3 Co-ordination with Front Office
9.4 Making of a Sales and Marketing and Advertising Plan

Chapter 10  Use of computer technology in Rooms Division  05  10
10.1 MIS – Management Information System
10.2 Softwares used in Hotels
10.3 Reports generated at Front Desk and Housekeeping, eg. –
  10.3.1 Rooms Status Report
  10.3.2 Sales Mix Report
  10.3.3 Revenue Report
  10.3.4 Guest History

Chapter 11  Yield Management  04  08
11.1 Concept ARR & Rev PAR
11.2 Definition & importance of Yield Management
11.3 Forecasting

Total  32  70

Practicals
1 Identification of colour schemes
2 Study the layout and model preparation for –
   a. Single
   b. Double
   c. Handicap room, etc.
Planning and Designing of a Lobby (Assignment)
Assignment on floor finishing, wall coverings, curtains. (Samples to be collected)
Designing a Brochure for
   a. A heritage Hotel
   b. Business Hotel and
   c. Resort
Collect five different examples of Hotel Advertisements – Assignment
Comparative study of any two MICE destinations
Assignment – 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: TOTAL QUALITY MANAGEMENT  
Subject Code: 604  
Semester: Sixth

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

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<td>Customer Focus</td>
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Chapter 15  Business Process Re-engineering
15.1  Concept
15.2  Methodology

Chapter 16  Measuring & Managing Customer Satisfaction
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16.3  How?

Total

Reference Books:

2. The essence of Total Quality Management”- John Bank 1996 – Practice Hall of India Pvt. Ltd. New Delhi
3. “World of Kaizen” – A Total Quality Culture of survival – Shyam Talawadekar – Published by Quality Management System, Thane
4. “Quality is Free” and “Quality is still free” by Philip Crosby
6. “TQM in Action” - John Pike & Richard Barheo – Clrspure & Hall
8. “ Quality of service” by Bo Evandsson, Bertel Thamasson & John overtveit – Mc graw – Hill Book Company
Subject - HUMAN RESOURCE MANAGEMENT
Subject Code - 605
Semester - Sixth

Teaching and Examination Scheme:

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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.

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Hrs Mks

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Chapter 5  Grievances & Discipline 06 12
   5.1  Grievance Handling – Identifying Causes
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   5.3  Discipline – Concept, Causes of Indiscipline

Chapter 6  Labour – Management Relations 06 12
   6.1  Trade Unions – Concept, Objectives & Functions
   6.2  Collective Bargaining
   6.3  Workers Participation in Management.
   6.4  Labour Turnover – Causes & Measures to prevent
       Labour Turnover.

Total  48  70

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

Reference Books
1. Personnel Management & Industrial Relations – Dr P C Shejwalkar & Mr S R
   Malegaonkar
2. Personnel Management – Mamoria
5. Human Resource Management in the Hospitality Industry -Frank M /Mary L
   Monochello
Subject - ENTREPRENEURSHIP DEVELOPMENT
Subject Code - 606
Semester - Sixth

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Chapter 1 Introduction to Entrepreneurship / Concept of Entrepreneurship 02 02

Chapter 2 Qualities & Attributes required for Entrepreneurship 04 04

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Chapter 4 Identifying the Opportunity (SWOT Analysis) 08 10
Chapter 5 Assessing the Market 06 10
5.4 Information gathering techniques
5.5 Principles of market survey
5.6 Analysis of survey data

Chapter 6 Resource Mobilization 06 10
Chapter 7 Budgeting, Accounting & Control 06 12
7.1 Principles of evaluation of quality control

Chapter 8 Preparation of a Project report 06 12

Total 48 70

XLII. Note: Glossary of Terms

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

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