UNIVERSITY OF PUNE

Faculty of Management

Syllabus for Bachelor of Science - Hospitality Studies (BSc-HS)
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 hospitality 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, tests, 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 16 contact 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 400 marks for Industrial Training and Project Report.
   d. Semester work load is balanced with six full courses of 100 marks each per semester, 36 hours per week 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 include 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
a. 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.
b. The student shall maintain a logbook on daily basis.
c. 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.
d. 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.
e. 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.
f. The training report will be assessed by a panel of examiners comprising of one external examiner (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 Hospitality Industry 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 one external examiner (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 AICTE 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 BSc-HS 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 and Industrial Training.

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 200 marks each= 60 marks for
   Internal and 140 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>L 2 P 8 T 1</td>
<td>Theory 40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>102.</td>
<td>Food &amp; Beverage Service</td>
<td>L 2 P 3 T 1</td>
<td>Theory 40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>103.</td>
<td>Basic Rooms Division</td>
<td>L 2 P 3 T 1</td>
<td>Theory 40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>104.</td>
<td>Computer Fundamentals</td>
<td>L 2 P 2 T 1</td>
<td>Theory 40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>105.</td>
<td>Catering Science I</td>
<td>L 3 P - T 1</td>
<td>Theory 70 - 30</td>
<td>100</td>
</tr>
<tr>
<td>106.</td>
<td>Communication Fundamentals</td>
<td>L 3 P - T 1</td>
<td>Theory 70 - 30</td>
<td>100</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>L 14 P 16 T 6</td>
<td>Theory 300 120 180</td>
<td>600</td>
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</tbody>
</table>

First Year BScHS (SEMESTER II)

<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>201.</td>
<td>Food Production Principles</td>
<td>L 2 P 8 T 1</td>
<td>Theory 40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>202.</td>
<td>Food &amp; Beverage Operations</td>
<td>L 2 P 3 T 1</td>
<td>Theory 40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>203.</td>
<td>Rooms Division Services</td>
<td>L 3 P 3 T -</td>
<td>Theory 40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>204.</td>
<td>Travel and Tourism</td>
<td>L 3 P - T 1</td>
<td>Theory 70 - 30</td>
<td>100</td>
</tr>
<tr>
<td>205.</td>
<td>Catering Science II</td>
<td>L 3 P - T 1</td>
<td>Theory 70 - 30</td>
<td>100</td>
</tr>
<tr>
<td>206.</td>
<td>Basic French for Hotel Industry</td>
<td>L 4 P - T 1</td>
<td>Theory 70 - 30</td>
<td>100</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>L 17 P 14 T 5</td>
<td>Theory 330 90 180</td>
<td>600</td>
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### Second Year BScHS (SEMESTER III)

<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>301</td>
<td>Quantity Food Production</td>
<td>2 8 1</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>302</td>
<td>Beverage Services</td>
<td>2 3 1</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>303</td>
<td>Accommodation Services</td>
<td>2 3 1</td>
<td>40 30 30</td>
<td>100</td>
</tr>
<tr>
<td>304</td>
<td>Principles of Management</td>
<td>3 - 1</td>
<td>70 - 30</td>
<td>100</td>
</tr>
<tr>
<td>305</td>
<td>Basic Principles of Accounting</td>
<td>4 - 1</td>
<td>70 - 30</td>
<td>100</td>
</tr>
<tr>
<td>306</td>
<td>Hotel Engineering</td>
<td>3 - 1</td>
<td>70 - 30</td>
<td>100</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
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<td>330 90 180</td>
<td>600</td>
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### Second Year BScHS (SEMESTER IV)

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<th>Subject</th>
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<tbody>
<tr>
<td>401</td>
<td>Industrial Training</td>
<td>140 60 200</td>
</tr>
<tr>
<td>402</td>
<td>Project Report</td>
<td>140 60 200</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>280 120 400</td>
</tr>
</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 (one external and one internal): -

<table>
<thead>
<tr>
<th></th>
<th>Internal</th>
<th>External</th>
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</thead>
<tbody>
<tr>
<td>Performance Appraisal</td>
<td>- 30</td>
<td>--</td>
</tr>
<tr>
<td>Logbook</td>
<td>- 30</td>
<td>--</td>
</tr>
<tr>
<td>Training Report</td>
<td>- --</td>
<td>70</td>
</tr>
<tr>
<td>Viva-voce</td>
<td>- --</td>
<td>70</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>60 marks</td>
<td>140 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 (one external and one internal): -

<table>
<thead>
<tr>
<th></th>
<th>Internal</th>
<th>Panel</th>
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</thead>
<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><strong>Total</strong></td>
<td>60</td>
<td>140</td>
</tr>
</tbody>
</table>
### Third Year BScHS - SEMESTER V

<table>
<thead>
<tr>
<th>Course No</th>
<th>Subject</th>
<th>Teaching scheme ( hours per week )</th>
<th>Examination scheme</th>
<th>Total Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>L</td>
<td>P</td>
<td>T</td>
</tr>
<tr>
<td>501.</td>
<td>Specialized Food Production</td>
<td>2</td>
<td>8</td>
<td>1</td>
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<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>
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<tr>
<td>506.</td>
<td>Hotel Related Laws</td>
<td>4</td>
<td>--</td>
<td></td>
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<tr>
<td></td>
<td>TOTAL</td>
<td>17</td>
<td>14</td>
<td>5</td>
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</table>

### Third Year BScHS - SEMESTER VI

<table>
<thead>
<tr>
<th>Course No</th>
<th>Subject</th>
<th>Teaching scheme ( hours per week )</th>
<th>Examination scheme</th>
<th>Total Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>L</td>
<td>P</td>
<td>T</td>
</tr>
<tr>
<td>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>
<td>--</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td>16</td>
<td>14</td>
<td>6</td>
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Subject - BASIC FOOD PRODUCTION
Subject Code - 101
Semester - First

Teaching and Examination Scheme:

<table>
<thead>
<tr>
<th></th>
<th>Teaching Scheme/ Week</th>
<th>Examination Scheme</th>
</tr>
</thead>
</table>
| Theory Hrs       | Practical Hrs         | Theory Marks /
|                  |                       | Duration          |
| Theory Hrs       | Practica l Hrs        | Internal Marks    |
|                  |                       | Total Hrs         |
|                  |                       | Total             |
|                  |                       |                   |
| 2                | 8                     | 40 / 2 hrs        |
|                  | 30 / 4 hrs            | 30                |
|                  | 100                   |                   |

Rationale:
Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

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.
2.4 Co-ordination with other allied departments 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

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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 color.

Chapter 8  Introduction to food pre-preparation  04  08
(To be stressed in Practicals)
8.1 Preparation Methods -
Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing , (vegetables & pulses), 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

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 Cookery - Mr. 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></td>
<td>Theory Hrs</td>
</tr>
<tr>
<td>2</td>
<td>3</td>
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</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.

<table>
<thead>
<tr>
<th>Chapter 1.</th>
<th>The Food &amp; Beverage Service Industry</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Introduction to the Food &amp; Beverage Industry</td>
</tr>
<tr>
<td>1.2</td>
<td>Classification of Catering Establishments (Commercial &amp; Non-Commercial)</td>
</tr>
<tr>
<td>1.3</td>
<td>Introduction to Food &amp; Beverage Operations (Types of F&amp;B Outlets)</td>
</tr>
</tbody>
</table>

Chapter 2. Food & Beverage Service areas in a Hotel

<table>
<thead>
<tr>
<th>Chapter 2</th>
<th>Food &amp; Beverage Service areas in a Hotel</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques &amp; Night Clubs.</td>
</tr>
<tr>
<td>2.2</td>
<td>Auxiliary areas</td>
</tr>
</tbody>
</table>

Chapter 3. Food & Beverage Service Equipment

<table>
<thead>
<tr>
<th>Chapter 3</th>
<th>Food &amp; Beverage Service Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Types &amp; Usage of Equipments- Furniture, Chinaware, Silverware &amp; Glassware, Linen, Disposables,</td>
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<tr>
<td>3.2</td>
<td>Special Equipment</td>
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<td>3.3</td>
<td>Care &amp; maintenance</td>
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Chapter 4. Food & Beverage Service Personnel

<table>
<thead>
<tr>
<th>Chapter 4</th>
<th>Food &amp; Beverage Service Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1.</td>
<td>Food &amp; Beverage Service Organization Structure - Job Descriptions &amp; Job Specifications</td>
</tr>
<tr>
<td>4.2.</td>
<td>Attitudes &amp; Attributes of Food &amp; Beverage personnel, competencies.</td>
</tr>
<tr>
<td>4.3.</td>
<td>Basic Etiquettes</td>
</tr>
<tr>
<td>4.4.</td>
<td>Interdepartmental relationship</td>
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</table>
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

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.

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>
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<th>Examination Scheme</th>
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<td>Practical Marks / Duration</td>
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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.

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

Chapter 5  Guest Rooms  02  04

5.1 Types
5.2 Amenities & facilities for Standard & VIP guest rooms.

Chapter 6  Cleaning Equipments  02  02
6.1 Classification, use, care & maintenance
6.2 Selection & purchase criteria

Chapter 7 Cleaning Agents

Classification, use, care and storage
Distribution & Control
Selection Criteria

SECTION II

Chapter 1. Introduction To Hospitality Industry

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

Chapter 2. Front Office Department

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

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

Chapter 4 Role of Front Office

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
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.
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
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Checkin Checkout (Jerome Vallen)</td>
</tr>
<tr>
<td>2.</td>
<td>Hotel Front Office Training Manual. (Sudhir Andrews)</td>
</tr>
<tr>
<td>4.</td>
<td>Hotel Front Office (Bruce Braham)</td>
</tr>
<tr>
<td>5.</td>
<td>Managing Front Office Operations (Michael Kasavana, Charles Steadmon)</td>
</tr>
<tr>
<td>6.</td>
<td>Front Office Procedures and Management (Peter Abbott)</td>
</tr>
<tr>
<td>7.</td>
<td>Front Office Operations/ Accommodations Operations (Colin Dix)</td>
</tr>
<tr>
<td>8.</td>
<td>Front Office Operation and Administration (Dennis Foster)</td>
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</tbody>
</table>

**SUGGESTED ASSIGNMENTS:**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Countries, Capitals, and Currencies</td>
</tr>
<tr>
<td>2.</td>
<td>Different airlines with their codes worldwide</td>
</tr>
<tr>
<td>3.</td>
<td>Metro cities information [Location, shopping facilities, restaurants, places of interest, historical monuments, etc--]</td>
</tr>
<tr>
<td>4.</td>
<td>Beaches in India</td>
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</table>

**Subject** - COMPUTER FUNDAMENTALS

BSc-HS -18
Subject Code - 104
Semester - First

Teaching and Examination Scheme:

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

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 practicals.

Chapter 1  Computer Fundamentals 05 05
1.1 Features of Computer System
1.2 Block Diagram
1.3 Hardware Input & Output Devices, CPU, RAM, ROM
1.4 Software – System, Application S/W
1.5 Networks – LAN, MAN, WAN, Topologies
1.6 Viruses – Types, Precautions

Chapter 2  WINDOWS 03 03
2.1 Features
2.2 Terminologies - Desktop, Windows, Wallpaper, Icons, File, Folder, etc.
2.3 Windows Explorer- (Assignment with files, folders)
2.4 Accessories – Paint, Notepad, Calculator.

Chapter 3  DOS – (Disk Operating System) 02 03
2.1 Introduction, Features
2.2 Internal Commands – DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD)
2.3 External Commands - FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc.
2.4 Wildcards (question mark ?, asterisk *)

Chapter 4  MS-WORD 04 05
4.1 File Commands, Print, Page Setup
4.2 Editing - Cut, Copy, Paste, Find, Replace, etc.
4.3 Formatting Commands – Fonts, Bullets, Borders, Columns, Tabs, Indents
4.4 Tables, Auto Text, Auto Correct
4.5 Mail Merge
4.6 Hyperlinks
## Chapter 5 MS-EXCEL
- **5.1** Features, Auto Fill, Custom Lists etc.
- **5.2** Cell Reference – Relative & Absolute ($)
- **5.3** Formulae, Functions (Math/Stats, Text, Date, IF)
- **5.4** Charts – Types, Parts of the Chart
- **5.5** Databases (Create, Sort, AutoFilter, Sub Total)

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

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

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

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

## Chapter 10 MS-ACCESS
- **10.1** Table Creation, Fields, data Type
- **10.2** Primary Key Concept
- **10.3** Add, Edit, Delete records
- **10.4** Forms, Simple Query

## Total
- **32** 40

### 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. **DOS:-**
   - a. To create directories.
   - b. Create files using COPY CON and EDIT.
   - c. Rename and delete files.

2. **WINDOWS:-**
   - b. Create folders and files using Notepad.
   - c. Cut, copy and paste files to floppy/pen drives.
   - d. Create images using Paint.
   - e. Check free disk space and speed of processor.
   - f. Change date and time.
3. **WORD:**
   a. Type recipe of any dish, with its image, with ingredients in a table.
   b. Create KOT, Students’ Resumes with students’ photograph. (WORD)

4. **EXCEL:**
   a. List of employees, with salary,
   b. KOT,
   c. Report Card with Pass / Fail Result,
   d. Bills with details of Hotel Rooms,
   e. Charts,
   f. Database of Employees with filters

5. **POWERPOINT:**
   a. To present the above information as a presentation as an assignment.
   b. Use different layouts, organizational chart, design templates, in the presentation.

6. **INTERNET:**
   a. To search and download information from the internet as a topic and submit (Hard / Soft copy).
   b. Create email id, send mail to faculty as an assignment.

7. **ACCESS:**
   a. Create a table(s) where all records can be displayed
   b. Edited records
   c. Create a query.
   d. Create a form

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

**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. Any other – which are available in the area and city – which the faculty deem fit

**Subject**

- CATERING SCIENCE – I

BSc-HS -21
Subject Code - 105
Semester - First

Teaching & Examination Scheme:

<table>
<thead>
<tr>
<th>Theory Hrs</th>
<th>Practical Hrs</th>
<th>Tutorial Hrs</th>
<th>Total</th>
<th>Theory Marks / Duration</th>
<th>Practical Marks</th>
<th>Internal Marks</th>
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<tr>
<td>3</td>
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<td>1</td>
<td>4</td>
<td>70 /3 hrs</td>
<td>--</td>
<td>30</td>
<td>100</td>
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Rationale:
This course aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

Chapter 1. Importance of Hygiene in the Catering Industry. 02 04
1.1 Introduction
1.2 Definitions - hygiene & sanitation
1.3 Significance of hygiene & sanitation in the food industry.

Chapter 2. Food Microbiology 08 10
2.1 Classification & Morphology of micro-organisms
2.2 Factors affecting growth of micro-organisms
2.3 Control of micro-organisms in relation to food preservation.
2.4 Harmful and useful micro-organisms in the food industry.
2.5 Role of micro-organisms in the production of fermented foods, dairy products, bakery products, alcoholic beverages & vinegar.

Chapter 3. Food & Water Borne Illnesses 08 12
3.1 Food poisoning & food infection, common intestinal parasites.
(Definitions, sources of contamination of food, mode of transmission of food borne illness, control of food borne illness.)
3.2 Non-bacterial metal poisoning
3.3 Natural Toxins present in food

Chapter 4. Food Protection 06 10
4.1 Hygienic Storage - Dry, Refrigerated & Freezer storage & protective display.
4.2 Danger Zone
4.3 Food spoilage - detection and prevention.
4.4 Food contamination & spoilage due to kitchen pests.
4.5 Cross contamination.

Chapter 5. Personal Hygiene

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

Chapter 6. Food Science Concepts

6.1 Basic S.I. units of length, area, volume, weight
6.2 Temperature (conversion of Celsius Scale to Fahrenheit Scale)
6.3 Definition of density & relative density
6.4 pH – definition & its relevance in Food Industry
6.5 Undesirable browning & its prevention, examples of desirable browning in food preparations
6.6 Important Terminologies (definitions & relevance)
   Boiling Point, Boiling Under Pressure, Melting Point, Smoking Point, Flash Point, Surface Tension, Osmosis, Humidity, Evaporation, Sol, Gel, Emulsion & Foam

Chapter 7 Food Additives

Definition, types & their limitations as per PFA Act.

Chapter 8 Regulatory Agencies

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

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

Importance, definition & usage of HACCP.

Note : Glossary of Terms

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

Total 48 70

Demonstration / Field Visits hrs
Demonstration 1. Ubiquity of Micro Organism  
(Exposed food, personal habits & kitchen equipment) 

Demonstration 2. Spoilage organism seen in various food stuffs. 

Demonstration 3. Simple Tests for Detection of Adulterants 

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 

BSc-HS -24
Subject Code - 106
Semester - First

Teaching and Examination Scheme:

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<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.

<table>
<thead>
<tr>
<th>Chapter 1</th>
<th>The communication process</th>
<th>Hrs</th>
<th>Mks</th>
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<tbody>
<tr>
<td>1.1</td>
<td>Sender, receiver, message, channel, feedback</td>
<td>04</td>
<td>06</td>
</tr>
<tr>
<td>1.2</td>
<td>Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback</td>
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</table>

Chapter 2  
Barriers to effective communication  
02  04
Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms

Chapter 3  
Listening  
01  01
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  26
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  18  24

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  04  08

Understanding aspects of body language

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>
<thead>
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<tr>
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</tr>
<tr>
<td>2</td>
<td>8</td>
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</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 Methods of Cooking 02 01

- Cooking as applied to all commodities studied in SEM 1.
- Classification & Salient Features of various cooking methods.
- Temperature precautions
- Equipments used, their care & maintenance.

1.1 Moist methods of cooking 03 04

1.1.1 Steaming with pressure & without pressure
1.1.2 Braising
1.1.3 Poaching
1.1.4 Boiling

1.2 Dry methods of cooking 03 04

1.2.1 Baking
1.2.2 Roasting
1.2.3 Grilling
1.2.4 Tandoor

1.3 Frying 02 04

1.3.1 Types of frying medium
1.3.2 Sautéing
1.3.3 Shallow frying
1.3.4 Deep – frying
1.3.5 Combining the methods
1.3.6 Pressure Frying

1.4 Microwave cooking 01 01

1.4.1 Advantages & disadvantages

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
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

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

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% Breakfast Menus. (Indian & Continental)

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

Reference Books

1. Practical Cookery - Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Cookery- Mr. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I - MsThangam Philip, Orient Longman.
6. The book of Ingredients- Jane Grigson
7. Success in Principles of catering - Michael Colleer & Colin Saussams
Subject: FOOD & BEVERAGE OPERATIONS
Subject Code: 202
Semester: Second

Teaching and Examination Scheme:

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<td></td>
<td>Theory Hrs</td>
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</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.

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

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,

BSc-HS -32
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

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  

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

Chapter 4   Guest Stay  

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  

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  

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  

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

PRACTICALS:  
1. Equipping Maids Carte / Trolley  
2. Bed Making – Day / Evening  
3. Daily Cleaning of Guest rooms – Departure, occupied and vacant  
4. Weekly / Spring Cleaning  
5. Daily cleaning of Public Areas (Corridors)  
6. Weekly Cleaning of Public Areas  

BSc-HS -34
7. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
8. Inspection records – Checklist
9. Monogramming
10. Mending, Sewing Machine
11. Linen Inventory – Stock Taking
12. Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and sateen.

Reference Books:
1. Fibres & Fabrics – Brenda Piper
3. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanex
Subject - TRAVEL & TOURISM
Subject Code - 204
Semester - Second

Teaching and Examination Scheme:

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Rational:
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.

Page 1:

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

Hrs. Mks

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<tr>
<th>Chapter</th>
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<td>Constituents of Tourism Industry</td>
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<td>Infrastructure of Tourism</td>
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<td>Types of Tourism</td>
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</tbody>
</table>
Chapter 5  The Impact of Tourism  04  06

5.1  Economic Impact – Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage, Infrastructure development.

5.2  Social, Cultural & Political Impact – Standard of living, passport to peace, International understanding, Social Integration, Regional Growth, National Integration.

5.3  Environmental Impact – Tourism pollution & control, wild life & bird sanctuaries & their protection for tourist industry.

Chapter 6  The Tourism Organizations  07  08

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.

Chapter 7  The Travel Agency  05  10

7.1  Meaning & Definition of Travel Agent.

7.2  Types of Travel Agent: Retail & Wholesale.

7.3  Functions of Travel Agent.
    7.3.1  Provisions of Travel Information
    7.3.2  Ticketing
    7.3.3  Itinerary Preparation
    7.3.4  Planning & Costing
    7.3.5  Settling of Accounts,
    7.3.6  Liaisons with service providers
    7.3.7  Role of Travel Agent in promotion of Tourism.

Chapter 8  The Tour Operator  05  08

8.1  Meaning & Definition

8.2  Types of Tour operator: Inbound, Outbound & Domestic.

8.3  Tour Packaging – definition, components of a tour package

8.4  Types of Package Tour:
    8.4.1  Independent Tour
    8.4.2  Inclusive Tour
    8.4.3  Escorted Tour
    8.4.4  Business Tour

8.5  Guides & escorts – Their role and function Qualities required to be a guide or escort.
Chapter 9  Travel Formalities & Regulations  05  06

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

Chapter 10  Itinerary Planning  06  06

10.1 Definition, 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

Note :  Glossary of Terms

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

Tutorials

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

Reference Books

1. Introduction to Travel & Tourism-Michael M. CottmanVan Nostrand Reinhold New York, 1989
5. Dynamics of Modern Tourism -Ratandeep Singh -Kanishka Publishes, Distributors, New Delhi, 1998
Subject - CATERING SCIENCE - II
Subject Code - 205
Semester - Second

Teaching and Examination Scheme

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Rationale:
The subject aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.

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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

BSc-HS -39
Chapter 5. **Vitamins** 06 08

5.1 Definition, Classification
5.2 Fat Soluble Vitamins (A,D,E,K) – Functions, Food Sources, RDA (Adolescents and adults), Name of the deficiency disease and symptoms.
5.3 Water Soluble Vitamins (B Complex and C) - Names of all B Complex, B\textsubscript{1}, B\textsubscript{2}, Niacin, and Vit C with reference to – Functions, Sources, RDA (Adolescents and adults), Deficiency diseases and its symptoms.

Chapter 6. **Minerals** 04 08

6.1 Calcium, Iron, Iodine - Classification, Functions, RDA (Adolescents and adults), Rich food sources, Deficiency disease and its symptoms
6.2 Sodium Chloride - Importance and Limitations, Food sources

Chapter 7. **Water And Its Importance To Health** 03 02

7.1 Water Balance
7.2 Dietary sources
7.3 Dehydration and Oedema

Chapter 8. **Basic Five Food Groups** 03 02

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

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

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

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

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

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

Total 48 70

**Note:** Glossary of Terms

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

Calculation of Nutrients:

(Carbohydrates, Fat, Protein, Energy, Vit A, Ca, Fe, B_{1}, B_{2} and C of any 10 recipes)

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

Reference Books

1. Hand Book of Food And Nutrition- Dr. M.S. Swaminathen
2. Nutrition And Dietetics - Shubhangi Joshi
3. Fundamentals of Food and Nutrition- Sumati R. Mudambi and M.V, Rajgopal
4. Thenapentic Nutrition- Prondfit and RobinsonNormal
5. Nutritive value of Indian Food - Dr. C Gopalan
Subject - BASIC FRENCH FOR HOTEL INDUSTRY
Course No. - 206
Semester - Second

Teaching & Examination Scheme

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Rationale:
The syllabus aims to create an awareness about the importance of French in Hotel Operations, to help acquire the correct pronunciation of French terminology, to enable to use standard phrases in French in Hotel Operations, to give a very basic introduction to spoken French and most important of all, 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’ & ‘nous’ forms)
1.8 Dialogues related to Hotel Operations

Chapter 2. Food & Beverage Service

2.1 Restaurant Brigade
2.2 Hot Plate Language
2.3 The French Classical Menu (17courses) with classic examples of each course, terminology and meanings in brief
2.4 Wines
   2.4.1 Wines of France,
   2.4.2 Wine terminology
   2.4.3 Reading a wine label.
2.5 Laying a cover
Chapter 3  Food Production

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
3.5 Recipes

Total 64 70

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

Reference Books
1. Basic French Course for the Hotel Industry – by Catherine Lobo & Sonali Jadhav
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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Rationale:
Based on the sound knowledge of commodities and principles and methods of cooking it is desired to prepare students to evolve good understanding and prepare Indian regional menus in large quantities to suit the occasion. The course further introduces the students to the concepts of cold kitchen & bakery & confectionery.

Hrs Mks

Chapter 1   Quantity Food Production
1.1 Introduction to large scale / quantity food production.- Industrial, Commercial and Institutional (Hospitals / Schools)

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
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
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
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

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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.

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

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 regional 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

BSc-HS -45
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  

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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.

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

Chapter 2. Wines – France, Italy, Spain, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary & India) – Categories, Regions, Important Wines with their qualities 10 12
2.1. Food & Wine Harmony
2.2. Wine glasses and equipment
2.3. Storage and service of wine.

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

Chapter 4. Introduction to Spirits, Distillation process, Pot Still & Patent Still 02 04

Chapter 5. Spirits 08 10
5.1 Whisky Brandy, Rum, Vodka, Gin & Tequila, Production, Types, Brands- Indian and International
5.2 Other Alcoholic Beverages- Absinth, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados & other fruit brandies
Chapter 6  Liqueurs  
6.1 Types  
6.2 Production  
6.3 Brands & Service- Indian and International  

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

Total 32 40  

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

PRACTICALS:  
1. Conducting Briefing/ De-Briefing for F & B outlets  
2. Taking an Order for Beverages.  
3. Service of aperitifs  
5. Reading a wine label (French, German)  
6. Types of Glasses & 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  02  04
1.1 Definition, Concept
1.2 Jobs given on contract by Housekeeping
1.3 Advantages & Disadvantages
1.4 Pricing a contract

Chapter 2  Pest Control  01  03
2.1 Types of Pests
2.2 Preventive and Control Measures

Chapter 3  Safety & Security Processes  02  02
3.1 Safety of Guest Property, Hotel Property
3.2 Prevention of accidents, First Aid
3.3 Role & Procedures adopted by the Security Department.

Chapter 4  Textiles  03  03
4.1 Classification of fibres with examples
4.2 Characteristics and uses of fabrics used in Hotel Industry

Chapter 5  Linen & Uniform room Operations, Laundry  04  05
5.1 Layout of Linen Room
5.2 Classification & Selection of Linen
5.3 Classification of Bed, Bath, & Restaurant Linen
5.4. Sizes of Linen  
5.5. Calculation of Linen requirement  
5.6. Linen Control – Linen Inventory  
5.7. Par stock, Linen Coverage  
5.8. Discard management  
5.9. Types of laundry equipments & uses  
5.10. Typical laundry layout  
5.11. Laundry Procedures  
5.12. Stains Removal

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

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<td>Types and shapes</td>
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<td>6.4</td>
<td>Conditioning of Plant Materials</td>
<td></td>
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</table>

**Total**  
16 20

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

**SECTION - II**

<table>
<thead>
<tr>
<th>Chapter 1</th>
<th>Front Office Accounting</th>
<th>03 06</th>
</tr>
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<tbody>
<tr>
<td>1.1</td>
<td>Accounting fundamentals (types of accounts, ledger, folios, vouchers)</td>
<td></td>
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<tr>
<td>1.2</td>
<td>Record keeping system (non automated, semi-automated and fully automated)</td>
<td></td>
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<tr>
<td>1.3</td>
<td>Credit Monitoring and Charge Privileges</td>
<td></td>
</tr>
<tr>
<td>1.4</td>
<td>Cash sheet</td>
<td></td>
</tr>
</tbody>
</table>

**Chapter 2  Calculation of various Statistical data using**  
2.1. Formulae  
2.2. (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

BSc-HS -50
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**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>5.1</td>
<td>Complaint handling procedure</td>
</tr>
<tr>
<td>5.2</td>
<td>Dealing with unusual situations(Death, theft, fire etc)</td>
</tr>
</tbody>
</table>

Total 16 20

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

SECTION I

Practicals (1 each)

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

Reference Books:

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

SECTION II

Practicals

Situations for the following instances:

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

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

Rationale:
To make the students understand the concepts of Management & their Practical application in the Hospitality Industry.

Chapter 1  Introduction
1.1 A typical day in the life of a manager at hotel (illustrative situations)
1.2 Management defined
1.3 Levels of management
1.4 External & internal factors that effect management

Chapter 2  Management thought: journey from inception till today
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
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

Types of decisions
Step by step decision making process

Hrs  Mks

03   05

08   10

04   03
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 and Importance
6.3 Benefits of motivated staff
6.4 Theories of motivation – Maslow’s theory of need hierarchy
6.5 Herzberg’s two factor theory
6.6 McGregor’s theory ‘X’ and theory ‘Y’
6.7 Morale – its role & importance

Chapter 7 Communication

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

Chapter 8 Coordination

8.1 Definition
8.2 Need for coordination

Chapter 9 Controlling

9.1 Definition
9.2 Process of controlling
9.3 Need for control

Total 48 70
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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<tr>
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</table>

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

Chapter 1 Introduction to Accounting
1.1 Terms and terminologies used in Accounting
1.2 Definition, Objectives and Importance of Accounting and Hotel Accounting

Chapter 2 Principles of Double Entry System of Book-keeping
2.1 Nature, Advantages and Principles
2.2 Classification of Accounts
2.3 Rules of Debit and Credit

Chapter 3 Journal and Ledger
3.1 Practical problems on Journalising- simple and combination entries
3.2 Posting into Ledger & Balancing of Ledger Accounts

Chapter 4 Subsidiary Books
4.1 Advantage, Proformas of Subsidiary books
4.2 Practical problems on preparation of Purchases, Sales, Returns and Special Functions Books.

Chapter 5 Cash Book
5.1 Introduction and types of Cash book
5.2 Practical problems on Three column and Analytical Petty Cash Book on Imprest system with special reference to Cash Received Book used in Hotels.

5.3 Meaning, importance and reasons for preparing Bank Reconciliation Statement

Chapter 6 Accounting principles 06 05

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

Chapter 7 Trial Balance 05 05

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

Chapter 8 Final accounts of Small hotels and Restaurants 16 20

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

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:

<table>
<thead>
<tr>
<th>Teaching Scheme / week</th>
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<td>Practical Hrs</td>
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<td>3</td>
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</tbody>
</table>

**Rationale:**
The subject will provide information regarding the basic services and different types of systems in hotel industry. This will help the students to understand plan, co-ordinate and integrate the functions of engineering departments for 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 AC load. Types of AC systems: Central AC, Unitary AC. AC equipment: Air filter, Humidifier, Dehumidifier. Window AC 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. 04 08

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

Chapter 8. Safety in hotel Industry. 06 08

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

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

Total 48 70

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

Reference Books
1. Management of maintenance & Engineering Systems in Hospitality Industries – by Frank D. Borsenik, John Willey & Sons
2. Industrial Organisation and Management by O.P. Khanna
3. Refrigeration & Air Conditioning by Domkondwar
4. Hotel Maintenance by Arora
Subject - INDUSTRIAL TRAINING
Subject Code - 401
Semester - Fourth

Teaching and Examination Scheme

<table>
<thead>
<tr>
<th>Course No</th>
<th>Subject</th>
<th>Examination Scheme</th>
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<tbody>
<tr>
<td>401</td>
<td>Industrial Training 20 Weeks</td>
<td>140   60  200</td>
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</tbody>
</table>

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 one external examiner (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 (one external and one internal): -

<table>
<thead>
<tr>
<th></th>
<th>Internal</th>
<th>External</th>
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</thead>
<tbody>
<tr>
<td>Performance Appraisal</td>
<td>30</td>
<td>--</td>
</tr>
<tr>
<td>Logbook</td>
<td>30</td>
<td>--</td>
</tr>
<tr>
<td>Training Report</td>
<td>--</td>
<td>70</td>
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<tr>
<td>Viva-voce</td>
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<td>70</td>
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<tr>
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<td>60 marks</td>
<td>140 marks</td>
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</tbody>
</table>

BSc-HS -61
Subject - PROJECT REPORT
Subject Code - 402
Semester - Fourth

Teaching and Examination Scheme:

<table>
<thead>
<tr>
<th>Course No</th>
<th>Subject</th>
<th>Examination Scheme</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>External</td>
</tr>
<tr>
<td>402</td>
<td>Project Report</td>
<td>140</td>
</tr>
</tbody>
</table>

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

The project report should be prepared on the following guidelines.

Content for the Project Work

1. Cover Page
2. Title Page
3. Certificate
4. Acknowledgment
5. Synopsis
6. Index (Table of Contents)
7. Project Content:
   • Page No.
   • Introduction (Aims & Objectives, History, Primary Data, Explanation of Terms)
   • Research Methodology (Methods adopted for collecting Data)
   • Questionaries, Interview, Mails etc.
   • Data Analysis & Data Interpretation (Data is depicted with the help of Bar Chart, pie Chart, Graphs, Statistical formulae and interpreted)
   • Conclusions and Limitations
   • Suggestions / Amendments
8. Annexure
9. Bibliography (List of Reference Books)
10. Questionnaire (Blank Format)

Notes:

1.) The theory hours should be utilised for teaching research methodology and as contact hours with the Guide (Refer point no. 3 below)
2.) The Project Report should be market research and field work oriented and related to the Hospitality Industry (Food Productions / Food & Beverage Service / Accommodation Management)
3.) The Senior Lecturer / Asst Prof./ HOD/ of the concerned Course will be the Guide for the Project Report
4.) The report should consist of a minimum of 50 pages of the Project Content.
5.) The font should be Arial.
6.) The font size should be 16 for Chapters, 14 for Headings and 12 for the content with 1.5 line spacing.
7.) The Synopsis and the Title should be approved by the Project Guide prior to the commencement of the project.
8.) The documentation and presentation should be conducted before the panel of examiners (one external and one internal). Marks would be awarded for Project Report, Presentation & Viva – voce by the panel of examiners.
Subject - SPECIALISED FOOD PRODUCTION
Subject Code - 501
Semester - Fifth

Teaching and Examination Scheme

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

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

Chapter 1 Nouvelle Cuisine

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

Chapter 2 Convenience Foods

2.1 Characteristics
2.2 Processing methods
2.3 Advantages & Disadvantages

Chapter 3 Appetizers

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

Chapter 4 Mousse & Mousseline

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

Chapter 5 Salads

5.1 Classification
5.2 Composition
5.3 Principles of making a salad.
5.4 Classical salads

BSc-HS -64
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.

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

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

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

Total  32  40

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

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

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

Reference Books
1. The Larder Chef – M.J. Leto & W.H. K.Bode
2. Garnishes- Lyn Rutherfold
3. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn

BSc-HS -65
And John F. Nicolas
5. Classical Recipes of the world – Smith, Henry
6. Food Hygiene and Sanitation- S. Roday-Hill Publication
Subject - FOOD & BEVERAGE SERVICE & MANAGEMENT
Subject Code - 502
Semester - Fifth

Teaching and Examination Scheme:

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

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

Chapter 1. Cocktails

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

Organization structure, Duties & Responsibilities of banqueting staff
Administrative Procedures, Formats Maintained
Banquet Function Prospectus
Types of Function ( Formal and Informal)
Menu Planning ( Indian, Continental, Theme, conference, cocktail, others)
Seating Arrangements
Off Premise/ Out door catering, Air line/ Railway/ Sea Catering.

Chapter 3 Gueridon Service

Origin and definition
Types of Trolleys and layout
Special equipment
Service Procedures
Service of important classical dishes
Chapter 4  Food & Beverage Cost Controls  04  04
  4.1  The Control Cycle
  4.2  Planning Cycle
  4.3  Operational Cycle
  4.4  Post Operational Cycle

Chapter 5  Elements of Cost  04  04
  5.1  Definition of Cost, Basic Concept of Profits
  5.2  Pricing & Control Aspects

Chapter 6  Cost Dynamics & Break - Even  04  04

Chapter 7  F & B Inventory Control  04  05
  7.1  Basic Cost Control
  7.2  Re order Level
  7.3  ABC Analysis
  7.4  EOQ

  Total  32  40

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
Subject - ACCOMMODATION OPERATIONS – II
Subject Code - 503
Semester - Fifth

Teaching and Examination Scheme

<table>
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</table>

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.

SECTION - I

<table>
<thead>
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<th>Title</th>
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<tbody>
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<td>Chapter 1</td>
<td><strong>Interior Decoration</strong></td>
<td>04</td>
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<tr>
<td>1.1</td>
<td>Importance &amp; Definition</td>
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<td>1.2</td>
<td>Principles of Design</td>
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<td>1.3</td>
<td>Elements of Design – Line/ Form/ Color / Texture</td>
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<td><strong>Refurbishing &amp; Redecoration</strong></td>
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<td><strong>Gardening &amp; Horticultural aspects in Housekeeping</strong></td>
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<td><strong>Budget &amp; Budgetary Control</strong></td>
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<td>Definition, Concept &amp; importance</td>
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<td>Types of Budgets – operating &amp; capital</td>
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<td>Housekeeping Room Cost</td>
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<td>Chapter 5</td>
<td><strong>Purchasing System</strong></td>
<td>02</td>
<td>04</td>
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<tr>
<td>5.1</td>
<td>Identification &amp; selection of supplier</td>
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<td>5.2</td>
<td>Purchase procedure – Purchase order, receiving, storage &amp; issuing</td>
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<td>5.3</td>
<td>Concept of ROL, bin card &amp; other records maintain for purchasing</td>
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</table>
SECTION - II

Chapter 1 Night Audit

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

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

Chapter 3 Establishing Room Rates

( Rule of Thumb Approach, Hubbart’s Formula)

Chapter 4 Forecasting Room Availability

4.1 Useful forecasting Data
4.2 Room Availability Forecast
4.3 Forecast forms [sample]

Total 32 40

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

BSc-HS -72
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

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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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.

<table>
<thead>
<tr>
<th>Chapter 1</th>
<th>Introduction to Marketing</th>
<th>05</th>
<th>06</th>
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<tbody>
<tr>
<td>1.1</td>
<td>Definition of Marketing</td>
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<td>1.2</td>
<td>Customer Orientation</td>
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<td>1.3</td>
<td>Core Concept of Marketing</td>
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<td>1.4</td>
<td>Marketing Management – Definition Philosophies and pillars of Marketing management</td>
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<td>1.5</td>
<td>Introduction to 7 P’s of Marketing mix</td>
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<th>Chapter 2</th>
<th>Analysis of Current business environment</th>
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<th>06</th>
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<td>2.1</td>
<td>Competition</td>
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<td>2.2</td>
<td>Economic Environment</td>
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<td>2.3</td>
<td>Technological Environment</td>
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<td>2.4</td>
<td>Social &amp; Cultural Environment</td>
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<td>2.5</td>
<td>Political Environment</td>
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<td>2.6</td>
<td>Internal Environment</td>
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<th>Consumer Behaviour</th>
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<tr>
<td>3.1</td>
<td>Consumer Behaviour model</td>
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<td>3.2</td>
<td>Factors affecting Consumer Behaviour – Cultural, Social, Personal, Psychological</td>
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<th>Market Segmentation</th>
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<tr>
<td>4.1</td>
<td>Definition &amp; need for market segmentation</td>
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<td>4.2</td>
<td>Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics</td>
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<tr>
<th>Chapter 5</th>
<th>Product</th>
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<tr>
<td>5.1</td>
<td>Definition</td>
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<td>5.2</td>
<td>Levels of Product</td>
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<td>5.3</td>
<td>Hospitality products</td>
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<td>5.4</td>
<td>Branding</td>
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<td>5.5</td>
<td>New Product Development</td>
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</table>
5.6 Product Life Cycle
5.7 Product Differentiation

Chapter 6 Pricing

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

Chapter 7 Distribution

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

Chapter 8 Promotion

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

Chapter 9 Marketing organisation

9.1 Forms of Marketing organization
9.2 Set-up and organisation of sales and marketing department
9.2.1 (Individual property, regional/ national chain/ multinational chain)
9.3 Duties of a Marketing Manager

Chapter 10 Customer satisfaction & Quality

10.1 Customer Value and satisfaction
10.2 Five gap model of service quality
10.3 Benefits of service quality
10.4 Retaining customers, handling customer complaints
10.5 Relationship marketing
10.6 Monitoring and measuring customer satisfaction

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

Reference Books
1. Marketing for Hospitality & Tourism - Philip Kotler, Bowen & Makens Prentice-Hall Inc
2. Hotel Marketing - S.M.Jha - Himalaya publishing House – Mumbai
3. Hospitality Marketing - Neil Wearne - Hospitality Press Pvt Ltd. - Australia
Subject - HOTEL RELATED LAWS

Subject Code - 506

Semester - Fifth

Teaching and Examination Scheme:

<table>
<thead>
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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.

Hrs  Mks

Chapter 1  Indian Contract Act  20  12
1.1. Definition of Contract, Proposal, Agreement, Consideration, etc.
1.2. Essentials of Valid contract
1.3. Competent Parties
1.4. Types of Contracts – valid, void and voidable.
1.5. Performance of Contract
1.6. Discharge of Contract
1.7. Remedies for Breach of Contract
1.8. Indemnity and Guarantee

Chapter 2  Consumers Protection Act  04  06
2.1. Definitions – Consumer, Complaint, Defect in goods, Deficiency in service, Unfair trade practice, Restricted trade practice
2.3. Other related provisions.

Chapter 3  Sale of Goods Act  04  08
3.1 Essentials of valid Sale
3.2 Conditions and Warranties
3.3 Unpaid seller and his rights
3.4 Rights and duties of seller and buyer

Chapter 4  Food Adulteration Act  04  08
Principles of food laws regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities etc., and AGMARK
Chapter 5 Shops and Establishments Act
Procedure relating to registration of hotel, Lodges, Eating Houses, Restaurants, and other related provisions.

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

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

Chapter 8 Industrial Legislation
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.

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Chapter 1 International 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.

Chapter 2 Pates & Galantines

2.1 Types & making of pate
2.2 Commercial pate & pate maison
2.3 Truffle sources, cultivation uses & types of truffles
2.4 Types & making of galantine
2.5 Ballotines

Chapter 3 Desserts

3.1 Frozen Deserts
3.2 Classification
3.3 Types & methods of preparation care uses.
3.4 Hot Puddings – Methods of preparation, care, uses
3.5 Ice-creams, methods, types
3.6 Indian Specialty Deserts

Chapter 4 Chocolate making

Manufacturing & processing of chocolate
Types of chocolate
Preparations & care in chocolate work
Chapter 5  Kitchen Layout & Design  04  05

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

Chapter 6  Specialised Kitchen Equipment  02  02

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

Chapter 7  Kitchen Stewarding  04  04

Importance of kitchen stewarding
Hierarchy & staffing in kitchen stewarding department
Equipment found in kitchen stewarding department

Chapter 8  Garbage Disposal  02  04

8.1 Introduction
8.2 Ways of accumulation
8.3 Segregation
8.4 Disposal methods
8.5 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 Licences required
2.10 Equipment required

Chapter 3  Personnel Management in F & B Service  04  04
3.1 Developing a good F & B Team (desirable attributes for various levels of hierarchy)
3.2 Allocation of work, Task analysis and Duty Rosters
3.3 Performance Measures
3.4 Customer Relations
3.5 Staff Organizations and Training
3.6 Sales Promotion

Chapter 4 Budgeting
06 06

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

Chapter 5 F & B Management in Fast Food and Popular Catering
03 04

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

Chapter 6 F & B Management in Hotels & Restaurants
03 04

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

Chapter 7 F & B Management in Industrial Catering
02 04

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

Total 32 40

Practicals –

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

BSc-HS -83
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

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.

Hrs   Mks

Chapter 1  Colour 01 02
  1.1 Colour Wheel
  1.2 Colour Schemes
  1.3 Psychological effects of colour

Chapter 2  Lighting 01 02
  2.1 Classification / type
  2.2 Lighting for the guest rooms & public areas

Chapter 3  Windows & window treatment 02 02
  3.1 Different types of windows
  3.2 Curtains & draperies, valances, swag, blinds
  3.3 Window cleaning – Equipment and Agents

Chapter 4  Soft furnishing & Accessories 02 02
  4.1 Types, use & care of soft furnishing
  4.2 Role of accessories

Chapter 5  Floor, Floor finishes & Wall Coverings 04 05
  5.1 Classification / types
  5.2 Characteristics
  5.1 Selection criteria
    5.1.1 Cleaning Procedures – care & maintenance
    5.1.2 Agents used, polishing / buffing
    5.1.3 Floor seals
    5.1.4 Carpets
    5.1.5 Types – selection care & maintenance
    5.1.6 Types of wall coverings
    5.1.7 Functions of wall coverings
Chapter 6  Planning of a Guest Room  04  06
  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  03
  7.1 Eco friendly cleaning supplies
  7.2 Waste reductions programme
  7.3 Recycling of materials

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

Chapter 9  Sales & Marketing Department  04  06
  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  05
  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  04
  11.1 Concept ARR & Rev PAR
  11.2 Definition & importance of Yield Management
  11.3 Forecasting

Total  32  40

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

Reference Books:
1. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviaik
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

Teaching and Examination Scheme:

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**Rationale:**
To understand meaning of Quality management in Hospitality Industry and learn methods of solving problems and undertaking 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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**Chapter 1** Quality in Service Industry

1.1 Definitions
1.2 Concepts and models
1.3 Quality Plans

**Chapter 2** Core Concepts of TQM

2.1 Internal Customer
2.2 Right First Time
2.3 Customer Focus
2.4 Continuous Improvement

**Chapter 3** Thoughts from Quality Gurus

3.1 Deming
3.2 Crosby
3.3 Juran

**Chapter 4** Core values of Japanese Management

4.1 Group Orientation
4.2 Perfectionism
4.3 Innovation
4.4 Deligence

**Chapter 5** Various International Quality Standards

5.1 QMS – ISO 9001 : 2000
5.2 EMS – ISO 14001 : 1996

BSc-HS -88
5.3 HACCP

**Chapter 6** Organizational culture & Leadership for TQM 06 08

6.1 Commitment
6.2 Vision
6.3 Mission
6.4 Creating environment

**Chapter 7** Problem solving Tools & techniques 04 03

7.1 Brain storming
7.2 Pareto analysis
7.3 Fishbone Diagram

**Chapter 8** Teamwork for Quality 04 04

8.1 Quality Circle
8.2 Flow group Concept

**Chapter 9** Kaizen & continuous Improvement 04 03

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

**Chapter 10** Measuring & Managing Customer Satisfaction 04 04

10.1 Why ?
10.2 What? &
10.3 How?
10.4 Steps to success

**Chapter 11** Green Service Quality 04 04

11.1 Challenges
11.2 Opportunities
11.3 Water
11.4 Energy
11.5 Waste Management

**Chapter 12** Cost of Quality 03 03

12.1 Failure
12.2 Appraisal
12.3 Preventive Costs

**Chapter 13** Role of Communication in TQM 04 04

13.1 Language concept
13.2 Effective ways
Chapter 14  Investors in People  02  03

14.1  Assessment
14.2  Competence Gap
14.3  Training

Chapter 15  Business Process Re-engineering  04  04

15.1  Concept
15.2  Methodology

Chapter 16  Measuring & Managing Customer Satisfaction  07  06

Why?
What?
How?

Total  64  70

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 Bartheo – Clrspure & Hall
8. “ Quality of service” by Bo Evandsson, Bertel Thamasson & John overtveit – McGraw – Hill Book Company
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.

| Chapter 1 | Introduction to Human Resource Management | 04 | 02 |
| 1.1 | Definition | |
| 1.2 | Nature & Characteristics | |
| 1.3 | Need for HRM in the Service Industry. | |
| 1.4 | Role of Human Resource Manager. | |

| Chapter 2 | Human Resource Planning | 16 | 18 |
| 2.1 | Concepts, Characteristics and Need | |
| 2.2 | Job Analysis, Job Description & Job Specification | |
| 2.3 | Recruitment & Selection: Sources & Modes of Recruitment | |
| 2.4 | Tests & Interviews, Selection Process. | |

| Chapter 3 | Human Resource Development | 10 | 14 |
| 3.1 | Definition and Characteristics | |
| 3.2 | Orientation & Induction | |
| 3.3 | Training – Need & Importance. Difference between Training & Development Methods of Training. | |
| 3.4 | Performance Appraisal – Purpose & Methods | |
| 3.5 | Promotion & Transfers | |

| Chapter 4 | Wage & Salary Administration | 6 | 12 |
| 4.1 | Job Evaluation – Concept & Objectives | |
| 4.2 | | |
| 4.3 | Formulation of Compensation Structure | |
| 4.4 | Regulatory Provisions. | |
| 4.5 | Fringe Benefits | |
Chapter 5  Grievances & Discipline 06 12
5.1 Grievance Handling – Identifying Causes
5.2 Developing Grievance Handling Systems
5.3 Discipline – Concept, Causes of Indiscipline

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

Total 48 70

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

Teaching and Examination Scheme:

<table>
<thead>
<tr>
<th>Teaching Scheme / week</th>
<th>Examination Scheme</th>
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<tbody>
<tr>
<td><strong>Theory Hrs per week</strong></td>
<td><strong>Practical Hrs per week</strong></td>
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Rationale:

To understand the technical, operational and financial feasibility required for setting up an entrepreneurial project. This will develop an attitude to be competitively ahead in the dynamic market situation.

<table>
<thead>
<tr>
<th>Hrs</th>
<th>Mks</th>
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</table>
| Chapter 1 | Introduction to Entrepreneurship  
Concept of Entrepreneurship | 02 | 02 |

Chapter 2 | Qualities & Attributes required for Entrepreneurship | 04 | 04 |

Chapter 3 | The Entrepreneurial Process | 10 | 10 |

Chapter 4 | Identifying the Opportunity (SWOT Analysis) | 08 | 10 |

Chapter 5 | Assessing the Market  
5.1 Information gathering techniques  
5.2 Principles of market survey  
5.3 Analysis of survey data | 06 | 10 |

Chapter 6 | Resource Mobilization | 06 | 10 |

Chapter 7 | Budgeting, Accounting & Control  
Principles of evaluation of quality control | 06 | 12 |

Chapter 8 | Preparation of a Project report | 06 | 12 |

Total 48 70

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