PERIYAR UNIVERSITY
SALEM - 636011

PERIYAR INSTITUTE OF DISTANCE EDUCATION
(PRIDE)

B.Sc HOTEL MANAGEMENT AND TOURISM

REGULATION AND SYLLABUS

(Effective from the academic year 2007 -2008 and thereafter)
PERIYAR UNIVERSITY, SALEM-II
PERIYAR INSTITUTE OF DISTANCE EDUCATION
(PRIDE)

REGULATIONS

1. CONDITION FOR ADMISSION:

A candidate who has passed higher secondary examination conducted by the Government of Tamil Nadu or any other examination accepted by the syndicate as equivalent thereto subject to such condition as may be prescribed thereto, are permitted to appear and qualify for the Bsc degree examination of this university after a course of study of three academic years.

2. DURATION OF THE COURSE:

The course for the degree of bachelor of Hotel Management and Tourism shall consist of three academic years.
3. COURSE OF STUDY:

The course of study shall comprise instruction in the following subjects according to the syllabus and books prescribed from time to time.

I - YEAR

<table>
<thead>
<tr>
<th>S.no</th>
<th>Paper code</th>
<th>Subject</th>
<th>Marks</th>
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<tbody>
<tr>
<td>1.</td>
<td></td>
<td>Hotel French</td>
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<td>2.</td>
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<td>Communicative English</td>
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<td>3.</td>
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<td>Room Division Management - I</td>
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<td>4.</td>
<td></td>
<td>Food &amp; Beverage Operation - I</td>
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<td>5.</td>
<td></td>
<td>Computer Application Hospitality industry- I</td>
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<td>6.</td>
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<td>Basic culinary art &amp; Techniques- I</td>
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<td>7.</td>
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<td>Practical – II</td>
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<td>Basic culinary art &amp; Techniques -I</td>
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<td>8.</td>
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<td>Practical – II</td>
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<td>Room Division Management - I</td>
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<td>Practical – III</td>
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<td>Food &amp; Beverage operation-I</td>
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<tr>
<th>S.no</th>
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<tbody>
<tr>
<td>1.</td>
<td></td>
<td>Principles of Tourism</td>
<td>75</td>
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<tr>
<td>2.</td>
<td></td>
<td>Hotel Accountancy</td>
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<tr>
<td>3.</td>
<td></td>
<td>Basic culinary arts &amp; Techniques- II</td>
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<td>Food &amp; Beverage Operation - II</td>
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<td>Room Division Management – II</td>
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<td>Computer Application Hospitality industry- II</td>
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<td>7.</td>
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<td>Practical IV</td>
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<td>Basic culinary art &amp; Techniques -II</td>
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<td>8.</td>
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<td>Practical – V</td>
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<tr>
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<td>Food &amp; Beverage Operation - II</td>
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<td>Practical – III</td>
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## III- YEAR

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<tr>
<td>1.</td>
<td></td>
<td>Food chemistry &amp; quality control</td>
<td>75</td>
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<tr>
<td>2.</td>
<td></td>
<td>Advance culinary art &amp; Techniques</td>
<td>75</td>
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<tr>
<td>3.</td>
<td></td>
<td>Food and Beverage Management</td>
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<td>Personality Development</td>
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<td>8.</td>
<td></td>
<td>Entrepreneurship Development</td>
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</tbody>
</table>
4. EXAMINATION

The theory and practical shall be three hour duration to each paper at the end of the year. The candidate failing in any subjects will be permitted to appear for each failed subjects in the subsequent examinations.
5.(A) QUESTION PAPER PATTERN FOR THEORY

Time : 3 hrs
Max.Marks – 75

Part – A 10X 2 = 20

(Answer all the Questions)

Two Questions from each unit

Part – B (5 X 4 = 20)

(Answer all the Questions)

One Question from each unit with internal choice

Part – C - 5 X 7 = 35

(Answer all the Question )

One Question from each unit with internal choice
5.(b) **QUESTION PAPER PATTERN FOR PRACTICAL**

**PRACTICAL I**

<table>
<thead>
<tr>
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<tbody>
<tr>
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<tr>
<td>Record</td>
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<tr>
<td>Dress Code</td>
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<tr>
<td>Indent Writing and Plan Of Work</td>
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<tr>
<td>Practical (preparation of Dishes, Presentation &amp; Viva Voice I)</td>
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**PRACTICAL II**

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<td>Dress Code</td>
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<tr>
<td>Written Procedure</td>
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<td>Practical</td>
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**PRACTICAL III**

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<td>Record</td>
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# PRACTICAL IV

**Time 3 hrs**  
**Marks = 50**

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# PRACTICAL V

**Time 2 hrs**  
**Marks = 50**

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<td>Dress Code</td>
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# PRACTICAL VI

**Time 2 hrs**  
**Marks = 50**

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<th>Item</th>
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<td>Written Procedure</td>
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6. SCHEME OF EXAMINATIONS

The Scheme of Examinations for different years shall be as follows

<table>
<thead>
<tr>
<th>S.no</th>
<th>Subject code</th>
<th>Scheme of Examination</th>
<th>Duration</th>
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<tbody>
<tr>
<td>1</td>
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<td>Paper I – Hotel French</td>
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<td>Paper II – Communicative English</td>
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<td>3</td>
<td></td>
<td>Paper III – Room Division Management I</td>
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<td>75</td>
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<td>4</td>
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<td>Paper IV- Food and Beverage Operation I</td>
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<td>5</td>
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<td>Paper V – Computer Application in Hospitality industry I</td>
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<td>Paper VI – Basic culinary Arts and Technique – I</td>
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<td>8</td>
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<td>Practical II – Room Division Management I</td>
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<td>Practical III – Food and Beverage Operation I</td>
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<td>Paper VII – Principles of Tourism</td>
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<td>Paper VIII – Hotel Accountancy</td>
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<td>Paper IX - Basic culinary Arts and Technique – II</td>
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<td>Paper X – Room division Management II</td>
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<td>Paper XI – Computer Application in Hospitality Industry II</td>
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<td>Paper XII – Food &amp; Beverage Operation II</td>
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<td>Practical IV – Basic Culinary Arts &amp; Technique II</td>
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<td>Practical V – Food and Beverage Operation II</td>
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<td>18</td>
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<td>Practical VI – Computer Application in Hospitality Industry</td>
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<td>19</td>
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<td>Paper XIII – Food Chemistry &amp; Quality Control</td>
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<td>Paper XIV – Advance Culinary Arts and Techniques</td>
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<td>Paper XV – Food and Beverage Management</td>
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<td>22</td>
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<td>Paper XVI – Travel &amp; Tourism Management</td>
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<td>Paper XVII – Human Resource Management</td>
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<td>Paper XVIII – Hotel &amp; Business Law</td>
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<td>Paper XIX – Personality Development</td>
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<td>26</td>
<td></td>
<td>Paper XX – Entrepreneurship Development</td>
<td>3</td>
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Total Marks ---1800
7. PASSING MINIMUM

The candidate shall be declared to have passed the examination if the candidate secures not less than 40% in the university examination in each Theory and Practical papers

8. CLASSIFICATION OF SUCCESSFUL CANDIDATES

Candidates who secures not less than 60% of the aggregate marks in the whole examination shall be declared to have passed the examination in first class.

All other successful candidate shall be declared to have passed in the second class. Candidate who obtain 75% of the marks in the aggregate marks in the whole examinations shall be declared to have passed the examination in first class with Distinction provided they pass all the examination prescribed for the course at the first appearance.

Candidate who pass all the examination prescribed for the course in the first instance and within a period of three academic years, from the year of admission to the course, only are eligible for the university ranking.

9. MAXIMUM DURATION FOR THE COMPLETION OF U.G PROGRAMME

The maximum duration for the completion of the U.G programme shall not exceed three years.

10. COMMENCEMENT OF THIS REGULATION

These regulation shall take effect from the academic year 2007-2008 i-e, for the students who are to be admitted to the first year of the course during the academic year 2007-08 and there after.
11. TRANSITORY PROVISION

Candidate who were admitted to the U.G course of study before 2007-08 shall be permitted to appear for the examination under those regulation for a period of three years i-e, upto and inclusive of the examination of April/May 2010. Thereafter, they will be permitted to appear for the examination only under the regulation then in force.
FIRST YEAR
PAPER- I
HOSPITALITY FRENCH

UNIT – I

Introduction to the languages. The letter of alphabet and their pronunciation. Different accents used in written French, Self – introduction Name, Age, Nationality, profession, etc.. – Presenting and introducing another person – Greeting – How to reply to greetings.

UNIT – II

Countries and their nationalities – Fruits, Vegetables, Meat, Egg, Fish, Etc., Utensils used in Kitchen and Restaurant – Personnel’s in Hotel, Restaurant and Kitchen (Specialisation from English to French term)

UNIT – III

Members of the family – Numerical from to 1 to 100 – the time of the day

UNIT – IV

Conversation related to Restaurant, Front desk – Dialogue between Receptionist and guest – Dialogue between waiter and guest.

UNIT – V

Menu items in French term for Breakfast, Lunch and Dinner – Compilation of French menu for Breakfast, Lunch and Dinner.
Culinary terms in French – French to English – English to French.
REFERENCE BOOKS

1. Rajeswari Chandrasekhar, Rekha Hangal, Chitra Krishnana – A Votre Service 1 – General Book Depot 1691, Delhi

COMMUNICATIVE ENGLISH

UNIT – I

COMMUNICATION

Barriers of communication, overcoming the barriers, listening barriers, guidelines for effective listening

UNIT – II

EFFECTIVE SPEAKING

English for Restaurant & Hotel, Polite and effective enquires and responses / Addressing a group / Essential equalities of a good speaker. Delivering the speech / pronunciation, importance of speech in hotels.

UNIT – III

USING THE TELEPHONE

The nature of telephone activity in the hotel industry / The need for developing telephone skills - Developing telephone skills.

UNIT – IV

JOB SEARCH

Planning the search for career employment / preparing a resume / applying / the job. Interview Guidelines for interview performance

UNIT – V

REPORT WRITING

Definition - Types of reports, their purposes, planning the report, writing the report / specific report, writing tasks relevant to hotels such as (a) Improvement proposal (rearrangements, expansion, refreshing etc.), (b) Disputes, brawls mishaps(e) complaints.
REFERENCE BOOKS

1. Rajendrapal & Korlahalli J.S – Essentials of Business Correspondence – Sultan Chand and Sons.
UNIT – I FRONT OFFICE OPERATION

Introduction to the Hotel Industry – Historical background of hospitality industry – Introduction and growth of Hotel Industry in India – Opportunity in the Hotel industry
Classification of Hotels based on – Location & size – Length of guest stay – Facilities they offer (star classification ) – other types of Accomodation – Atrium concept – Apartment hotel – All Suite hotel – Heritage hotels – Limited service and full service properties – Time Share – Condomonium hotels
Types of operation – owned – operated – company owned
Organization structure of Medium and large hotels

UNIT – II
Introduction to front office – Importance of Front office – Layout of front office – Different equipment used in Front office – Hiearchy of Front office Staff of medium and large hotel – Duties and responsibilities of front office personnel - Ideal qualities and attributes with emphasis on Personal grooming
Tariff – Definition – types
Food plans – types of plans – continental , European American , Modified American , Bermuda plan.

UNIT – III
Reservation – Importance of Reservation – Reservation enquiry – Sources of Resercation – Corporate clients – group travellers , pleasure travelers / FIT’s current guest , travel agent . Mode of Reservation – letter , fax , E-mail , Telephone , In person .
Types of Reservation – Guaranteed Reservation, Travel Agent Voucher, Prepayment of Credit Card Reservation – Confirmation – Amendment and Cancellation
Force casting Room availability – Overbooking – potential reservation problems-
Glossary terms in relation to reservation.

UNIT IV ACCOMMODATION OPERATION

Role of House Keeping in Hospitality Industries Layout and Organization structure of House Keeping department- duties and responsibilities of House Keeping department staff.
Cleaning equipment – selection – use – care and storage of equipment.
Cleaning agents – select – selection – use – care and storage
Maids service Room – Layout and essential features. Types of keys – keycontrol
Organizing Maid’s trolley

UNIT – V

Cleaning procedure and Frequency Schedule and Record
Daily Cleaning of Rooms – check out rooms – occupied rooms – vacant rooms –
Frequency service- Public area cleaning – schedule and records – pool area, office area
Lobby, Lounge Food and Beverage Outlet, shopping arcade, health club – Escalators
Bed making – standard suppliers provided on the guest rooms, VIPS, VVIPS – suppliers on request – special services lost and found procedure and records.

REFERENCE BOOKS
1. Paul B whitw and Helen Beckley – Hotel Reception – Arnold Heinman Publication
4. Magaret Lennox – Hotel. Hostel and Hospital House Keeping. ELBS Publication
UNIT I

Introduction to the hotel and catering industry. Introduction to the hotel and growth of hotel industry in India. Role of Catering establishment in the Travel /tourism industry.

Types of F & B operation (Classification) Commercial Residential / Non-residential.

Welfare: Industrial / Institutional / transport (Air, Road, Rail, Sea) Structure of Catering Industry (a brief description of each type and career opportunity (there in)

UNIT II

Departmental Organisation and staffing – organization of the F&B dept of a hotel – principle staff of various types of F&B operations – Duties and responsibilities of F&B Staff – Attributes of good waiter – Inter – Departmental Relationships (with in F&B and With other department)

UNIT III

Types of F & B Outlets - Speciallity restaurant, coffee shop, Banquets, Oom service, cafeteria, grill room, discotheques, night clubs, bar, outdoor catering.

Ancillary department – food pickup areas – stores linen room – kitchen stewarding.

F&B Service Equipments:

Classification of equipments, familiarization of equipment – criteria for selection and requirement – Grocery tableware (silver/Stainless) – glassware – Linen including Furnishing – other Equipments – care & maintenance of equipment including silver cleaning.

Unit IV

Meals and menu planning-0 Origin of the menu and menu planning - objectives, Basic types of menu – general menu planning - consideration and constraints – Designing the menu – sequences of courses and planning menu – French classical menu and table d’hote (Indian /Continental) Types of Meals – Indian b/f, English b/f, American

UNIT – V


Non – alcoholic beverages: Tea, types of Tea, Coffee, Types of Coffee, Brauds, juices, soft drinks, mineral & Tonic water.


REFERENCE BOOKS

1. Dennis R.Lilli, John A Cousins – Food and Beverage Service – ELBS Edition

PAPER – V

COMPUTER APPLICATION IN HOSPITALITY INDUSTRY - I

UNIT – I


UNIT – II

Difference between Hardware & Software – Application (high level /language/utility) – compiler & interpreter – components of a computer – network (LAN/MAN/WAN)- Linking (Timesharing/Ring/Bus/star)

UNIT – III

Importance of Ms-Dos – Exploring MS – Dos – File name- Directory display – global file name – creating dir(md/cd/rd)-copy (within the directory)- floppy to HDD and Hard disk to Disk Copy – copy more than one files into one file –erase /del file –rename /path/ram/utilities/directory printing.

UNIT – IV


Unit – V

Ms-Word – starting word – parts of word windows –creating –editign and saving a word document – previewing and printing a documents – creating tables and working with graphics.
REFERENCE BOOKS

1. Computer and Commonsense

2. Understanding Ms DOS and Work book on ws4 by K.S. Nagarajan

3. Software for office automation /P.C.KKarthigeyan
PAPER – VI
BASIC CULINARY ART AND TECHNIQUES-I

Unit – I
Introduction to Culinary Art :
Basic Menu planning – definition – types of menu – menu planning principles – kitchen equipment – classification – uses – safety procedure in handling equipments – Fuels used – various fuels used – advantages – disadvantages of each fuel used in Food Production

UNIT – II
TEXTURE – Definition – Factors contribute to the concept of texture
Method of cooking – Dry heat, moist heat, oil as Medium – with examples – Microwave – principles of each methods of cooking – Care and precaution to be taken with each method – selection of food for each type of cooking

Unit – III
Unit – IV
Selection – Classification – cuts and uses of : - Fish , Meat (Lamb,Veal ,Porc,Beef) – Poultry .
Unit – V
Simple Breads – principles of Bread making – simple yeast bread Role of each Ingredient in bread making – baking temp- and it’s importance – Types of dough – Reason for false yeast dough

REFERENCE BOOKS
Thangam Philip – Modern Cookery for teaching and trade – volume I – Macmillan Publication
R.Kinton , Cesarani  -Theory of catering – Elbs Publication
Introduction to Cookery

Demonstration and simple application by students
1. Identification of vegetables, cuts of vegetables, methods of cooking vegetables
2. Preparation of Stock white, brown, fish stock, etc.
3. Preparation of Sauces
4. Preparation of Soups
5. Preparation of Egg Dishes
6. Identification & Preparation of Fish
7. Identification & Preparation of poultry
8. Identification & Preparation of Meat
9. Preparation of Varieties of Rice, Cereals, and Pulses

Practical classes in-corporate simple menus both Indian and continental comprising of the following dishes

Soups, Fish, Entrees, Potatoes, Vegetables, Salads, Indian Rice Dishes, Indian Breads, Meat and Chicken Dishes, vegetables preparation

- Bakery and Pattiserie: Preparation of Simple, enriched bread, recipes
- Preparation of varieties of pastries
- Preparation of simple cookies
- Preparation of cold and hot puddings
- Preparation of Simple Indian Sweets
PRACTICAL – II
ROOM DIVISION MANAGEMENT – I

Front Office Operation
1. Students must be aware of uses of all stationeries in front office
2. Forecasting of rooms
3. Taking reservation, cancellation amendment, processing reservation
4. Registering and receiving FIT, Groups, Crew, VIPs, through Role play
5. Extempore for polite speaking
6. Improving the conversational skill and mannerism
7. Etiquette, Body Language, Grooming, and Greeting
8. Situation handling (overbooking, room change, Turn away)

ACCOMMODATION OPERATION
1. To familiarize the students with actual working procedure
2. To know to handle all type of cleaning equipment and materials correctly
3. To help to prepare work procedure and job procedure
4. To be familiar with cleaning of various surfaces
5. Identification of Tools and Cleaning agents
6. Cleaning procedure for guest rooms, bathrooms, …
7. Cleaning Carpet, floor, Walls, and ceilings
8. Polishing of various surfaces, metals
10. Preparation of Occupancy report and cheque list
11. Public are cleaning – lobby – corridor – Restaurant – etc…
Objective: to familiarize and handle various service equipment in Restaurant and to develop skill for the service of Food

1. Familiarization and handling of Equipment
2. Methods of cleaning and up keep of Silver Polishing method
3. Arrangement of side board
4. Laying and re-laying of table cloth
5. Laying of table for various meals and menus
7. Different type of Napkin Folding
8. Receiving the guest procedure
9. Taking Orders
10. Silver service and clearance course by course
11. Service of non-alcoholic beverages
12. Presenting and settling bills(*cash and credit*)
13. Arrangement and carry of Room Service Tray
14. Frilling.
SECOND YEAR

PAPER – VII

PRINCIPLES OF TOURISM

Unit – I


Unit – II

Tourism Product


Tourism Development


Unit – III

Travel Agent & Tour Operation

Unit – IV
Tourism management – introduction – importance of decision making and management – types – quantitative decision making tools . Types of organization and management – levels of management and organizational chart.

Unit – V
Foreign Collaboration in Hotel and Tourism Industry
International Cooperation and Collaboration – Lease and Agreement , Franchise management - contract and chain operation.

REFERENCE BOOKS

Jagmohan Negi , International Travel & Tourism Travel Sultan Publish and Chanol Publication
Jagmohan Negi , Travel & Tourism Management Himalaya Publications
PAPER – VIII

HOTEL ACCOUNTANCY

UNIT – I

Accounting – definition of accounting and book keeping – concept and conventions – preparation of trading, profit and loss account and balance sheet (simple problems only)

UNIT – II

Costing – type of cost – Break even point (BEP) – PV-ratio – Margins of safety and decision making

UNIT – III

Financial statement analysis – fun flow and cash statement (problems)

UNIT – IV

Budget and budgetary controls and principles – Methods, types of budget (problems).

UNIT – V

Food and beverage account – cost concept – Nature of food and beverage business – Receipt costing – Menu costing and cost sheet. classification of department based on Revenue, sales, Record and control of revenue producing department – uniform system of accounting – operation ratio.

Room occupancy percentage – Bed occupancy percentage – Double occupancy percentage – percentage of food and beverage sales – Room sales percentage – seat turn over and average spending power (ASP) – Average rate per Guest

REFERENCE BOOKS
1. R.L. Gupta – Advanced Accounting
2. R.K. Sharma – Management Accounting – Sultan and son’s Publication
3. Ramachandran and Srinivasan – Management Accounting

Note: Questions in theory & problems carry 30 % and 70 % marks respectively.
PAPER – IX

BASIC CULINARY ART AND TECHNIQUE –II

Unit – I

Introduction to regional cooking
Factors affecting eating habits
Heritage of Indian Cuisine
Differentiation of Regional Cuisine

Unit – II Cooking from different states Under

Geographic location
Historical background
Availability of raw material
Equipment and Fuel
Staple diet
Speciality cuisine
Food prepared for festival and occasions
Indian breads, Indian snacks and Indian Sweets

States to be covered
Kashmir
Punjab
Uttar Pradesh
Rajasthan
Gujarat
Madhyapradesh
Maharastra
Goa
Kerala
Tamil Nadu
Karnataka
Andhra Pradesh

Unit – III Quality Food Production

Equipment used classification, list of manufacturers – care and maintenance –
Modern development in equipment manufacture.
Menu Planning – Basic principles – special emphasis of quantity food preparation –
planning menu’s for various categories such as school college students Industrial
workers, Hospital, Canteens, out-door parties, Theme dinners, Transport, mobile
catering.

Unit – IV Identing – costing – purchasing
Principles of indenting
Quantities and portions for bulk production
Food costing
Food cost control
Importance and relevance of food costing
Purchasing system
Purchasing specification
Storage

Unit – V Quantity Food Production – volume feeding

Types of institutional catering – Menu planning for institutional catering – scope and growth
Industrial catering – types – purchasing techniques
Hospital catering – diet menus – importance of hygiene
Off-premises catering – hiring of equipment ,menu planning – Theme parties – concept of central production unit .

REFERENCE BOOKS

V.C.Crusius – Quantitative food management – surjeet publications
Indersingh Ikolra & pradeep das gupta – cooking with Indian masters – Allied publishers
Unit – I Front office operation

Registration : Receiving the guest – salesmanship , pre- registration – Registration of guest – (FIT , Group – crew – VIPS ,VVIPS) 
Rooming a guest (with Reservation . walk in )
Room Racks (Manual ,Computerised)
Registration Record : Registration card , Arrival Departure register . keycard or Welcome card , vip and vvip list ,Amentiv voucher , discrepancy report , Log book , expected departure list – Glossary terms in relation to registration .

Unit – II Communication within Front office

Handling mail – Handling messages – telephone services – equipment in use (PBX,PABX,EPABX).Types of calls – telephone manners – fax procedure – E.mail – Identifying complaint – Handling complaint – key and key control

Unit – III


Unit – IV Accommodation operation

Hotel linen – classification of linen – their sizes, selection criteria for Linen items
Sewing room – activities and equipments – Duties & Responsibilities of Linen Room Staffs
Uniform room – purpose of uniform – issuing procedure

Unit - V:
Stain Removal – Definition – classification – general rules for stain removal
Pest control – prevention and control of pest – area of infestation – responsibility of house keeping in pest control
Flower arrangement – importance of flower arrangement - Equipment and material used
Safety & security – safety awareness and accident preventions – Fire Safety and Fire fighting Equipment
First -aid Treatment- Crime Prevention – Dealing with Emergency Situation

REFERENCE BOOKS

MaRGARET Lennox & Joan .C. Branson – Hotel Hostel and Hospital house keeping – ELBS
Medelin Schnelder & Georgentra – the professions house keeper.
Bhatnagar – Front office management – frame bros & Co .Ltd
Micheal L.Kasarana – Managing Frpnt office operation – AHMA
COMPUTER APPLICATION IN HOSPITALITY INDUSTRY - II

Unit – I
Ms-Powerpoint – creating slides – slide shows presentation transition and effects – inserting pictures and slides – import and export using excel and templates

Unit – II
Ms Access – Database objects – parts of Access Window - Creating a new database – using queries to calculate values and summarizing the data .

Unit – III

Unit – IV

Internet and Email – Introduction , browsers , WWW .Internet Explorer , Search engine , Web Server – offline Browsing Creating Mail Id , Sending Mails ,Receiving Mails HTTP.

Unit – V


References
1.Computer and Commonsense
2.Understanding Ms DOS and Work book on ws4 by K.S. Nagarajan
3.Software for office automation /P.C.KKarthisgayan
4. Steve Brown – VB in Record time , BPB publications
6.VB in 21 Days .. BPB Publication
Unit – I


Unit – II

Compiling of French Classical menu with wine , Wine and food combination meaning of Cock tail and Mock tail - Equipment and glass ware for making cocktails .Examples of Cocktails .
Bar operation : Types of Bar , Bar Pars , Bar Equipment – Bar layout – Bar Control system – Reords used in Bar ,Staffing – Bar inventory control

Unit – III

Introduction – objective of good layout of a restaurant – location – decision prior to planning , steps in Planning , Location , Space and allocation , Staffing Type of Seating – Table Arrangement .
Restaurant costing – performance – measure , salesmix cover turn over – average check – seat Trunover – Average sales per cover .

Unit – IV

Function catering – Introduction - Types of Banquets – Organization of Banquet Departmental – duties and responsibilities of Banquet departmental – Duties and Responsibilities of Banquet staff – Banquet booking procedure – Table plans and Arrangements Mise – en – Place- service

Buffet : Introduction – factors to plan buffet - Time requirement – factors to plan buffet – Area Requirement , No .of persons , planning and organizing - Sequence of food - Types of Buffet- Equipment required – Check List- Supervision.

Unit – V

Gueridon service – Gueridon lay up – Method of serving dish at the table
Flambé Service – Introduction – Dishes served by the Flambe Service – Carving at the table – Foods used – Carving dishes served by carving services
Service of special dishes – cover – A acompaniment
REFERENCE BOOKS

1. Andrew Durken & John Cousins – the Beverages Book – Hodder & Stoughten
2. Lillicap – food and Beverage service (ELBS)
PRACTICAL IV
BASIC CULINARY ART AND TECHNIQUES - II

Objective:
The Objective is to train the student in producing food in large quantities in a set time and adopting recipe to quantity food production. Dishes should represent all parts of India with emphasis on dishes of region/state.

PRACTICAL V
FOOD AND BEVERAGE OPERATION

Writing menu in French with wine accompanying taking orders – Presentation of posture
wine list – writing orders – Identification of glassware and Bar Equipments

Service of Wine - Red - Champagne & Rose - Presentation in Basket.

Wine label reading
Opening of bottle using cork screw
Decanting
Serving

Taking order for other Alcoholic Beverages
Service of Spirits, Servicing Neat, On the Rocks, Long drink

Taking order for cocktails, preparation and service of cocktails
Service of Apertiff, Liqueur and Beer.
PRACTICAL VI
COMPUTER APPLICATION IN HOSPITALITY INDUSTRY

MS.DOS

Working on Internal and External Command – Director - : Creation / Change / Rename & Rename – Copy within Direct / Hard disk to floppy / - Floppy to hard disk – deleting

WINDOWS

Introduction – Start menu / programs / control panel / types of files – opening and closing of windows shutdown / reboot / logoff / window explorer / my computer / calculator / cut / copy / paste.

MS.WORD

1. Create a document, save it and edit the document as follows
2. Find, Replace options
3. Cut, copy, paste option
4. Undo, Redo option
5. Change character size using the font dialog box
6. Formatting paragraphs and line spacing using bullet and numbering in paragraph
7. Using tab settings, enhancing the document
8. (Leader, Footer, page setup, Border, opening and closing tool bar, print, preview)
M.S.EXCEL
1. Create a Work Sheet. Moving/Copy inserting and deleting rows and columns (Usage of cut, paste command, copying a range of data, copying a single cell, filling up a cell undo command, inserting a row, column – deleting row and column)
2. Formatting a Work Sheet
3. Creating Chart – using chart Wizard (5 steps)
4. Changing the chart type (pie, bar, line)
5. Inserting titles for the Axis X,Y
6. Changing Colours, Printing Chart
7. Using date time and Math Functions
8. Entering Current Due
9. Using Data Arithmetic (adding and Subtracting dates)
10. Data Functions (Day, Month, Year)
11. Using Time Functions (Hour, Minute, Second)
12. Mathematic Functions - Sum, Count, Average
13. Max-Min

POWER POINT
1. Creating a presentation using content Wizard
2. Different Views in Power Point Presentation
3. Setting Animation Effect
4. Grouping
5. Ungrouping
6. Crapping power point objects
7. Printing a presentation/Improving
8. Exporting Files – Creating an Organization Chart in Power Point.
THIRD YEAR
PAPER XIII
FOOD CHEMISTRY AND QUALITY CONTROL

Unit – I
Definition of Food , Nutrition and nutrients - Classification and functions of food groups
– Meaning and Importance of Balanced meal planning – points to be considered for meal planning in different age and groups
Cereals – Nutritional composition – gelatinization and retrogradation of Starch

Unit – II
Pulses – Nutritional composition – Antinutritional factor – Germination and malting
Fruits and vegetables and malting

UNIT – III
Milk – Nutritional composition – coagulation of milk protein
Egg – nutritional composition – coagulation and foam formation
Fleshy foods – Nutritional composition - post mortum changes and tenderness of meat

Unit – IV
Nuts and oil seeds – nutritional composition – extraction of oil – hydrogenation – Rancidity of oil and its prevention
Spices and condiments – Nutritional Composition – Flavouring extract and medicinal value
Beverages – Classification and Nutritional composition
Unit – V
Quality attributes of food – method of evaluation of food quality attributes - Common adulterants and test to detect adultrant – Government and trade standard for food quality

REFERENCES:
UNIT: LARDER LAYOUT

Introduction to Larder work – Equipment found in larder – layout of typical larder and various sections
Larder control
Essentials of Larder Control – Importance of Larder Control – Devising Larder Control – Leaasing with other departments – yieldtesting – Larder terms
Larder Organization
Function of Larder – Hierarchy of larder chef – Sections of larder – Duties and responsibilities of Larder chef.

Appetizer and Garnishes

Classification of Appetizer – Importance of garnish – Explanation of different garnishes.


UNIT – II CHARCUTERIE – SAUSAGES

Introduction to characuterie – Sausages type and varieties – Filling - types & varieties

Charcuterie – Forcemeat

Types of force meat – preparation of force meat – uses of force meat – methods of curing

Charcuterie – Ham, Bacon & Gammon
Cuts of Ham, Bacon, Gammon – difference between Ham, Bacon, Gammon
Processing of ham and Bacon – Green Bacon

Charcuterie – Galantine, pate, mousse, mousseline


Charcuterie, Aspie, gelee, chaud froid, non-edible display


Unit – III Bakery and Confectionary

Layout and Equipment of five star kitchens Bakery

Yeast dough product – different methods

Rich dough – straight dough – Modified straight dough – sponge method – Rolled in yeast product

Kind of yeast dough product
Crisp crusted bread – white pan bread, white bread

Softroll – English muffins, sour dough, white bread, pumper nickel,
Sweet- rich dough – Baba Savarine ,Brioche

Rolled in dough – Danish pasty , Croissant – fault in bread making poor volume , too much volume , poor shape , Burstcrust too dense , crumby , Streaked Crumbs , crumbly ,Too dark crust , too pale crust , too thick crust , Blister on Crust , Poor flavour – Rectification and Prevention


FrozenDesserts : - Types and Classification - - Ice creams – Definition

Methods of preparation – Additives and preservatives used in Ice cream manufacture

Meringue – Making of meringue – cooking meringue – types of meringue – uses of meringue

Chocolate Work – Types of chocolate – tempering of chocolate – Decorative work and display work and display pieces – Marzipan , sheets , Cut out method , pastillage , shavings

Unit – IV Kitchen Management

PRODUCTION MANAGEMENT


Unit – V

PAPER XV

FOOD AND BEVERAGE MANAGEMENT

UNIT – I


UNIT – II RECEIVING, STORING AND ISSUING CONTROL


Stock taking – comparison of actual physical inventory and book value.
UNIT – III PRODUCTION CONTROL AND BEVERAGE CONTROL

Aim of production and forecasting

Fixing of standard – definition of standard quantity – standard purchase specification – Definition and objectives – standard portion size – various equipment used


UNIT – IV SALES CONTOL BUDGETORY LABOUR COST CONTROL


UNIT – V ADVERTISING, PROMOTING, MERCHANDIZING, FOOD AND BEVERAGE

Identifying guest needs – Maintaining guest history card and records – effective public relationships – Effective social skills – personalization.

Special occasions – Types of special occasions – creativity and innovation – special menu – Planning and coordinating the activities

REFERENCE BOOKS

Food service organization – Marian C. Spears Allene. G. Vaden
Food and Beverage Service – Dennis. R. Lilly Carp John. A. Cousins
Modern Restaurant Service – A manual for students & Practitioners – John Fuller
Food and beverage operational – Marian. C. Spears & Allen G. VAden
Restaurant Management : Nancy Scanlon
The Theory of catering Ronald Kinots Victor Cesserani
The Beverages ; Andrew Durken & John Cousins
PAPER: XVI

TRAVEL AND TOURISM MANAGEMENT

Unit-I: TOURISM PLANNING AND DEVELOPMENT

   Tourism Planning, Steps in planning, Destination planning, Improper tourism planning, Tourism policy formation, National action plan, Tourism policy of India, Role of international organization in planning, Agencies in tourism planning.

Unit-II: MARKETING FOR TOURISM

   Introduction, Marketing for tourism, Marketing Management, Marketing Mix, The future of tourism, Marketing organization, Types of Marketing, Merits and Demerits of marketing, Marketing cycle.

Unit-III

   Tourism in state and its policies, a core study and subsidy of state and central Government, New schemes in tourism, Special tourism area.

Unit-IV TOURISM ORGANIZATION:

   TAAI, FHRAI, IATO, ASTA, WATA, PATA, IUOTO, ICCA, IATO, UFTAA.

Unit-V: ADVERTISING AND SALES

   Advertising and Advertisement, Advertising and Publicity, Objectives of Advertisement, Advertisement in Tourism Promotion, Sales definition, Aims of sales supports techniques, sales forecasting.

REFERENCE BOOKS

   Tourism marketing, S.M. JHA, Himalaya Publishing house, New Delhi
   An Introduction as Travel and Tourism, PRAN Nath SETH, Sterling publishers pve ltd, New Delhi.
PAPER XVII
HUMAN RESORUCE MANAGEMENT

UNIT – I
Evolution of personnel management – Role – organizational set up of personnel department – Difference between personnel management and Human resources management – Importances of H.R.M in Indian organization.

UNIT – II

UNIT – III
Wages and salary administration – factors of wages and salary job evaluation and its techniques .

UNIT – IV
INDUSTRIAL RELATION
Collective bargaining – workers participation in management

UNIT – V
Labour Welfare Measures

REFERENCE BOOKS

J.JAYASANKAR – Human Resource Management – Margham publication
UNIT – I LEGISLATION OF CATERING INDUSTRY


UNIT – II LAW RELATING TO HOTEL GUEST RELATIONSHIP

HOTEL AND LODGING RATE CONTROL


Hotel And Restaurant Licenses

Licenses – permits – procedure for obtaining – renewing licenses – suspension and termination – Licenses required to open and operate Hotel and Restaurant

Unit – iii Food – Legislation the Prevention of Food Adulteration Act, 1954

Definition – Adulterant – adulterated food – public analyst – central food Laboratory – The central committee for Food Lab – The central committee for food Standards – Food Inspector – their powers and duties – procedure to be followed by food inspector – Report to public analyst - Notification of Food Poisoning

Consumer protection act, 1986

Consumer protection council – consumer dispute redress agencies – Appeal and jurisdiction of state and national Commission
Unit – IV Factories Act, 1948
Definition – factory – manufacturing process Adult, Adolescent , child , young person calendar year , week , provisions regarding health , safety and welfare – Non Fringe benefits – pensions- Provident Fund

Unit – V Contract of Insurance

REFERENCES BOOKS
E.Dharmaraj – Food and Hotel Legislation and polices – New Age International Publishers
Dr.A.N. Sharma – Aspect of Labour Welfare and Social Security – Himalaya publishing house Mumbai.
UNIT I ENTREPRENEURSHIP
Introduction to entrepreneur, Entrepreneurship and Enterprise – Importance and relevance of the entrepreneur – Factors influencing Entrepreneurship – Pros and Cons of being an entrepreneur – women entrepreneurs, problems of promotion

UNIT – II TYPES AND TRAITS OF ENTREPRENEUR
Types of entrepreneur – characteristics of a successful entrepreneur – competency requirement for entrepreneurs – Awareness of self competency and its development, To understand what constitutes a business opportunity, scanning the environment for opportunities, Evaluation of alternatives and selection based on professional competencies

UNIT – III STARTING A SMALL BUSINESS
In Overviews of the steps involved in starting, in a business unit – (location, clearness and permits. Analysis of the market for the proposed project. To understand the importance of financial, technical and social feasibility of the project.

UNIT – IV PREPARING THE BUSINESS PLAN (BP)

UNIT – V INDUSTRIAL ASSISTANCE TO SMALL – SCALE ENTERPRISES.
Financial assistance through SFCs, SIDBI, Commercial banks, KSIDC, KSSIC, IFCL – NABRD – Non financial assistance from DIC, SISI, EDI, SIDO, AWAKE, TCO, TECKSOK, KVIC. Financial incentives for SSPs and tax concessions – Assistance for obtaining and technical assistance – Industrial estates – Role and Types
REFERENCE BOOKS

VASANTH DESAI – Organisation and management of small industries – hph

Saravanavel .p – entrepreurship development – margam publication

Tandian B.B. Environment & Entrepreuners
UNIT – I
Personality development – meaning – importance – need for developing personality

UNIT – II
Etiquette and manners – importance individual and group behaviour – Attitudes –
Dynamic role play – Case study.

UNIT – III
Biographical and auto biographical. p.d. models (mahatma gandhbi, Mother terasa,
nelson mandla, abdul kalam)

UNIT – IV
Leadership and interpersonal skill Leadership styles and situations – Concept and
practice of transactional analysis for interpersonal relations

UNIT – V
Communication skills: verbal – Non-verbal – writing skills – speaking in groups –
public speaking – practice session in drafting – Dumb charades and public speaking

REFERENCE BOOKS
ORGANISATIONAL BEHAVIOUR - Khaktia Schand
Organizational behaviour – nirmal singh
Seven habits of highly effective people – Stephen covey
You can win – shiv khera
Wings of fire – Abdul Kalam.