DEGREE OF BACHELOR OF SCIENCE
CHOICE BASED CREDIT SYSTEM

Syllabus for

B.Sc. Hospitality Management
(SEMESTER PATTERN)

For Candidates admitted in the Colleges affiliated to
Periyar University from 2020-2021 onwards
REGULATIONS:

1. Eligibility for Admission:
Candidate seeking admission to the first year degree of Bachelor of Science in Hospitality Management shall be required to have passed the Higher Secondary Examination conducted by the Government of Tamilnadu or any other examination accepted by the syndicate of Periyar University, subject to such condition as, may be prescribed thereto, are permitted to appear and qualify for B.Sc., Degree of this University after a course of three academic years.

2. Eligibility for award of degree:
A Candidate shall be eligible for the award of degree only if he/she has undergone, the prescribed course of study in a college affiliated to the University for a period not less than three academic years, comprising six Semester and passed the examination prescribed and full filled such condition as have been prescribed there for

3. Course of Study

a. Objective of the Programme:
i. To provide the basic and essential knowledge regarding various activities undertaken and necessary to run socially responsible business organization
ii. To impart certain basis skills and aptitude which will be useful in taking up any particular useful in taking up any particular activity in Hospitality Industry.
iii. To develop the personality so as to become responsible citizen with greater awareness about the Indian society and its culture.
iv. To provide a global view of several multinational hotel and their functions which Support hotelsystems.
b. The Programme of study shall consist of foundation courses, skill based elective courses (SBEC) and non-major elective course.
c. The non major elective courses (NMEC) offered by a department is meant for students studying other Programme (i.e.) HM students have to study NMEC offered by other departments.
The course of study shall comprise instruction in the following subjects according to syllabus and books prescribed from time to time.
# B.Sc., (Hospitality Management)

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# SEMESTER – II

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### SEMESTER – VI

| Part | Viva Voce Core-XII | Internship (Industrial Practicum) | - | 10 | - | 100 | 100 |

| V     | Extension Activities | 1 |

**Total credit**: 165

**Total Marks**
- **CIA**: 1160
- **EA**: 3040
- **Total**: 4200

### 5. OTHER REQUIREMENTS

**Industrial Training:** (6th Semester)

**Objective:**

The course being professional the students are required to undergo industrial exposure in the 6th Semester of the programme.

- 6th Semester training is to introduce the students to the operational aspects of a star hotel (3 star and above) and he/she is preferably exposed to the four core departments of the hotel. The duration of the training is for 100 days in the 6th Semester.
6. REQUIREMENT FOR PROCEEDINGS TO NEXT SEMESTER
Candidates shall be eligible to go to next semester, only if they satisfy the condition prescribed by the syndicate from time to time.

7. PASSING MINIMUM
A candidate shall be declared to have passed in each paper; if he/ she secures not less than 40% of the marks prescribed for the examination. He/ she shall be declared to have passed the whole examination if he/she pass in all the papers as per the scheme of Examination eligible to go to next semester only if they satisfy the condition prescribed by the syndicate from time to time.

8. CLASSIFICATION OF SUCCESSFUL CANDIDATES
Successful candidates, passing all the examinations securing the marks prescribed for, core, Allied, SBEC and NMEC course together shall be declared to have passed the examination in First / Second / Third class.
Candidates who obtained 75% of marks and above shall be deemed to have passed the Programme with distinction, provided they passed the examination at the First appearance.

9. RANKING
Candidate who passes all examinations prescribed for the course in the first appearance only is eligible for ranking.

10. MAXIMUM DURATION FOR THE COMPLETION OF THE U.G PROGRAMME
The maximum duration for completion of U.G programme shall not exceed twelve semesters.

11. COMMENCEMENT OF THE REGULATION
The regulation shall take effect from the academic year 2020-2021, i.e. for students who are admitted to the first year of the programme, during the academic year 2020-2021 and thereafter.

12. TRANSITORY PROVISION
Candidates who were admitted to the U.G Programme of study before 2020-2021 shall be permitted to appear for the examination under those regulation for the period of three years i.e. up to and inclusive of the examination of April / May 2024. Thereafter they may permitted to appear for the examination only under the regulation then in force.
SEMESTER-I
CORE – I
BASIC FOOD PRODUCTION AND PATTISSERIE

UNIT I METHODS OF COOKING


UNIT II SAFETY PROCEDURES IN THE KITCHEN


KITCHEN HYGEINE: Standard sanitation operation procedures-cutting board sanitation – color coding of boards.- Equipment sanitation- dish washing machine – triple sink method of washing – vegetable disinfections with chlorine, storage-dry and wet, FIFO-LIFO-DATE CODING-USE OF THERMOMETERS.


UNIT III ROLE OF PRODUCTION DEPARTMENT


UNIT IV ROLE OF INGREDIENTS & USES


UNIT V CLASSIFICATION OF INGREDIENTS

RICE, CEREALS AND PULSES: Introduction-Classification-Cooking of rice (Boiling method or absorption method)-Cooking of cereals and pulses-Varieties of rice and other cereals and hindi terminology – FLOUR - Structure of wheat-Types of wheat-Types of flour-Processing of wheat-Uses of flour-Cooking of flour


REFERENCE BOOKS:

2. Modern cookery Volume I and II
4. Theory of Cookery by Krishna Aurora
5. Theory of Catering by Clinton Cesrani
SEMESTER-I

CORE – II

BASIC FOOD AND BEVERAGE SERVICE

UNIT I INTRODUCTION TO CATERING INDUSTRY
Introduction to the Hotel Industry and Growth of the hotel - Industry in India - Role of catering establishment in the travel/tourism industry - Types of F&B operations - Classification of Commercial, Residential/Non-residential - Welfare Catering - Industrial/Institutional/Transport such as air, Road, rail, sea, etc - Structure of the catering industry - a brief description of each

UNIT II RESPONSIBILITIES OF F & B DEPARTMENT
Organization of F&B department of hotel- Principal staff of various types of F&B operations - French terms related to F&B staff - Duties & responsibilities of F&B manager and staff - Attributes of a waiter Inter-departmental relationships - (Within F&B and other department)

UNIT III FOOD & BEVERAGE OUTLETS
Specialty Restaurants - Coffee Shop – Cafeteria - Fast Food (Quick Service Restaurants) - Grill Room - Banquets - Bar - Vending Machines - Discotheque

ANCILLIARY DEPARTMENTS
Pantry - Food pick-up area – Store - Linen room - Kitchen stewarding

UNIT IV EQUIPMENTS USED IN F & B
Familiarization & Selection factors of: Cutlery - Crockery- Glassware – Flatware - Hollowware
- All other equipments used in F&B Service - French terms related to the above

UNIT V NON – CLASSIFICATION OF ALCOHOLIC BEVERAGES
Classification (Nourishing, Stimulating and Refreshing beverages)
REFERENCE BOOKS:

SEMESTER-I
ALLIED - I
NUTRITION AND FOOD SCIENCE

UNIT I CLASSIFICATION NUTRIENTS

Definition, classification of nutrients, Definition of energy and units of its measurement, Energy contribution from Macronutrients, (Carbohydrates, proteins, and fat), Factors affecting energy requirements, concept of BMR, SDA, Thermodynamic action of food, Dietary sources of energy, concept of energy balance and the health hazards associated with underweight, overweight.

**Macronutrients**: Carbohydrate- Definition, classification, dietary sources and functions Lipids- Definition. Classification, dietary sources and functions – Proteins – Definition - classification, sources and functions - **Micro Nutrients**: Vitamins- Definition. Classification, dietary sources and functions Minerals - Definition. Classification, dietary sources and functions

UNIT II PRESERVATION TECHNIQUES

Food adulteration- types of common food adulterants, sample test to detect food adulteration, laws to prevent food adulteration. Food preservation techniques, food processing – definition, opportunities, methods and future trends.

UNIT III COMMON ADULTERATION & CONTAMINATION

Food additives – Introduction, types (preservatives, anti-oxidants, sweeteners, food colour and flavours, stabilizers and emulsifiers) Introduction to food standards, types of food contaminants, (pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material.) Common adulterants in food, method of their detection

UNIT IV PROTECTION OF THE CONSUMER

Introduction, common dietary Misconception, detecting faddism, Myths about food and nutrition, Protection of the consumer, means to counter Misinformation and fraud, Means of deception, methods of demonstrating safety, Toxicants naturally occurring in foods.
UNIT V NUTRITIONAL EVALUATION

Need for introducing nutritionally balanced and health specific meals - Critical evaluation of fast food
- New products being launched in the market (Nutritional Evaluation ) - Effective use of nutritional
Food in regional cuisine.

REFERENCE BOOKS:

2. Food Science and Nutrition – SunetraRoday - Oxford publishers
3. Principles of Food Science and Nutrition Teaching manual ---Pratibhasingh , Astral
   publishers
SEMESTER - I  
CORE PRACTICAL - I  
BASIC FOOD PRODUCTION AND PATTISSERIE PRACTICAL

OBJECTIVES: To familiarize and handle various kitchen equipments, ingredients, cooking methods and basic continental foods.

1. A. Equipments – Identification, Description, Uses and handling  
   B. Hygiene – Kitchen etiquettes, Practices and Knife handling  
   C. Safety and security in Kitchen

2. A. Vegetables – classification  
   B. Cuts- Classical cuts,  
      Alumette, Brunoise, Macedoine, Julienne, Batons, Batonette, Cubes,  
      Concasse, Paysanne, Eминce, Chiffonade, Shred, Parisienne, Olivette, Noisette, Chateaux  
   C. Salads and Salad Dressing

3. Identification and Selection of Ingredients - Qualitative and Quantitative

4. Pre-Preparations and Basic cooking Methods  
   Dry methods-Roasting, broiling, baking, stir frying, shallow fat frying, deep  
   Grilling, poeling  
   Wet Methods-boiling, blanching, steaming, poaching, braising,

5. Stocks: Elements of stock, flavouring agents  
   Different types of stocks Preparation  
   Emergency Stock  
   Storage.

6. Sauces : Basic Mother Sauces- Hot, Warm and cold  
   Recipes and Preparation

7. Egg Cookery: Preparation of variety of egg dishes  
   Omelettes-varieties  
   Egg Florentine  
   Egg Benedict  
   Farci  
   Portugaise
Mayonnaise

8. Simple Potato Preparations
   a. Baked potatoes
   b. Mashed potatoes
   c. French fries
   d. Roasted potatoes
   e. Boiled potatoes
   f. Lyonnaise potatoes
   g. Boulangere potatoes
   h. Alumettes

9. Vegetable Preparations
   a. Boiled vegetables
   b. Glazed vegetables
   c. Fried vegetables
   d. Stewed vegetables.

10. Simple salads
    a. Potato salad
    b. Cucumber salad
    c. Beet root salad
    d. Green salad
    e. Cole slaw
    f. Fruit salad

11. Demonstration and Preparation of simple menu

12. Bread Making: Demonstration and Preparation of Bread loaf, Bread rolls, Bread Sticks, French Bread, Brioche

13. Simple Cakes: Demonstration and Preparation of simple cakes like sponge, genoise, Fatless, Swissroll, Fruit cake, Rich Cake, Madeira Cake

14. Demonstration of simple Cookies: NanKhatai, Golden goodies, Melting Moments, Swiss Tart, tri colour Biscuits, chocolate chips, Chocolate Cream Fingers
15. Hot and cold Desserts: Caramel custard, Bread and butter pudding, queen of Pudding, Different variations of soufflé, Different variations of Mousse, Bavarios, diplomat Pudding, Steamed Pudding- Albert pudding Cabinet Pudding

REFERENCE BOOKS:

3. Theory of catering – Kinton and Ceserani, Elbs publications, New Delhi
SEMESTER - I
SBEC PRACTICAL - I
BASIC FOOD AND BEVERAGE SERVICE PRACTICAL

OBJECTIVES:

- To gain practical knowledge on Food and Beverage Service equipment and basic cover laying
- To compile five French classical menu and service procedure of courses.

01 Food Service areas – Induction & Profile of the areas
02 Ancillary F&B Service areas – Induction & Profile of the areas
03 Familiarization of F&B Service equipment
04 Care & Maintenance of F&B Service equipment
05 Cleaning / polishing of EPNS items:
   - Plate Powder method
   - Polivit method
   - Silver Dip method
   - Burnishing Machine
06 Basic Technical Skills
   Task-01: Holding Service Spoon & Fork
   Task-02: Carrying a Tray / Salver
   Task-03: Laying a Table Cloth
   Task-04: Changing a Table Cloth during service
   Task-05: Placing meal plates & Clearing soiled plates
   Task-06: Stocking Sideboard
   Task-07: Service of Water
   Task-08: Using Service Plate & Crumbing Down
   Task-09: Napkin Folds
   Task-10: Changing dirty ashtray
   Task-11: Cleaning & polishing glassware
07 Tea – Preparation & Service
08 Coffee - Preparation & Service
09 Juices & Soft Drinks - Preparation & Service
   • Mocktails
• Juices, Soft drinks, Mineral water, Tonic water
10 Cocoa & Malted Beverages – Preparation & Service

REFERENCE BOOKS:

UNIT I ORIGIN & GROWTH OF HOSPITALITY INDUSTRY

UNIT II CLASSIFICATION OF HOTEL
The Need for Classification, Classification of Hotel and Other Types of Lodging; Standard Classification, Heritage Hotels, Classification on the Basis of Size, Location, Clientele, Duration of Guest stay, Service, Ownership; Alternative accommodation, Hotel Tariff Plans, Types of Guest Rooms.

UNIT III HOTEL ORGANIZATION

UNIT IV FRONT OFFICE FUNCTION AREAS
Front Office Organization: Function Area, Section and Layout of Front Office, Reservation, Reception, Information Desk, Cash and Bills, Travel Desk, Communication Section, Uniformed Services. Organization of Front Office staff, Duties and Responsibilities of Front Office Personnel, Front Office Manager, Reservation Assistant, Receptionist, Information Assistant, Cashier, Telephone Operator, Bell boy, Door Attendant, night auditor and his duties.

UNIT V INTER DEPARTMENTAL COMMUNICATION
Front Office Communication: the Communication Process, The Seven Cs of Communication, The Importance of Communication. Types of Communication, Oral Communication, Written Communication, Non Verbal Communication, Flow of Communication, Downward Communication, Upward Communication, Lateral or Horizontal Communication, Diagonal or Cross Wise Communication, Barriers, Psychological Barriers, Personal Barriers. Interdepartmental Communication, Housekeeping, Food and Beverage Department, Sales and
Marketing Department, Engineering and Maintenance, Security, Finance Controller, Human Resource, Banquets

**REFERENCE BOOKS:**


UNIT I

ANTHROPOMETRICS:
Definition, theory of standard dimension based on human figures for activities, functions, circulation, furniture design, spatial requirements etc. Study of Ergonomics Design of Furniture for Living, Dining, Kitchen, Office etc.

UNIT II

INTERIOR DESIGN:
Non European Traditions - Interiors in China, Japan & the Islamic World – Influences of Pre Columbian American art & culture, African influences in interiors
Indian Traditional Designs - Traditional Styles of design & decorations of homes & accessories across the states in India including Rajasthan, Gujarat, Andhra, Tamil Nadu, Madhya Pradesh etc.

UNIT III

DESIGNING OF FURNITURE & FLOORING
Interior and lighting - fitting and shades - types of furniture - Requirements and designing of furniture – floors - Classification of floors – suitability, cost and maintenance – carpets – wall covering (Paints and wall paper).

UNIT IV

PRINCIPLES OF INTERIOR DESIGN
Fundamentals of interior design - interior styles from 17th to 20th century - Indian interior design
Elements of design-types of design – characteristics of good design-principles of design-function of colour – texture-pattern-types of colours-colour wheels

UNIT V

HISTORY OF INTERIOR DESIGN:
Early Classical Period Prehistoric Cave paintings – Primitive Designs- Interiors during Egyptian, Greek, Roman, Gothic, Early Christian & Renaissance Periods - Middle Ages Interiors in Romanesque, Gothic, and renaissance periods

**REFERENCE BOOKS:**

1. Interior Design Course, Mary GilliatCoyran, Octopus Ltd., London
2. Interior Design & Decoration, SherrilWhiton, Prentice Hall
4. History of Architecture, Sir Banister Fletcher, CBS Publishers & distributors, New Delhi
SEMESTER – II
SBEC - I
BASIC ACCOMMODATION OPERATION

UNIT I HOUSE KEEPING DEPARTMENT

ROLE AND RESPONSIBILITY OF HOUSEKEEPING DEPARTMENT- Organizational structure of housekeeping Department for Small, Medium, Large Hotel, ship and resorts, - Duties and responsibilities of Executive housekeeper and other Housekeeping Personnel-Layout of House Keeping department-Personal attributes of House Keeping staff

INTER DEPARTMENTAL COORDINATION OF HOUSEKEEPING: Front Office-Food and Beverage Service-Maintenance (Hotel Engineering)-Security-Store and purchase-Accounts-Personnel Department.

UNIT II CLASSIFICATION OF CLEANING AGENTS AND EQUIPMENTS

Cleaning equipment (manual & electrical)-selection, use, mechanism, care and maintenance

Cleaning agents-water-hard water and soft water, reasons for hardness of water, methods of removal of hardness from water and chemicals used for it, soaps, detergents, alkalis, acids, solvents, abrasives, deodorants, disinfectants, seals and polish compositions-selection, classification, use, care and storage

Composition, care and cleaning of various surfaces (metals glass, leather, plastic, ceramics, wood, floor finishes and wall finishes)

UNIT III HOUSEKEEPING DEPARTMENTS

Types of guest rooms-layout of guest rooms with size-guest room cleaning: make up of a guest room-occupied room, vacant room, departure room-turndown service- bed making procedure - guest room inspection and inspection checklist neglected areas-Standard contents of a guest room: Guest Amenity Packages, Eco friendly amenities, Guest Essentials, Guest Expendables, Guest loan Items, placement, frequency of change-rules to be followed in guest floor-Floor pantry.

UNIT IV CONTROL DESK

Forms, Records, and Registers, Handling Telephonic calls, Handling difficult Situations, Handling Room Transfers. Housekeeping Inventories, Daily Routines and system, the Housekeeping Day, Leave Application Procedure, and Gate Pass Procedures

Special Services: Babysitting-Second Service / Freshen up service - valet service.

Lost and found Procedure and records, Guest complaints handling procedure and records

UNIT V HYGIENE

Personal hygiene, hygiene and sanitation of guest rooms and public areas, Eco friendly cleaning agents - Security in guest rooms: Fire prevention, Fire fighting, types of fire, firefighting equipment, Employee theft, missing and damaged hotel property (procedure & records), and Potential hazards in housekeeping, accident and injuries records.

Types of keys, key register and key control: - Issuing, Return, Deactivation/ changing of locks, Key Belt),

REFERENCE BOOKS:

1. Modern trends in hospitality industry (Aman Publications)- By Dr.R.K.Singh
2. Hotel, Hostel and hospital housekeeping(Book Power Publications)- By Joan Branson & Lennox
SEMESTER – II
CORE PRACTICAL - II
BASIC FRONT OFFICE OPERATION PRACTICAL

OBJECTIVES:

- To Familiarize and handle various Front office procedures in the Hotel and to develop skills dealing with the guest.

1. Appraisal of front office equipment and furniture
2. Rack, Front desk counter & bell desk
3. Filling up of various forms
4. Welcoming of guest
5. Telephone handling
6. Role play
    Reservation – Arrivals - Luggage Handling - Message and Mail Handling - Paging

REFERENCE BOOKS:

1. Hotel Front Office Management – James A. Bardi
2. Front Office management – S.K. Bhatnagar
OBJECTIVES:

- To impart skills in basic housekeeping operations.
  1) Organizational hierarchy of housekeeping department.
  2) Layout of housekeeping department.
  3) Guest room layout and drawing.
  4) Identification of cleaning equipment.
  5) Identification of cleaning agents.
  6) Cleaning of various surfaces: Wood, Metal.
  7) Bed making procedure-day and evening service.
  8) Procedure for cleaning guest room-vacant room, occupied room, departure room.

REFERENCE BOOKS:

UNIT I

HISTORY – PRESERVATION OF FOOD


UNIT II

FOOD STORAGE


COST CONTROL DEPARTMENTS AND ITS FUNCTION

Introduction-definition of cost – Techniques –types of cost – Duties and Responsibilities of cost control Department in a large Hotels – Portion control-Portion Size –Fixation of price for each item based on location – Other infra structurefacilities -- Overhead charges – Profit, Budget – Percentage of Food cost, Margin of safety – Pre-Budget Breakeven a analysis – Breakeven Point –diagrammatic representation showing fixed cost, over head cost , Net Profit.

UNIT III

FACTS OF MENU PLANNING: Definition - Basic Principles of menu planning-Points to remember in menu planning for various volume feeding outlets such as industrial catering  ,institutional, hospital and mobile catering units-Planning menus for: School/ College students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines , railway, Nutritional factors for the above. Types of Menu-French classical Menu with example for each dish – Continental Breakfast Menu-American Menu-Table d Hote Menu - A la carte Menu – Segments: types of customer – International – Domestic –Working Group – company Executives and Others – Location- system and Procedure – Standard Recipe – Prepared Food – Prepare to order food- Wastage –spillage and Spoilage Control

Seventeen course Classical French Menu with Examples of Each course with Descriptions
UNIT IV

LAYOUT AND ORGANISATION OF KITCHEN

General layout of the kitchen in various organizations-Layout of receiving areas-Layout of service and wash up areas.-Layout of the commissary-Basic layout of Main Kitchen-Layout of Butchery-Layout of Garde manger-Western Banquet kitchen, Bakery and confectionery-Planning a show kitchen

UNIT V

CLASSIFICATION OF FRUITS

Introduction-Classification of fruits on the basis of texture and flavor: soft fruits, Stone fruits, apple and pear family, Citrus Fruits.- On the basis of appearance and flesh Content: fleshy Fruits, Dry Fruits.- Importance of Fruits in Diet-Examples of fruits with French terminology-Selection Procedure and Storage- fruits in cooking

CLASSIFICATION OF EGGS

Introduction-Structure: shell, Yolk, Vitelline, chalazae, Shell Membranes, air cell- thin Albumen -Selection procedures-Classification of Eggs-Different sources of Eggs and their characteristics and taste- Farm and Feed: Different grades of Eggs- classification of Eggs by Us Standards and European standards-Types of Eggs-Uses of Eggs-Different egg Preparation with recipes. Cooking of eggs for breakfast- How to season a fry pan for egg preparations.

REFERENCE BOOKS:

2. Modern cookery Volume I and II
4. Theory of Cookery by Krishna Aurora ,Theory of Catering by Cesrani
SEMESTER – III
CORE - V
ADVANCED FOOD AND BEVERAGE SERVICE

UNIT I MENU PLANNING & ORIGIN:
Origin of Menu - Objectives of Menu Planning - Types of Menu - Courses of French Classical – Menu - Sequence - Examples from each course - Cover of each course - French Names of dishes - Types of Meals - Early Morning Tea - Breakfast (English, American Continental, Indian)- Brunch – Lunch - Afternoon/High Tea - Dinner – Supper - Preparation for service
Organizing Mise-en-scene - Organizing Mise en place Table d’ hote – A La Carte

UNIT II
KNOWLEDGE OF ACCOMPANIMENTS :

UNIT III FOOD SERVICE
American, English, French, Russian , Gueridon, Indian Service basic knowledge only - Laying of a cover – restaurant service cycle – social skills - Silver service - Pre-plated service - Cafeteria service - Room service - Buffet service – Mise– en – Scene, Mise – en - Place

UNIT IV CONTROL SYSTEM
KOT/Bill Control System (Manual) - Triplicate Checking System - Duplicate Checking System - Single Order Sheet - Quick Service Menu & Customer Bill - Making bill - Cash handling equipment - Record keeping (Restaurant Cashier)
UNIT V TOBACCO
History - Processing for cigarettes, pipe tobacco & cigars - Cigarettes – Types and Brand names
Pipe Tobacco – Types and Brand names - Cigars – shapes, sizes, colors and Brand names – Service Standards in a Hotel – Storage of Cigars / Brands of Cigarettes - 10 International brands of cigars and 20 International brands of Cigarettes

REFERENCE BOOKS:
SEMMESTER – III  
CORE – VI  
EVENT MANAGEMENT

UNIT I  
Introduction to meeting and event management – categories and definitions – need of event management – objectives of event management – creativity implications of events – organization structure and functions of a multifaceted event management company.

UNIT II  

UNIT III  
Designing (a) Backdrop (b) Invitation car (c) Publicity Material (d) Mementos – Event Decoration – making press release – marketing communication – media research & management – participation according to the theme of the event – photography/ video coverage management.

UNIT IV  

UNIT V  
Concept of exhibition - space planning – ITPO- sporting events – tourism events – leisure events.

REFERENCE BOOKS:


SEMESTER – III
ALLIED - III
HOTEL ECONOMICS

UNIT I FUNDAMENTAL CONCEPTS OF ECONOMICS

Wants-Necessaries, Comforts and luxuries - Consumption – direct and indirect and wasteful consumption - Value and price and wealth - Factors of production - Kinds of capital and capital formation - Taxes-Direct and indirect, budget - Economics system-capitalism, socialism and mixed - Balance of trade in balance of payment.

UNIT II COST OUTPUT RELATIONSHIP

Cost Concepts: - Fixed and variable cost, total, average and marginal costs, outlay and opportunity costs, past and future costs, history cost, utility cost - Cost Output Relationship In The Short Run: - Average fixed cost curve, - Average variable cost curve - Short run marginal cost curve & short run average cost curve - Cost Output Relationship.

UNIT III DEMAND ANALYSIS


UNIT IV PRICE ANALYSIS

UNIT V INDIAN ECONOMY & HOTEL INDUSTRY

Characteristics of Indian economy, Major issues of development, Growth & development of Hotel Industry in India - Relevance of hotel industry in the national industry in the national economy, income generation, Employment generation, Foreign exchange earning, Factors influencing the growth of hotel industry, Tourism & economic development.

REFERENCE BOOKS:

SEMESTER – III
SBEC PRACTICAL - III
BASICS OF COMPUTE SCIENCE

OBJECTIVE: To familiarize the students with basic system operations.

1. M.S – Office

M.S – Word

Objective: Students must be able to Create, Edit, and Format and Print a Document and also working Mail Merge, Table in that with the use of Keyboard, Mouse and Function keys.

Microsoft word 2003/2007 – Introduction

1. Elements of the Microsoft window (Title bar, Menu bar, Tool bar, Formatting bar ...)
2. Creating, Saving and Opening a word document
3. Formatting a text(Font Style, Size, Color, Bold, Italic, Underline, Alignments)
4. Editing text(Cut, Copy, Paste)
5. Undo and Redo
6. Header and Footer
7. Find and Replace method
8. Columns, Bullets and Numbering
9. Page Setup, Printing options
10. Mail merge
11. Insert Page Number, Picture in your document
12. Auto correct, Thesaurus, Spelling and Grammar Check
13. Indent Paragraphs (Increase Indent, Decrease Indent)
14. Using Table

M.S – Excel

Objective: Students will be able to work on Excel, which is used for Mark sheet, Charts, Report, Payroll preparation.

2. Staring a New Work Sheet
3. Entering the data(Text, Numbers, Operators, Functions)
4. Editing the data(cut, copy, paste)
5. Sorting the data(Ascending, Descending)
6. Auto Fill(Numbers, Day, Month)
7. Using the Formulas (Sum, Average, Etc....)
8. Find and Replace Method
9. Inserting Chart
10. Inserting/Deleting Rows and Columns
11. Creating Table
12. Printing in Excel
M.S – Power Point

Objective: Students must be able to creating a slide with presentation, Formatting the Text, Clip Art, Word Art and to create Charts and give Animations effects.

2. Creating a PowerPoint Presentation(Blank Presentation, Auto Content Wizard, Design Template)
3. Using Views(Normal View, Slide Show View, Slide Sorter View, Notes Page View)
4. Slide Layouts(Text, Contents, Text and Contents, Others Layouts)
5. Using Custom Animations
6. Using Slide Transitions
7. Changing Background color in your Slide
8. Inserting Picture, Chart, Table and Flowchart in your Slide.
SEMESTER – III
CORE PRACTICAL - III
ADVANCED FOOD PRODUCTION & PATTISERIE PRACTICAL

OBJECTIVES:

- To familiarize students with various cuts of poultry, fish, Cuts of Meat by Demo.
- To be familiarized with a set of Prepared Menus.

POULTRY

Identification of Different Classification
Selection Procedures
Slaughtering Methods
Singeing, Trussing, Dressing, Jointing

FISH

Identification, Selection Procedures, Different Cuts of Fish, Fumet

CUTS OF MEAT

a. Lamb, Mutton
b. Beef/Veal
c. Fillet-Different Parts Identification
d. Pork

2. PREPARATION OF MENU

a. Salads and Soups
   Green salad, tossed salad, Russian salad, Hawaiian salad,
   Saladenicoise, greek salad
   Cream (Spinach, Vegetable and tomato)
   Puree (Lentil, carrot, Green peas)
   International Soups

b. Chicken, Mutton and fish Preparations
   Fish Orly, fish a l’anglaise, Colbert, meuniere, baked, poached
   Lamb stew, hot pot, shepherd’s pie, grilled roast
   Beef stew, steak, tournedos, chateaubriand, tartare
   Roast chicken, grilled fried, sauté chicken
   Pork chops, roast pork
c. Simple potato Preparations  
   Basic potato dishes  

d. Basic Vegetable Preparations  
   Popular vegetable dishes  

Course French Classical Menu with Description and Examples

1 - **Hors-d'oeuvre / Appetizer**  

2 - Potage / Soup  

3 - Oeuf / Egg  

4 - Farinaceous / Farineaux / Pasta or Rice  

5 - Poisson / Fish  

6 - Entrée / Entree  

7 - Sorbet / Sorbet  

8 - Releve / Joints  

9 - Roti / Roast  

10 - Legumes / Vegetables  

11 - Salades / Salad  

12 - Buffet Froid / Cold Buffet  

13 - Entremets / Sweets  

14 - Savoureaux / Savory  

15 - Fromage / Cheese  

16 - Dessert / Cut Fruits & Nuts  

17 - Boissons / Beverage
REFERENCE BOOKS:

   Jerald W, Chesser, CEC,CCE,The Educational Institute of American culinary Federation, Ic,
   St.Augustine, Florida
2. Modern cookery Volume I and II
4. Theory of Cookery by Krishna Aurora
5. Theory of Catering by Cesrani
OBJECTIVES:

- To familiarize students with various aspects of Table lay up service, Tray/ Trolley set up service.
- To familiarize with Preparation for service, Procedure for service of a meal, Special food service.

01 Review of semester -1

02 Table lay-up & service
   Task-01: A La Carte Cover
   Task-02: Table d’ Hote Cover
   Task-03: English Breakfast Cover
   Task-04: American Breakfast Cover
   Task-05: Continental Breakfast Cover
   Task-06: Indian Breakfast Cover
   Task-07: Afternoon Tea Cover
   Task-08: High Tea Cover

TRAY/TROLLEY SET-UP & SERVICE
   Task-01: Room Service Tray Setup
   Task-02: Room Service Trolley Setup

03 PREPARATION FOR SERVICE (RESTAURANT)
   A. Organizing Mise-en-scene
   B. Organizing Mise-en-Place
   C. Opening, Operating & Closing duties

04 PROCEDURE FOR SERVICE OF A MEAL
   Task-01: Taking Guest Reservations
   Task-02: Receiving & Seating of Guests
   Task-03: Order taking & Recording
   Task-04: Order processing (passing orders to the kitchen)
   Task-05: Sequence of service
   Task-06: Presentation & Encashing the Bill
   Task-07: Presenting & collecting Guest comment cards
Task-08: Seeing off the Guests

05 Social Skills
   Task-01: Handling Guest Complaints
   Task-02: Telephone manners
   Task-03: Dining & Service etiquettes

06 Special Food Service - (Cover, Accompaniments & Service)
   Task-01: Classical Hors d’oeuvre
   • Oysters
   • Caviar
   • Smoked Salmon
   • Pate de Foie Gras
   • Snails
   • Melon
   • Grapefruit
   • Asparagus
   Task-02: Cheese
   Task-03: Dessert (Fresh Fruit & Nuts)

Service of Tobacco
   • Cigarettes & Cigars

07 Restaurant French: To be taught by a professional French language teacher.
   • Restaurant Vocabulary (English & French)
   • French Classical Menu Planning
   • French for Receiving, Greeting & Seating Guests
   • French related to taking order & description of dishes

REFERENCE BOOKS:
SEMESTER – III
NMEC-I
HOTEL INFORMATION SYSTEM

UNIT I

UNIT II
Software – Types of software – hardware – Type of hardware – introduction to operating system: Definitions – functions of operating system – language classification.

UNIT III


UNIT IV
Introduction to MS-Power point – creating, formatting , editing viewing slideshow- creating a presentation using MS POWER POINT, adding graphics and special effects – using design templates.


UNIT V

REFERENCE BOOKS:
5. Joyce Cox and Pully Urban, Quick Course in Microsoft Office: Galgotia Publications
SEMESTER – IV
CORE - VII
BAKERY AND CONFECTIONARY

UNIT I

Historical background of baking – introduction to large, small baking equipments and tools – structure of wheat, types – composition, WAP of flour – milling of wheat – difference between semolina, whole wheat flour and refined flour – flour testing

UNIT II


UNIT III

Cake making ingredients – methods, improvers process faults and remedies – variety of cakes – rich, lean, high ratio, low ratio and specialty cakes, gateaux – intro to chocolate, making of chocolate and basic chocolate works.

UNIT IV

Introduction to icing and icing varieties – marzipan, nougat and pastillage – sugar works and decorative works with sugar

UNIT V

Cookies – ingredients and mixing methods – types of process – frozen desserts – custards, bavarois, mousse, soufflé and pudding

REFERENCE BOOK:


2. S.C. Dubey. Basic Baking: Society of Indian bakers, New Delhi
SEMESTER – IV
CORE - VIII
ADVANCED FRONT OFFICE OPERATION

UNIT I FRONT OFFICE DEPARTMENT
Layout of Lobby - Organization chart of uniform staff, Duties and Responsibilities - Concierge – Travel Desk - Guest Relation Executive - Doorman & Valet-Bell Desk/Concierge- Duties and responsibilities of Bell Captain-Duties and responsibilities of Bell Boy

FRONT OFFICE GUEST HANDLING- Introduction to guest cycle- Pre arrival, Arrival
- During guest stay, Departure
- After departure

UNIT II RESERVATION
Importance of reservation – for hotel and guest, Modes and Sources of Reservation (FITs, Travel Agents, Airlines, GITs), Types of reservations (Tentative, confirmed, guaranteed etc.), Cancellation, Amendments, Overbooking, Reservation Form, Format & Different Storage System Followed in the Hotel Industry (non automatic, semi automatic fully automatic), and Forecasting Room Reservation

UNIT III REGISTRATION
Registration Form Format & Procedure for registration, rooming a guest with reservation
Rooming a Walk-in Guest, C-Form usage and its importance
Important Terminologies Used in the Front Office Department – SB, Sleeper, Skipper, Cancellation, Amendment, Guaranteed reservation, Lost and Found, Errand Card.

UNIT IV IMPORTANCE OF RECEPTIONIST
Qualities of front office staff, The importance of receptionist ,The status of receptionist as a partner in the hotel industry, Different types of Rooms tariff and Plans - Basis of charging -Plans, competition, customer’s profile, standards of service & Amenities, Different types of tariffs
- Rack Rate
- Discounted Rates for Corporate, Airlines, Groups & Travel Agents

CHECK IN AND CHECK OUT PROCEDURES--Guest accounts settlement- Cash and credit - Indian currency and foreign currency- documents and forms to be filled while checking in, Transfer of guest accounts- Express check out

UNIT V MARKETING AND SALES PROMOTION
The role of Front office in Marketing and Sales, Identify the Market, Purpose of Sales Planning,
Different types of selling techniques-Up selling, Discounts
REFERENCE BOOKS:


UNIT I INTRODUCTION
Offer and acceptance – Legal rules to offer and acceptance – Communication of offer, Acceptance and Revocation

UNIT II LAW OF SALE OF GOODS

UNIT III PARTNERSHIP
Definition – formation of partnership – partnership and other association – duration of partnership – Registration of firms – rights and duties of partner – Types of partners – Dissolution of partnership without the order of court - Dissolution of partnership by court- rights and liabilities of partners on dissolution – Settlement of accounts

UNIT IV COMPANY LAW
Definition of company – Characteristics of a company – difference between company and partnership – Company law in India – Company’s Act 1956 and 2013 – Classification of company based on liability, Incorporation, No of Members- Difference between private company and Public company- Incorporation of Company-Memorandum of Association and Articles of Association-Winding up of company-Fundamentals of Winding up by Tribunals and fundamentals of Voluntary Winding up.
UNIT V  INDUSTRIAL LAW

Employees State Insurance Act 1948-Employees Provident fund and Miscellaneous Act,1952-
Payment of gratuity act,1972 – Industrial Dispute Act, 1947 - Payment of Minimum wages Act,1948,

REFERENCE BOOKS:

1. Industrial Law – KR. Bulchandani
3. Indstrial Law – V.K. Desai
4. Elements of Mercantile Law – N.D. Kapoor
SEMESTER – IV  
ELECTIVE - I  
ADVANCED ACCOMMODATION OPERATION

UNIT I
Fabric and fibre – definition, classification, origin, characteristics, uses in hotel industry; methods of constructing fabrics – knitting, bonding, weaving, commonly used fabrics; stain removal – definition, general rules, types of stain, methods of stain removal, stain removal agents.

UNIT II
Planning of housekeeping department – indentifying housekeeping responsibilities – planning the work of the housekeeping department – area inventory lists, frequency schedules, performance standards, productivity standards, equipment and supply, inventory levels; Organizing of housekeeping department, job lists and descriptions, recruiting employees, sources, the selection process, hiring period, orientation process – the housekeeper’s role; Contract cleaning – types of contract, methods of pricing, advantages and disadvantages of contract cleaning; housekeeping control – purchase procedure – stores / stock control, stock taking, budgets and budgetary control

UNIT III
Safety – fire prevention – and fire fighting – types of fire – firefighting equipment and extinguishers – fire drills and practices – first aid – first aid box, procedures; security – types of keys, control, computerized key cards, pest control – types of pest commonly found in hotels, prevention and control of pests

UNIT IV
Interior designing – basic elements of interior decoration, factors affecting – designing guest rooms, bathrooms, public areas, role of colour in interior decoration, classification of colour, colour scheme, importance of lighting in interior decoration; carpets – types and selection; role of soft furnishing in interior decoration; role of furniture and other room accessories in interior decoration; layout of guest rooms, special consideration in room layout (physically handicapped and disabled)

UNIT V
Flower arrangement – principles, styles, types of flowers, equipment and materials used; emerging trends in housekeeping; maximizing the benefits of technology – room status, supervision, labour costs, schedule and assignments, inventory and ordering; environmentally friendly cleaning practices; waste reduction programmes, reduction of energy / water usage, recycling, environmentally friendly supplies and equipment

REFERENCE BOOKS:
SEMESTER – IV
ELECTIVE PRACTICAL - I
ADVANCED ACCOMMODATION OPERATION PRACTICAL

By the end of the practicals, the students will get a thorough knowledge on the practical aspects of hotel housekeeping.

- Drawing layouts of guest rooms
- Identifying guest room supplies
- Preparing models of guest rooms
- Practice using various cleaning equipments
- Practice using various cleaning agents
- Public area cleaning
  - Floor, Walls, Wood, Brass, Silver, Glass etc
- Maid’s trolley
Objective

At the end of this unit the student will be able to know on the advanced bakery and confectionery techniques.

PAstry ESSENTIALS

Even the most basic preparations in the pastry chef's repertoire require practice and skill to master. Silky custards, delicate tarts and flaky pastry, croissants all rely on mastery of the essential skills of rolling, kneading, mixing and forming. These concepts are emphasized in the comprehensive introduction to baking basics.

INTRODUCTION TO ADVANCED PATISSERIE TECHNIQUES

The course emphasizes the preparation and assembly of finished desserts, tempering chocolate, sauce preparation, and garnishes.

CONTEMPORARY DESSERTS

Today, complex, multi-element plates have become the norm in the best kitchens. Texture, flavor and form combine to create memorable finales to the dining experience. Students explore the interrelation between these concepts as they learn to prepare the components of plated desserts.

CONTEMPORARY CAKES AND CAKE DÉCOR TECHNIQUES

An examination of cakes and desserts that are assembled and decorated with modern approach using the latest technology and equipment, Topics will include: small cakes decorated as a whole; cakes finished in molds or rings; and items that can be used for cakes, desserts, or individual pastries. Students will use specialized equipment, practice new presentation methods, and focus on fresh products, simplicity of style, and ease of production.

Icing and Toppings

Frozen Desserts

Chocolates

Demonstration of:

Decorated Cakes.

Gateaux
International Breads

Sorbets

Parfaits

Hot/Cold Desserts

Gum pastry

**Reference**

1. HANEMAN L.J. Bakery: Flour Confectionery HEINMAN
2. MERMAID BOOKS The Book Of Ingredients DOWELL PHILIP JOHN WILEY Understanding Baking AMENDOLA JOSEPH
3. NEW AGE INTERNATIONAL, A Professional Text to Bakery And Confectionery,
4. KINGSLEE JOHN
5. VIRTUE AND COMPANY LTD., The New International Confectioner: WILFRED J. FRANCE
6. HANEMAN L.J. Bakery: Flour Confectionery HEINMAN
7. MERMAID BOOKS The Book Of Ingredients DOWELL PHILIP JOHN WILEY Understanding Baking AMENDOLA JOSEPH
8. NEW AGE INTERNATIONAL, A Professional Text to Bakery And Confectionery,
   KINGSLEEJOHN
   CHARRETTE JACQUES, Great Cakes and Pastries, TEUBNER CHRISTIAN
SEMESTER – IV
SBEC PRACTICAL – IV
ADVANCED FRONT OFFICE OPERATIONS PRACTICAL

Objective: To make the students perform the role play, thereby learn the regular activities of the front office personnel.

1. Layout of front office department
2. Reservation procedure
3. Density chart
4. Check-in and check-out procedure – role play of the following staff:
   A. Doorman
   B. Bellboy
   C. Receptionist
   D. Information assistant
   E. Cashier
5. Front office records and reports
6. Calculation of statistical data:
   A. House count
   B. Room position
   C. Percentage of room occupancy
   D. Percentage of foreign occupancy
   E. Percentage of local occupancy
   F. Percentage of walk-ins
   G. Percentage of no shows
   H. Average room rate
7. Handling emergencies:
   A. Lost and found
   B. Fire
   C. Death
   D. Accident
   E. Drunken guest
   F. Theft
8. Handling guest complaints and solving problems
9. Places of tourist interest in India
10. Domestic and international airlines

Reference Books:
   1. Principles of Front Office Operations – Sue Baker
   2. Front Office Management – S.K. Bhatnagar
   3. Front Office Procedures – Michael. L. Kasavana
   4. Hotel Front Office Management – James. A. Bardi
UNIT I


UNIT II


UNIT III


UNIT IV

UNIT V


REFERENCE BOOKS:


5. Dr. T Ramasamy – Financial Accounting - Gold books publishing house - 2014
SEMESTER – V

CORE - IX

ORGANIZATIONAL BEHAVIOR

UNIT I


UNIT II


UNIT III


UNIT IV

Leadership – Meaning – Importance, Leadership Styles – Leaders Vs Managers; Power and Politics – Sources Of Power

UNIT V


Reference Books:

SEMESTER – V
CORE - X
FACILITY MANAGEMENT

UNIT I
Hotel classification and guidelines: introduction – types of hotels – architectural features, facilities and services in star category hotels – architectural features, facilities and services in heritage hotels – services in apartment hotels – guidelines for approval of hotel projects and for classification under 1,2,3,4,5 and 5 star deluxe category; guidelines for hotel classification (Heritage and Apartment hotels)

UNIT II

UNIT III
Equipment and kitchen safety – features of a good kitchen – care and maintenance of kitchen equipment – specifications – developing work place – work place environment, concepts of motion economy, materials handling, designing safe work place, equipment requirements; methods, equipment check list, broilers, ovens, ranges, steam jacked kettles, steamers, ware washing equipment, waste disposal equipment selection

UNIT IV

UNIT V

REFERENCE BOOKS:
2. The facility management handbook: David G Cotts
UNIT I

**Objective:** Student should be able to understand and apply basic management concepts to enable him to perform his tasks and fulfill his responsibilities effectively.

1. Introduction.
2. Definition of the term Management.
5. Levels of Management - Top, Middle and Supervisory.

UNIT II

**Objectives:** Thorough knowledge of management thought and process of management

1. Evolution Of Management Thought
2. Pioneers of Management - Frederick, Winslow, Taylor, Henry, Fayol
3. Process of Management - Planning, Organizing, Staffing, Directing, Controlling

UNIT III

**Objective:** At the end of this unit the student will have complete knowledge of planning and its benefit.

**PLANNING**

1. Meaning
2. Importance of Planning
3. Steps in Planning
4. Management of Objective (MBO) - Process & Benefits

**ORGANIZING**

1. Definition
2. Process
3. Principles of Organization
4. Scalar Principle
5. Departmentation
6. Unity of Command
7. Span of Control
UNIT IV

Objectives: The students will have complete knowledge of motivation, leadership and controlling.

MOTIVATION
1. Definition
2. Theory of Motivation - Maslow's needs Theory

LEADERSHIP
1. Definition
2. Styles of Leadership and Leadership qualities.
3. Formal and Informal Leaders
4. Theories of Leadership
5. Qualities of leader

CONTROLLING
1. Definition
2. Process of Control
3. Management by exception

DECISION MAKING
1. Definition
2. Phases - Past, Present, Future Development

UNIT V

Objectives: At the end of this unit the students will have basic knowledge of related management topics.

Areas of Management.
1. Production Management.
2. Inventory Management.
3. FIFO, LIFO, Average Analysis, their report on reported profits. Meaning of Stores and Supplies.
6. Personnel Management
7. Skills of a Manager (Definition Only).
11. Roll of a Manager - Distinguish between Manager and Executives.
12. Management as an profession or art or science

Reference Books
1. Principles of Management - T.V. Ramasamy
2. Principles of Management - Tripathi
3. Principles of Management - Dr.N.Premavathy
4. Organisational Behaviour - L.M. Prasad
SEMESTER – V
ELECTIVE - II

INTERNATIONAL TOURISM

UNIT I PROBLEMS RESULTING FROM INTERNATIONAL TOURISM – basic issues – concepts of sustainable development – sustainable development and international tourism – strategies for sustainable tourism development


UNIT IV TOURISM AS AN ELEMENT

General view of sustainable development – case studies – Hawaii - Maui – Henna & Lana

UNIT V

Alternative International Tourism – profiles of conceptualization – alternative tourism and their challenges of international tourism –tourism in the logic of world integration – gearing up a society for tourism

Reference
1. International Encyclopedia of Tourism Management
2. International Tourism and Sustainable development – P C Sinha – Anmol Publication – New Delhi
SEMESTER – V
ELECTIVE - III
HUMAN RESOURCE MANAGEMENT

Unit I


Unit II


Unit III


Unit IV


Unit V


REFERENCES:

SEMESTER – V
SBEC - II
HYGIENE AND SANITATION

UNIT I HYGIENCE

UNIT II STORAGE OF FOODS
Hygiene in storage of raw and cooked foods – food storage condition for dry foods – canned foods – and perishables – correct usage of refrigerators – walk in coolers – reach in ; thawing of frozen foods – rules for handling frozen poultry - equipment used and temperatures for holding of cooked food – importance of stock rotation – FIFO

UNIT III CHARACTERISTICS OF BACTERIA

UNIT IV FOOD CONTAMINATION

UNIT V HACCP SYSTEM
Food safety – HACCP system – meaning, steps of HACCP system, the flow of food, hazards and critical control points CCP – first aid definition – importance – basic rules – first aid kit – types of dressing – and their use – first aid procedure in case of burns and scalds – bleeding – electric shock, fracture and food poisoning

Reference Books:
1. Global environmental health – fewtrell L Kaufmann RB
2. Food Hygiene and Sanitation – SunithaRodey
SEMESTER – V
VIVA-VOCE
PROJECT WORK

Objectives:

The objective of research is to seek answers to problems through application of scientific methodology which guarantees that information collected is reliable and unbiased. This information is utilised to make conclusions and recommend solutions. The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

Students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data. The supervisor will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc. The student should generally produce all material in word processed or typed format so that the presentation is neat and legible. Student must inform their supervisor or other people with whom their work is being discussed. The research should be planned to minimize time wastage and a clear time scale should be put in place. The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations. The student and supervisor will work together to prepare synopsis of the research.

One hour per week has been allocated for the purpose and students along with the supervisor must regularly interact during this period. The final preparation and presentation would be done before a panel of internal and external examiners through a report and viva voce.

MODE OF EVALUATION

Pre-preparation of the project / Attendance 25 marks
Viva 25 marks
Project report 50 marks

TOTAL MARKS 100 MARKS
OBJECTIVES:

The objective of this industrial practicum is to help the students understand the Working of a hotel and be able to analyze its strengths, weaknesses, opportunities, and threats.

TYPE OF REPORT

The report should be based on the compulsory 16 weeks/100 days of training to be completed from January to April of Sixth semester in a hotel of repute (preferable of a 3 star, 4 star or a 5 star property). A student log book should be maintained by every student during the training period. The student should note down on the daily basis the task performed/observed, methodology involved and points to note and assessed daily by the supervisor/manager. Using the Information contained in the log book and under the guidance of faculty member of college in which the student is studying, the student should cover the entire operation of the hotel and organizational SWOT (STRENGTH, WEAKNESS, OPPORTUNITIES, AND THREATS) analysis.

A Minimum of 90% of Attendance is compulsory for the successful completion of the training programme.

FORMULATION

The length of the report may be about 150 to 160 double spaced typed, printed (black and white) A-4 Size pages (excluding appendices and exhibits). 10% variation on the either side is permissible.
LIST OF CONTENT OF THE REPORT

A Copy Of The Training Certificate Attested By Principal Of The College

Acknowledgement

Project Preface

Chapter -1 Introduction

Chapter -2 Scope, Objective, Methodology & Limitations

Chapter -3 Profile Of The Place And Hotel

Chapter -4 Departmental Classification Of Hotel

Chapter -5 Detailed Operations Of Each Department Of Hotel

Chapter -6 Swot Analysis Of Hotel

Chapter -7 Conclusion

Bibliography

List Of Annexure/Exhibits

Submission of Report

One typed (duly singed by faculty guide and principle of the college) copy of the report is to be submitted in person, by the student, to the examiner at the time of viva voce. Project submitted later than that will not be accepted.

1. Original training certificate

2. University copy & student ‘s copy of project report (duly singed by the faculty guide and principle of the college)

3. Students log book (duly singed by Training Manager/ HRManager OR equivalent)

4. Examination Hall ticket.

5. College identity card

6. Dress code: College uniform
STUDENTS WHO DO NOT CONFORM TO THE ABOVE WILL NOT BE EXAMINED

PROJECT EVALUATION

Project report will be valued by the Examiner appointed by the University.

MODE OF EVALUATION

Log book 25 marks
Viva 25 marks
Project report 50 marks

TOTAL MARKS 100 MARKS

NOTE

☐ Marks for the log book should be awarded by the Project guide appointed by the College.

☐ Panel of evaluation will consist of two members. One will evaluate the Project and other will evaluate the Presentation. The project viva voce will be conducted by both members of the Panel.

Total time allotted for the above should not exceed 10 minutes.

☐ The presentation could be done on OHP sheets or as a Powerpoint presentation using a computer or a laptop connected to LCD depending upon the available resources of the examiner. The students could show it in their personal laptop also.
B. Sc. HOSPITALITY MANAGEMENT

Theory - Question Paper Pattern

Question paper pattern-75 marks

Time: 3 hrs

Max. Marks: 75
Minimum pass: 30

Part-A: 15x 1 = 15
Choose the correct answer
(Answer all Questions) (Three Questions from each unit)

Part-B: 2x 5 = 10
Paragraph pattern
(Answer any two Questions)
(One question from each unit) answer any two questions out of five questions

Part-C: 5x 10 = 50
Essay pattern
(Answer all Questions)
(One question from each unit) with internal choice

Practical- Question Paper Pattern

Time: 6hrs

Marks: 100
External marks: 60
Minimum pass: 24

Record - 10 marks
Written procedure - 10 marks
Dress code - 10 marks
Practical - 30 marks