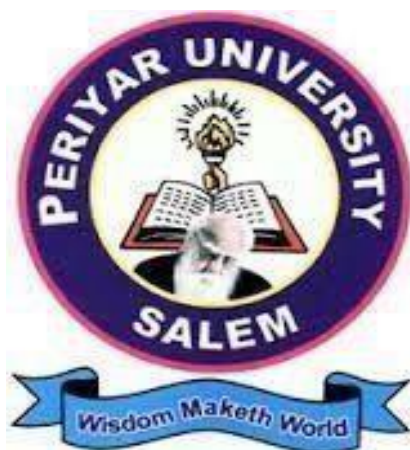


PERIYAR UNIVERSITY

PERIYAR PALKALAI NAGAR
SALEM – 636011



CHOICE BASED CREDIT SYSTEM SYLLABUS

Bachelor of Science in Hotel Management and Catering Science

[Candidates admitted from 2023-2024 onwards]

DEGREE OF BACHELOR OF SCIENCE IN HOTEL MANAGEMENT AND
CATERING SCIENCE

CBCS –CHOICE BASED CREDIT SYSTEM (B.Sc., HM & CS)

SEMESTER SYSTEM

Regulation & Syllabus

1. Eligibility for Admission:

Candidate seeking admission to the first year degree of Bachelor of Science in Hotel management and catering science 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:
 - To provide the basic and essential knowledge regarding various activities undertaken and necessary to run socially responsible business organization
 - To impart certain basic skills and aptitude that will be useful in taking up any particular useful in taking up any particular activity in Hospitality Industry.
 - To develop the personality so as to become responsible citizen with greater awareness about the Indian society and its culture.
 - To provide a global view of several multinational hotel and their functions which Support hotel systems.
- b. The Programme of study shall consist of foundation courses; skill based elective courses (SEC) 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 & CS 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.

Course of Study									
Semester	Part	Course Code	Course	Title of the Paper	Hrs / Week	Credit	Marks		
							CIA	EA	Total
I	Part I		Paper - I	Tamil / Other Language	6	3	25	75	100
	Part II		Paper - I	English	6	3	25	75	100
	Part - III	23UHMCT01	Core Paper - I	Food Production & Patisserie - I	5	5	25	75	100
		23UHMCP01	Core Paper - II	Food Production & Patisserie Practical - I	5	5	40	60	100
		23UHMAP01	Allied / Elective - I	Front Office Operation Practical - I	4	3	40	60	100
	Part - IV	23UHMSE01	SEC – 1 / NME	Principles of Tourism	2	2	25	75	100
		23UHMFC01	Foundation Course	Front Office Operation - I	2	2	25	75	100
II	Part I		Paper – II	Tamil / Other Language	6	3	25	75	100
	Part II		Paper - II	English	4	3	25	75	100
			NMSDC	Language Proficiency for employability- Overview of English Communication	2	2	-	-	-
	Part - III	23UHMCT02	Core Paper - III	Food & Beverage Service – I	5	5	25	75	100
		23UHMCP02	Core Paper - IV	Food & Beverage Service Practical – I	5	5	40	60	100
		23UHMAP02	Allied / Elective - II	Accommodation Operation Practical – I	4	3	40	60	100
	Part - IV	23UHMSE02	SEC – 2 / NME	Baking & Patisserie	2	2	25	75	100
23UHMSE03		SEC – 3 Soft Skill	Accommodation Operation – I	2	2	25	75	100	
III	Part I		Paper – III	Tamil / Other Language	6	3	25	75	100
	Part II		Paper - III	English	6	3	25	75	100
	Part - III	23UHMCT03	Core Paper -V	Food & Beverage Service – II	5	5	25	75	100
		23UHMCP03	Core Paper - VI	Food & Beverage Service Practical – II	5	5	40	60	100
		23UHMAP01	Allied / Elective - III	Bakery & Confectionery Practical	4	3	40	60	100
	Part - IV	23UHMSE04	SEC – 4	Industrial Training Report & Viva Voce – I	1	1	40	60	100
		23UHMSE05	SEC – 5	Bakery & Confectionery	2	2	25	75	100
			E.V.S.	E.V.S.	1	-	-	-	-

Course of Student									
Semester	Part	Course Code	Course	Title of the Paper	Hrs / Week	Credit	Marks		
							CIA	EA	Total
IV	Part I		Paper – IV	Tamil / Other Language	6	3	25	75	100
	Part II		Paper - IV	English	6	3	25	75	100
	Part - III	23UHMCT04	Core Paper – VII	Food Production & Patisserie – II	5	5	25	75	100
		23UHMCP04	Core Paper - VIII	Food Production & Patisserie - II	5	5	40	60	100
		23UHMAP04	Allied / Elective - IV	Accommodation Operation Practical - II	3	3	40	60	100
	Part - IV	23UHMSE06	SEC – 6	Accommodation Operation - II	2	2	25	75	100
		23UHMSE07	SEC – 7	Food Science & Nutrition	2	2	25	75	100
			E.V.S.	E.V.S.	1	2	25	75	100
V	Part - III	23UHMCT05	Core Paper – IX	Food & Beverage Service - III	5	4	25	75	100
		23UHMCT06	Core Paper - X	Food & Beverage Service Practical - III	5	4	40	60	100
		23UHMCT07	Core Paper - XI	Travel & Tourism	5	4	25	75	100
		23UHMCT08	Core Paper – XII	Hotel French	5	4	25	75	100
		23UHMAT01	Allied / Elective - V	Front Office Operation - II	4	3	25	75	100
		23UHMAP05	Allied / Elective - VI	Front Office Operation Practical - II	4	3	40	60	100
	Part - IV	23UHMVE01	Value Education		2	2	25	75	100
		23UHMPR01	Summer Internship / Industrial Training	Industrial Training Report & Viva Voce - II		2	40	60	100
VI	Part - III	23UHMCT09	Core Paper – XIII	Food Production & Patisserie - III	6	4	25	75	100
		23UHMCT10	Core Paper - XIV	Food Production & Patisserie Practical - III	6	4	40	60	100
		23UHMCT11	Core Paper -XV	Hotel Engineering	6	4	25	75	100
		23UHMAT02	Allied / Elective - VII	Application of Computers in Hospitality Industry	5	3	25	75	100
		23UHMAP06	Allied / Elective - VIII	Application of Computers in Hospitality Industry Practical	5	3	40	60	100
	Part - IV	23UHMXE01	Extension Activity			1	25	75	100
			Professional Competency Skill		2	2	25	75	100

Total Credit – 142
Total Marks – CIA-1295
EA-3105
Total - 4400

Scheme of Examination

Semester	Part	Course Code	Course	Title of the Paper	Exam Hrs	Max Marks	Marks			
							CIA	Passing	EA	Passing
I	Part I		Paper - I	Tamil / Other Language	3	100	25	10	75	30
	Part II		Paper - I	English	3	100	25	10	75	30
	Part - III	23UHMCT01	Core Paper - I	Food Production & Patisserie - I	3	100	25	10	75	30
		23UHMCP01	Core Paper - II	Food Production & Patisserie Practical - I	6	100	40	16	60	24
		23UHMAP01	Allied / Elective - I	Front Office Operation Practical - I	6	100	40	16	60	24
	Part - IV	23UHMSE01	SEC – 1 / NME	Principles of Tourism	3	100	25	10	75	30
		23UHMFC01	Foundation Course	Front Office Operation - I	3	100	25	10	75	30
II	Part I		Paper – II	Tamil / Other Language	3	100	25	10	75	30
	Part II		Paper - II	English	3	100	25	10	75	30
	Part - III	23UHMCT02	Core Paper - III	Food & Beverage Service – I	3	100	25	10	75	30
		23UHMCP02	Core Paper - IV	Food & Beverage Service Practical – I	6	100	40	16	60	24
		23UHMAP02	Allied / Elective - II	Accommodation Operation Practical – I	6	100	40	16	60	24
	Part - IV	23UHMSE02	SEC – 2 / NME	Baking & Patisserie	3	100	25	10	75	30
		23UHMSE03	SEC – 3 Soft Skill	Accommodation Operation – I	3	100	25	10	75	30
III	Part I		Paper – III	Tamil / Other Language	3	100	25	10	75	30
	Part II		Paper - III	English	3	100	25	10	75	30
	Part - III	23UHMCT03	Core Paper - V	Food & Beverage Service – II	3	100	25	10	75	30
		23UHMCP03	Core Paper - VI	Food & Beverage Service Practical – II	6	100	40	16	60	24
		23UHMAP01	Allied / Elective - III	Bakery & Confectionery Practical	6	100	40	16	60	24
	Part - IV	23UHMSE04	SEC – 4	Industrial Training Report & Viva Voce – I	6	100	40	16	60	24
		23UHMSE05	SEC – 5	Bakery & Confectionery	6	100	25	10	75	30
		E.V.S.	E.V.S.	-	-	-	-	-	-	

Scheme of Examination										
Semester	Part	Course Code	Course	Title of the Paper	Exam Hrs	Max Marks	Marks			
							CIA	Passing	EA	Passing
IV	Part I		Paper – IV	Tamil / Other Language	3	100	25	10	75	30
	Part II		Paper - IV	English	3	100	25	10	75	30
	Part - III	23UHMCT04	Core Paper – VII	Food Production & Patisserie – II	3	100	25	10	75	30
		23UHMCP04	Core Paper - VIII	Food Production & Patisserie Practical - II	6	100	40	16	60	24
		23UHMAP04	Allied / Elective - IV	Accommodation Operation Practical - II	6	100	40	16	60	24
	Part - IV	23UHMSE06	SEC – 6	Accommodation Operation - II	3	100	25	10	75	30
		23UHMSE07	SEC – 7	Food Science & Nutrition	3	100	25	10	75	30
		E.V.S.	E.V.S.	3	100	25	10	75	30	
V	Part - III	23UHMCT05	Core Paper – IX	Food & Beverage Service - III	3	100	25	10	75	30
		23UHMCT06	Core Paper - X	Food & Beverage Service Practical - III	6	100	40	16	60	24
		23UHMCT07	Core Paper -XI	Travel & Tourism	3	100	25	10	75	30
		23UHMCT08	Core Paper – XII	Hotel French	3	100	25	10	75	30
		23UHMAT01	Allied / Elective - V	Front Office Operation - II	3	100	25	10	75	30
		23UHMAP05	Allied / Elective - VI	Front Office Operation Practical - II	6	100	40	16	60	24
	Part - IV	23UHMVE01	Value Education		3	100	25	10	75	30
		23UHMPR01	Summer Internship / Industrial Training	Industrial Training Report & Viva Voce - II	6	100	40	16	60	24
VI	Part - III	23UHMCT09	Core Paper – XIII	Food Production & Patisserie - III	3	100	25	10	75	30
		23UHMCT10	Core Paper - XIV	Food Production & Patisserie Practical - III	6	100	40	16	60	24
		23UHMCT11	Core Paper - XV	Hotel Engineering	3	100	25	10	75	30
		23UHMAT02	Allied / Elective - VII	Application of Computers in Hospitality Industry	3	100	25	10	75	30
		23UHMAP06	Allied / Elective - VIII	Application of Computers in Hospitality Industry Practical	6	100	40	16	60	24
	Part - IV	23UHMXE01	Extension Activity		3	100	25	10	75	30
				Professional Competency Skill	3	100	25	10	75	30

4. OTHER REQUIREMENTS

Industrial Visit:

As a part of the curriculum, a minimum of two Hotels visit per year must be arranged for the students.

Industrial Training:

Objective:

It is a mandatory that a student must undergo industrial training in any of the reputed Hotels of Star category or a Restaurant for a period of 180 days which is split up in to two times. I.e. at the end of second semester for 90 days and at the end of fourth semester 90 days, the students are expected to have practical training to enable them to acquaint him / her with procedure, practice and operation of hotels.

Student may make their own arrangement in fixing the hotels for training. Students should submit two reports in not less than 30 typed written pages, during the first week of third and fifth semester, students should submit the training certificate from the hotels for having attended the training for 180 days cumulatively.

Industrial training report shall be prepared by students under the Supervision of the faculty of the department.

Industrial training report must contain the following:

- ✓ Cover page
- ✓ Copy of Training Certificate
- ✓ Profile of business unit
- ✓ Report about the work undertaken by them during the tenure of Training
- ✓ Observation about the concern
- ✓ Findings

The candidate shall be required to produce two certificates of successful completion from the hotels concerned and to submit two copies of training report which will be evaluated at the end of third and fifth semester by the Internal and External examiners appointed by the University and the marks will be forwarded to the University.

Note: Students should submit training Report and make a brief oral presentation. The **internal** and **external** will see the demonstration and put some questions, based on these, marks will be awarded as follows

Dissertation –75 marks

Viva-Voce –25 marks

5. 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.

6. PASSING MINIMUM

A candidate shall be declared to have passed in each paper; if He/ She secure 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.

7. 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**

8. RANKING

Candidate who passes all examination prescribed for the course in the **first appearance** only is eligible for ranking.

9. MAXIMUM DURATION FOR THE COMPLETION OF THE UG PROGRAMME

The maximum duration for completion of UG programme shall not exceed twelve semesters.

10.COMMENCEMENT OF THE REGULATION

The regulation shall take effect from the academic year 2023-2024, i.e. for students who are admitted to the first year of the programme, during the academic year 2023-2024 and thereafter.

11.TRANSITORY PROVISION

Candidates who were admitted to the UG Programme of study before 2023 -2024 shall be permitted to appear for the examination under those regulations for the period of three years i.e. up to and inclusive of the examination of April / May 2023. Thereafter they may permit to appear for the examination only under the regulation there in force.

PROGRAMME OUTCOMES (POs):

On completion of the programme, the students will be able to

PO1: Graduates will acquire dynamic skills through proper perception of the course objectives that leads to scientific and analytical comprehension of the concepts;

PO2: Graduates will focus on sustainable goals that might bring about spherical developments

PO3: Graduates will infuse a spirit converging on bricking a team work, interpersonal and administrative skills to think critically and execute effectively

PO4: Graduates will apply reasoning appropriately to scale the humps in learning and solute them to the core.

PO5: Graduates will engage the skills obtained in independent and collaborative learning as a perennial process.

PROGRAMME SPECIFIC OUTCOMES (PSOs):

On completion of the programme, the students will be able to

PSO1: Acquire technical skills in the core areas of the hotel and other hospitality sectors

PSO2: Ability to understand professional techniques and use tools competently in the preparation, presentation and service of quality foods

PSO3: Endorse sustainable environment and corporate social responsibility initiatives as well as ethical practices in the hospitality business

PSO4: Apply the knowledge of Hotel Management and Catering Science in the domain Hospitality Industry.

PSO5: Unique Industrial Exposure Training cum Placement will engage the student in perennial process.

YEAR : I

SEMESTER : I

CREDIT : 5

HOURS 5

CORE COURSE – I

FOOD PRODUCTION AND PATISSERIE –I

Objectives:

The Main Objectives of this course are to:

- To impart basic Knowledge on various technical skills required in food production department.
- Improve the basic aspects of Kitchen Operations in the Hotel Industry.

Course out Come:

- ❖ CO 1: Students can remember aims & objectives of cooking food
- ❖ CO 2: Ability to understand and use cooking materials and their techniques
- ❖ CO 3: Apply the knowledge on preparing different types of Salad, Sauces, and Soups for continental cuisine.
- ❖ CO 4: Analyze the skills on knife and meat cuts.

Unit – I: Introduction to Cookery & Kitchen Organization

- Aims and objectives of cooking food
- Importance of personal hygiene and Safety procedure in handling kitchen equipments
- Types of fuels used in Food production and Kitchen equipment and classification
- Kitchen Organization chart for a five star Hotel
- Duties and responsibilities of chef de cuisine, sous-chef, Chef-de-partie and commis
- Inter relationship with other department

Unit – II: Preparation of Ingredients – Different styles of preparation

- Characteristics of raw materials-salt liquid, Sweetening agents, Raising agents, fats and oils, Thickening agent, Flavouring and seasoning
- Various Techniques used in the preparation of Ingredients.
- Methods of cooking – Boiling, Steaming, Stewing, Roasting, Grilling, Frying, baking
- Principles of each methods of cooking, Care and precaution to be taken in each methods.

Unit – III:

- Texture - Definition and Types
- Salads – Types of Salads - Composition of salads

- Salad dressings – Types – preparation and uses
- Vegetable cookery – Classification of Vegetables, Cuts of vegetables, Storage and Selection of vegetables.
- Fruits – Classification of fruits, Selection and Storage of fruits.

Unit – IV:

- Stock - Definition of stock – Types of Stocks and Uses, Characteristics of Good Stock, Recipes for One Liter of each type of Stock
- Soup - Definition of soup, Classification of soups – example of each type, Consommé styles – International soup – garnishes
- Sauces - Meaning - Types of sauces, Recipes for 1 liter of foundation sauces, Derivatives of each foundation sauces

Unit – V:

- Egg Cookery - Selection of Egg – Structure of Egg, Uses and storage
- Poultry – Meaning, Classification of chicken, Selection and cuts of chicken
- Meat cookery - Selection and cuts of Lamb - Mutton – Beef, Cooking of meat
- Fish Cookery - Classification of fish with examples, Selection of Fish and Storage, Fish cuts and brief explanation of each.

Reference Books:

1. Krishna Arora – Theory of catering – Frank bros and publication limited
2. ThangamE.Philip – Modern cookery for teaching and trade V1– Macmillians publication
3. R.Kilton Cesarani- Theory of catering – ELBS Publication
4. Parvinder.S.Bali – Oxford Publication

YEAR : I

SEMESTER : I

CREDIT : 5

HOURS 5

CORE COURSE – II

FOOD PRODUCTION AND PATISSERIE PRACTICAL – I

Objectives:

The Main Objectives of this course are to:

- To make them to understand the basic skills required to work in Hotel Kitchen.
- Make them to practice knife handling & kitchen equipments in Hotel Kitchen

Course out Come:

- ❖ CO 1: Ability to identify and use the kitchen equipment
- ❖ CO 2: Ability to Understand and apply methods used in preparation of stocks, sauces
- ❖ CO 3: Display the knowledge of various knife cuts and be well versed in different in different method of cooking
- ❖ CO 4: Analyze the skills on preparation of various dishes
- ❖ CO 5: Create the quality of menu in the hot and cold dessert

1. Proper usage of a Kitchen Knife and Hand Tools.
2. Understanding the usage of small equipment.
3. Basic Hygiene practices to be observed in the Kitchen.
4. Safety practices to be observed in the kitchen: First Aid for cuts and burns.
5. Identification of Raw Materials.

A- Basic Indian Cuisine-Individual practical for students-l 0 sets of menu.

- I. Rice, cereals & pulses-(minimum of 10 varieties)
- II. Various simple dal preparations (minimum of 10 varieties)
- III. Wheat products like, chapattis, parathas, phulkas, pooris

B-Indian Masalas- Composition of basic Indian masalas

- I. Green. White. Masala. Kadhai
- II. Preparation of these and incorporation in simple dishes such as Vindaloo, korma, tikka, safed mas, navrattan korma. (Minimum of 10 varieties)
- III. Thickening, coloring and souring agents. C-Indian sweets (minimum of 10 varieties)

INTRODUCTION TO COOKERY:

1. Individual practical for students-10 sets of menu
2. Demonstration classes & simple application by students Basic
3. Western Cuisines

I. Vegetables

- A. Varieties of Vegetables
- B. Classification
- C. Cuts of Vegetables: • Julienne •Jardinière •Mignonette •Dices •Cubes
•Macedoine •Paysanne •Shred •Concasse •Mirepoix
- D. Blanching of Tomatoes & Capsicum
- E. Methods of Cooking Vegetables
Boiling (Potatoes, Beans, Cauliflower) Frying (Aubergine, Potatoes)
Steaming (cabbage) Baking (potatoes, turnip) Braising (onion, leeks, cabbage)

II. Stocks

Demonstration and preparation of: White stock .Brown stock .Fish stock

III. Sauces

Demonstration & preparation of basic mother sauces and 2-3 derivatives of each
Béchamel (+ cheese sauce, Mornay, mustard sauce, parsley sauce)
Espagnole (+ lyonnaise Madeira, charcutière) Tomât (+ Créole, Italienne,
piquant)
Veloute (+suprême, allemande, normande)
Hollandaise (+ paloise, beamaise)
Mayonnaise (tartare, cocktail)

IV. Soups

Classification of soups

Preparation of basic soups Consommé, (royale, Carmen, Clermont,
ambassadrice, julienne), Cream (tomato, spinach, vegetables), Puree (lentil, peas,
carrot), Cut vegetables (Scotch broth, Minestrone), Veloute (crème de volaille
princesses, veloute dame Blanche / Marie-Iouise), National soup (mulligatawny,
French onion, ox tail), Bisque (Prawn, Shrimp)

V. Egg Cookery

Preparation of varieties of egg dishes Boiled (soft & hard), Fried (sunny side up, double fried), Poaches, Scrambled, Rolette (plain, stuffed), En cocotte (eggs Benedict), Starch (rice, pasta, potato)

VI. Fish Cookery

Identification & classification of fish e.g. flat fish (Pomfret, Black Pomfret and Sole) Round fish (Surmai, Rawas, Mackerel) Shellfish (Clams, Mussels, Shrimps, Crabs, Lobsters) Cephalopods (Squid, Cuttle, Fish)

Cuts of Fish e.g., Fillet, Dame, Tronçon, Paupiette, Goujons

Preparation of simple fish Dishes such as Saumon grille, Pomfret, Meunière Sole, Mornay, Fish Orly, Fish Colbert, Fish an l'anglaise

VII. Poultry

1. Types of poultry or classification of poultry
2. Cuts of Poultry
3. Preparation and jointing of Chicken
4. Preparation of Simple dishes, such as Poulet rôti alla Anglaise, Poulet grille diable, Poulet saute, Chasseur Poulet, saute Maryland

VIII. Meat

1. Identification of various cuts
2. Preparation of Basic Cuts such as Lamb Roast leg of Lamb Stew

Reference Books:

1. Practical cookery - Ronald Kinton & Victor Ceserani - Hodder Starghton.
2. Theory of Catering - Ronald Kinton & Victor Cese rani - Hodder Starghton.
3. Modem cookery vol I & II for teaching and trade - Thangam E.Philip – Orient Longman.
4. Theory of Catering, Mrs. K.Arora, Frank Brothers
5. Herrings Dictionary of Classical & Modem Cookery, Walter Bickel
6. Chef Manual of Kitchen Management, Fuller, John
7. The Book of Ingredients, Jane Grigson
8. The Professional Chef [4th edition], Le Rol A.Polsom

YEAR : I

SEMESTER : I

CREDIT : 3

HOURS : 4

ALLIED / GENERIC ELECTIVE – I
FRONT OFFICE OPERATION PRACTICAL – I

Objectives:

The Main Objectives of this course are to:

- To know the basic operations in Front office Department
- To handle Reservation & Registration Process

Course out Come:

- ❖ CO 1: Recall Important Tourist place in India
- ❖ CO 2: Ability to understand telephone handling procedure
- ❖ CO 3: Calculate and prepare various front office records and reports
- ❖ CO 4: To handle emergencies situation
- ❖ CO 5: Analyzing the arrival and departure lists

1. Telephone handling procedures
2. Check –in and check- out procedures
3. Receiving and registering the Guest.
4. Baggage handling procedures 1
5. Front office cashiering procedure.
6. Handling guest complaints and solving problems.
7. Knowledge of the City and surrounds
8. Knowledge of Tariff
9. Dealing with guest mail and messages, hotel mail, staff mail.
10. Modes of bill settlement.
11. Basis of charging, Rack Rates.
12. Tariff fixations.
13. Rates offered
14. Maintain and Use of the Guest Information Directory. Using the guest History System,
Taking Messages
15. Knowledge of Source Modes and types of Reservation

16. Cancellation and amendments.
17. Pre-registration activity.
18. Preparation of Arrival and Departure Lists
19. General awareness of capitals, currencies and airlines of countries.
20. Cash less transactions

Reference Books:

1. Front Office training Manual - Sudhir Andrews

YEAR : I

SEMESTER : I

CREDIT : 2

HOURS 2

SKILL ENHANCEMENT COURSE (SEC) – I [Non Major Elective]

PRINCIPLES OF TOURISM

Objectives:

The Main Objectives of this course are to:

- To know the basic operations in Tourism Department
- To know about the Indian Cultural Heritage & job performance in Tourism Sector

Course out Come:

- ❖ CO 1: Able to know Important Tourist place in India
- ❖ CO 2: Ability to understand Indian cultural heritage
- ❖ CO 3: Gathered knowledge about Indian fairs & Festivals
- ❖ CO 4: To handle Various job positions in Tourism Sector
- ❖ CO 5: Analyzing the Job description of tourism sector

Unit - I

Introduction to tourism

Classification of travelers

Factors influencing the growth of Tourism Types of tourism

Basic components of tourism

Unit - II

Elements of tourism

Positive and Negative impacts of tourism

Activities of Department of tourism

Economic impact of tourism

Geographical Components of Tourism

Unit - III

Indian cultural Heritage - Religions, Belief and their Practices

Music's in India & Dances in India - Classical and Folk Dances

Fairs and Festivals in India

Population status and Regional Languages in India

Unit - IV

Tourism Planning & Importance in planning, Steps in planning
Planning Process Management levels & skills
The role of Manager, Forms of Organization

Unit –V

International Co-operation and Collaboration Job Design Job Analysis Job Description
Organization chart of the department of tourism in India

Reference Books

1. Akshay Kumar –Tourism Management
2. P.N.Seth –Tourism Management
3. Gun Clare –Tourism Planning
4. Kishore –Dance of India
5. Chitralkh Singh –Hindus Festivals and Fairs and Fasts

YEAR : I
CREDIT : 2

SEMESTER : I
HOURS 2

FOUNDATION COURSE
FRONT OFFICE OPERATION – I

Objectives:

The Main Objectives of this course are to:

- To give an overall view of the types of hotels, rooms, room rates and guests
- Manage the daily operations and strong front desk team, through ongoing training and performance management.

Course out Come:

- ❖ CO 1: To identify types of hotels, rooms, room rates and guests
- ❖ CO 2: Ability to understand the Organization Structure of Front office Department
- ❖ CO 3: Ability to apply the Procedure for reservation of rooms through computer based Reservation system
- ❖ CO 4: Ability to apply the knowledge on check-in and check- out procedure
- ❖ CO 5: Analyze the left luggage handling procedure

UNIT I: Introduction to Hotel Industry

- Defining hotel
- Classification of Hotels – (Size, star, location)
- Types of Rooms
- Tariff Structure
- Introduction of Front Office
- Lay out&-Equipment used

UNIT II: Front Office Organization

- Organization Structure
- Duties and responsibilities of front office personnel -Front office coordination with other department
- Types of guest (FIT, GIT, SIT, Business Traveler, Domestic, and Foreigners etc.) Types of Meal plan - Front office operations-Guest cycle

UNIT III: Reservations

- Modes of reservation-Sources of reservation
- Systems and procedures of recording reservations--Check -in and check -out procedure
- Registration formalities-C 'Form for Foreigners--Currency regulations

UNIT IV: Registration

- Introduction to the Registration.
- Section Steps of registration with or without reservation.
- Pre- registration activities.
- Registration [non automatic, semi, automatic]
- Processing VIP, Foreigners & group registration.

UNIT V: Information and Bell Desk Operation

- Introduction of Bell desk Equipments used in Bell desk -Luggage handling, Paging, Scanty / Left Luggage procedure.
- Luggage handling, Mail and Message handling, Change of room etc.
- Forms and Format - Telephone manners and Etiquettes, Telephone systems -Key Control

Reference Books:

1. Sudhir Andrews – Hotel Front Office Training Manual – TMH PUB
2. Paul.B.White and Helan Beckley – Hotel reception – Arnold Heinman Publication
3. Dr.Jagmohan NEGI – Grading and classification of Hotel, tourism and restaurant principles and practices – Kanishka publications.

YEAR : I

SEMESTER : II

CREDIT : 5

HOURS 5

CORE COURSE - III

FOOD & BEVERAGE SERVICE – I

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on Food and Beverage Service industry and its operations
- To acquire fundamental skills required for F & B Service Personnel.

Course out Come:

- ❖ CO 1: Remember about the sectors and Functions of Food and Beverage industry
- ❖ CO 2: Ability to understand Food and beverage service equipment
- ❖ CO 3: Apply the knowledge on types of Services
- ❖ CO 4: Ability to compile menu of different types of Breakfast.
- ❖ CO 5: Categorize the non alcoholic beverage.

UNIT I: Introduction to Food & Beverage Service:

- Introduction and Evolution of Hotel Industry
- Different Types of Catering Establishments A) Commercial B) Non-commercial
- Different Outlets of F & B Service Coffee shop, restaurant, bar, room service, Discotheque, barbeque, night clubs, banquets, outdoor catering
- Staff Hierarchy of F & B Outlets With Duties and responsibilities of each level of staff
- Attributes of service personnel & Safety, hygiene, and attitudes (positive & negative)
- Inter Departmental Relation Ship with Co-operation and co-ordination

UNIT II: Food Service Equipment

- Furniture: Tables, chairs, booster chairs, sideboards, reception desk.
- Linen: description and uses of Table cloth, Napkins, slip cloth, waiter's cloth, Tray cloth, and buffet Cloth.
- Crockery: Meaning, uses and dimensions of crockery used, selection criteria.
- Glassware: Various types of glasses used and their dimensions, selection criteria
- Table ware: Cutlery and flatware, examples for cutleries, and their uses Special, equipment used in the restaurant and their uses. Mise-En-Place & Mise-En-Scène

UNIT III: Ancillary Departments:

- Still Room: still room functions, still room equipment, and still room control
- Silver room/ plate room: function, silver cleaning methods
- Pantry and Hot plate

Types of Service

- Waiter Service: English, American, French, Russian, Gueridon, tray service explanation of each.
- Self-service: cafeteria service, counter service, and vending- explanation of each.
- Assisted service: Buffet, car very- explanation of each

UNIT IV: Menu – Meaning

- Types Of Menu - Ala carte, Table d' hote, Banquet menu
- Types Of Meals - Breakfast, brunch, lunch, hi-tea, dinner, supper.
- French Classical Menu: courses and its accompaniments, cover, service.
- Menu Planning: Points to be considered while planning a menu

UNIT V: Non-Alcoholic Beverages

- Categories of non alcoholic beverage
- Method of taking food order: Check and Bill system, Service with order, Duplicate system, Triplicate checking system, Circumstantial K.O.T, Alcoholic Beverages Order
- Billing: Bill as a separate check, Separate Bill, Bill with order, Prepaid, Voucher, Deferred account.

Reference Books:

1. Food and Beverage Service - R.Singaravelavan- Oxford University Press Reference
2. Food & Beverage Service – Dennis R.Lillicrap, john A Cousins
3. Food & Beverage Service Training Manual – Sudhir Andrews (Tata Mc. Graw Hill. Publications)

YEAR : I

SEMESTER : II

CREDIT : 5

HOURS 5

CORE COURSE - IV

FOOD & BEVERAGE SERVICE PRACTICAL – I

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on Food & Beverage Service industry and its Operation
- To train students in the correct method of handling food and beverage service equipment.

Course out Come:

- ❖ CO 1: Ability to identify the different types of food and beverage service equipment
- ❖ CO 2: Ability to understand the service procedure of various menus
- ❖ CO 3: To compile different types of breakfast menu
- ❖ CO 4: Handle food order from guest
- ❖ CO 5: Compare and Create napkin folds for different occasion

Enumeration of food service equipment (cutlery, crockery, miscellaneous equipment)

1. Napkin folding
2. Carrying light and heavy tray
3. Cleaning of glassware, cutlery and crockery
4. Setting up the side board
5. Laying the table cloth and relaying the table cloth
6. Carrying glassware, Bowls and cups, saucers and fresh plates
7. Placing of plates on table and Clearance of Soiled plates
8. Manipulating of service spoon and fork for various foods
9. Service of water, Coffee and Tea
10. Continental and English breakfast Menu planning
11. Laying the continental breakfast cover & English breakfast Cover
12. Order taking for Breakfast in the restaurant
13. Service procedure for Continental and English breakfast in the Restaurant
14. Continental Breakfast tray set Up and English breakfast Tray set up

15. Luncheon and Dinner table d'hôte menu planning
16. A la carte menu planning and A la carte Cover Laying
17. Table d'hôte Cover Laying
18. Presenting the A la carte menu and taking order
19. Service of appetizers and soups
20. Service of Fish and Main course
21. Service of Sweets, savory and cheese, Dessert
22. Preparing finger bowl and presenting
23. Service of Coffee after the meal
24. Making of bill and presenting
25. Handling of various situations. (Role play)

Reference Books:

1. Food and beverage service: Dennis R. Lillicrap, John a cousins
2. Modern restaurant service, a manual for students & practitioners - John fuller Hutchinson
3. Food & beverage service training manual- Sudhir Andrews - Tata McGraw-Hill

YEAR : I

SEMESTER : II

CREDIT : 3

HOURS 4

ALLIED / GENERIC ELECTIVE - II
ACCOMMODATION OPERATION PRACTICAL – I

Objectives:

The Main Objectives of this course are to:

- To impart knowledge basic housekeeping procedure and practices
- To impart knowledge of cleaning equipment and cleaning agents

Course out Come:

- ❖ CO 1: Ability to identify and use different types of housekeeping equipment
- ❖ CO 2: Ability to Understand bed making procedure
- ❖ CO 3: Apply various polishing methods
- ❖ CO 4: Analyze the maid's trolley settings procedure
- ❖ CO 5: Evaluate Guest Room inspection

1. Identification of cleaning equipment: selection, use, mechanism, care and Maintenance, Use of different Brushes, brooms, mops,
2. Identification of cleaning agents – classification, use and care
3. Standard guest room supplies. (Amenities)
4. Maids Trolley: Set Up, Stocking and usage.
5. Identifying of linen, Classified as Bed, Bath Linen and their sizes.
6. Step by step procedure for making bed/ Turn down services.
7. Guest room layout drawing.
8. Cleaning guestrooms
9. Room and public area inspection
10. Duty Rota preparation for housekeeping department.

Reference Books:

1. Sudhir Andrews – Hotel Housekeeping Training Manual – TMH publications
2. Margaret Lennox- hotel, Hostel and Hospital House Keeping – ELBS Publications

YEAR : I

SEMESTER : II

CREDIT : 2

HOURS 2

SKILL ENHANCEMENT COURSE (SEC) – II [Non Major Elective]

BAKING & PATISSERIE

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on equipment and ingredients used in bakery
- To obtain basic knowledge on Bread and cake making techniques

Course out Come:

- ❖ CO 1: Ability to identify and use the bakery equipment and tools
- ❖ CO 2: Understand the role of ingredients used in bread making
- ❖ CO 3: Understand to prepare different types of Cakes
- ❖ CO 4: Exhibit skills and techniques applied in Baking
- ❖ CO 5: Analyze the different types of Desserts

UNIT - I

- Introduction and History of Baking
- Layout of Bakery and Bakery equipment and Tools
- Identification and handling of Raw Materials
- Shortenings, Sugar, Raising agent

UNIT - II

- Introduction and history of Bread - Bread making methods
- Bread Rolls Preparation, Faults and reason in making bread
- Characteristics of good bread

UNIT - III

- Sponges - Preparation of different types of Cakes, Faults and reason in making Cakes
- Fatless Sponge Recipes, Characteristic as good sponge
- Icing - Uses of Icings, Equipment used for Icing

UNIT - IV

- Frozen Desserts: Types and classification, Methods of preparation of various ice creams,

Additives and preservatives used in ice cream

UNIT - V

- Marzipan - Equipment used for Marzipan, Introduction of the Marzipan and preparation
- Meringue - Making of Meringue, Types and uses of Meringue

Reference books:

1. Ronald Kinton & Victor Cesarani – Practical – Cookery – Holderstargntion
2. Ronald Kinton & Victor Cesarani – Theory of Catering – Hodder Starghton
3. K.Arora – theory of Cookery – Frank Brothers
4. Parvinders Bali – food Production – Operations – Oxford Publication

YEAR : I

SEMESTER : II

CREDIT : 2

HOURS 2

SKILL ENHANCEMENT COURSE (SEC) - III

ACCOMMODATION OPERATION – I

Objectives:

The Main Objectives of this course are to:

- To provide comprehensive knowledge of housekeeping department
- To provide understanding of linen and familiarize about cleaning agent and equipment

Course out Come:

- ❖ CO 1: Students can remember importance and function of Housekeeping
- ❖ CO 2: Ability to understand housekeeping desk control procedure
- ❖ CO 3: Apply the procedure of bed making and guest room cleaning procedure
- ❖ CO 4: Apply the cleaning agents for various works.
- ❖ CO 5: Analyze the Linen exchange procedure

Unit – I

- Introduction: -Meaning and definition Importance of Housekeeping
- Responsibility of the Housekeeping department, a career in the Housekeeping department
- Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel),
- Staff Hierarchy, and duties responsibility
- Coordination within & other Department

Unit – II

- Cleaning Equipment: Types of Equipment, Operating Principles of Equipment
- Characteristics of Good equipment (Mechanical/Manual)
- Storage, Upkeep, and Maintenance of equipment
- Cleaning agents: types of cleaning agents, selection storage

Unit – III

- The Hotel Guest Room: Layout of guest room (Type), Layout of corridor and floor pantry, Types of guest rooms

- Guest Room Furniture, guest room supplies Items classified as Bed, Bath Linen and their sizes - Selection criteria for Linen items (Bed sheet, pillow slip, towels, bathmats, table cloth, and serviette)
- Cleaning guest rooms: - Type of soil - Standard of cleaning - Cleaning procedure – Manual and Mechanized - Frequency of cleaning - The cleaning process - Bed making - Daily cleaning of guest room – occupied room – VIP room – Check out room blocked for arrival– Checkout room – occupied room with “Please make up my room” sign hang-up - Turn down service

Unit – IV

- Linen/ Uniform: Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions,
- Maids Service Room: - Layout & Essential Features - Floor pantry – Uses - Organizing maids’ trolley - Keys – types – key Control

Unit – V

- Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor)
- House Keeping Control Desk - Role of control desk - Forms Records and register used in Control Desk - Co- ordinations with other department

Reference Books:

1. Sudhir Andrews – Hotel Housekeeping Training Manual – TMH publications
2. Margaret Lennox- hotel, Hostel and Hospital House Keeping – ELBS Publications
3. G.Raghubalan and SmriteeRaghubalan – Hotel Keeping operation and Management – Oxford Publication

YEAR : II

SEMESTER : III

CREDIT : 5

HOURS : 5

CORE COURSE – V
FOOD & BEVERAGE SERVICE – II

Objectives:

The Main Objectives of this course are to:

- To impart the knowledge on various types of wines and their production
- To impart knowledge on sparkling wine services

Course out Come:

- ❖ CO 1: Ability to identify different types of wines
- ❖ CO 2: Ability to understand sparkling wine procedure
- ❖ CO 3: Ability to apply the procedure involved in production of Beer.
- ❖ CO 4: Demonstrate steps involved in production of Spirits
- ❖ CO 5: Analyze the different type of Spirit coffee

Unit I

- Introduction to beverages: Definition & Classification of beverage
- **Wines** – Definition, Classification, Grape varieties, Production of table wine, Service and storage, Wines Of France, Italy & Germany - Classification, Wine producing regions - other wine producing countries
- Table wine service procedure

Unit II

- Sparkling Wines - Methods of Preparation - Service and storage
- Fortified Wines - Production, Types, and brand names of Sherry, Port, Madeira, Marsala, and Malaga
- Vermouth And Bitters - Production, types, and brand names of Vermouth - Meaning and uses of bitters, examples for bitters
- Wine & food paring: Suggestions for food & wines combination

Unit III

- Beer – Definition, Production, Types of beer, Service and storage
- Cider And Perry - Production, types, and brands of Cider and Perry

Unit IV

- Spirits – Definition, Distillation - Pot still & Patent still
- Different spirits – Brandy, Whisky, Gin, Vodka, Rum, Tequila - Production, Types, Service and Storage
- Liqueurs: Meaning, color, flavor & country of origin. Production of liqueurs

Unit-V

- Cocktail - Meaning, Methods of mixing, points to be observed while making cocktails, Recipes of cocktails; Mock tails - Meaning and recipes of famous mock tails Spirit coffee - Meaning, Preparation and examples
- Dispense bar: Meaning, Glassware & equipment, Garnishes, Stocking of alcoholic beverages and bar control, Bar: types of bar, bar frauds, bar routine.
- Tobacco - Important tobacco producing countries, production of tobacco, parts of cigar, strength, size of cigars, service method, storage & International brand names of cigars

Reference Books

1. Food & Beverage service – Lillicrap & John cousins
2. Food & Beverage Service training manual- Sudhir Andrews
3. Professional guide to alcoholic beverages- Lipinski
4. Beer- Michael Jackson
5. Public house & Beverage management – Michael flynn
6. The world encyclopedia of wine- Stuart Walton
7. Food and beverage service – R. Singaravelan-oxford

YEAR : II
CREDIT : 5

SEMESTER : III
HOURS 5

CORE COURSE – VI
FOOD & BEVERAGE SERVICE PRACTICAL – II

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on bar
- To train students in order taking and service procedure of various alcoholic beverage

Course out Come:

- ❖ CO 1: Remembering and use the food and beverage service equipment
- ❖ CO 2: Classify the different types wine
- ❖ CO 3: Demonstrate the service procedure of alcoholic beverages.
- ❖ CO 4: Demonstrate the service procedure of cigar and cigarettes
- ❖ CO 5: Analyze the operations of bar

1. Beverage order taking procedure
2. Service of red wine, white wine and rose wine
3. Service of Champagne, Sherry, Port, Madeira and Marsala
4. Service of vermouth and Bitters
5. Compiling a wine list and Compiling a menu with wine suggestions
6. Service of Brandy and Whisky
7. Service of Rum and Gin
8. Service of Vodka and Tequila
9. Service of Liqueur
10. Service of bottled beer, canned beer and draught beer
11. Service of Cigars and Cigarettes
12. Preparation of Cocktails – Whisky, Brandy

13.Preparation of Cocktails – Rum, Gin and Vodka

14.Preparation of Mocktails

Reference Books:

1. Food and Beverage Service: R.Singaravelavan- Oxford University Press
2. Food and beverage Service: Dennis R. Lillicrap, John A Cousins
3. Modern Restaurant Service, A manual for students & Practitioners - John Fuller –
Hutchinso
4. Food & Beverage Service Training Manual- Sudhir Andrews - Tata McGraw-Hill.

YEAR : II

SEMESTER : III

CREDIT : 2

HOURS 2

ALLIED / GENERIC ELECTIVE – III
BAKERY & CONFECTIONERY PRACTICAL

Objectives:

The Main Objectives of this course are to:

- To learn about the Bakery equipments and Tools
- To impart basic knowledge on Bread and Cake making techniques

Course out Come:

- ❖ CO 1: Identify, select the right ingredients and equipments efficiently
- ❖ CO 2: Comprehend the functions of ingredients for bread and cake
- ❖ CO 3: Demonstrate kneading practices to enhance the bakery products quality
- ❖ CO 4: Categorize various types of icing
- ❖ CO 5: Create various pastry cake products using basic principles

1. Identification of Raw Materials.

2. Understanding the usage of small equipment and Large equipment

3. Proper usage of a Baking Oven

4. Safety practices to be observed in the Bakery

5. Bread Making

Demonstration and preparation of Simple and Enriched Bread Recipes

Bread Rolls and Stick Brioche

French bread Croissants Danish Pastry

Bread Loaf (White and Brown)

6. Cake Making

Demonstration and preparation of Simple and Enriched Cakes Recipes Sponge

Fatless sponge Swiss roll Genoese

Fruit cake Rich cakes Muffins

Faults in baking cakes - Identification and Rectification

Decorative - Non Decorative - Lemon sponge, Vanilla sponge, Chocolate sponge

7. Simple Cookies

Demonstration and preparation of Simple Cookies Recipes

Nan Khatai, Golden Cookies, Melting Moments, Swiss Tart, Tri Colour Biscuits,
Chocolate chip, Plain Cookies, Chocolate Cream Finger

8. Pastries

Demonstration and preparation of dishes using varieties of Pastry

Short crust pastry - Jam tart Choux pastry - Éclairs, cream rolls Flaky pastry

Puff pastry

9. Icing

Classification preparing and applying various types of icing

Identification of Tools and equipments

10. Hot/Cold Desserts

Lemon sponge, Fruit Trifle, Chocolate Mousse, Pineapple Mousse, Lemon Soufflé,
Fruit Jelly, Butter scotch sponge, Honey comb mould, Bread and butter pudding,
Caramel Custard, Christmas pudding, Apricot pudding, Steamed pudding, Cabinet
pudding

Reference books:

1. Practical cookery - Ronald Kinton & Victor Ceserani - Hodder Stoughton.
2. Chef Manual of Kitchen Management, Fuller, John
3. The Professional Chef (4th edition), Le Rol A.Polsom
4. Modern cookery vol I & II for teaching and trade - Thangam E.Philip – Orient Longman

YEAR : II

SEMESTER : III

CREDIT : 1

HOUR 1

SKILL ENHANCEMENT COURSE (SEC) - IV

PROJECT – I - INTERNSHIP

INDUSTRIAL EXPOSURE TRAINING REPORT AND VIVA VOCE –I

Duration of Exposure: 90 DAYS Training

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) should be making. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (Refer to What to Observe Sheets for more details.)

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook
2. Appraisal
3. A copy of the training certificate
4. IT Report in all four Departments
5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet

7. Leave card

For distribution of marks refer to details on Course structure/ Credit Distribution during the tenure of Industrial Exposure, apart from carrying out the assigned jobs,

The learners are suggested to make the following observations in the departments of internship:

Food Production Operations Industry Exposure – WHAT TO OBSERVE FOOD PRODUCTION

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinating and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different MISE-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. MISE-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Réchauffe/ Leftover Cooking

Food and Beverage Service Operations Industry Exposure -I Food & Beverage Service BANQUETS

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and

price structures

2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chafing dish used- their different makes sizes

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover from the previous shift
3. Laying covers, preparation of MISE-en-place and arrangement and setting up of 20 station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

1. Bar setup, MISE-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures

5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bar tender

ROOM SERVICE/IN ROOM DINNING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

Accommodation and Front Office Operations Industry Exposure -I WHAT TO OBSERVE

ACCOMMODATION OPERATIONS ROOMS

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C , T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

THE CONTROL DESK

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

PUBLIC AREA

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

WHAT TO OBSERVE FRONT OFFICE

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose

19. How to take check-ins and check-outs on the computer

20. Various reports prepared by reception

BELL DISK / CONCIERGE FUNCTIONS:

Luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.

TRAVEL DESK:

Coordination, booking, transfers etc

YEAR : II

SEMESTER : III

CREDIT : 2

HOURS : 2

SKILL ENHANCEMENT COURSE (SEC) – V
BAKERY & CONFECTIONERY

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on equipment and ingredients used in bakery
- To obtain basic knowledge on Bread and cake making techniques

Course out Come:

- ❖ CO 1: Ability to identify and use the bakery equipment and tools
- ❖ CO 2: Understand the role of ingredients used in bread making
- ❖ CO 3: Perform to prepare different types of Cakes
- ❖ CO 4: Exhibit skills and techniques applied in chocolate preparation
- ❖ CO 5: Analyze the different types of Pastry

UNIT - I

- Introduction, Layout of Bakery and Bakery equipment and Tools
- Identification and handling of Raw Materials
- Flour – Type of flour – uses
- Shortenings – types, meaning and characteristics of good shortenings
- Sugar – Types of sugar – their cooking of sugar at different temperatures
- Raising agent – types of Raising agent – role of raising agents

UNIT - II

- Bread - Types of Bread making, Preparation of bread, Role of Ingredients in Bread making, Faults and reason in making bread, Characteristics of good bread
- Bread Rolls - Soft and hard rolls, Breakfast rolls, Croissants, Brioche, Vienna, Danish pastry

UNIT - III

- Sponges - Types of Cake Making, Preparation of different types of Cakes, Role of Ingredients in Cake making, Faults and reason in making Cakes, Genoese sponge,

Fatless Sponge Recipes, Characteristic as good sponge

- Icing - Uses of Icings, Equipment used for Icing, Varieties of Icings – Recipes

UNIT - IV

- Milk and Milk Product: Milk – Types of milk – uses of milk, Cheese – Classification – uses of cheese, Cream – types – uses of cream
- Frozen Desserts: Types and classification, Methods of preparation of various ice creams, Additives and preservatives used in ice cream
- Chocolate Work: Types of chocolate, Tempering of chocolate, Decorative work and display

UNIT - V

- Pastry - Types of Pastry, Faults and Reason for each Pastries, Names of Products made from each pastries, Recipes for each pastries
- Marzipan - Equipment used for Marzipan, Introduction of the Marzipan, Preparation of Marzipan
- Meringue - Making of Meringue, Types and uses of Meringue
- Pastillage - Equipment used for Pastillage, Introduction of the Pastillage

Reference books:

1. Ronald Kinton & Victor Cesarani – Practical – Cookery – Holderstargnton
2. Ronald Kinton & Victor Cesarani – Theory of Catering – Hodder Starghton
3. K.Arora – theory of Cookery – Frank Brothers
4. Parvinders Bali – food Production – Operations – Oxford Publication

YEAR : II

SEMESTER : IV

CREDIT : 5

HOURS : 5

CORE COURSE – VII
FOOD PRODUCTION & PATISSERIE – II

Objectives:

The Main Objectives of this course are to:

- To impart the knowledge on Indian regional cooking
- To impart knowledge on tandoor, Indian bread, sweets

Course out Come:

- ❖ CO 1: Remembering Spices masalas and condiments
- ❖ CO 2: Ability to Understand heritage of Indian cuisine
- ❖ CO 3: Apply the knowledge on process of making Indian Cuisine
- ❖ CO 4: Exhibit skills in the preparation of Indian Sweets
- ❖ CO 5: Analyze the food cost control

UNIT – I: Indian Masala

- Indian cookery – Spices masalas and Condiments – Thickening agents.
- Tandoori – Tandoori preparation – Marination, Indian Breads, Tikkas, Kababs, Equipments and tools.
- Composition and Preparation of different Masala used in Indian cooking - Garam Masala, Chat, Sambar , Rasam, Channa, Goda and Kolhapuri Masala etc.
- Indian gravies –Basic gravies – Yellow, Green, Red, Brown, White Gravy Examples of dishes made from these gravies

UNIT – II: Indian Cuisine

- Introduction of Regional Cuisines
- Geographic Location and Historical background of Indian Cuisines
- Availability Raw Material & Factors affecting the eating habits
- Indian festivals and their dishes, Indian Snacks and Indian Sweets and main dishes from Tamilnadu, Kerala, Andrapradesh , Karnataka, Goa

UNIT – III: Indenting - Costing - Purchasing

- Principles of Indenting, Quantities and portions for bulk production
- Food costing and Food cost control, Importance and relevance of food costing
- Purchasing system with Purchasing specification and Storage

UNIT - IV: International Cuisine Chinese Cuisine

- Introduction to Chinese cuisine with Geographical Features of china
- Historic Moments of china and Ingredient & Equipments Used
- Chinese Regions & their styles of cooking with Chinese Dishes

UNIT – V: Thai & Italian Cuisine

- Introduction to Thai Cuisine with Spices and herbs used in Thai Cuisine
- Fair and Festival in Thai, Ingredient & Equipments Used with Some Recipes of Thai
- Introduction to Italian cuisine with Geographical Features of Italian cuisine
- Various types Sauces, Pasta and Cheese used in Italian cuisine, Fair and Festival in Italian Cuisine, Ingredient & Equipments Used with Some Recipes of Italian

Reference Books:

1. Thangam.E.Philip – Modern cookery for teaching and trade – Macmillan Publication
2. R.Kinton & Cesarani – Theory of catering – ELBS Edition
3. MJLETO & WKH BODE – The larder Chef – Butter worth Heinmanth.
4. Parvinders.Bali – Food Production operation – Oxford publication. 5 V.C Crusius – Quantive Food Management – surjeet Publication
5. Indersingh Kolaras Pradeep das Gupta – Cooking with Indian Masters – Allied Publishers

YEAR : II

SEMESTER : IV

CREDIT : 5

HOURS 5

CORE COURSE – VIII

FOOD PRODUCTION & PÂTISSERIE PRACTICAL – II

Objectives:

The Main Objectives of this course are to:

- To train the students in quantity food production of Indian regional cuisine
- To train the students in preparation of Indian regional cuisine

Course out Come:

- ❖ CO 1: Identify the fabricated meat cut and equipment for Tandoor dishes
- ❖ CO 2: Ability to understand the familiar dishes different regions in India
- ❖ CO 3: Demonstrate the skills in the preparation of Indian regional dishes
- ❖ CO 4: Analyze the regional cuisine dishes in popular
- ❖ CO 5: Evaluate the recipes and preparation method in popular Indian regional dishes

I. Demonstration on

1. Indian rice and Gravy preparations
2. Indian breakfast and snacks preparations
3. Indian breads - naan, rotis, parathas, phulkas with variations
4. Indian Pulaos and Biryanis
5. Indian Dal varieties
6. Tandoori marinating
7. Indian Chats and sweets

II. To Formulate 22 sets of menu consisting of 5 dishes from the following regions:

1. Andhra Pradesh.
2. Bengal
3. Chettinadu
4. Goa
5. Gujarat
6. Kashmir
7. Kerala
8. Maharashtra

9. Punjab
10. Rajasthan
11. Tamil Nadu.
12. The menu can be compiled by the respective colleges.

III. Chinese Practical Demonstration

1. Chinese rice and noodles preparations
2. Chinese meat & fish preparations

IV. Dishes prepared in the following styles

1. Shanghai, Cantonese, Peking, Szechwan

V. Sri Lankan

1. Basic Sri Lankan gravies
2. Sri Lankan rice preparations
3. Sri Lankan curries
4. Sri Lankan Biryani

Reference Books:

1. Thangam. Philip – Modern cookery for Teaching and Trade / Volume-I – Macmillan Publication
2. Indersigh kolras pradeep Das gupta – Cooking with Indian Masters – Allied publication.

YEAR : II

SEMESTER : IV

CREDIT : 3

HOURS 3

ALLIED / GENERIC ELECTIVE – IV
ACCOMMODATION OPERATION PRACTICAL– II

Objectives:

The Main Objectives of this course are to:

- To gain knowledge on linen room and laundry operations
- To obtain technical knowledge on flower arrangement

Course out Come:

- ❖ CO 1: Ability to identify and select the laundry equipment
 - ❖ CO 2: Comprehend the functions of Cleaning agents used for removal of stains
 - ❖ CO 3: Ability to select the stain and apply proper chemical
 - ❖ CO 4: Categorize the Styles of flower arrangement
 - ❖ CO 5: Develop skill and create flower arrangement
1. Identification of Table linen, Room linen and Bath linen - Selection use, care and maintenance
 2. Procedure for exchange of linen from linen store - Floor pantry - Laundry.
 3. Laundry - Basic Principles
 4. In - house Laundry service procedure
 5. Stain removal- Identification of stains
 6. Cleaning agents used for removal of stains - practice on removal of stains selection of cleaning agent-General-principles.
 7. Flower arrangement-Basic principles. - Conditioning of plant materials - Styles of flower arrangement - Theme decorations
 8. Pest control- Identification of various pests
 9. Areas of infestation
 10. Prevention and control procedure.

Reference Books:

1. Professional Management of Housekeeping Operations-Thomas J. A. Jones-John wiley and sons, inc-V Edition
2. Hotel- Hostel and Hospital House Keeping - Margaret Lennox – ELBS Publications

YEAR : II

SEMESTER : IV

CREDIT : 2

HOURS 2

SKILL ENHANCEMENT COURSE (SEC) – VI
ACCOMMODATION OPERATION – II

Objectives:

The Main Objectives of this course are to:

- To gain knowledge on linen and laundry operations
- To obtain technical knowledge on uniform room and sewing room

Course out Come:

- ❖ CO 1: List out the types of stain
- ❖ CO 2: Ability to understand the steps involved in uniform and sewing room activity
- ❖ CO 3: Calculate and prepare the budget
- ❖ CO 4: Apply safety measures and First aid techniques
- ❖ CO 5: Categorize the style of flower arrangement

UNIT-I: Textiles

- Classification and characteristics of Textile fibers
- Laundry Operation –Types of Laundry – Laundry equipment’s - Laundry agent - Laundering process
- Stains - Types of stains – removal of stains - Dry cleaning - Handling of Guest Laundry - Preparation of Hot and Cold Towels

UNIT-II: Uniform, Sewing Room & Pest Control

- Importance of Uniform - Advantages to Management and employees - Uniform items - Selection and designing - Duties and Responsibilities of uniform room staff
- Sewing Room - Activities in Sewing Room - Duties and Responsibilities & Seamstress and Tailors - Sewing Room equipment used
- Pest Control - Common pest found in hotels - Area of infestation - Prevention and Control - Responsibility of housekeeping in pest control

UNIT – III: Flower Arrangement

- Flower arrangement in Hotels – Purpose - Equipment and material required - Different

styles of flower arrangement

- Principles of Flower arrangement - Containers used for Flower arrangement
- Theme decoration – suspended, floor and wall

UNIT – IV: Planning and Organization of House Keeping Department

- Process of Job analysis -Job Description –Job specification -Duty Rosters -Induction Procedures- Training Programs- Capital & Operational Budgets
- Planning a H/K budget -Methods of buying -Guidelines for purchasing -Stores & stock control

UNIT – V: Emergency situations

- Fire Prevention -Fire Fighting- Safety Awards- Accident prevention -First aid procedures -Administering first aid
- Dealing With Emergencies- Dealing with bomb threat, terrorism – fire etc. - Guest and employee theft prevention measures - Lost and found procedure

Reference Books:

1. Sudhir Andrews – Hotel Housekeeping Training Manual – TMH publications
2. Margaret Lennox- hotel, Hostel and Hospital House Keeping – ELBS Publications
3. G.Raghubalan and Smritee Raghubalan – Hotel Keeping operation and Management – Oxford Publication.

YEAR : I

SEMESTER : I

CREDIT : 2

HOURS 2

SKILL ENHANCEMENT COURSE (SEC) - VII

FOOD SCIENCE & NUTRITION

Objectives:

The Main Objectives of this course are to:

- Practice general procedures regarding personal hygiene
- To know about different types of Micro Macro Nutrients

Course out Come:

- ❖ CO 1: Ability to identify the food groups
- ❖ CO 2: Ability to understand the functions of Carbohydrate
- ❖ CO 3: Ability to understand the right kind of amounts of minerals and water intake for good health
- ❖ CO4: Ability to apply the food Adulteration
- ❖ COS:Analyze the preservation method

Unit - I

- Concepts of Food and Nutrition
- Definition of Food, Nutrition and Nutrients, Food groups, Functions of food to man. Balanced diet: Definition, meaning and importance
- Meal planning: Factors affecting, Meal planning Personal Hygiene, Kitchen hygiene and Food Hygiene

Unit - II

- Water: Importance, Water balance, deficiency of oral dehydrations
- Carbohydrates, Proteins and fat composition, classification, sources, functions and requirements, digestion and absorption, excess and deficiency.

Unit - III

- Minerals: Calcium, Iron, sodium, Iodine-Functions, sources, daily requirements, excess and deficiency, digestion and absorption.
- Vitamins: Classifications, function, sources, daily requirements, excess and deficiency of vitamins A, D, E, K, C & B vitamins.

- Nutritional losses during cooking.

Unit - IV

- Food Quality: Definition, quality attributes and its measurements.
- Colors: Natural and Synthetic colors used in foods
- Flavor: Types of flavor and synthetic flavor intensifier
- Food adulteration and common food adulterants.

Unit - V

- Role of Micro-organism in food industry and food spoilage,
- Beneficial and harmful effects of microbial activity - Food poisoning and food inspections, Food standards in India.
- Preservation methods: Low temperature, High temperature

Reference Books:

1. Sri Lakshmi,B, Nutrition Science, New Age International Publishing Company Limited, 2002
2. Frezier, W.C, Food Microbiology, Mc Graw Hill Publications, New York, 4th Edition, 1998.
3. Mahindra, S.N, Food Safety a techno legal analysis, Tata McGraw Company Publications, 2000.
4. Swaminathan, M, Advanced Text Book of Food and Nutrition, Vo1. I & II, Bappes Publishing Company, 1996

YEAR : III

SEMESTER : V

CREDIT : 4

HOURS : 5

CORE COURSE – IX
FOOD & BEVERAGE SERVICE – III

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on Gueridon & Flambé service
- To give awareness on function catering & Specialized forms of service
- To provide supervisory skills required for F & B personnel

Course out Come:

- ❖ CO 1: Remembering the different types of menu
- ❖ CO 2: Ability to understand the dishes prepared on the Guéridon
- ❖ CO 3: Use different types of equipment for Guéridon service
- ❖ CO 4: Displaying different dishes prepared on the Guéridon
- ❖ CO 5: Analyzing the order taking procedure for different menu

Unit I

Introduction - Brunch and Afternoon Tea (Full Afternoon Tea, High Tea & buffet Tea) – Menu, Cover and Service Sequence and Room Service overall procedures and Guéridon Service sequence in Restaurant.

Unit II

Introduction – Function Catering & Outdoor Catering – Staffing, Equipments, Menu, Service Sequence for Function Catering & Outdoor Catering - Specialized forms of service: Hospital tray service, Airline service, Railway service.

Unit III

Food Cost & Purchasing Control – Introduction, Definition of Food Cost, and Cost Control & Yield - Food Cost Cycle, SPS – Standard Purchase Specifications with different forms used in Purchase - Records maintained in the Receiving Department - Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure, Blind Receiving.

Unit IV

Storage of Perishable & Non Perishable – Introduction, Function of Store keeper, Conditions of facilities and equipment, Stock Ledger, Issuing & Inventory Control, Storage and Garbage disposal waste, Methods of Garbage disposal

Unit V

Production Control And Beverage Control – Aims & Tools, Definition - Quality & Quantity, Definition - Standard Recipe and Portion Size and Portion Cost, Calculation of selling price, billing procedure

Menu – Definition, Importance & uses, Menu Merchandising, Advantages & Disadvantages, Types , Factors affecting Menu planning and Menu Engineering – Plow Horses, Star, Dog, Puzzle.

Reference Books

1. Professional Food & Beverage Management - Dr. Jagmohan Negi
2. Food & Beverage Management – Bernad Daris & Sally Stone - ELBS
3. Modern Restaurant Service, A manual for students & Practitioners - John Fuller - Hutchinson.
4. Food & Beverage Service - Dennis R. Lillicrap & John A. Cousins - ELBS.
5. Food & Beverage Service: R.Singaravelavan – oxford university press
6. The Bar & The Beverage Book - Costas Katsigris, Mary Porter, Chris Thomson – Johnwiley & Sons INC

YEAR : III

SEMESTER : V

CREDIT : 4

HOURS : 5

CORE COURSE – X

FOOD & BEVERAGE SERVICE PRACTICAL – III

Objectives:

The Main Objectives of this course are to:

- To train the students in banquet service
- To impart knowledge on Buffets Arrangements and Guéridon Service

Course out Come:

- ❖ CO 1: Remembering and use the food and beverage service equipment
- ❖ CO 2: Students able to preparing duty routine
- ❖ CO 3: Demonstrate the different style of buffet display
- ❖ CO 4: Students able to diagram different style of buffet set up
- ❖ CO 5: Compare different style of banquet menu

1. Compiling brunch menu
2. Compiling High tea menu, laying the cover, and serving
3. Room service order taking
4. Execution of Room service order
5. Setting up of a trolley for different types of food
6. Gueridon service: Preparation of dishes on the Gueridon (dishes given in the text book)
7. Preparation of cocktails and mock tails (drinks given in the text book)
8. Service of cocktails
9. Preparing Function Prospectus
10. Attending enquiry for catering Function (Role Play)
11. Function Booking (Role Play)

12. Menu Planning for Functions
13. Various styles of table set up for various occasions
14. Top table and sprigs set up
15. Space calculations for accommodating table plan
16. Calculating Staff requirement
17. Briefing and allocation of Stations/tables to the waiters
18. Service procedure of meals during the formal function
19. Buffet Set up (Different styles)
20. Preparing check list for Outdoor catering

Reference Books

1. Modern Restaurant Service. A manual for students & Practitioners – John Fuller – Hutchinson
2. The Waiter – John Fuller & A.J. Currie – Hutchinson

YEAR : III

SEMESTER : V

CREDIT : 4

HOURS 5

CORE COURSE – XI
TRAVEL & TOURISM

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on concepts & types of tourism and tourism infrastructure
- To enable students to understand travel formalities and plan tour itinerary

Course out Come:

- ❖ CO 1: Recall important tourist place in India
- ❖ CO 2: Describing the Geographical Components of Tourism
- ❖ CO 3: Illustrating check in formalities procedure of domestic and International Airports
- ❖ CO 4: Applying knowledge on Indian folk dance
- ❖ CO 5: Analyzing about classical dance in India

Unit I

- Definitions: Tourism, Tourist, Foreign Tourist, Domestic Tourist
- Components of Tourism: Attractions - Accessibility and Amenities
- Motivations for Tourism and Types of Tourism

Unit II

- Elements of tourism
- Positive and Negative impacts of tourism and Activities of Department of tourism
- Economic impact of tourism and Geographical Components of Tourism

Unit III

- Indian cultural Heritage - Religions, Belief and their Practices.
- Music's in India
- Dances in India - Classical and Folk Dances.
- Fairs and Festivals in India
- Population status and Regional Languages in India

Unit IV

- International civil aviation organization (ICAO)
- Future of airline industry
- Airport authority of India (AAI)
- Computerized reservation system (CRS) - SABRE-GALILEO, WORLDSPAN ANAMADEUS

Unit V

- Government Organizations
- India Tourism Development Corporation (ITDC). Tamilnadu Tourism Development Corporation (TTDC) and Private Organizations.
- International Air Transport Association (IATA)
- Travel Agents Associations of India (TAAI)
- Role of United Nations Organization in Tourism

Reference Books:

1. Bhatia A.K. – Tourism Development : Principles and Practices , Sterling Publishers, New Delhi , India
2. Bhatia A.K. – International Tourism, Sterling Publishers, New Delhi India
3. Kaul R.N – Dynamics of Tourism Past, Sterling Publishers, New Delhi
4. Christopher Holoway J – The Business of Tourism Bitman Publishers Pvt. Ltd London
5. Burkhart A. and Medlik S.- Tourism Past, Present and Future, ELBS Publishers , London
6. Tourism Management - Pran Nath Seth - Sterling Publishers Private Limited.
7. Tourism Marketing Management - A.K.Bhatia - Sterling Publishers Private Limited.

YEAR : III

SEMESTER : V

CREDIT : 4

HOURS 5

CORE COURSE – XII

HOTEL FRENCH

Objectives:

The Main Objectives of this course are to:

- To learn basics in French Language
- To comprehend culinary terms in French

Course out Come:

- ❖ CO 1: Remembering French language basics.
- ❖ CO 2: Ability to understand the culinary terms.
- ❖ CO 3: Ability to understand the French numerical
- ❖ CO 4: Demonstrate the conversation related to restaurant
- ❖ CO 5: Analyze the different types of Menu items in French term

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
- Name of the Personnel's in Hotel, Restaurant and Kitchen (Specialization from English to French term)

UNIT - III

- Members of the family Numerical from 1 to 100
- The time of the day

UNIT – IV

- Conversation related to Restaurant –Simple conversation asking for menu card, placing Order for food, asking for wine, Beer, Coffee, Tea.
- Conversation related to Front Office – Asking for room –enquiring for facilities, asking for rates of room –checkout time –No of Days.

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 Chandrasekar, Rekha Hangal, Chitra Krishnan - A Votre Service 1- General Book Depot, 1691, Delhi
2. S.Bhattacharya - French for Hotel Management and Tourism - Frank Bros and Co. publishers limited

YEAR : III

SEMESTER : V

CREDIT : 3

HOURS : 4

ALLIED / ELECTIVE COURSE – V
FRONT OFFICE OPERATION – II

Objectives:

The Main Objectives of this course are to:

- To impart the knowledge on duties and responsibilities night auditing
- To impart the knowledge on computer application in front office

Course out Come:

- ❖ CO 1: List out the mode of settlement of bills
- ❖ CO 2: Discuss Night Auditing procedure
- ❖ CO 3: Ability to prepare Front Office Accounting reports
- ❖ CO 4: Ability to use different property management system
- ❖ CO 5: Calculate and compare occupancy percentage

UNIT I: The Lobby Manager's Desk

- Functions of the Lobby Manager
- Forms and Registers required
- Handling of any unusual event like theft, fire, accident, death, skippers, scanty luggage guests etc,
- Handling of Master keys, duplicate and original keys
- Handling guest complaints and problems

UNIT II: Guest Accounting

- Job description of a front office cashier
- Guest Accounts-Folios-Vouchers-Ledgers
- Creation & Maintenance of Accounts Record keeping system: Manual, Semi - Automated, dully automated
- Credit monitoring - Floor limit, House limit, part settlement of in house guests
- Account Maintenance:-Charge purchase, - Account Correction, - Accounts allowance, Account transfer, -Cash advance.

UNIT III: Night Auditing

- Functions of the night auditor
- The role of the night auditor and Cross - referencing
- Guest credit monitoring and Daily & supplementary transcripts
- The night audit process

UNIT- IV: Check Out Settlement Process

- Mode of settlement of bills - Cash and credit settlement
- Foreign exchange, credit card, Travelers cheque, Personal cheque, Debit card, Credit card Payment, Travel agent voucher, Corporate billing.

UNIT- V: Computer Application in Front Office

- Property Management Systems
- Property Management systems in Front Office
- Reservation Module and Front desk module
- Cashier module and Night Audit module

Reference Books:

1. Jaiashankar.R. Tewari – Hotel Front Office – Operation and Management – Oxford Publication
2. Sudhir Andrews – Hotel Front Office Training Manual – TMH Publication.
3. Dr.JagmohanNegi – Grading and Classification of Hotel, Tourism and Restaurant – Principles and practices – Kanishka Publication

YEAR : III

SEMESTER : V

CREDIT : 3

HOURS 4

ALLIED / ELECTIVE COURSE – VI
FRONT OFFICE OPERATION PRACTICAL – II

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on the procedure and practices adopted between guest and hotel
- To impart skills in front office department

Course out Come:

- ❖ CO 1: Remembering Countries and their Capitals
- ❖ CO 2: Ability to understand check-in and checkout procedure
- ❖ CO 3: To handle the situation of left luggage
- ❖ CO 4: Analyzing the Guest Departure Procedure
- ❖ CO 5: Analyzing the Suggestive selling procedure

1. Receiving Guest
2. Guest registration Procedures (F.I.T, Groups. V.I.P, V.V.I.P)
3. Knowledge of Check in and Check out
4. Registration records and procedures
5. Responding to questions about service and events
6. Making Booking (Airlines, Bus, Train, Theatres etc.)
7. Bell Desk
8. Errand cards
9. Handing Guests Baggage
10. Handling left luggage (Procedure and records maintaining)
11. Valet Service
12. Valet Parking (Procedure and Record maintaining)
13. Guest departure procedure
14. Encasing - foreign currency, Travelers Cheque, Handling debit and Credit Cards
15. Safety locker (Procedure and record maintained)
16. Study of countries, capitals, currencies, Airways.
17. Front office terminologies.

Reference Books:

1. Principles of Hotel Front Office Operations- Sue Baker- Pam Bradley and Jeremy Huyton
London-Cassell Publishers- 2nd Edition- 2001.
2. Front Office Operations and Management- Ahmed Ismail Delmar- Thomson Publishers-
1st Reprint- 2002

YEAR : III

SEMESTER : V

CREDIT : 2

HOURS 0

SUMMER INTERNSHIP / INDUSTRIAL TRAINING

PROJECT – II

INDUSTRIAL EXPOSURE TRAINING REPORT AND VIVA VOCE –II

Duration of Exposure: 90 DAYS Training

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) should be making. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (Refer to What to Observe Sheets for more details.)

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook
2. Appraisal
3. A copy of the training certificate
4. IT Report in all four Departments
5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet

7. Leave card

For distribution of marks refer to details on Course structure/ Credit Distribution during the tenure of Industrial Exposure, apart from carrying out the assigned jobs,

The learners are suggested to make the following observations in the departments of internship:

Food Production Operations Industry Exposure – WHAT TO OBSERVE FOOD PRODUCTION

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinating and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different MISE-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. MISE-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Réchauffe/ Leftover Cooking

Food and Beverage Service Operations Industry Exposure -I Food & Beverage Service BANQUETS

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and

price structures

2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chafing dish used- their different makes sizes

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of MISE-en-place and arrangement and setting up of 20 station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

1. Bar setup, MISE-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures

5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bar tender

ROOM SERVICE/IN ROOM DINNING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

Accommodation and Front Office Operations Industry Exposure -I WHAT TO OBSERVE

ACCOMMODATION OPERATIONS ROOMS

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C , T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
- 10.Observe room layout, color themes and furnishings used in various categories and types
- 11.Carpet brushing and vacuum cleaning procedure
- 12.Windowpanes and glass cleaning procedure and frequency
- 13.Observe maintenance of cleaning procedure and frequency
- 14.Understand policy and procedure for day-to-day cleaning
- 15.Observe methods of stain removal
- 16.Understand the room attendant's checklist and other formats used
- 17.Observe handling of guest laundry & other service (like shoe shine etc.)

THE CONTROL DESK

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

PUBLIC AREA

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

WHAT TO OBSERVE FRONT OFFICE

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose

19. How to take check-ins and check-outs on the computer

21. Various reports prepared by reception

BELL DISK / CONCIERGE FUNCTIONS:

Luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.

TRAVEL DESK:

Coordination, booking, transfers etc.

YEAR : III

SEMESTER : VI

CREDIT : 4

HOURS 6

CORE COURSE – XIII

FOOD PRODUCTION & PATISSERIE – III

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on the unique features of Larder Kitchen
- To give an overall view of equipments and ingredients used in Cold Kitchen.
- To impart knowledge on popular dishes and preparation methods in Cold Kitchen

Course out Come:

- ❖ CO 1: Outline about larder kitchen.
- ❖ CO 2: Describing the preparation method and types of larder by products
- ❖ CO 3: Applying knowledge of ingredients used in the Cold Kitchen
- ❖ CO 4: Able to know all about sandwiches
- ❖ CO 5: Analyzing the kitchen stewarding department and its various job performance

UNIT – I:

- Larder - Introduction of Larder work – Layout – Functions - Organization chart of Larder department - Duties and Responsibilities of Larder Chef - Equipment and tools used in Larder
- Force meat - Meaning - Types of Force meat - Styles of Force meat - Preparation of each types and uses, Sausages - Types and Varieties - Preparation method
- Brine, Cures & Marinades - Types and preparation of Brine, Methods of Curing - Types and uses of Marinades

UNIT - II

- Galantines - Preparation of Galantine - Types of Galantine - Recipes for Chicken or Duck Galantine, Pates and Terrine - Types of Pate - Preparation of Pate and Terrine
- Mousse & Mousseline - Types of Mousse - Preparation of Mousse & Mousseline - Quenelles – Preparation of Quenelle

UNIT – III

- Cold Sauces - Chaud Froid – Meaning - Types & Preparation of Chaud Froid - Uses of Chaud Froid - Aspic and Jelly preparation - Uses of Aspic and Jelly
- Appetizer - Classification of Appetizer - Types of appetizer – Example for each - Garnishes – garnishes used with fish, beef, veal poultry and game.

UNIT – IV

- Sandwiches – parts of sandwich - Types of breads used for sandwich - Types of spread and garnishes
- Types of fillings - Types of sandwich - Sandwich preparation – Presentation - Storage of sandwich

UNIT – V

- Kitchen Stewarding - Importance of kitchen stewarding - Organization of Kitchen stewarding department - Functions of kitchen stewarding department - Equipments used in kitchen stewarding - Garbage disposal- Sanitation
- Non –Edible Display - Ice carving –Equipment used –precaution to be taken - Tallow sculpture - Fruit and vegetable carving - Thermo coal display - Jelly logo

Reference Books:

1. Cesarani and kinton – Practical cookery and Stoughton, London
2. Dantel R.Stephenson – Professional cookery – The process and approach – Stanly Horn publication limited
3. MJLETO & WKHBODE – The larder chef food preparation and presentation – Butterworth – Heinmann publication.

YEAR : III

SEMESTER : VI

CREDIT : 4

HOURS : 6

CORE COURSE – XIV

FOOD PRODUCTION & PATISSERIE PRACTICAL – III

Objectives:

The Main Objectives of this course are to:

- To train the students in preparation of International cuisine for food trail
- To train the students perform different types of carving

Course out Come:

- ❖ CO 1: Identify the equipment for different types of carving
- ❖ CO 2: Discuss different types of menu
- ❖ CO 3: Perform different types of menu
- ❖ CO 4: To prepare and present plate garnish, vegetable and fruit carving
- ❖ CO 5: Analyze the different types of menu

Demonstration on the Following:

- Ice carving Vegetable carving Butter carving
- Aspic Jelly preparation and presentation Forcemeat Panades
- Galantine Ballotine Pate terrine

Continental Cuisine (Individual)

To formulate 20 sets of menu consisting of 6 dishes from the following courses mentioned below:

- Hors-d-oeuvre - Simple or Compound Soup Egg Pasta/rice Fish
- Mutton/Veal/Beef/Pork Poultry/Furred game/Feathered game Potatoes Vegetables/Salads
Sweet Savory

International cuisine Menu

Sri Lankan	- 2 set
Malaysian	- 1 set
Japanese	- 1 set
Italian	- 2 set
Spanish	- 1 set

Mexican - 1 set
Mediterranean -1 set
American - 1 set

Reference Books:

1. Practical cookery - Ronald Kinton & Victor Ceserani - 'Hodder Starghton.
2. The Professional Chef (IV Edition) - Le Roi A. Pdlson.
3. Larousse Gastronomique - Cookery Encyclopedia - Paul Hamyln.
4. Professional Cooking - Wayne Gisslen
5. The Complete Guide to Art of Modern Cookery - Escoffier.
6. The Cookery Year - Readers Digest Association Ltd.
7. Practical Professional Cookery -. Cracknell & Kaullmann.
8. Contemporary Cookery - Caserani & Kinton and Foskett

YEAR : III

SEMESTER : VI

CREDIT : 4

HOURS 6

CORE COURSE – XV
HOTEL ENGINEERING

Objectives:

The Main Objectives of this course are to:

- To address repair needs and completing Work Orders
- To get basic idea of repairs on electrical, Plumbing, Heating, Ventilation and air conditioning system

Course out Come:

- ❖ CO 1: Consider the impact of facility design on Facility Management
- ❖ CO 2: Analyzing Maintenance management system
- ❖ CO 3: Justify Personnel management in Maintenance
- ❖ CO 4: Compare and Justify costs associated with hospitality facility
- ❖ CO 5: Able to fire fight in case of emergencies

UNIT - I

- Role and importance of Maintenance Department in hotel industry with emphasis on its relation with other departments of the hotel, Organizational chart of maintenance department, Duties and responsibilities of maintenance department
- Maintenance - Preventive and break-down maintenance
- Fuels used in catering industry: Types of fuel used in catering industry; calorific value; comparative study of different fuels, calculation of amount of fuel required and cost.

UNIT - II

- Gas: Heat terms and units method of transfer, LPG and its properties; precaution to be taken while handling gas; low and high pressure burners, corresponding heat output, care and service of gas equipment, gas meter reading
- Electricity: Importance and its uses. Meaning of ampere, volt, ohms and their relations, ohms law, AC & DC their difference, Importance of NEC (National Electric Code), Earthing: Meaning and its importance and method of earthing

UNIT - III

- Water system management: Sources of water and its quality, distribution of water supply system and its storage. Hardness in water and its removal methods.
- Sanitary systems: Sink, basins, WC, inspection chambers, soiled pipes, water taps.
- Waste disposal: Solid and liquid waste, sullage and sewage, disposal of solid waste, sewage treatment

UNIT - IV

- Refrigeration: Principles and uses of refrigeration in catering industry. Basic scientific principles of different types of refrigeration systems and refrigerants, Walk-in coolers and freezers. Care and maintenance of refrigeration system and Conditions for comfort: Air movement, humidity control, ventilation methods, ventilation rates for different rooms.
- Air-conditioning: Types Energy conservation: Energy conservation' barriers; methods of conserving electrical and water energy.

UNIT - V

- Transportation systems: Passenger elevators, freight elevators, dumb waiters, escalators, side-walks -Operations and their maintenance.
- Fire prevention and fire protection: Meaning of fire; different types of fire, fire hazards, fire extinguishers, fire alarm systems.
- Pollution control: Water pollution, thermal pollution and sewage pollution.

Reference books:

1. Hotel Engineering & Maintenance in Hospitality Industry - Frank M. Borsenik Van Nostrand Reinhold.
2. Principles of Hospitality Engineering - John D.Palmer - Van Nostrand Reinhold.

YEAR : III

SEMESTER : VI

CREDIT : 3

HOURS 5

ALLIED / ELECTIVE COURSE – VII

APPLICATION OF COMPUTERS IN HOSPITALITY INDUSTRY

Objectives:

The Main Objectives of this course are to:

- To impart the knowledge on Computer Operations
- To give an overall view of the usage of computers in Hospitality industry

Course out Come:

- ❖ CO 1: Remembering the basic operations of MS Office
- ❖ CO 2: Ability to Understand about Applications & Internet usage
- ❖ CO 3: Apply the knowledge on process of creating Social media pages
- ❖ CO 4: Exhibit skills in HMS Software.
- ❖ CO 5: Analyze the advancement of computers

Unit I:

- Introduction to Computer: Classification, Generations
- Features of Computer System
- Hardware Input & Output Devices, CPU, RAM, ROM
- Networks – LAN, MAN, WAN, Topologies

Unit II:

- Introduction to Computers Software: Types of Software
- System Software, Application Software
- Utility Software's, Viruses – Types, Precautions,

UNIT-III

- MS Word: Introduction File Commands, Print, Page Setup, Editing - Cut, Copy, Paste, Find, Replace, etc. Formatting Commands – Fonts, Bullets, Tables, Auto Text, Auto Correct, Mail Merge, Hyperlinks
- MS. Excel: Features, Auto Fill, Custom Lists etc., Cell Reference – Relative & Absolute (\$), Formulae, Functions (Math/Stats, Text, Date, IF), Charts – Types, Parts of the Chart, Databases (Create, Sort, AutoFilter, Sub Total)
- MS Power point: Slide Layout, ClipArt, Organizational Chart, Graphs, Tables, Custom

Animations, Slide Show

Unit: IV

- Internet & Applications: Introduction to Internet: Emailing, Chatting, Surfing, Blog, Search Engines, Browsers, Concepts of Web upload, download
- Threats – Spyware, Adware, SPAM, E-Commerce
- HMS (Hotel Management Software) - Software Updating – Latest version of HMS – Advancement in Science & technology (AI, Humanoid) usage and implementation in Hospitality.

Unit V:

- Social Media Applications and Hospitality: Introduction to Social Media, Its Role in Hospitality Promotion, Twitter, Face book, Instagram – Creating Pages and Profiles
- Merits/Demerits of Social Media, LinkedIn, Twitter and Other Social Media Applications

Reference Books:

1. MS office 2000 for every one- Vikas publishing House Pvt. Ltd., Sanjay Saxena
2. Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
3. June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
4. Douglas E Comer, Computer networks and Internet 4th Edition, Pearson Education
5. White, Data Communications & Computer Network, Thomson Learning, Bombay
6. Computers in Hotels – Concepts & Applications: Partho P Seal OxfordUniversity Press

YEAR : III

SEMESTER : VI

CREDIT : 3

HOURS 5

ALLIED / ELECTIVE COURSE – VIII

APPLICATION OF COMPUTERS IN HOSPITALITY INDUSTRY PRACTICAL

The Main Objectives of this course are to:

- To train the students in preparation of MS Office – Documents, Sheets & Presentations
- To train the students to update HMS Software

Course out Come:

- ❖ CO 1: Identify the various tools used in MS Office
- ❖ CO 2: Discuss different types of Excel Formulas
- ❖ CO 3: Perform different types of HMS Software update
- ❖ CO 4: To prepare and present various reports used in Hotel
- ❖ CO 5: Analyze the different types Social media surfing safely

1. Creating Table in MSWORD
2. Formatting Documents and Mail merge
3. Creating Organization Chart for a Hotel Industry.
4. KOT, Logo, Students' Resumes in WORD
5. KOT, Report Card, Pass / Fail Result, Bills, Hotel Rooms, Charts, Database of Employees, Guests - MS EXCEL
6. To download information from the internet as a topic, To surf the internet and look for images or information on any relevant topic - INTERNET
7. To present the above information as a presentation
8. Updating HMS (Hotel management software) Room Occupancy, Vacant.
9. Creating Room Occupancy Report, Reservation, Registration and Cancellation Report in HMS
10. Creation & Updating of Social Media Pages – Safe Surfing

TRAINING PROJECT WORK GUIDELINES –SPECIMEN –I

TITLE OF THE PROJECT:

A project report submitted to the Periyar University in partial fulfillment of the requirements for the award of the degree of the **BACHELOR OF SCIENCE IN HOTEL MANAGEMENT AND CATERING SCIENCE.**

By

Name of the student

Reg. no.....

UNDER THE GUIDANCE OF

Name of the guide

Designation, Department

College

College Emblem

Department, College Name and Place

Month and Year of Submission

TRAINING PROJECT WORK GUIDELINES –SPECIMEN –II

DECLARATION

**I hereby declare that this project work titled
.....Submitted to**

PERIYAR UNIVERSITY, SALEM, in partial fulfillment of the requirements for the award of the degree B.Sc. (Hotel Management & Catering Science), I declare that the work is an original one and has not been submitted earlier to the university or to any other institution for the award of any Degree/Diploma.

Date:

Place:

Candidate Signature

TRAINING PROJECT WORK GUIDELINES –SPECIMEN –II

CERTIFICATE

This is to certify that the project entitled Register No.Under my supervision Partial fulfillment of and the requirements for the award of B.SC., HM & CS degree and the work is an original one and has not formed basis for the award of any degree, diploma, associate ship, fellowship or any other similar title.

(HOD signature)

(Guide signature)

Project work evaluation viva-voce examination conducted on.....

Internal examiner

External examiner

B.Sc., HOTEL MANAGEMENT & CATERING SCIENCE
Theory-Question Paper Pattern

Question Paper Pattern - 75 marks

Time: 3 Hours

Max. Marks: 75

Part-A: 15 x 1= 15

(Answer all Questions) (Three Question from each unit)

Part-B: 2 x 5=10

(Answer any Two Questions) (One question from each unit)

Part-C: 5 x 10 =50

(Answer all Questions) (One question from each unit) With internal choice

B.Sc., HOTEL MANAGEMENT & CATERING SCIENCE

Practical - Question Paper Pattern

PRACTICAL-I **ACCOMMODATION OPERATION –I**

Time: 6 Hours Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Written procedure - 10 marks

Dress code - 10 marks

Practical - 30 marks

PRACTICAL-II **FRONT OFFICE OPERATION –I**

Time: 6 Hours Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Written procedure - 10 marks

Dress code - 10 marks

Practical - 30 marks

PRACTICAL-III **FOOD PRODUCTION & PATISSERIE – I**

Time: 6 Hours Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Indent Writing - 10 marks

Dress code - 10 marks

Practical - 30 marks

PRACTICAL-IV **FOOD & BEVERAGE SERVICE –I**

Time: 6 Hours Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Written procedure - 10 marks

Dress code - 10 marks

Practical - 30 marks

PRACTICAL-V**BAKERY AND CONFECTIONARY**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Written procedure - 10 marks

Dress code - 10 marks

Practical - 30 marks

PRACTICAL-VI**FOOD PRODUCTION & PATISSERIE-II**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Indent Writing - 10 marks

Dress code - 10 marks

Practical - 30 marks

PRACTICAL-VII**FOOD & BEVERAGE SERVICE-II**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Written procedure - 10 marks

Dress code - 10 marks

Practical - 30 marks

PRACTICAL -VIII**FRONT OFFICE OPERATION -II**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Written procedure - 10 marks

Dress code - 10 marks

Practical - 30 marks

PRACTICAL – IX**ACCOMMODATION OPERATION –II**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Written procedure - 10 marks

Dress code - 10 marks

Practical - 30 marks

PRACTICAL-X**HOTEL ENGINEERING**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Written procedure - 10 marks

Dress code - 10 marks

Practical - 30 marks

PRACTICAL-XI**FOOD PRODUCTION & PATISSERIE-III**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Indent Writing - 10 marks

Dress code - 10 marks

Practical - 30 marks

PRACTICAL –XII**FOOD & BEVERAGE SERVICE -III**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Written procedure - 10 marks

Dress code - 10 marks

Practical - 30 marks

PRACTICAL-XIII**APPLICATION OF COMPUTER**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

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

KEY FOR CONDUCTING PRACTICAL EXAMINATION

PRACTICAL-I

ACCOMMODATION OPERATION –I

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a. Identification of cleaning agents & cleaning equipments - 05 Marks
 - b. Bed Making - 10 Marks
 - c. General Cleaning - 10 Marks
 - d. Viva voce - 05 Marks

Note: Submission of Practical Records is Compulsory

PRACTICAL-II

FRONT OFFICE OPERATION –I

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a. Dealing with reservation enquiries - 10 marks
 - b. Registration procedure - 10 marks
 - c. Viva voce - 10 marks

Note: Submission of Practical Records is Compulsory

PRACTICAL-III**FOOD PRODUCTION AND PATISSERIE-I**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
2. Written procedure - 10 marks
3. Dress code -10 marks
4. Practical - 30 marks

Preparation of Six Course Menu

- a. Rice-Any Rice Preparation - 05 Marks
- b. Indian Bread- Poori / Parathas/ Chapattis Etc - 05 Marks
- c. N. Veg/veg .Curries-Fish/Meat/Chicken/Eggs - 05 Marks
- d. Indian Sweets - 05 Marks
- e. Presentation - 05 Marks
- f. Viva voce - 05 Marks

Note: Submission of Practical Records is Compulsory

PRACTICAL-IV**FOOD AND BEVERAGE SERVICE-I**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a. Table Setting - 10 Marks
 - b. Identification of Service Equipments - 05 Marks
 - c. Table Service - 05 Marks
 - d. Clearance - 05 Marks
 - e. Viva Voce - 05 Marks

Note: Submission of Practical Records is Compulsory

PRACTICAL-V**BAKERY AND CONFECTIONARY**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a. Preparation of Bread / Cakes - 5 marks
 - b. Preparation of Cookies/ Chocolates - 5 marks
 - c. Preparation of Hot/ Colddesserts - 5 marks
 - d. Identification of Bakery Equipments - 5 marks
 - e. Presentation - 5 marks
 - f. Viva voce - 5 marks

Note: Submission of Practical Records is Compulsory

PRACTICAL-VI**FOOD PRODUCTION AND PATISSERIE-II**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
2. Written procedure - 10 marks
3. Dress code -10 marks
4. Practical - 30 marks

Preparation of Six Course Menu

- a. Rice-Any Rice Preparation - 05 Marks
- b. Indian Bread- Poori / Parathas/ Chapattis - 05 Marks
- c. N. Veg/veg .Curries-Fish/Meat/Chicken/ - 05 Marks
- d. Indian Sweets - 05 Marks
- e. Presentation - 05 Marks
- f. Viva -Voce - 05 Marks

Note: Submission of Practical Record is Compulsory

PRACTICAL-VII**FOOD AND BEVERAGE SERVICE-II**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a. Table Laying - 10 Marks
 - b. Identification of bar Equipments - 10 Marks
 - c. Service of alcoholic beverages - 05 Marks
 - d. Viva Voce - 05 Marks

Note: Submission of Practical Record is Compulsory

PRACTICAL-VIII**FRONT OFFICE OPERATION –II**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a. Dealing with reservation enquiries - 10 marks
 - b. Registration procedure - 10 marks
 - c. Viva voce - 10 marks

Note: Submission of Practical Records is Compulsory

PRACTICAL – IX**ACCOMMODATION OPERATION-II**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a) Planning & organizing cleaning work - 10 marks
 - b) Interior Decoration –Room set up - 10 marks
 - c) First Aid Treatment - 05 marks
 - d) Viva –voce - 05 marks

Note: Submission of Practical Records is Compulsory

PRACTICAL-X**HOTEL ENGINEERING**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a. Burner Cleaning/ Regulator Shifting - 10 marks
 - b. Tube light fittings/ Electrical Switches - 10 marks
 - c. Identification of Equipments - 5 marks
 - d. . Viva voce - 5 marks

Note: Submission of Practical Records is Compulsory

PRACTICAL-XI**FOOD PRODUCTION AND PATISSERIE-III**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a. Appetizer/SOUP - 05 Marks
 - b. Main Course - 05 Marks
 - c. Rice/ Bread/ Bread Rolls - 05 Marks
 - d. Vegetables/SALAD - 05 Marks
 - e. Dessert-any Hot/Cold Pudding - 05 Marks
 - f. Food Presentation - 05 Marks

Note: Submission of Practical Record is Compulsory

PRACTICAL-XII**FOOD AND BEVERAGE SERVICE-III**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a) Table Plan/Arrangement for Setting up Buffer for Lunch - 10 Marks
(Or) Birthday Parties (Or) Conference (Or) Wedding Reception
 - b) Setting up a floating bar Mock service -10 Marks
 - c) Viva-voce -10 Marks

Note: Submission of Practical Record is Compulsory

PRACTICAL-XIII

APPLICATION OF COMPUTER

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

- | | |
|---------------------|------------|
| 1. Practical record | - 15 marks |
| 2. Practical | - 25 marks |
| 3. O/P (Print out) | - 20 marks |

**GRADUATION COURSES
THEORY**

University Examination (USE)	Internal Assessment (IA)
75 Marks	25 Marks

Question Paper Pattern:

Maximum Marks - 75 Marks

Section A (15 X 1 = 15) (Answer all questions)

Section B (2 x 5 = 10) (Any two)

Section C (5 x 10 = 50) (Answer all questions) (Internal choice)

Classification of Internal Assessment Structure:

Marks

Test	- 15
Assignment	- 5
Attendance	- 5

	25 Marks

Passing Minimum (IA) –40 %	- 10 Marks
Passing Minimum (USE) –40 %	- 30 Marks

Total Passing Minimum 40 Marks

PRACTICAL

University Examination (USE)	Internal Assessment (IA)
60 Marks	40 Marks

Passing Minimum (IA) –40 %	- 16 Marks
Passing Minimum (USE) –40 %	- 24 Marks

Total Passing Minimum 40 Marks

No classification of Internal Marks