REGULATIONS PERTAINING TO BACHELOR OF HOTEL MANAGEMENT
DEGREE – SEMESTER SCHEME
(Revised Scheme – 2015 onwards)

1. **ELIGIBILITY:**
   Students who have completed two-year pre-university (class XII or 10 + 2) course of Karnataka state or equivalent there to, are eligible to seek admission to the BHM degree course.

2. **DURATION OF THE COURSE:**
   The course of study for the BHM degree shall extend over a period of four academic years, each academic year comprising of two semesters, and excluding the duration of the examinations, each semester comprising sixteen weeks of class work. The candidate shall complete his/her BHM degree within seven years from the date of admission to the first semester of the course.

3. **INDUSTRIAL EXPOSURE:**
   The course being professional the students are required to undergo industrial exposure in the 5th semester of the programme.
   - 5th semester training is to introduce the students to the operational aspects of a star hotel (3 star and above) and he/she is preferably exposed to the four core departments of the hotel. The duration of the training is for 100 days in the 5th semester.

4. **MEDIUM OF INSTRUCTIONS:**
   The medium of instructions and examination shall be in English.

5. **SUBJECTS OF STUDY:**
   A candidate for the BHM degree course shall seek to study the subjects stated in the course matrix.

6. **ATTENDANCE:**
   a. For the purpose of calculating attendance, each semester shall be taken as a unit
   b. A student shall be considered to have satisfied the requirements of attendance for the semester, if he/she has attended in aggregate 75% of the number of working periods in each of the subjects.
   c. A student who fails to complete the course in the manner stated above shall not be permitted to take the university examinations.
7. **COURSE STRUCTURE OBJECTIVES:**
- To develop the right skills necessary in hospitality and allied industries so as to meet the requirements according to the industry expectations.
- To develop the required skills in Food & Beverage Production.
- To develop the required skills in Food & Beverage Service.
- To develop the required skills in House Keeping & Front Office operations.
- To develop the required skills in Sales and Marketing, General Management, Entrepreneurship, Revenue Management,
- To develop the required skills in communication for a better career in the Hospitality Industry.
- To provide the basic knowledge in hygiene, food safety & nutrition in line with International standards.
- To enable the candidates to manage any hospitality, tourism and other allied industries.

8. **SCHEME OF EXAMINATION:**
There shall be a university examination at the end of each semester. The maximum marks for the university examination in each theory paper shall be 70. Practical exams are out of 50.
Internal Marks shall be awarded as per the course matrix of BHM, approved by the Bangalore University.

8(a) **Criteria for awarding Internal Marks:**

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<tr>
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<th>PARAMETERS</th>
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<tr>
<td>Attendance</td>
<td>10 marks</td>
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<td>75.1 – 80%</td>
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<td>85.1 – 90 %</td>
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<td>6 marks</td>
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<td>8 marks</td>
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<td>95.1% and above</td>
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<td>Class Tests</td>
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<td>Assignments/Reports</td>
<td>10 marks</td>
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9. **APPEARANCE FOR THE EXAMINATION:**

a. A candidate shall apply for all the papers in each examination when he/she appears for the first time. A candidate shall be considered to have appeared for the examination only if he/she has submitted the prescribed application for the examination along with the required fees to the university.

b. A candidate who is permitted to seek admission to the particular degree course on transfer from any other university should study and pass the subjects which are prescribed by the university. Such candidates shall not however be eligible for the award of overall ranks.

10. **MINIMUM FOR A PASS:**
Candidates who have obtained at least 35% of marks each on theory and practical and in aggregate of 40% shall be eligible for a pass in that subject. Practical exams are out of 50
and passing marks is 18. For the project and electives 35 % of marks to be scored in each category mentioned in the course matrix (Project Report, Internal, Viva, Log book etc.)

11. CLASSIFICATION OF SUCCESSFUL CANDIDATES:

i. The results individual semesters of degree examination shall be declared and classified separately as follows:
   a. **First Class**: Those who obtain 60% and above of the total marks
   b. **Second class**: Those who obtain 50% and above but less than 60% of the total marks.
   c. **Pass class**: Rest of the successful candidates who secure 40% and above but less than 50% of marks.

ii. The results of the degree course as a whole shall be declared on the basis of the aggregate marks obtained by the candidates in all the subjects (except Languages) of the First to Eighth semesters of degree course put together as follows.
   a. **First class**: Those who obtain 60% and above of the aggregate in all subjects of all the semesters put together. (except Languages)
   b. **Second class**: Those who obtained 50% and above but less than 60% of the aggregate marks in all subjects of all semesters put together. (except Languages)
   c. **Pass class**: Rest of the successful candidates who obtain 40% and above but less than 50% of the aggregate marks in all the subjects of all semesters put together. (except Languages)

iii. Class and ranks shall be declared on the basis of the aggregate marks obtained by the candidate in all the subjects of the first to eight semesters of degree course as a whole. However, only those candidates who have passed each semester public examination in the first attempt only shall be eligible for the award of ranks. The first 10 ranks only shall be notified.

12. MEDALS AND PRIZES:

No candidates passing an external examination shall be eligible for any scholarship, fellowship, medal, prize or any other reward.

13. CONDITIONS TO KEEP TERMS:

a. A candidate must pass all papers/subjects offered by the BHM course in Semesters 1 and 2 **AND** a minimum 50% papers/subjects offered by the BHM course in Semesters 3 and 4 (excluding Part III) to qualify for promotion to Semester 7. Theory and Practical papers will be considered as independent papers/subjects for this purpose.

b. Such of those candidates who have failed /remained absent /for one or more papers henceforth called as “Repeaters”, shall appear for exam in such papers during the successive examinations.
c. Examination for odd/even semester shall be conducted respectively at the end of odd/even semester (odd with odd & even with even)
d. The candidate shall take the examination as per the syllabus offered to him/her at the time of joining the course.
e. A candidate has declared pass in theory paper but failed in Practicum or vice versa should re appear either theory or practical which ever had failed.

14. PATTERN OF QUESTION PAPER:

Each theory question paper shall be for three hours duration for each examination. The question paper shall ordinarily consist of three sections, to develop the testing of conceptual skills, understanding skills, comprehension skills, articulation and application of the skills. The question paper will be as per the following model.

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<th>SECTION</th>
<th>type of questions</th>
<th>Marks</th>
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<td>SECTION-A</td>
<td>Conceptual questions</td>
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<td>Answer any Five</td>
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<tr>
<td>SECTION –B</td>
<td>Analytical questions</td>
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<tr>
<td>SECTION – C</td>
<td>Essay type questions</td>
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<td>TOTAL</td>
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<tr>
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<td>1.3(T)</td>
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<td>Food &amp; Beverage Service - I Practical</td>
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<td>1.5(P)</td>
<td>Housekeeping - I Practical</td>
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<td>1.6</td>
<td>Hospitality Communication</td>
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<td>FC</td>
<td>Constitution of India &amp; Human Rights</td>
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## SECOND SEMESTER

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* Kannada/ Sanskrit/ Addl: Eng/ Malayalam,etc   ** T = Theory, P = Practical

## THIRD SEMESTER

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| PART III | | | | | | 
|---|---|---|---|---|---|---|
| FC | Fundamentals of Computers | 70 | 30 | 100 | 3 | 3 |
| Total Marks | 560 | 290 | 850 | 18 | 14 | 18 | 12 | 21 |

* Kannada/ Sanskrit/ Addl: Eng/ Malayalam, etc  ** T = Theory, P = Practical

FOURTH SEMESTER

| SUBJECTS | FINAL EXAMINATION | TOTAL | EXAM TIME DURATION | TEACHING HRS/WK |
|---|---|---|---|---|---|
| PART - I | TH/PR | INTERNAL | | | |
| 4.1 | Optional Languages* | 70 | 30 | 100 | 3 | 3 |

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<td>PART</td>
<td>SUBJECTS</td>
<td>LOG BOOK (INTERNAL)</td>
<td>VIVA</td>
<td>PROJECT REPORT</td>
<td>TOTAL</td>
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* Kannada/Sanskrit/Addl: Eng/Malayalam, etc  ** T = Theory, P = Practical

### FIFTH SEMESTER

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<td>100</td>
<td>400</td>
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<td>400</td>
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**SEVENTH SEMESTER**
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<td>8.3.1 Professional Elective - I*</td>
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| **PART - III**                       | 210               | 700           | 18             |
| SDC Entrepreneurship                | 70                | 30            | 3              |

**EIGHTH SEMESTER**

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**TOTAL** 5500 180
FIRST SEMESTER
### 1.2(T): FOOD & BEVERAGE PRODUCTION –I

**THEORY** 40 HRS

**MODULE 1  PROFESSIONAL STANDARDS AND ETHICS FOR FOOD HANDLERS** 04 HRS
1.1 Personal hygiene
1.2 General kitchen hygiene and sanitation
1.3 HACCP (Hazard Analysis and Critical Control Points)
1.4 Ethics in the kitchen

**MODULE 2  FOOD COMMODITIES** 10 HRS
2.1 Classification of Ingredients
2.2 Characteristics of Ingredients
2.3 Uses of Ingredients
2.4 Food and its relation to health
2.5 Definition of Basal Metabolism
2.6 Major nutrients – functions, sources and deficiency of Carbohydrates, Proteins, Fat, Vitamins, Minerals, Water and Fibre

**MODULE 3  COOKING FUELS AND KITCHEN EQUIPMENT** 08HRS
3.1 Types of cooking fuels
3.2 Uses of cooking fuels
3.3 Safety precautions
3.4 Classification of Kitchen Equipment
3.5 Uses of Kitchen Equipment
3.6 Care and maintenance

**MODULE 4  PROCESSING OF COMMODITIES** 06 HRS
4.1 Cleaning and pre-preparation of food commodities
4.2 Quality points & cuts of fruit, vegetables, fish, lamb, beef, pork, poultry and game

**MODULE 5  METHODS OF COOKING** 06 HRS
5.1 Classification, principles, equipment required, commodities that can be used, menu examples for - Boiling, Steaming, Poaching, Blanching, Sautéing, Grilling, Roasting, Baking, Braising, Broiling, Microwaving, Frying, Stewing and En Papillote.

**MODULE 6  INDIAN CUISINE** 06 HRS
6.1 Characteristics, ingredients used, equipment used, cooking methods for regional cuisines – Punjabi, Awadhi, Bengali, Hyderabadi, Chettinad, Coastal India, Karnataka
6.2 Glossary of Indian Culinary Terms and Popular dishes
1.2 (P): FOOD & BEVERAGE PRODUCTION –I

PRACTICAL

28 HRS

The syllabus in practical contains the following topics which may be distributed in 7 weeks of 4 hours each. Rest of the weeks to be utilized for revision of curricula.

WEEK 1  Lay out of the kitchen & Kitchen organization chart, cleaning procedure of kitchen
WEEK 2  Introduction to kitchen equipment, their uses, knife skills, & Cuts of vegetables
WEEK 3  Cuts of meat and fish.
WEEK 4  Methods of cooking with suitable preparation
WEEK 5  Preparations of Stocks & Basic Mother Sauces
WEEK 6  Preparations of Soups
WEEK 7  Demonstration of marinades, masalas, pastes and gravies

PRACTICAL EXAMINATION FOR I SEM

TOTAL MARKS: 50 MARKS

INTERNAL EXAMINER  15 marks (TO BE SUBMITTED TO UNIVERSITY)

EXTERNAL EXAMINER    35 marks (TO BE AWARDED THROUGH PRACTICAL EXAMINATION)

A. Journal – 5 marks
   The student is required to present a neat and covered certified journal containing all the recipes, diagrams and other information as given by the teacher.

B. Grooming/Scullery -5 marks
   The uniform, personal grooming and toolkit will be checked as well as the cleaning of equipment and area

C. Identification of equipment/Ingredients -5 marks
   Students are required to identify ingredients and equipment which will be pre-arranged by the internal examiner.

D. Cuts of Vegetable -5 marks
   The student needs to showcase five different cuts of vegetables, each cut of vegetable will be awarded one mark. (5X1=5marks)

E. Preparation of a Mother sauce- 5 marks
   The student needs to prepare one of the basic mother sauce which will be evaluated for taste, texture, appearance and method of preparation.

F. Preparation of a Soup with suitable garnish- 5 marks
   The student needs to prepare one of the soup amongst the different types of soups taught during the semester (according to the classification of soup) which will be evaluated for taste, texture, appearance and method of preparation.
G. Viva- 5 marks
The viva will be conducted by the external examiner and will pertain to the practical syllabus of 1 semester.

1.3 (T): FOOD & BEVERAGE SERVICE – I

THEORY

MODULE 1 Food & Beverage Service Industry
1.1 Introduction to Food and Beverage Service
1.2 Types of catering operations– commercial, welfare, transport, others

MODULE 2 Attributes of Food& Beverage Service Personnel

MODULE 3 Food & Beverage Service organization
3.1 Organization of the F & B Department
3.2 Job Specifications for the F & B Department
3.3 Job Descriptions (Directeur de Restaurant (Restaurant Manager), Maitred’hotel (Sr. Captain), Chef de Rang (Station waiter), Busboy, Hostess, Sommelier (Wine waiter), RSOT, Chef d’etage (Floor Waiter)

MODULE 4 Food & Beverage Service outlets
4.1 Restaurant, Coffee Shop, Room Service, Bar, Banquets

MODULE 5 F & B Service Equipment
5.1 Furniture
5.2 Linen
5.3 Crockery
5.4 Silverware
5.5 Glassware
5.6 Disposables
5.7 Special Equipment (Trolleys, Electrical equipment etc)

1.3 (P): FOOD & BEVERAGE SERVICE PRACTICAL – I

PRACTICALS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.
A journal is required to be maintained by every student in relation to the practical syllabus duly endorsed by the subject teacher and the external examiner.

WEEK 1 Briefing/debriefing
WEEK 2 - 3 Identification of Equipment
WEEK 4 - 6   Laying and relaying a table cloth, Napkin folds
WEEK 7 – 8   Setting a TDH/A la Carte cover, Service of water
WEEK 9 Restaurant service and dining etiquettes
WEEK 10   Mise- en- Scene/ Mise -en Place

Examination pattern : (35 MARKS)

- Students will be asked to identify any 10 Food and Beverage Service equipments from the display. (10 marks)
- Setting up of one cover (TDH / A’ la carte) (5 marks)
- Napkin foldings (2 nos: one lunch fold and one dinnerfold) (5 marks)
- Laying / Relaying of table cloth (5 marks)
- Service of water (bottle / jug) (5 marks)
- Journal and Viva (5 marks)

1.4 (T): FRONT OFFICE- I

THEORY 40 HOURS

MODULE 1   INTRODUCTION TO TOURISM, HOSPITALITY AND HOTEL INDUSTRY
06 HRS

1.1 Tourism and it’s importance
1.2 Concept of Hospitality and it’s origin
1.3 Origin, History, Growth and Development of Hotel industry – India and global
1.4 Great Personalities of the Hotel industry
1.5 Classification and Categorization of Hotel Industry.

MODULE 2   HOTEL ORGANIZATION
06 HRS

2.1 Introduction to Front Office
2.2 Basic Activities of Front Office
2.3 F O Layout & Equipment
2.4 Various Sections of Front Office
2.5 Organization Structure of Front Office department of a Large, Medium and Small hotel.

MODULE 3   FRONT OFFICE PRODUCT
06 HRS

3.1 Types of rooms
3.2 Types of room rates
3.3 Types of plans
3.4 Room status definitions

MODULE 4   INTRODUCTION TO GUEST CYCLE
04 HRS

4.1 Pre-arrival
4.2 Arrival
4.3 Occupancy
4.4 Departure and Post-departure

MODULE 5 BELL DESK OPERATIONS 08 HRS
5.1 Layout of a lobby – placement of Bell desk
5.2 Concept of Uniformed Services & it’s function
5.3 Job description and specification – Concierge, Bell Captain, Bell Boy, Doorman & Parking Valet
5.4 Layout & equipment of Bell Desk
5.5 Luggage handling Procedure on guest arrival – FIT, VIP, Group and Crew
5.6 Luggage handling Procedure on guest Departure – FIT, VIP, Group and Crew
5.7 Left Luggage procedure
5.8 Scanty Baggage procedure

MODULE 6 RESERVATION CONCEPT 10 HRS
6.1 Sources and modes
6.2 Types – Guaranteed & non-guaranteed
6.3 Reservation Record
6.4 Method of receiving a reservation
6.5 Handling special requests
6.6 Confirmation of reservation
6.7 Modification of reservation
6.8 Cancellation of reservation
6.9 Records and forms used
6.10 Job description and specification – Reservation Assistant

1.4 (P): FRONT OFFICE- I

PRACTICALS 20 HRS
The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.
WEEK 1 Grooming and Hospitality etiquette
WEEK 2 Welcoming/ greeting the guest
WEEK 3-4 Countries, capitals, currencies and official airlines of the world
WEEK 5-6 Luggage handling – FIT, walk-in, scanty baggage, regular, crew and group guest, preparing an Errand Card (Arrival/ Departure)
WEEK 7-9 Reservations
  • Taking down a reservation for FIT, FFIT, Corporate guest and group
  • Special requests
  • Amendment of reservation
  • Cancellation of reservation
WEEK 10 Glossary Terms
PRACTICAL EXAMINATION FOR I SEM

INTERNAL MARKS: 15 marks
EXTERNAL MARKS: 35 marks

ALL SUB DIVISIONS will be marked by the external examiner for 35 marks

EXTERNAL EXAMINER

A. Reservations - 10 marks
   - Taking the reservation (FIT, FFIT, Corporate guest and group)
   - Modifying the reservation

B. Countries, capitals, currencies and official airlines of the world – 5 marks

C. Assignment on any one Great Personalities of the hotel industry - 5 marks

D. Viva (Pertaining to the 1st semester syllabus) - 7 marks

E. Grooming and Journal - 8 marks

REFERENCE BOOKS FOR ALL SEMESTERS

- Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- An introduction to hospitality - Dennis L. Foster
- Principles of Hotel Front Office Operations - Su Baker, Pam Bradley & Jeremy Huyton
- Hotels for Tourism Development – Dr. Jagmoohan Negi
- Profiles of Indian Tourism - Shalini Singh
- Tourism Today – Ratnadeep Singh
- Dynamics of Tourism – Pushpinder S. Gill
- Hotel Reception - White & Beckley
- Hotel Front Office Training - Sudhir Andrews
- Hotel Front Office Operations – Colin Dix & Chris Baird
- Hotel Front Office – James Bardi

1.5(T) HOUSE KEEPING – I

THEORY 40 HOURS

MODULE 1 INTRODUCTION 05 HRS
1.1. Meaning and Definition
1.2. Importance of House Keeping
1.3. Responsibilities of House Keeping
1.4. Application of House Keeping in other Areas
1.5. A career in Housekeeping

MODULE 2 HOUSE KEEPING DEPARTMENT 07 HRS
2.1. Organizational frame work of the department (large, medium, small)
2.2. Role of key personnel in house keeping
2.3. Job description and job specification of staff in the department
2.4. Qualities of the housekeeping staff
2.5. Skills of a good housekeeper (Managerial, Technical, Conceptual)
2.6. Interdepartmental coordination with more emphasis on front office and maintenance
2.7. Department and the relevant sub sections

MODULE 3 HOTEL GUEST ROOM 10 HRS
3.1. Types of guest rooms
3.2. Layout of guest rooms (types)
3.3. Layout of floor pantry
3.4. Furniture, fixture, guest supplies, amenities in a guest room (to be dealt in brief only)
3.5. Accessories

MODULE 4 HOUSE KEEPING CONTROL DESK 07 HRS
4.1 Importance, role, co-ordination, checklist
4.2 Forms, formats & registers used in the desk reports
4.3 Role of computers, snapshots of software
4.4 Lost & found
4.5 Key control
4.6 Gate pass
4.7 Indenting from stores

MODULE 5 LINEN, UNIFORM, TAILOR ROOM 06 HRS
5.1 Lay out
5.2 Types of linen, sizes, linen exchange procedures
5.3 Storage facilities and conditions
5.4 Par stock. (Introduction & definition)
5.5 Discard procedure, re use of discard
5.6 Functions of uniform room
5.7 Functions of tailor room

Module 6 ECO FRIENDLY CONCEPTS IN HOUSE KEEPING 05 HRS
6.1 Ecotels
6.2 Ecotel Certification
6.3 Energy and water conservation
6.4 Eco friendly products
6.5 Waste disposal in housekeeping

GLOSSARY: from 1st semester syllabus
1.5(P) HOUSE KEEPING – I

PRACTICALS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

WEEK 1,2  Personal hygiene in house keeping
           Housekeeping etiquette
WEEK 3   Telephone handling
WEEK 4   Brassoing
WEEK 5,6,7  Bed making - traditional
WEEK 8,9  Forms and formats – occupancy slip, gate passes, job order, lost and found register, key register
WEEK 10  Assignment on any housekeeping topic – 10 pages minimum- handwritten

PRACTICAL EXAMINATION FOR I SEM

SUB DIVISIONS A, B, C, D and E will be marked by the external examiner for 35 marks

EXTERNAL EXAMINER (35 Marks)

A. Bed Making – 10 marks
   Students are required to make a traditional single bed without the bedcover within 5 minutes. Evaluation is done on correct usage of linen, neatness and time taken. Every imperfection will attract 1 mark deduction.

B. Brass polishing – 5 marks
   Students are required to present a polished medium sized brass article. Care to be taken to provide one unpolished brass item to each student. Time limit – 30 min.

C. Viva – 10 marks
   Questions from the glossary of terms for first semester to be asked by examiner.

D. Journal – 5 marks
   The student is required to present a neat, certified journal containing the entire practical done during the year.

E. Forms and formats – 5 marks
   Students are required to draw a form or format as required by the examiner. Time allotted – 30 min

Books for Reference

2. Managing Housekeeping Operations – Kappa, Nitschke, Shappert, EI, AHLA
1.6 HOSPITALITY COMMUNICATION – I

THEORY

40 HRS

MODULE 1 INTRODUCTION AND BASICS OF HOSPITALITY COMMUNICATION

10 HRS

1.1. Importance of Communication in Hospitality industry and its effects on performance- Customer Satisfaction

1.2. Communication Channels in the Hierarchy of an organization – Formal / informal

1.3. Process of Communication and various factors / components of communication

1.4. Significance of feedback

1.5. Forms of Communication – Formal / Informal, Verbal/ Non-Verbal Communication

MODULE 2 COMMUNICATION CHANNELS, MODES AND LANGUAGE STYLES

06 HRS

2.1. Verbal Communication – Oral and Written – Advantages and Disadvantages

2.2. Non-Verbal Communication-Ambience / Signs/ Symbols / Voice / Body language

2.3. Grooming/ Power Dressing / Proxemics

2.4. Oral Communication - Barriers of Oral Communication Skills : Factors involved

2.5. Non Violent Communication

2.6. Cross Cultural Communication and overcoming these barriers.

MODULE 3 PARALANGUAGE SKILLS - CLARITY IN ORAL SPEECH AND ETIQUETTE

06 HRS

3.1. Listening Skills and listening Comprehension Passages of Telephone Conversations and Speeches used as material.

3.2. Introductions- Self and others – Instructions - Asking for and Giving Directions

3.3. Telephone Speaking - Etiquette and other factors,

3.4. Extempore and Prepared Speeches

3.5. Building positive attitude and Emotional Management

MODULE 4: BASICS OF WRITTEN COMMUNICATION

06 HRS

4.1. Written Communication – factors involved

4.2. Writing Telephone messages, Drafting Telegrams,

4.3. Email and Formal Net Communication Etiquette

4.4. Letter writing – Leave letters and Requests for Permission / Issue of Documents

4.5. Creative Writing – Creating Wall Magazines, Making Collages
MODULE 5: LANGUAGE ACCURACY-ENGLISH GRAMMAR 06 HRS
5.1. Accuracy and Usage, Common Errors and their correction in English usage with an emphasis on Concord, Sequence of Tenses, Articles, and Use of Prepositions - 10 Marks
5.2. Introductions – Self and Others / Formal and informal -10 Marks
5.3. Making Queries, Instructions, Directions
5.4. Direct and Indirect Speech
5.5. Active and Passive Voice

MODULE 6 STUDY SKILLS 06 HRS
6.1. Story One
6.2. Story Two

INTERNAL ASSESSMENT / PRACTICAL SESSIONS
- Grammar Skills – through Exercises
- Listening skills – Recorded / Unrecorded with Timed tests
- Speaking Skills – Individual Extempore / Prepared
- Conversations Role Plays and Group Discussions
- Telephone Manners Making and Receiving Calls - Role Plays
- Leave Letter Writing- Emails- Telegrams –Telephone Messages
- Case Studies

FOUNDATION COURSE: CONSTITUTION OF INDIA AND HUMAN RIGHTS
SECOND SEMESTER
2.2(T): FOOD & BEVERAGE PRODUCTION-II

THEORY 40 HRS

MODULE 1 AIMS AND OBJECTIVES OF COOKING FOOD 06 HRS

1.1 Importance of cooking food
1.2 Effects of action of heat on food—cereals, pulses, starchy vegetables, green leafy vegetable sweetening agents, meat, fish, eggs, dairy products, dairy fat, vegetable oils and fats, animal fat, nuts and oil seeds

MODULE 2 ART OF COOKERY 04 HRS

2.1 Styles of Cookery—Oriental/Asian-European/Continental/Pan American
2.2 History and Development of Modern Cuisine—Classical and Contemporary

MODULE 3 STOCKS, SAUCES AND SOUPS 12 HRS

3.1 Types of Stocks, Mirepoix, Bouquet Garni, & its Uses
3.2 Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie
3.3 Soups—Classification, principles, garnishing and accompaniments
3.4 Popular international soups

MODULE 4 FOOD PRESERVATION 05 HRS

4.1 Methods of Food Preservation
4.2 Physical and chemical agents in food preservation
4.3 Preservation of perishable foods

MODULE 5 CHEESE 05 HRS

5.1 Manufacturing process
5.2 Types of cheese according to texture
5.3 Uses of cheese in cookery
5.4 Famous cheese of the world

MODULE 6 BAKERY AND CONFECTIONERY 08 HRS

6.1 Role of ingredients in baking
6.2 Types of Dough-Bread
6.3 Types of batters-pancakes
6.4 Types of Breads-Names and description of Breakfast, Lunch, Snack and International breads
6.5 Glossary of Bakery Terms
2.2(P): FOOD & BEVERAGE PRODUCTION-II

PRACTICALS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.

Indian cuisine- 10 Menus with four preparations in each
WEEK 1    Punjabi cuisine  
WEEK 2    Awadhi cuisine  
WEEK 3    Bengali cuisine  
WEEK 4    Hyderabadi cuisine  
WEEK 5    Chettinad cuisine  
WEEK 6    Goan cuisine  
WEEK 7    Kerala cuisine  
WEEK 8    Mangalorean cuisine  
WEEK 9    Karnataka cuisine  
WEEK 10   Mughlai cuisine

Menus will be circulated later

PRACTICAL EXAMINATION FOR II SEM

TOTAL MARKS: 50 MARKS
INTERNAL EXAMINER   15 MARKS TO BE SUBMITTED TO UNIVERSITY
EXTERNAL EXAMINER 35 MARKS TO BE AWARDED THROUGH PRACTICAL EXAMINATION

A. Journal – 5 marks
   The student is required to present a neat and covered certified journal containing all the recipes, diagrams and other information as given by the teacher.

B. First course- 5 marks
   The first course which may be soup or starter will be evaluated for taste, texture, appearance and palatability

C. Second course – 10 marks
   The second course which may be entrée or main course will be evaluated for taste, texture, appearance and palatability

D. Third course- Accompaniment-5 marks
   The third course which may be a vegetable preparation or bread preparation will be evaluated for taste, texture, appearance and palatability

E. Fourth course- Dessert- 5 marks
   The fourth course which is a sweet preparation will be evaluated for taste, texture, appearance and palatability
F. Viva- 5 marks
The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination

2.3(T): FOOD & BEVERAGE SERVICE - II

THEORY 40 HRS

MODULE 1 Types of service and menus 04HRS
1.1 Table Service- French, Russian, English, American, Silver
1.2 Assisted service-carvery, Buffet
1.3 Self-service, cafeteria
1.4 Specialized service-gueridon, automated, tray, trolley etc.

MODULE 2 Menu Planning 10 HRS
2.1 Introduction
2.2 Types of menus
2.3 Rules to be observed while planning menus
2.4 Classical French Menu - 13 courses
2.5 Menu Terms
2.6 Food and its accompaniments with cover
2.7 Basics of Menu Design

MODULE 3 Breakfast 04HRS
3.1 Types – Continental, English, Buffet, Indian
3.2 Cover set up and service

MODULE 4 Non Alcoholic Beverages 10 HRS
4.1 Classification
4.2 Hot Beverages – Tea, Coffee, Cocoa - production, types, brand names and service
4.3 Cold Beverages – waters, juices, milk based, syrups, squashes, aerated – types, brands and service

MODULE 5 In-Room Dining 04HRS
5.1 Layout and design
5.2 Cycle of service
5.3 Forms and formats- RSOT control sheet, Waiter’s card, Breakfast Door Knob, Amenity Voucher
MODULE 6  Function catering and Buffet  08HRS

6.1 Types of functions
6.2 Banquet menu
6.3 Table and seating plans
6.4 Booking procedure with forms and formats- BFC, Booking Diary, Function of the Day,
6.5 Banquet seating calculation
6.6 Introduction to Buffet
6.7 Types of Buffet services— Finger, Fork, sit down
6.8 Types of Buffet - Themes
6.9 Equipment

2.3 (P): FOOD & BEVERAGE SERVICE PRACTICAL – II

PRACTICALS  40HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.
A journal should bemaintained by every student, in relation to the practicalsyllabidulyendorsed
by the subject teacher and the external examiner.

WEEKS 1-4  Compiling of a menu in French
WEEK 5-6  Cover Set up, Service sequence.
WEEK 7  Silver service, Pre plated service
WEEK 8  BFP Compiling
WEEK 9  Service of non-alcoholic beverages
WEEKS 10  Room service tray set ups

Examination pattern: (35 MARKS)

- Menu Compilation: Students are required to compile a five course French TDH menu with explanation, by picking a slip which has the necessary guidelines. Each student should set a cover and serve a course (Main course by silver service and the rest being pre plated). A pre designed blank menu card should be brought to write the menu. (15 Marks)
- Room Service Tray set ups: (Continental Breakfast, English Breakfast, Indian Breakfast) (5 marks)
- Service of Non Alcoholic Beverages: Taking an order and service of Non Alcoholic Beverages (5 Marks)
- BFP Compiling: (Annual General Body Meeting / Cocktail Dinner / Wedding Reception / Conference / Board Meeting / Theme dinner) (5 Marks)

Journal and Viva: (5 Marks)
2.4 HYGIENE AND FOOD SAFETY

THEORY 40HOURS

MODULE 1 INTRODUCTION TO HYGIENE AND SANITIATION 04HRS

1.1. Introduction
1.2. Importance of hygiene in catering establishments
1.3. Sanitation and its importance

MODULE 2 CONTAMINATION AND SPOILAGE 10HRS

2.1. Contamination and food spoilage
2.2. Conditions which lead to spoilage
2.3. Signs of spoilage in various foods
2.4. Microbes and their role in food spoilage
2.5. Factors affecting and controlling microbial growth
2.6. Food borne illness

MODULE 3 PURCHASING, RECEIVING AND STORAGE OF FOODS 08HRS

3.1. Procedures while purchasing and receiving foods
3.2. Importance of storage of food
3.3. Points to be considered while storing food
3.4. Classification of food according to ease of spoilage
3.5. Storage of leftover food, hot food and cooling of foods
3.6. Various storage zones-dry, refrigerator, freezer- special reference to temperatures
3.7. Sanitary procedure followed while preparing and storing foods

MODULE 4 MANAGEMENT OF EQUIPMENT AND WASTE 10HRS

4.1. Types of soil
4.2. Cleaning science-equipments, chemicals, water
4.3. Dish washing equipments-manual and mechanical
4.4. Food contact surfaces advantages and disadvantages-wood and steel
4.5. Post cleaning storage facilities and cleaning of premises
4.6. Waste, types and disposal, organic farming

MODULE 5 WATER, PURIFICATION, FILTERATION AND STANDARDS 04HRS

5.1. Sources of water
5.2. Water quality standards(WHO)
5.3. Purification methods-slow sand, current technologies-zeolite, osmosis

MODULE 6 SAFETY MANAGEMENT IN CATERING ESTABLISHMENTS 04HRS

6.1. Accidents-commonly occurring in catering establishments
6.2. Preventive methods
6.3. Education/training in sanitation
6.4. Food safety regulations- food laws, food standards and HACCP
Books for Reference
1. Food hygiene and sanitation - S. Roday
2. Managing food hygiene - Nicholas John
3. Food hygiene for food handlers - Jill Trickett
4. Principles of food sanitation - Marriott
5. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard Linton

2.5 TRAVEL AND TOURISM MANAGEMENT

THEORY 40 HOURS

MODULE 1  TOURISM PHENOMENA 03 HRS
1.1 Understanding tourism – Concept and definition, meaning, concept of traveler and tourists, classification of tourism according to purpose of travel, 4 components of tourism, related definitions, impact of tourism
1.2 Origin growth and development of tourism.

MODULE 2  GEOGRAPHY AND TOURISM 04 HRS
2.1 India’s bio diversity.
2.2 Landscape – Physiographical structure of India
2.3 Climate and Seasons of India

MODULE 3  TRAVEL MANAGEMENT 09 HRS
3.1 Transport Systems – Air, Rail, Road, Waterways
3.2 Travel Agencies – Definition, history, Role and functions, Types
3.3 Tourism Organization and Associations – Introduction, functions and organization of IATA, WTO, ASTA, PATA, TAAI
3.4 Tour operator – Definition, Types, Importance and role of Tourist guide and related definitions

MODULE 4  HERITAGE OF INDIA 09 HRS
4.1 A glimpse of Indian architectural history – Hindu & Buddhist architecture, Southern style – Hoysala, Northern Style - Mughal
4.2 India’s historical monuments: TajMahal&Charminar
4.3 Religions of India
4.4 Fair’s and festival’s of India
4.5 Performance arts- dance, music, theatre – Uttar Pradesh, Karnataka, Kerala

MODULE 5  TOURISM INDUSTRY 06 HRS
5.1 Accommodation
5.2 Supplementary accommodation
5.3 Tourist Destinations of India: Golden Triangle – North and South
MODULE 6   TRAVEL FORMALITIES AND REGULATIONS  

09 HRS

6.1 Passport - definition, types in India, procedure for obtaining passport in India
6.2 Visa – definition, types, procedure for obtaining visa in India, related definitions
6.3 Foreign Exchange – Definition of currency, Countries and currencies (SAARC Countries), RBI regulation on foreign exchange, related definitions
6.4 Brief information on Immigration, Travel insurance, health certificates, PIO cards and baggage rules (basic).

REFERENCE BOOKS

1. Hotel for tourism development- DR JAGMOHAN NEGI
2. Profiles of Indian tourism – SHALINI SINGH
3. Tourism today – RATNADEEP SINGH
4. Dynamics of tourism – PUSHINDER S GILL
5. Introduction of tourism – SETH
6. Tourism past, present and future- BOOKHARD
7. Tourism principles and policies – AK BHARIA
8. Travel agents and tourism – MERRISON JAMEW
9. Tourism and cultural heritage of India – ACHARYA RAM
10. Culture and art of India – MUKARJEE A
11. Travel and Tourism Management – Dr. B GHOSH

2.6 HOSPITALITY COMMUNICATION – II

THEORY 40 HRS

MODULE 1 BUSINESS CORRESPONDENCE 10 HRS

1.1. Note Taking only Linear Pattern and Note Making Building a Paragraph using given hints
1.2. Business Communication - Norms and Requirements
1.3. Different Forms of Written Communication : Memos, Agenda, Minutes of a meeting, etc
1.4. Formal Letters – Invitations, Request, Complaints, Orders and Thanks
1.5. Questionnaires / Comment Cards / Feedback forms

MODULE 2 JOB SKILLS 06 HRS

2.1. Resume
2.2. Application for Jobs / Covering Letters
2.2. Group Discussions – factors
2.3. Interviews Types and Preparation for Interviews
2.5. Body Language and Interview Etiquette
MODULE 3  LANGUAGE FOR MEDIA AND PUBLICITY  06 HRS
3.1. Forms of Media
3.2 Role of media in Communication
3.3. Advertising – its role in the industry, Copywriting - factors and related issues
3.4. In-House publicity materials- Use and Factors Involved
3.5. Designing / Making of posters, banners, brochures, pamphlets etc

MODULE 4  GRAPHICAL COMMUNICATION  06 HRS
4.1. Graphical communication- Types Tables, Graphs, Information Flow Charts
4.2. Interpretation from Written to Graphical Form
4.3. Interpretation from Graphical Form to Written Form
4.3. Using Visual Aids – types and norms for effective usage

MODULE 5  ADVANCED WRITING AND ORAL PRESENTATION SKILLS  06 HRS
5.1. Editing for making effective presentations.
5.2. Reports – types and structure
5.3. Writing Press Notes and Press Releases
5.4. Writing Reports on Events
5.4. Project making

MODULE 6  STUDY SKILLS  06 Hrs
6.1 Article One
6.2 Article Two

INTERNAL ASSESSMENT / PRACTICAL SESSIONS
• Linkers and Cohesive Devices – specifically for narratives, negotiations, debates and discussions
• Presentation Skills: Presenting a concept / product, with or without use of audio-visual media
• Framing of In-house Publicity materials for hotels – like announcing an event related to entertainment, a new customer facility etc
• Writing Business letters – Hospitality related
• Making a Report
• Project making
• Group Discussions – participation and factors to be noted
• Mock Interviews

BOOKS FOR REFERENCE
1. Essentials of English Grammar – Raymond Murphy
2. Comprehend and Compose – Dr. GeetaNagaraj
3. Be my guest – Francis O’hara
4. Pronunciation Dictionary – Daniel Jones
5. Language in Use – Intermediate Series – Cambridge Publication

FOUNDATION COURSE: ENVIRONMENT AND PUBLIC HEALTH
THIRD SEMESTER
### 3.2 (T): FOOD & BEVERAGE PRODUCTION-III

**THEORY**

<table>
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<tr>
<th>MODULE 1</th>
<th>MENU PLANNING</th>
<th>06 HRS</th>
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<tbody>
<tr>
<td>1.1</td>
<td>Principles of menu planning</td>
<td></td>
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<td>1.2</td>
<td>Types of menus</td>
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<td>1.3</td>
<td>Names and description of popular national and international dishes</td>
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<tr>
<th>MODULE 3</th>
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<th>10 HRS</th>
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<tbody>
<tr>
<td>2.1</td>
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<tr>
<td>2.2</td>
<td>Types of Sponge cakes</td>
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<td>2.3</td>
<td>Types of Gateaux</td>
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<tr>
<td>2.4</td>
<td>Types of Icing- Fondant, fresh cream, butter cream, American frosting, royal, truffle, ganache</td>
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<td>2.5</td>
<td>Types of desserts-hot and cold desserts</td>
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<tr>
<td>2.6</td>
<td>Petits fours-Definition and examples</td>
<td></td>
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<thead>
<tr>
<th>MODULE 3</th>
<th>FOOD STANDARDS</th>
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<tr>
<td>3.1</td>
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<td>3.2</td>
<td>WHO standards-voluntary and compulsory standards</td>
<td></td>
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<tr>
<td>3.3</td>
<td>Common adulterants and their detection</td>
<td></td>
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<tr>
<td>3.4</td>
<td>Classification of additives and their role</td>
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<td>3.5</td>
<td>Mislabeling</td>
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<thead>
<tr>
<th>MODULE 4</th>
<th>FRENCH CUISINE</th>
<th>06 HRS</th>
</tr>
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<tbody>
<tr>
<td>4.1</td>
<td>Features, regional classification, ingredients, methods of cooking, courses of the menu.</td>
<td></td>
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<tr>
<td>4.2</td>
<td>Glossary of French Culinary Terms</td>
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<thead>
<tr>
<th>MODULE 5</th>
<th>ITALIAN CUISINE</th>
<th>06 HRS</th>
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<tbody>
<tr>
<td>5.1</td>
<td>Features, regional classification, ingredients, methods of cooking, courses of the menu.</td>
<td></td>
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<tr>
<td>5.2</td>
<td>Glossary of Italian Culinary Terms</td>
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<thead>
<tr>
<th>MODULE 6</th>
<th>SPANISH /MEXICAN CUISINE</th>
<th>06 HRS</th>
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</thead>
<tbody>
<tr>
<td>6.1</td>
<td>Features, regional classification, ingredients, methods of cooking, courses of the menu.</td>
<td></td>
</tr>
<tr>
<td>6.2</td>
<td>Glossary of Spanish/Mexican Culinary Terms</td>
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</tbody>
</table>
3.2 (P): FOOD & BEVERAGE PRODUCTION-III

PRACTICALS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.

WEEK 1-2  Demonstrations of basics of Bakery: Basic sponges, Breads, Icings, Sweet paste, Choux paste.
WEEK 3-10  French cuisine- 8 Menus with five preparations in each

PRACTICAL EXAMINATION FOR III SEM

TOTAL MARKS: 50

INTERNAL EXAMINER  15 MARKS TO BE SUBMITTED TO UNIVERSITY
EXTERNAL EXAMINER 35 MARKS TO BE AWARDED THROUGH PRACTICAL EXAMINATION

<table>
<thead>
<tr>
<th>EXTERNAL EXAMINER</th>
<th>35 marks</th>
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<tbody>
<tr>
<td>A. Journal – 5 marks</td>
<td></td>
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<tr>
<td>The student is required to present a neat and covered certified journal containing all the recipes, diagrams and other information as given by the teacher.</td>
<td></td>
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<tr>
<td>B. First course- 5 marks</td>
<td></td>
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<tr>
<td>The first course which may be soup or starter will be evaluated for taste, texture, appearance and palatability</td>
<td></td>
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<tr>
<td>C. Second course – 10 marks</td>
<td></td>
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<tr>
<td>The second course which may be entrée or main course will be evaluated for taste, texture, appearance and palatability</td>
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<tr>
<td>D. Third course- Accompaniment-5 marks</td>
<td></td>
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<tr>
<td>The third course which may be a vegetable preparation or bread preparation will be evaluated for taste, texture, appearance and palatability</td>
<td></td>
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<tr>
<td>E. Fourth course- Dessert- 5 marks</td>
<td></td>
</tr>
<tr>
<td>The fourth course which is a sweet preparation will be evaluated for taste, texture, appearance and palatability</td>
<td></td>
</tr>
<tr>
<td>F. Viva- 5 marks</td>
<td></td>
</tr>
<tr>
<td>The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination</td>
<td></td>
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</tbody>
</table>
3.3(T): FOOD & BEVERAGE SERVICE - III

THEORY 40 HOURS

MODULE 1  Alcoholic Beverages 04HRS

1.1. Consumption – benefits, abuse, sensible drinking
1.2. Introduction and classification of alcoholic beverages

MODULE 2  Wine 20 HRS

2.1. Vine – family, grape composition, training and pruning, cycle of harvest, factors affecting quality – soil, climate, viticulture, vinification, vine diseases
2.2. Classification of wines – still, sparkling, fortified, aromatized,
2.3. Control of Quality – France, Italy, German,
2.4. Grape varieties – 10 red and 10 white
2.5. Wine manufacture – red, white, rose
2.6. Wine producing countries and regions (handout provided) - France, Italy, Germany
2.7. Wine names – France, Italy, Germany, California, Australia, India
2.8. Champagne – Introduction, manufacture, types and shippers
2.9. Fortified wines – Sherry, Port, Madeira - types, manufacture, service and brands
2.10. Aromatised – Vermouth and other aromatized wines
2.11. Wine service temperatures

MODULE 3  Wine & food harmony 06HRS

MODULE 4  Beer and other fermented beverages 10HRS

4.1. Introduction to Beer
4.2. Ingredients for Beer Manufacture
4.3. Production of Beer
4.4. Beer classification and styles
4.5. Service of Beer
4.6. Beer brands with countries – 10 countries with 5 brands each
4.7. Cider, sake, toddy

3.3(P): FOOD & BEVERAGE SERVICE PRACTICAL - III

PRACTICALS 40HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.
A journal should be maintained by every student, in relation to the practical syllabus duly endorsed by the subject teacher and the external examiner.

WEEK 1-4  Menu Compiling, Wine Pairing, Setup (of any five courses as suggested by the faculty. This comes as an internal exam in the fourth semester practical exam
WEEK 5  Reading of wine labels
WEEK 6  Reading of the wine maps of France, Italy, Germany
WEEK 7  Service of Still wines
WEEK 8  Service of Sparkling wines
WEEK 9  Service of fortified, aromatized wines
WEEK 10 Service of beer

Examination pattern : (35 MARKS)

- Menu Compiling with wine pairing: Students should pick a chit which has the necessary guidelines to compile a five course continental menu and pair the appropriate wine. A minimum of three different wines are to be paired. (10 Marks)
- Service of wine: Serve any one wine to the host and to the guest. (10 Marks)
- Service of beer: Take order and serve bottled beer. (5 Marks)
- Journal and Viva: (10 Marks)

3.4(T): FRONT OFFICE II

THEORY 40 HRS

MODULE 1  RESERVATION OPERATIONS 05 HRS
1.1. Reservations and sales
1.2. Reservation inquiry – CRS, Intersell Agencies, GDS, Internet and Property Direct.
1.3. Group Reservations
1.4. Reservation reports

MODULE 2  FRONT DESK OPERATIONS 10 HRS
2.1. Information
   2.1.1. Role Of Information
   2.1.2. Handling of mails, registered posts, parcels etc.
   2.1.3. Handling of messages
   2.1.4. Handling of guest room keys
   2.1.5. Types of keys and key control
   2.1.6. Paging
   2.1.7. Providing information to the guest
   2.1.8. Aids used in Information section
2.2. Reception
   2.2.1. Introduction to reception
   2.2.2. Coordination between FO and other departments
   2.2.3. Room change procedure
   2.2.4. Preparation of expected Arrival & Departure Reports
   2.2.5. Preparation of Guest History Card
   2.2.6. Arrival procedure – Group & in General
   2.2.7. Departure procedure – Group & in General
   2.2.8. Job description and specification – Receptionist
MODULE 3  TELEPHONE OPERATIONS  04 HRS
 3.1. Role of Telephone Department
 3.2. Staff organization
 3.3. Telephone etiquette
 3.4. Records and forms used
 3.5. Special features for hotels – CAS
 3.6. Types of calls
 3.7. Latest trends in hotel communication system

MODULE 4  REGISTRATION  06 HRS
 4.1. Objectives
 4.2. Legal obligations
 4.3. Pre-registration
 4.4. Types of registration methods/records
 4.5. Registration procedure – FIT, FFIT, Walk-in, Scanty Baggage, Regular, Corporate, VIP, Crew and Group guests
 4.6. When guests cannot be accommodated – Walk-in Guests, guests with non-guaranteed reservations and guests with guaranteed reservations.
 4.7. Reports
 4.8. Records and forms used

MODULE 5  FO CASH  09 HRS
 5.1. Role of FO Cash section at various stages of the guest cycle
 5.2. Job description of FOC
 5.3. Departure procedure - FIT, FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group guests
 5.4. Security Deposit Box handling
 5.5. Importance of security system
 5.6. Credit Card Handling procedure
 5.7. Foreign Currency exchange procedure
 5.8. Reports and forms used
 5.9. Equipment

MODULE 6  FRONT OFFICE ACCOUNTING  06 HRS
 6.1 Accounting Fundamentals – Accounts, folios, vouchers, POS, ledgers
 6.2 FO accounting cycle
 6.3 Creation and maintenance of accounts
 6.4 Guest and non guest accounts
 6.5 Accounting system – non automated, semi automated and fully automated

3.4(P): FRONT OFFICE II

PRACTICALS  20 HRS
The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.
WEEK 1  Basic Telephone Handling and Etiquette
WEEK 2-4  Emergency situation Handling
  • Fire
  • Death
  • Natural Disasters – Floods, earthquake, epidemics etc
  • Accident
  • Lost & Found
  • Damage to Hotel property
  • Vandalism
  • Drunk Guest
  • Scanty Baggage
  • Theft
  • Sick Guests
  • Bomb and Terrorism Threats

WEEK 5-6  PMS activities
  • Feeding a reservation
  • Amendment, Cancellation and Reinstating a reservation
  • Feeding messages
  • Check-in guest
  • Room and rate assignment
  • Room change

WEEK 7-9  Handling registration – FIT, FFIT, VIP, Regular, Corporate, Scanty Baggage, Walk-in, Group and Crew

WEEK 10  Glossary Terms

PRACTICAL EXAMINATION FOR III SEM

ALL SUB DIVISIONS will be marked by the external examiner for 35 marks

EXTERNAL EXAMINER

A. Registration (To be done practically)- 7 Marks
   • Registration process for any one category of guest as given by the external examiner

B. Viva on Emergency Situation Handling -5 marks
   i. Fire
   ii. Death
   iii. Natural Disasters – Floods, earthquake, epidemics etc
   iv. Accident
   v. Lost & Found
   vi. Damage to Hotel property
   vii. Vandalism
   viii. Drunk Guest
ix. Scanty Baggage
x. Theft
xi. Sick Guests
xii. Bomb Threat

C. **PMS activities (2 activities) – 8 Marks**
   - Feeding a reservation
   - Amendment, Cancellation and Reinstating a reservation
   - Feeding messages
   - Assign room
   - Check in guest
   - Room change

D. **Viva (Pertaining to the 3rd semester syllabus) – 7 marks**

E. **Grooming and Journal – 8 marks**

**REFERENCE BOOKS FOR ALL SEMESTERS**
- Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- An introduction to hospitality- Dennis L. Foster
- Principles of Hotel Front Office Operations - Su Baker, Pam Bradley & Jeremy Huyton
- Hotels for Tourism Development – Dr. Jagmohan Negi
- Profiles of Indian Tourism - Shalini Singh
- Tourism Today – Ratnadeep Singh
- Dynamics of Tourism – Pushpinder S. Gill
- Hotel Reception - White & Beckley
- Hotel Front Office Training - Sudhir Andrews
- Hotel Front Office Operations – Colin Dix & Chris Baird
- Hotel Front Office – James Bardi

**3.5(T): HOUSEKEEPING II**

**THEORY**

**MODULE 1 INTERIOR DECORATION**
1.1. Introduction
1.2. Definition
1.3. Design
1.4. Elements of Design
1.5. Principles of Design

**MODULE 2 COLOR AND LIGHT**
2.1. Introduction to Colour
2.2. Colour wheel
2.3. Classification and importance of Colours
2.4. Colour Schemes
2.5. Introduction to Light
2.6. Classification of Light
2.7. Use of Light in various areas of the hotel

MODULE 3 FURNITURE AND FURNISHINGS 05 HRS
3.1. Introduction
3.2. Types of Furniture
3.3. Types of Joints
3.4. Principles of furniture arrangement
3.5. Introduction to Furnishings
3.6. Types of furnishings
3.7. Care and use of Furnishings

MODULE 4 WALL COVERINGS, WINDOWS AND FLOOR FINISHES 12 HRS
4.1. Introduction to Wall coverings
4.2. Types – Paints, fabric, wood, plastic, tiles, wall paper
4.3. Selection of wall coverings
4.4. Care of wall coverings
4.5. Types of Windows – (10 types in brief)
4.6. Window treatment – stiff (blinds, shutters, shades, screens), soft (curtains, swags, valances)
4.7. Types of floor finishes (hard – granite, marble, tile, semi hard – rubber linoleum, cork, wood, Soft-carpet and types of carpets, rugs, dhurries)
4.8. Selection, advantages, disadvantages, care and cleaning of floor finishes

MODULE 5 CLEANING SCIENCE AND EQUIPMENT 08 HRS
5.1. Cleaning principles
5.2. PH scale and cleaning agent with their application
5.3. Types of cleaning agents
5.4. Cleaning products – hotel specific
5.5. Characteristics of a good cleaning agent
5.6. Types of cleaning equipments
5.7. Operating principles of equipments
5.8. Characteristics of good equipment (Mechanical, manual)
5.9. Storage, upkeep, maintenance of equipment

MODULE 6 CLEANING PROCEDURES 04 HRS
6.1 Daily cleaning of occupied, departure, vacant, under repair, VIP rooms
6.2 Weekly cleaning, spring cleaning
6.3 Evening service, Second Service
6.4 Systems and procedures involved
6.5 Cleaning process
6.6 Cleaning and upkeep of public areas (lobby, cloak room, restaurants, bar, banquet halls, admin offices, lifts and elevators, staircases, back areas, front area, corridors)
GLOSSARY – from 3rd semester syllabus

3.5(P): HOUSEKEEPING II

PRACTICALS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

WEEK 1 - 3  Bed making with turn down and foot fold (single sheet and duvet)
WEEK 4  Planning a color scheme of a room based on different schemes
WEEK 5  Interior design – analyzing a picture with respect to elements and principles of interior design, flooring, furnishings etc.
WEEK 6  Setting up of Room Attendant’s Trolley – Demonstration
WEEK 7  Sewing tasks – hemming 1 side of a 4 in² cloth sample and stitching a 4 holed button
WEEK 8 - 10  Cleaning procedures – Area cleaning (Sweeping, Scrubbing and Mopping, Wet and Dry dusting, High ceiling cleaning – cobwebs), bathroom cleaning, glass cleaning

PRACTICAL EXAMINATION FOR III SEM

SUB DIVISIONS A, B, C, D, E and F will be marked by the external examiner for 35 marks,

EXTERNAL EXAMINER – (35 Marks)

A. Bed making – 5 marks
   Students are required to make a bed with turn down and foot fold using single sheet covering and duvet. Time allotted – 5 minutes each

B. Area cleaning – 10 marks

C. Viva – 5 marks
   Questions from the glossary of terms for third semester to be asked by examiner.

D. Planning of a colour scheme of a given room – 5 marks
   Student is required to colour the given room based on the scheme provided.

E. Sewing task – 5 marks
   Students are required to hem 1 side of a 4 in² cloth sample and stitch a 4 holed button

F. Journal – 5 marks
   The student is required to present a neat, certified journal containing the entire practical done during the year

Books for Reference

1. Hotel, hostel and hospital housekeeping, Branson and Lennox
3. The Professional Housekeeper – Schneider, Tucker and Scoviak
5. Interior Design and Decoration – P. Seetharaman and ParveenPannu, CBS Publishers

FOUNDATION COURSE: FUNDAMENTALS OF COMPUTERS
FOURTH SEMESTER
4.2 (T): FOOD & BEVERAGE PRODUCTION – IV

THEORY

40 HRS

MODULE 1  KITCHEN ORGANIZATION AND HUMAN RESOURCE 06 HRS
1.1 The classical kitchen brigade-the partie system
1.2 Job description and job specification of executive chef, chef de partie and commis
1.3 Recruitment and selection
1.4 Induction, training and development

MODULE 2  ORIENTAL CUISINE 12 HRS
2.1 Chinese-Features, regional classification, ingredients, methods of cooking, courses of the Menu
2.2 Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu
2.3 Japanese-Features, regional classification, ingredients, methods of cooking, courses of the Menu

MODULE 3  GARDE MANGER (LARDER WORK) 10 HRS
3.1 Salads-Classification, principles of salad making, ingredients used, parts of a salad, salad dressings, garnishes, types of salads, classical salads
3.2 Hors d’oeuvres-Classification, examples and accompaniments
3.3 Sandwiches- composition, types, principles of preparation, classic sandwiches, rules to be followed, and accompaniments.
3.4 Specialty meats- Farcis, terrines, pates, galantines, ballotines, mousses.
3.5 Cold sauces- dips, chaudfroids, aspics.
3.6 Charcuterie-Sausages, bacon and ham

MODULE 4  ACCOMPANIMENTS AND GARNISHES 04 HRS
4.1 Classical vegetable accompaniments
4.2 Potato preparations
4.3 Garnishes and accompaniments for popular dishes

MODULE 5  DIET PLANNING 08 HRS
5.1 Importance of planning diet – balanced diet
5.2 Factors to be considered while planning diet
5.3 Food groups and balanced diet
5.4 Factors influencing food intake and food habits
4.2 (P): FOOD & BEVERAGE PRODUCTION – IV

PRACTICALS 40 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.

WEEK 1-4  Chinese cuisine - 4 Menus with five preparations in each
WEEK 5-8  Thai cuisine - 4 Menus with five preparations in each
WEEK 9-10 Bakery & Confectionary - 2 Menus with five preparations in each

PRACTICAL EXAMINATION FOR IV SEM 50 MARKS

INTERNAL EXAMINER 15 MARKS TO BE SUBMITTED TO UNIVERSITY
EXTERNAL EXAMINER 35 MARKS TO BE AWARDED THROUGH PRACTICAL EXAMINATION

EXTERNAL EXAMINER 35marks

A.  Journal – 5 marks
    The student is required to present a neat and covered certified journal containing all the recipes, diagrams and other information as given by the teacher.

B.  First course- 5 marks
    The first course which may be soup or starter will be evaluated for taste, texture, appearance and palatability

C.  Second course – 10 marks
    The second course which may be entrée or main course will be evaluated for taste, texture, appearance and palatability

D.  Third course- Accompaniment-5 marks
    The third course which may be a vegetable preparation or bread preparation will be evaluated for taste, texture, appearance and palatability

E.  Fourth course- Dessert- 5 marks
    The fourth course which is a sweet preparation will be evaluated for taste, texture, appearance and palatability

F.  Viva- 5 marks
    The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination
4.3(T): FOOD & BEVERAGE SERVICE – IV

THEORY 40 HOURS

MODULE 1 Alcoholic Beverages 30 HRS
1.1 Introduction 4 HRS
1.1.1 Pot still distillation
1.1.2 Patents still distillation
1.1.3 Proof systems
1.2 Whisky 6 HRS
1.2.1 Scotch - manufacturing, types, regions, brands
1.2.2 Irish – history, manufacture, brands
1.2.3 American – history, manufacture, types, brands
1.2.4 Brand names – Canadian, Indian
1.3 Brandy 4 HRS
1.3.1 History
1.3.2 Cognac - Manufacturing, region, types, brands
1.3.3 Other brandies – Armagnac, Marc/Grappa, Calvados – basic knowledge
1.4 Rum 2 HRS
History, Manufacture, Styles, Brand names with countries
1.5 Gin 2 HRS
History, Manufacture, Types, Brand names with countries
1.6 Vodka 2 HRS
History, Manufacture, Brand names with countries, flavoured vodkas
1.7 Tequila 2 HRS
History, Manufacture, Styles, Brand names
1.8 Other spirits 4 HRS
1.8.1 Absinthe
1.8.2 Ouzo
1.8.3 Slivovitz
1.8.4 Akvavit
1.8.5 Feni
1.8.6 Arrack
1.8.7 Schnapps
1.9 Liqueurs 4 HRS
Introduction, Manufacture, Brand names with base, color, flavor, countries

MODULE 2 Bar 05 HRS
2.1 Types
2.2 Equipment and ingredient
2.3 Cocktails – introduction, parts (base, modifier etc), methods (stir, shaken etc) families
(cobblers, crustas, daisies, nogs, fixes, flips, pouches, sangarees, slings, smashers, buck, coladas,
Collins, coolers, fizzes, highballs, juleps, shooters, punches, rickeys, sours, toddies), terms
(dash, zest, on the rocks, naked etc) popular cocktails (classic, modern, variations)

MODULE 3 Tobacco 05 HRS
3.1 Health hazards
Cigar – Manufacture, parts, colors, shapes, storage, brands and service
4.3(P): FOOD & BEVERAGE SERVICE PRACTICAL–IV

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.
A journal should be maintained by every student, in relation to the practical syllabus duly endorsed by the subject teacher and the external examiner.

WEEK 1       Service of spirits and liqueurs
WEEK 2-6     Cocktails – 20 listed
WEEK 7-9     Gueridon Service & Gueridon dishes
WEEK 10      Service of cigars

Examination pattern : (35 MARKS)

A. Cocktail preparation – 10 marks
   • Any one cocktail out of the list of eighteen cocktails has to be picked and prepared.
   • The list of cocktails - Bloody Mary, Moscow Mule, Pink Lady, Rusty Nail, Screwdriver, Tequila Sunrise, Old fashioned, Cuba Libre, Blue Lagoon, Long Island Ice Tea, Cosmopolitan, Caipiroshka, Mai tai, Mojito, Mint Julep, Planter’s Punch, Pina Colada, and Side Car.
   • The markings will be as per the: correct recipe writing – 5 marks, cocktail preparation and presentation – 5 marks.

B. Gueridon service – 10 marks
   • The list of Gueridon preparations
     o Shrimp cocktail
     o Grilled fish
     o Grapefruit cocktail (instead of Florida)
     o Crepes suzette
     o Banana Flambé
     o Irish coffee
   • The dish should be done on the gueridon / live stations and served at the table with the appropriate cover and accompaniments
   • Marking will be on the basis of mis en place, preparation, presentation and service.

C. Service of spirits, liqueurs, cigars – 5 marks
   • Taking order on BOT and service of spirits and liqueurs, with mixers if necessary.
   • Service of cigars – setting up of salver with wooden box, cigar cutter or scissor, long home light matchbox, large ashtray, minimum 5 cigars or cigar tubes.

D. Journal and Viva – 10 marks
4.4 (T): FRONT OFFICE- III

THEORY 40 HRS

MODULE 1  RESERVATIONS MANAGEMENT 06 HRS
1.1 Overbooking
1.2 Forecasting
1.3 Legal implications
1.4 Packages
1.5 Potential reservation problems

MODULE 2  RECEPTION 03 HRS
2.1 Day & Night Reception
2.2 Calculations
2.3 Room selling techniques – Upselling and Discounts

MODULE 3  HOSPITALITY AND LOBBY DESK 07 HRS
3.1 Role of the GRE
3.2 Welcome Procedure
3.3 Identifying complaints
3.4 Complaint Handling
3.5 Role of the Lobby Desk
3.6 Job Description of the Lobby Manager

MODULE 4  CHECK-OUT AND SETTLEMENT 15 HRS
4.1 Tracking transaction – cash payment, charge purchase, account correction, account allowance, account transfer, cash advance
4.2 Internal control – Cash Bank
4.3 Check-out and account settlement
4.4 Control of cash and credit
4.5 Methods of settlement
4.6 Checkout options - Express checkout, Self check out, In-room check out
4.7 Late check-out
4.8 Unpaid account balances
4.9 Account collection –account aging
4.10 Updating FO records
4.11 Late Charges

MODULE 5  THE FRONT OFFICE AUDIT 06 HRS
5.1 Role and importance of Night Audit
5.2 Job Description of the night auditor
5.3 Establishing an End of day
5.4 Guest Credit monitoring
5.5 Preparation of Transcript
5.6 The Front Office audit process
5.7 Preparation of Night Reports

**MODULE 6  **Computer applications in Front Office Operations  **03 Hrs**

6.1 Role of computers
6.2 Various types of PMS used
6.3 Front Office modules and it’s applications

**4.4 (P): FRONT OFFICE- III**

**PRACTICALS  **20 hrs

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

**WEEK 1-2  **Calculation of revenue, room position and occupancy percentages

**WEEK 3-4  **Check-out procedure

**WEEK 5-7  **Preparation of a guest folio

**WEEK 8  **Glossary of Terms

**WEEK 9-10  **PMS activities

- Posting of charges
- Splitting folio
- Checking out guests

**PRACTICAL EXAMINATION FOR IV SEM**

ALL SUB DIVISIONS will be marked by the external examiner for 35 marks

**EXTERNAL EXAMINER**

A. Calculation of revenue, occupancy percentages and room position – **4 Marks**
B. Preparation of a guest folio – **10 Marks**
C. Viva (Pertaining to 4th semester syllabus) – **5 Marks**
D. PMS activities ( 2 activities) – **7 Marks**
  - Posting of charges
  - Splitting folio
  - Checking out guests
E. Assignment – Hotel Website Designing ( Home Page + 4 Links) – **5 marks**
F. Journal and Grooming - **4 Marks**

**REFERENCE BOOKS FOR ALL SEMESTERS**

- Managing Front Office Operations – Michael L Kasavanna& Richard M. Brooks
- An introduction to hospitality- Dennis L. Foster
- Principles of Hotel Front Office Operations- Su Baker, Pam Bradley & Jeremy Huyton
- Hotels for Tourism Development – Dr. JagmohanNegi
- Profiles of Indian Tourism-Shalini Singh
- Tourism Today – Ratnadeep Singh
- Dynamics of Tourism – Pushpinder.S.Gill
4.5(T): HOUSEKEEPING III

**THEORY** 40 HOURS

**MODULE 1  SUPervision in Housekeeping** 06 HRS
- 1.1 Role of a supervisor (Desk, Public Area, Floor, Linen, Uniform, Laundry)
- 1.2 Supervisors Check list
- 1.3 Guest complaints & Guest complaint handling
- 1.4 VIP Room Checking
- 1.5 Leave handling procedures
- 1.6 Handling Contracts – types and pricing, common contracts in hotels

**MODULE 2  Safety Awareness & Safeguarding of Assets** 06 HRS
- 2.1 Accidents (effects, causes, procedure, report)
- 2.2 Concern for safety and security in House Keeping operations
- 2.3 Concept of safeguarding assets
- 2.4 Security of Hotels
- 2.5 Emergency procedures
- 2.6 First aid (Definition, First Aid kit and situations: Shock, Fainting, Heart attack, Sprain, Asphyxia, Burns &Scalds, Asthma, Cuts and Abrasions, Epileptic fits, nosebleed)

**MODULE 3  Textiles and Uniform Designing** 10 HRS
- 3.1 Fiber (natural, manmade, characteristics, advantage, disadvantages)
- 3.2 Weaves (plain, twill, jacquard, damask, satin)
- 3.3 Finishing processes
- 3.4 Importance of Uniforms
- 3.5 Types and characteristics of Uniforms
- 3.6 Selection of Uniforms, trends
- 3.7 Par stock

**MODULE 4  Laundry Operations** 07 HRS
- 4.1 Types of laundry, advantages, disadvantages
- 4.2 Layout of OPL
- 4.3 Laundry flow process
- 4.4 Laundry equipment
- 4.5 Laundry chemicals
- 4.6 Stain removal (10 common stains)
MODULE 5  RENOVATION AND NEW PROPERTY OPENING  05 HRS
  5.1 Definition- Renovation, Refurbishment, Redecoration
  5.2 Factors involved in renovation
  5.3 Procedures & tasks involved
  5.4 Takeover of a new property from projects – snag list

MODULE 6  HORTICULTURE AND FLOWER ARRANGEMENTS  06 HRS
  6.1 Introduction to Horticulture
  6.2 Indoor and outdoor plants – five each
  6.3 Care and upkeep
  6.4 Bonsai
  6.5 Landscaping
  6.6 Introduction to Flower Arrangement
  6.7 Common flowers used
  6.8 Types of arrangements
  6.9 Principles of Flower Arrangement
  6.10 Arrangements by location
  6.11 Care of cut flowers

GLOSSARY - from 4rd semester syllabus

4.5(P): HOUSEKEEPING III

PRACTICALS  20 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

WEEK 1, 2 Supervision using checklist
WEEK 3 Preparation of snagging list
WEEK 4 First aid procedures - Demonstration
WEEK 5, 6, 7 Flower Arrangement - All round, horizontal, vertical, triangular, fan
WEEK 8 Converting waste to wealth
WEEK 9 Forms & formats – desk register, ready room, departure room register, linen stock register, accident report form, leave form, laundry register
WEEK 10 Assignment on any topic from syllabus

PRACTICAL EXAMINATION FOR IV SEM

SUB DIVISIONS A, B, C, D, E and F will be marked by the external examiner for 35 marks.

EXTERNAL EXAMINER (35 Marks)
  A. Supervision by using checklist OR Preparation of a snagging list – 5 marks
     a. Supervisor’s checklist
i. Students are required to fill out a printed checklist (provided) of a guest bedroom

ii. All supplies (at least 50) available in a standard guest room and bath of a hotel to be provided

iii. Supplies to be reduced, replaced for every student

b. OR Snag list
   i. Snag list of a given area to be written down by the student

   Time : 15 minutes

B. **Flower Arrangement – 10 marks**
   Students are required to make a flower arrangement (all round/horizontal/vertical/triangular/ fan shape)

C. **Waste to Wealth – 5 marks**
   a. The student will bring waste products which are required to be converted to something useful.
   b. The items that can be brought are – old newspapers, used disposable cups, plastic bottles, waste cloth, used cans, tins etc.
   c. Time allotted – 30 minutes

D. **Viva – 5 marks**
   Questions from the glossary of terms for fourth semester to be asked by examiner.

E. **Journal – 5 marks**
   The student is required to present a neat, certified journal containing the entire practical done during the year

F. **Forms and formats – 5 marks**
   Students are required to draw any one of the forms, formats taught

Books for Reference

1. Managing Housekeeping Operations – Kappa, Nitschke, Shappert, EI, AHLA
3. The Professional Housekeeper – Schneider, Tucker and Scoviak

**SDC: LIFE SKILLS AND PERSONALITY DEVELOPMENT**
FIFTH SEMESTER
5.0 INDUSTRIAL PRACTICUM

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

TYPE OF REPORT
The report should be based on the compulsory 16 weeks/110 days of training to be completed from June to September of fifth semester in a hotel of repute (preferable of a 3 star, 4 star or a 5 star property). A student log book should be maintained by every student during the training period. The student should note down on the daily basis the task performed/observed, methodology involved and points to note and assessed daily by the supervisor/manager. Using the information contained in the log book and under the guidance of faculty member of college in which the student is studying, the student should cover the entire operation of the hotel and inter-organizational SWOT (STRENGTH, WEAKNESS, OPPORTUNITIES, AND THREATS) analysis.

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

LIST OF CONTENT OF THE REPORT

<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>MARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A COPY OF THE TRAINING CERTIFICATE ATTESTED BY PRINCIPAL OF THE COLLEGE</td>
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<td>ACKNOWLEDGEMENT</td>
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<td>PROJECT PREFACE</td>
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<tr>
<td>CHAPTER -1 INTRODUCTION</td>
<td></td>
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<td>CHAPTER -2 SCOPE, OBJECTIVE, METHODOLOGY &amp; LIMITATIONS</td>
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<td>CHAPTER -3 PROFILE OF THE PLACE AND HOTEL</td>
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<td>CHAPTER -4 DEPARTMENTAL CLASSIFICATION OF HOTEL</td>
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<td>CHAPTER -5 DETAILED OPERATIONS OF EACH DEPARTMENT OF HOTEL</td>
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<tr>
<td>CHAPTER -6 SWOT ANALYSIS OF HOTEL</td>
<td>60</td>
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<tr>
<td>CHAPTER -7 CONCLUSION</td>
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<td>BIBLIOGRAPHY</td>
<td>20</td>
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<tr>
<td>LIST OF ANNEXURE/EXHIBITS</td>
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<tr>
<td>TOTAL MARKS</td>
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SUBMISSION OF REPORT
One typed (duly signed by faculty guide and principle of the college) copy of the report is to be submitted in person, by the student, to the examiner at the time of viva voce. Project submitted later than that will not be accepted. Project submitted later than that will not be accepted.
1. Original training certificate
2. University copy & student’s copy of project report (duly signed by the faculty guide and principle of the college)
3. Students log book (duly signed by Training Manager/HR Manager OR equivalent)
4. Examination Hall ticket.
5. College identity card
6. Dress code: College uniform

STUDENTS WHO DO NOT CONFORM TO THE ABOVE WILL NOT BE EXAMINED

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

MODE OF EVALUATION

<table>
<thead>
<tr>
<th></th>
<th>Marks</th>
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<tbody>
<tr>
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<tr>
<td>Viva</td>
<td>100</td>
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<tr>
<td>Project report</td>
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</tbody>
</table>

TOTAL MARKS 700 MARKS

NOTE

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

- Panel of evaluation will consist of two members. One will evaluate the Project and other will evaluate the Presentation. The project viva voce will be conducted by both members of the Panel. Total time allotted for the above should not exceed 10 minutes.

- The presentation could be done on OHP sheets or as a Powerpoint presentation using a computer or a laptop connected to LCD depending upon the available resources of the examiner. The students could show it in their personal laptop also.
SIXTH SEMESTER
6.1(T): FOOD AND BEVERAGE SERVICE MANAGEMENT

THEORY 40 HOURS

MODULE 1  An overview of beverage management 02HRS
  1.1 Introduction to beverage management
  1.2 The hospitality industry and its products

MODULE 2  Bar and beverage management 08HRS
  2.1 Compiling various wine and drink lists
  2.2 Inventory, Storage,
  2.3 Bar stock taking and inventory, Determining stock levels
  2.4 Bar frauds and best practices
  2.5 Books and records in bar

MODULE 3  Menu Engineering 10 HRS
  3.1 Definition and objective of menu engineering
  3.2 Analysis and action

MODULE 4  Facility Planning and Design of Service areas 08HRS
  4.1 F & B Function areas
  4.2 Food service outlets
  4.3 Lounges and bars
  4.4 Conference, banqueting and function rooms

MODULE 5 Revenue Management in F & B Service 06 HRS
  5.1 Budgeting
  5.2 Forecasting
  5.3 Restaurant Revenue Management

MODULE 6  Recent concerns and trends 06 HRS
  6.1 Future of quick service restaurants
  6.2 Concepts of dining practices
  6.3 Technology in Food and Beverage industry
6.1(P): FOOD AND BEVERAGE SERVICE MANAGEMENT PRACTICAL

PRACTICALS 40HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each. A journal should be maintained by every student, in relation to the practical syllabus duly endorsed by the subject teacher and the external examiner.

WEEK 1, 2  Planning of a menu
WEEK 3  Finding APC, cover turnover
WEEK 4, 5  Planning of a beverage list
WEEK 6, 7, 8  Cocktail and Mocktail making
WEEK 9  Stock taking, inventory and Duty rosters
WEEK 10  Situation Handling

Examination pattern: (35 MARKS)

- **A’ la carte Menu Planning:**
  Students should compile a French A’ la Carte menu comprising of
  - A) Starter (3 Dishes)
  - B) Soup (3 Soups)
  - C) Main Course (7 Dishes) and
  - D) Dessert (3 Dishes)
  With appropriate accompaniment and justified pricing. The student will be examined on:
  1. The dishes compiled
  2. The accompaniments mentioned
  3. The ordertakings skills, based on the compiled menu. (10 Marks)

- **Beverage List:** Student should compile a beverage list comprising of aperitifs (3 brands), wines and beer (3 brands each), spirits (2 brands each of 5 popular spirits), cocktail (any 3 cocktails) and liqueurs (3 brands), with appropriate pricing. (5 Marks)

- **Cocktails and Mocktails:** Students should prepare one cocktail / mocktail by picking a chit from the below mentioned list.
  - Black velvet, Sangria, Bucks Fizz, Bellini, Red Eye, Hawaiian Iced Tea, Captain’s Blood, Fourth of July, Between the sheets, Cinderella, Shirley Temple and Roy Rogers.
  - The student will be examined on
  - 1) Recipe writing,
  - 2) Costing and
• 3) Making of the Cocktail /Mocktail, with appropriate glass and garnish.(10 Marks)

• Situation Handling:

Students should handle a situation given by the external examiner.(5 Marks)

• Journal and Viva: (5 Marks)

6.2 HOTEL FINANCIAL ACCOUNTING

THEORY 40 HRS

MODULE 1  DOUBLE ENTRY BOOK KEEPING 03 HRS
1.1. Meaning of Book-keeping and Double Entry Book-keeping
1.2. Meaning of Accounting, Objectives, Advantages, Users of Accounting Information
1.3. Accounting Concepts and Conventions

MODULE 2  JOURNAL 10 HRS
2.1. Meaning, Advantages and Limitations
2.2. Classification of Accounts – personal, real and nominal, rules for debiting and crediting
2.3. Journalizing – simple and compound entries

MODULE 3  LEDGER 5 HRS
3.1. Posting from journal to ledger, balancing of accounts

MODULE 4  SUBSIDIARY BOOKS 10 HRS
4.1. Meaning, objectives, Advantages and Limitations
4.2. Types of subsidiary books - Purchase Book, Purchase Returns Book, Sales Book, Sales Returns Book, Cash Book – Simple and three columnar - Petty Cash Book (Only formats) and Problems on Petty Cash Book

MODULE 5  TRIALBALANCE 02 HRS
5.1. Meaning, objectives, advantages and limitations
5.2. Preparation of Trial Balance
MODULE 6  FINAL ACCOUNTS  10 HRS

6.1. Meaning, Objectives, Advantages and limitations
6.2. Trading and Profit and Loss Account, Balance Sheet
6.3. Types of assets and liabilities
6.4. Adjustments – closing stock, outstanding income and expense, prepaid expense, income received in advance and depreciation.

BOOKS FOR REFERENCE
1. Accounting Vol –1 –B.S.Raman
2. Accounting Vol – II – B.S.Raman
4. Accounting in the Hotel and Catering Industry – Harries
5. Hotel and catering costing and budgets – Boandaman
6. Cost Analysis & Cost Control – Ghosh & Gupta
7. Cost Accounting & Budgeting – David C. Asch
8. Accounting Theory & Policy – Bloom Robert
10. Accounting for Hotels – Prasanna Kumar, Mruthyunjaya, Linda Daniel

6.3 MANAGEMENT PRINCIPLES AND PRACTICES

THEORY  40 HRS

MODULE 1  INTRODUCTION TO BUSINESS AND MANAGEMENT  06 HRS

1.1. Meaning, definition, characteristics, objectives, functions and scope of business
1.2. Meaning, definition, nature and characteristics, scope and functional areas of management, Process of Management
1.3. Levels of management
1.4. Management a science or art or profession
1.5. Management and administration
1.6. Principles of management
1.7. Social responsibility of business and ethics

MODULE 2  PLANNING  05 HRS

2.1. Meaning, objectives, nature, advantages and limitations
2.2. Planning purpose
2.3. Types of plans (meaning only-single & multi-use plans)
2.4. Decision making – importance and steps- MBO & MBE (meaning only)

MODULE 3  ORGANIZING  08 HRS

3.1. Meaning, nature and purpose
3.2. Principles of organizing
3.3. Types of organizations – Line, Staff, Line and Staff, Matrix and Committees
3.4. Basis of Departmentation
3.5. Delegation of authority and responsibility -Centralization Vs Decentralization - span of control.

MODULE 4    STAFFING AND DIRECTING    15 HRS
4.1. Meaning, definition, nature and importance of Staffing
4.2. Staffing process
4.3. Sources of recruitment
4.4. Training: Meaning, Need and Methods
4.5. Meaning and nature of directing
4.6. Leadership: meaning, functions and styles
4.7. Motivation: meaning and importance
4.8. Communication: Meaning, Process and barriers to communication
4.9. Co-ordination: meaning, importance and techniques.

MODULE 5    CONTROL    05 HRS
5.1. Meaning, definition and importance
5.2. Steps in establishing control and essentials of a sound control system
5.3. Techniques of control (CPM, PERT- meaning only).

MODULE 6    MODERN TRENDS IN MANAGEMENT    01 HR
6.1. Concepts of Total Quality Management (meaning only)
6.2. Concepts of Kaizen (meaning only)
6.3. Concepts of Just in Time (JIT)management (meaning only)
6.4. Strategic Management (meaning only)

BOOKS FOR REFERENCE
1. Koontz & O’Donnell, Management
2. Appanniah& Reddy, Essentials of Management
3. M.Prasad, Principles of Management
4. Rustum&Davan, principles and practice of Management
5. Srinivasan &Chunawalla, Management Principles and Practice
6. J.S.Chandran, Management Concepts and Strategies
7. Sharma & Gupta, Principles of Management.
## 6.4 (T) COMPUTERS IN HOSPITALITY SERVICES— I

<table>
<thead>
<tr>
<th>MODULE</th>
<th>COURSE DESCRIPTION</th>
<th>HOURS</th>
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<tr>
<td><strong>THEORY</strong></td>
<td>40 HRS</td>
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<tr>
<td><strong>MODULE 1</strong></td>
<td>SELECTING AND IMPLEMENTING COMPUTER SYSTEMS</td>
<td>10 hrs</td>
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<tr>
<td>1.1. Analyzing Current Information Needs</td>
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<td>1.2. Collecting Sales Information</td>
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<td>1.3. Establishing System Requirements</td>
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<td>1.4. Proposals From Vendors</td>
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<td>1.5. Contract Negotiations</td>
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<td>1.6. Installation Factors</td>
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<tr>
<td><strong>MODULE 2</strong></td>
<td>MANAGING INFORMATION SYSTEMS</td>
<td>09 hrs</td>
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<tr>
<td>2.1. MIS Design and Function</td>
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<td>2.2. Managing Multi-Processor Environments</td>
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<td>2.3. MIS Security Issues</td>
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<td><strong>MODULE 3</strong></td>
<td>HOTEL INFORMATION SYSTEMS</td>
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<td>3.1. Hotel Information System</td>
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<td>3.2. Selecting Hardware and Software</td>
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<td>3.3. His Applications</td>
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<td><strong>MODULE 4</strong></td>
<td>COMPUTER BASED RESERVATION SYSTEMS</td>
<td>09 hrs</td>
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<td>4.1. Global Distribution Systems</td>
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<td>4.2. Intersell Agencies</td>
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<td>4.3. Central Reservation Systems</td>
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<td><strong>MODULE 5- ROOMS MANAGEMENT MODULE</strong></td>
<td>04 hrs</td>
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<tr>
<td>5.1 Room Status</td>
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<td>5.2 Room and Rate Assignment</td>
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<td>5.3 In-House Guest Information Functions</td>
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<td>5.4 Housekeeping Functions</td>
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<td>5.5 Reports</td>
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<td><strong>MODULE 6- GUEST ACCOUNTING MODULE</strong></td>
<td>04 hrs</td>
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<tr>
<td>6.1 Types of Accounts</td>
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<td>6.2 Posting Entries to Accounts</td>
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<td>6.3 Night Audit Routine</td>
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<td>6.4 Account Settlement</td>
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<td>6.5 Reports</td>
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6.4 (P) COMPUTERS IN HOSPITALITY SERVICES— I

PRACTICALS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 3 hours each.

WEEK 1    Identification of Icons- General and Reservations
WEEK 2-3  Reservations Module- Add, modify, cancel and reinstate reservations
WEEK 4-5  Registrations Module
          • Assign rooms
          • Reserved Guest Messages
          • Check-in/ Express and Walk-in check-in
          • Room Transfer
WEEK 6-8  Cashiering Module
          • Posting of Charges
          • Splitting of Folio
          • Check out
          • Settlement
WEEK 9    Generation of front office reports
WEEK 10   Glossary of Terms

PRACTICAL EXAMINATION FOR VI SEM

ALL SUB DIVISIONS will be marked by the external examiner for 35 marks

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<tr>
<th>EXTERNAL EXAMINER</th>
<th>Mark(s)</th>
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<td>B. Front Office Module – 15 Marks</td>
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<td>• Feeding a Reservation</td>
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<td>• Modifying the Reservation</td>
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<td>• Checking in the guest</td>
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<tr>
<td>• Posting of minimum 4 charges</td>
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<td>• Checking out the guest</td>
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<td>• Settlement</td>
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<td>C. Viva (Pertaining to 6th semester syllabus) – 6 Marks</td>
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<td>D. Generating two front office reports- 4 Marks</td>
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<td>E. Journal - 5 Marks</td>
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6.5 MARKETING OF HOSPITALITY SERVICES

THEORY

40 HRS

MODULE 1  INTRODUCTION TO HOSPITALITY MARKETING  04 HRS
1.1 Meaning and definition - Nature and Scope - Feature / Characteristics - Concepts of Marketing
1.2 Customer Expectations from hospitality services - Solving Customers problems
1.3 Relevance of Sales & Marketing in the Hospitality Industry.

MODULE 2  HOSPITALITY MARKETING MIX  21 HRS
1.4 Meaning and Definition of Marketing Mix
   The Seven Ps
2.1 PRODUCT / SERVICE MIX
   Elements /Components
   Difference between goods and services
   Product life Cycle
   Stages of New product/ service development
2.2 PRICE MIX
   Factors influencing pricing
   Pricing methods and strategies
2.3 PROMOTION MIX
   Objectives of promotion
   Elements of promotions mix
   Advertising, sales, promotion, personal selling, publicity, public relations
2.4 PLACE MIX
   Distribution channels/channel intermediaries
2.5 PEOPLE
   Elements of People mix
   Role of Employees and Internal Marketing
   Role of customers and Relationship Marketing
2.6 PHYSICAL EVIDENCE
   Essential Evidence, Peripheral Evidence
2.7 PROCESS
   Steps of service delivery
   Levels of customer involvement
   Value chain linkage
   Blue printing – mapping the service system

MODULE 3  THE MARKETING ENVIRONMENT  03 HRS
3.1 The importance of Environmental scanning - Types of Environments
3.2 SWOT Analysis
3.3 The Future of Hospitality Marketing in India
MODULE 4  MARKETING SEGMENTATION, TARGETING AND POSITIONING  04 HRS
4.1 Meaning, Importance and Basis of Market Segmentation
4.2 Essentials of sound market segmentation
4.3 STP Strategy- Segmentation, Targeting & Positioning strategies

MODULE 5  CONSUMER BEHAVIOUR IN HOTEL INDUSTRY  04 HRS
5.1 Factors influencing Consumer behavior
5.2 Buying decision process

MODULE 6  MARKETING RESEARCH  04 HRS
6.1 Meaning and Definition of Marketing Research
6.2 Stages of Marketing Research for services
6.3 Types and methods of Market Research

REFERENCE BOOKS
1. Services Marketing : Zeithmal, Valerie and Mary Jo Bitner
2. Delivery Quality Service: Zeithmal, Parasuraman and Bitner
3. Service Marketing : The India Experience by Ravi Shankar
4. Services Marketing : S.M.Jha
5. Marketing of Hospitality Industry : Roberta
6. Service Marketing : W.R. Helen
7. Strategic Hotel Marketing : Hart and Troy
8. Services Marketing : Lovelock, Christopher H
10. Marketing of Hospitality Services : Lazer

SDC: HUMAN RESOURCE DEVELOPMENT
SEVENTH SEMESTER
<table>
<thead>
<tr>
<th>Module</th>
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<td><strong>Module 1</strong></td>
<td>Kitchen Planning</td>
<td>06 HRS</td>
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<tr>
<td>1.1</td>
<td>Sections of the kitchen with layout and functions</td>
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<td>1.2</td>
<td>Production workflow</td>
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<td>1.3</td>
<td>Planning of Kitchen Spaces</td>
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<td>1.4</td>
<td>Layout of a large quantity kitchen and satellite kitchen</td>
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<td>1.5</td>
<td>Planning of Storage Spaces</td>
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<td><strong>Module 2</strong></td>
<td>Purchasing</td>
<td>06 HRS</td>
</tr>
<tr>
<td>2.1</td>
<td>Principles of material management</td>
<td></td>
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<tr>
<td>2.2</td>
<td>Standard purchase specifications,</td>
<td></td>
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<tr>
<td>2.3</td>
<td>Purchasing procedure-Principles of purchasing, methods of purchasing,</td>
<td></td>
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<tr>
<td></td>
<td>ordering, receiving</td>
<td></td>
</tr>
<tr>
<td><strong>Module 3</strong></td>
<td>Storage of Food Material</td>
<td>06 HRS</td>
</tr>
<tr>
<td>3.1</td>
<td>Principles of Storage- dry storage and cold storage</td>
<td></td>
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<tr>
<td>3.2</td>
<td>Methods of issuing</td>
<td></td>
</tr>
<tr>
<td>3.3</td>
<td>Layout of storage areas</td>
<td></td>
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<tr>
<td>3.4</td>
<td>Temperature for storing perishables &amp; non-perishable foods</td>
<td></td>
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<tr>
<td><strong>Module 4</strong></td>
<td>Advanced Menu Planning and Food Presentation</td>
<td>08 HRS</td>
</tr>
<tr>
<td>4.1</td>
<td>Menu designing for</td>
<td></td>
</tr>
<tr>
<td>4.1.1</td>
<td>Restaurants-Specialty and fast food</td>
<td></td>
</tr>
<tr>
<td>4.1.2</td>
<td>Buffets</td>
<td></td>
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<tr>
<td>4.1.3</td>
<td>Banquets</td>
<td></td>
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<tr>
<td>4.2</td>
<td>Presentation of food for</td>
<td></td>
</tr>
<tr>
<td>4.2.1</td>
<td>Restaurants-Plate presentation</td>
<td></td>
</tr>
<tr>
<td>4.2.2</td>
<td>Buffets</td>
<td></td>
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<tr>
<td>4.2.3</td>
<td>Banquets</td>
<td></td>
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<tr>
<td><strong>Module 5</strong></td>
<td>Food Production Systems</td>
<td>08 HRS</td>
</tr>
<tr>
<td>5.1</td>
<td>Principles of large scale commercial cooking</td>
<td></td>
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<tr>
<td>5.2</td>
<td>Rechauffe – effective use of leftovers.</td>
<td></td>
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<tr>
<td>5.3</td>
<td>Catering systems</td>
<td></td>
</tr>
<tr>
<td>5.3.1</td>
<td>Cook Chill Systems-definition, procedure, advantages and disadvantages</td>
<td></td>
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<tr>
<td>5.3.2</td>
<td>Cook Freeze System-definition, procedure, advantages and disadvantages</td>
<td></td>
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<tr>
<td>5.3.3</td>
<td>Sous Vide- definition, procedure, advantages and disadvantages</td>
<td></td>
</tr>
<tr>
<td><strong>Module 6</strong></td>
<td>Financial Management in Food and Beverage Production</td>
<td>06 HRS</td>
</tr>
<tr>
<td>6.1</td>
<td>Concepts of cost</td>
<td></td>
</tr>
</tbody>
</table>
6.2 Food Cost- Formulas and calculation
6.3 Cost Control-Portion control, yield management and standard recipe
6.4 Pricing

7.1(P) FOOD & BEVERAGE PRODUCTION MANAGEMENT

PRACTICALS  40 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.

WEEK 1- 4  Italian cuisine 4 menus with 5 dishes each
WEEK 5- 7  Spanish cuisine 3 menus with 5 dishes each
WEEK 8-10  Mexican cuisine 3 menus with 5 dishes each

PRACTICAL EXAMINATION FOR VII SEM  50 MARKS
INTERNAL EXAMINER  15 MARKS TO BE SUBMITTED TO UNIVERSITY
EXTERNAL EXAMINER 35 MARKS TO BE AWARDED THROUGH PRACTICAL EXAMINATION

<table>
<thead>
<tr>
<th>EXTERNAL EXAMINER</th>
<th>35marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Journal – 5 marks</td>
<td></td>
</tr>
<tr>
<td>The student is required to present a neat and covered certified journal containing all the recipes, diagrams and other information as given by the teacher.</td>
<td></td>
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<tr>
<td>B. First course- 5 marks</td>
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<tr>
<td>The first course which may be soup or starter will be evaluated for taste, texture, appearance and palatability</td>
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<tr>
<td>C. Second course – 10 marks</td>
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<tr>
<td>The second course which may be entrée or main course will be evaluated for taste, texture, appearance and palatability</td>
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<tr>
<td>D. Third course- Accompaniment-5 marks</td>
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<tr>
<td>The third course which may be a vegetable preparation or bread preparation will be evaluated for taste, texture, appearance and palatability</td>
<td></td>
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<tr>
<td>E. Fourth course- Dessert- 5 marks</td>
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<tr>
<td>The fourth course which is a sweet preparation will be evaluated for taste, texture, appearance and palatability</td>
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</tr>
<tr>
<td>F. Viva- 5 marks</td>
<td></td>
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<tr>
<td>The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination</td>
<td></td>
</tr>
</tbody>
</table>

REFERENCE BOOKS
1. Theory of Catering by David Foskett and Victor Ceserani, Publishers-Hodder Education
2. Practical Cookery by David Foskett, Ronald Kinton and Victor Ceserani, Publishers-Hodder Education
3. Modern Cookery for the Teaching and the Trade by Thangam Philip, Publisher-Orient Longman
7. Food and Beverage Management by Bernard Davis, Andrew Lockwood and Sally Stone, Publishers-Butterworth-Heinemann

7.2 ACCOMMODATION MANAGEMENT

<table>
<thead>
<tr>
<th>MODULE 1</th>
<th>YIELD MANAGEMENT</th>
<th>06 hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.</td>
<td>Concept and importance.</td>
<td></td>
</tr>
<tr>
<td>1.2.</td>
<td>Applicability to rooms division.</td>
<td></td>
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<tr>
<td>1.3.</td>
<td>Capacity Management.</td>
<td></td>
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<td>1.4.</td>
<td>Discount allocation</td>
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<td>1.5.</td>
<td>Duration control.</td>
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<tr>
<td>1.6.</td>
<td>Measuring yield.</td>
<td></td>
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<tr>
<td>1.7.</td>
<td>Elements of yield management.</td>
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<tr>
<td>1.8.</td>
<td>Uses of yield management.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MODULE 2</th>
<th>SECURITY AND LODGING INDUSTRY</th>
<th>04 hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1.</td>
<td>Developing the security program.</td>
<td></td>
</tr>
<tr>
<td>2.2.</td>
<td>Management role in security.</td>
<td></td>
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<tr>
<td>2.3.</td>
<td>Setting up the security program.</td>
<td></td>
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<tr>
<td>2.4.</td>
<td>Security and law.</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>MODULE 3</th>
<th>PLANNING AND EVALUATING FRONT OFFICE OPERATIONS</th>
<th>10 hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Establishing Room rates</td>
<td>3.1. Basis of charging</td>
<td></td>
</tr>
<tr>
<td>1.2 Forecasting room availability</td>
<td>3.1.2. Plans, competition, customer’s profile, standards of service and amenities.</td>
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<tr>
<td></td>
<td>3.1.3. Hubbard’s Formula.</td>
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<tr>
<td></td>
<td>3.2. Forecasting techniques</td>
<td></td>
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<tr>
<td></td>
<td>3.2.2. Forecasting data</td>
<td></td>
</tr>
</tbody>
</table>
3.2.3. Forecast formula
3.2.4. Sample forecast formula.

MODULE 4  ACCOMMODATION FACILITY PLANNING  06 hrs
4.1. Planning the Front Office Layout
4.2. Ergonomics
4.3. Lobby layout
4.4. Front Desk layout
4.5. Bell Desk layout
4.6. Back Office layout
4.7. Planning and design.
4.8. Room dimensions (length, width, height, space management)
4.9. Facilities and services for disabled guest room.
4.10. Balconies and terraces
4.11. Eva floor
4.12. Work ergonomics
4.13. Bathroom layout
4.14. Fitting and fixtures
4.15. Disabled guest bathroom features

MODULE 5  BUDGETING FOR HOUSEKEEPING  08 hrs
5.1. Inventory control and stock taking
5.2. Types of budgets (operational and capital)
5.3. Budget preparation
5.4. Cost control in specific areas, guest room, public areas, linen room, stores, cleaning material and supplies, flowers)
5.5. Purchasing.(Principles involved, stages, types)

MODULE 6  DAILY ROUTINES AND HOUSEKEEPING PROCEDURES  06 hrs
1.1. A day in the life of an Executive Housekeeper, Accommodation Manager
1.2. A day in the life of an Assistant Housekeeper
1.3. A day in the life of a Floor Supervisor
1.4. A day in the life of a Public Area Supervisor
1.5. A day in the life of a Desk Housekeeper
1.6. A day in the life of a Uniform, Linen Supervisor

GLOSSARY  (50% Housekeeping terms and 50% Front Office terms)

REFERENCE BOOKS FOR ALL SEMESTERS
1. The Art of Flower Arrangements, RekhaSarin, UBS Publishers.
2. The Best in Lobby Design hotels & Offices, Alan Philips, Rotovision SA
3. The Best in Office Interior Design, Alan Philips, Rotovision SA
5. The Flooring Book, Elizabeth Wilhide, VNR
6. The Professional Housekeeper, Madelin Schneider, & Georgina Tucker
8. Hotel, Hostel Hospital Housekeeping, John C. Branson and & Margaret Lennox
9. Hotel Housekeeping, Raghubalan&SmriteeRaghubalan, Oxford University Press
10. Housekeeping operation design & management, Jaya George &Malini S , Jaico publishing
11. The Good House Keeping Book, Dorothy B. Marsh Harcourt College Publishers
12. The New Flooring Idea Book: Creating style from the Ground Up, Regina Cole Rockport
13. West Coast Rooms, Edie Cohen, Rockport
15. Ideas for Great Window Treatments, Christine Barnes, Sunset Publishing
17. Period Furniture, Furniture Traditional Collections, Idea Books
18. Rugs and Carpets of the World, Ian Bennett, Greenwich
19. Successful Restaurant Design, Regina S Baraban&Joseph F Durocher, VNR
20. 20th Century Furniture, Fiona Keith Baker, Carlton

7.3 HOTEL COSTING

THEORY 40 HRS

MODULE 1 COST CONCEPTS 08 HRS
1.1 Introduction – importance - advantages and disadvantages
1.2 Types of cost – elements of cost – elements of profit- need for food cost and its analysis

MODULE 2 COST SHEET 08 HRS
1.3 Hotel Cost Sheet
1.4 Ingredient Cost Sheet

MODULE 3 BUDGET 12 HRS
2.1 Introduction – meaning – definitions
2.2 Types of budgets - advantages and disadvantages
2.3 Budgetary control - Introduction – meaning – objectives - advantages and disadvantages
2.4 Exercises on Flexible budget and Cash budget.

MODULE 4 MATERIAL CONTROL 08 HRS
3.1 Stores Purchase order- stores requisition
3.2 Stores ledger – LIFO and FIFO
MODULE 5     MENU COSTING                                04 HRS
        4.1 Meaning
        4.2 Hubbard’s formula. (Simple problems)

MODULE 6     BREAK EVEN ANALYSIS                        08 HRS
        5.1 Introduction – meaning
        5.2 CVP analysis and its application
        5.3 (Exercises on BEP both in unit and sales, P/V ratio, margin of safety)

REFERENCE BOOKS
1. Cost and Management Accounting by M.N. Arora
2. Food and Beverage Costing by Jagmohan Negi
3. Cost Accounting by Jain and Narang
4. Hospitality Management Accounting by Coltman
5. Essentials of Management Accounting by I.M. Pandey
6. Management Accounting in the Hospitality Industry by Harris, Hazzard
7. Costing and Finance for Hotels - Prasanna Kumar, Mruthyunjaya, Linda Daniel

7.4 (T): COMPUTERS IN HOSPITALITY SERVICES - II

THEORY                                              40 HRS

MODULE 1:- PROPERTY MANAGEMENT SYSTEM INTERFACE      12 HRS
        1.1 Point Of Sale Systems
        1.2 Call Accounting Systems
        1.3 Electronic Locking Systems
        1.4 Energy Management Systems
        1.5 Auxiliary Guest Services
        1.6 Guest Operated Devices

MODULE 2:- FOOD AND BEVERAGE APPLICATIONS – SERVICE   14 HRS
        2.1 Point Of Sale Order–Entry Units
        2.2 Point Of Sale Printers
        2.3 Point Of Sale Account Settlement Devices
        2.4 Point Of Sale Software
        2.5 Reports
        2.6 Automated Beverage Control Systems

MODULE 3:- FOOD AND BEVERAGE MANAGEMENT APPLICATIONS  14 HRS
        3.1 Recipe Management
        3.2 Sales Analysis
        3.3 Menu Management
        3.4 Integrated Food Service Software
        3.5 Management Reports from Automated Beverage Systems
7.4 (P): COMPUTERS IN HOSPITALITY SERVICES- II

PRACTICALS 30 HRS
The syllabus in practical contains the following topics which may be distributed in 10 weeks of 3 hours each.

WEEK 1-5 Point of Sale Module
  • Identification of POS Icons
  • Table selection
  • Order Entry
  • Table Transfer
  • Modify Order
  • Split and Settle Bill

WEEK 6  Generation of POS Reports
WEEK 7-8  Revision of Front Office Module
WEEK 9  Banquet & Conferencing Module- Banquet Function Prospectus
WEEK 10  Glossary of Terms

PRACTICAL EXAMINATION FOR VII SEM

ALL SUB DIVISIONS will be marked by the external examiner for 35 marks

EXTERNAL EXAMINER

A. Point Of Sale Module– 15 marks
  • Table Selection
  • Order entry
  • Modify order
  • Splitting of bill
  • Settling of bill

B. Drawing of Banquet Function Prospectus– 5 marks
C. Viva (Pertaining to 7th semester syllabus) – 5 marks
D. Journal– 5 marks
  Assignment on any 3 recent trends with respect to technology/computers in hospitality Industry – 5 marks

REFERENCE BOOKS

3. Using Computers in Hospitality – Peter O’Connor

**Recommended Software for Practical**

1. IDS

**7.5 HOSPITALITY LAW**

**THEORY**

**MODULE 1**  **THE INDIAN CONTRACT ACT:**


**MODULE 2**  **HOTEL LICENSES AND PERMITS**

2.1. Licenses and permits

2.2. Liquor licensing laws – Licensed premises – General permitted hours – Quantities and measures – Billiards and similar games – Music and dancing licenses – Performing right – Late night refreshment house – Tobacco and cigars – Betting, gaming and gaming machines – copyrights

**MODULE 3**  **FOOD LEGISLATION:**


**MODULE 4**  **INDUSTRIAL AND COMMERCIAL LEGISLATION:**

4.1. Factories Act

4.2. Industrial Disputes Act

4.3. Workmen’s Compensation Act

4.4. Trade Union Act

(Each act to be discussed in brief with particular reference to hotel industry)


**MODULE 5**  **THE GUEST AND THE HOTEL**

04 HRS

MODULE 6 CONSUMER PROTECTION ACT


REFERENCE BOOKS

1. Hotel and Tourism Laws – Dr. Jagmohan Negi
2. Mercantile Law – N.D. Kapoor
5. Business Law – M.C. Kuchal

SDC: ENTREPRENEURSHIP
EIGHTH SEMESTER
8.1 ALLIED HOSPITALITY MANAGEMENT

THEORY 40 HRS

MODULE 1 RETAIL MANAGEMENT 08 HRS
1.1 The Retail Environment
1.2 Retail Operations, Systems & Inventory
1.3 Retail Advertising and Promotion
1.4 Retail Supply Chain Management

MODULE 2 FACILITIES MANAGEMENT 08 HRS
2.1 Introduction to Facility Management – Areas of control
2.2 Housekeeping - Area cleaning, Pest Control, Horticulture, Vendor Management, Inventory
2.3 Engineering – Equipment maintenance, Energy Saving measures
2.4 Procurement & Finance
2.5 Miscellaneous – Security, Front Office, Training, Events

MODULE 3 EVENT MANAGEMENT 08 HRS
3.1 Role of events for promotion of tourism,
3.2 Types of Events - Cultural, festivals, religious, business etc.
3.3 Need of event management,
3.4 Key factors for best event management.
3.5 Case study of some cultural events

MODULE 4 MICE 08 HRS
4.1 Concept of MICE.
4.2 Introduction of meetings, incentives, conference/conventions, and exhibitions.
4.3 Definition of conference and the components of the conference market.
4.4 The nature of conference markets and demand for conference facilities.
4.5 The impact of conventions on local and national communities

MODULE 5 ALTERNATIVE LODGING INDUSTRY MANAGEMENT 08 HRS
5.1 Luxury Trains
5.2 Cruise liners
5.3 Houseboats
5.4 Home stays
5.5 Serviced apartments
5.6 Resort and theme part management – Types, Marketing, Staffing, Franchisee / Group/Ownership

REFERENCE BOOKS
• Coleman, Lee & Frankle (1991), Powerhouse Conferences. Educational Institute of AH & MA.
• Hoyle, Dorf & Jones (1995), Meaning conventions & Group business. Educational institute of AH & MA.
8.2 FINANCIAL MANAGEMENT IN HOTELS

THEORY 40 HRS

MODULE 1  FINANCIAL MANAGEMENT 03 HRS
1.1 Finance function – aims of finance function
1.2 Financial management: Meaning and definition – goals of financial management – scope of financial management – functions of financial management

MODULE 2  FINANCING DECISIONS 10 HRS
2.1 Meaning of Capital Structure – Patterns of capital structure – features of capital structure – factors influencing capital structure
2.2 EBIT, EBT and EPS analysis – Leverage problems (simple problems and no degrees)

MODULE 3  INVESTMENT DECISIONS 10 HRS
3.1 Capital budgeting – significance of techniques of evaluation of investment proposals
3.2 Payback period method, Return on investment method and Net present value method (simple problems only)

MODULE 4  RATIO ANALYSIS 08 HRS
4.1 Introduction and Meaning, Objectives - Tools and Techniques for Financial Analysis

MODULE 5  INTERPRETATION OF RATIO ANALYSIS 03 HRS
Interpretation of Ratio Analysis of
5.1 Liquidity Ratios,
5.2 Solvency Ratios ,
5.3 Turnover Ratios,
5.4 Profitability Ratios,
5.5 Activity Ratios.

MODULE 6  CASH FLOW STATEMENT 06 HRS
6.1 Meaning, Objectives, Advantages, Limitations
6.2 Preparation of Cash Flows from Operation
6.3 Preparation of Cash flow statement

REFERENCE BOOKS
1. S.N Maheshwari, Financial Management.
2. Khan and Jain, Financial Management.
5. James C. Vanhorne, Financial Management
7. PN Reddy & Appanaiah Financial Management
8. Costing and Finance for Hotels - Prasanna Kumar, Mruthyunjaya, Linda Daniel

8.3.1 – PROFESSIONAL ELECTIVE – 1: FOOD AND BEVERAGE MANAGEMENT

(Major – F & B Service and Minor – F & B Production)

PRACTICAL: 170 MARKS
(External Examiner: 120 + Internal Examiner: 50)

The practical marks of External Examiner could be split as follows:
(FBS -Major: 70 marks + FBS - Minor: 30 marks + Viva: 20 marks)

F & B Service (Major): 70 marks (14 marks each)

1. Specialty restaurant: The student makes an a’la carte menu based on the cuisine or outlet of choice. This menu should have a minimum choice of 5 items in each course (including veg options). Service of the order taken to be done.
2. Coffee Shop: Preparation of a duty chart (in different capacities, shifts...etc..as given by the external examiner.
3. Bar: Preparation of one innovative cocktail and mocktail, mentioned in the beverage menu card compiled during the study.
4. Banquet: Filling up of a BFP on a situation provided by the external examiner.
5. In Room Dining: Tray setup of a meal / amenity as informed by the external examiner.

F & B Production (Minor): 30 marks

Preparation of any one of the gueridon dish from the following list:

- Papaya boat
- Waldrof salad
- BLT Sandwich
- Pasta Carbonera
- CerisesJubile
- Caesar salad
- Russian salad
- Club Sandwich
- Pasta Napolitaine
- Plated pine apple
Viva: 20 marks

Viva questions comprises of all topics in the subject of F&B Service from semester one to eight.

Internal Examiner – 50 marks

25 marks towards a report containing a write up of any Food and Beverage topic / sub topic, with a minimum of 25 pages.

25 marks towards an assignment wherein the student is required to visit a food and beverage outlet to collect data regarding 1) Layout and design, 2) Menu, 3) Duty Rota, 4) Sales Strategy and 5) Forms and formats.

The report should be compiled with the aforesaid data, as per the following format.
1) Introduction to the outlet
2) Layout and design,
3) Menu,
4) Duty Rota,
5) Sales Strategy
6) Forms and formats.
7) Proposed report on the changes required
8) Conclusion.

8.3.1 – PROFESSIONAL ELECTIVE – 1: FOOD AND BEVERAGE MANAGEMENT

(Major – F & B Production and Minor – F & B Service)

PRACTICAL SYLLABUS

EXAMINATION PATTERN

(External Examiner: 120 + Internal Examiner: 50)

The practical marks of External Examiner could be split as follows:
(FBP -Major: 70 marks + FBS - Minor: 30 marks + Viva: 20 marks)

EXTERNAL EXAMINER:

<table>
<thead>
<tr>
<th>ORAL</th>
<th>20 MARKS</th>
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<tbody>
<tr>
<td>The Viva could be split as follows</td>
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<tr>
<td>• Viva questions comprising of all topics in the subjects (both F &amp; B Production 80% and F &amp; B Service (20%) concerned. 10 Marks</td>
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<tr>
<td>• Case study and situation handling (involving F &amp; B Production &amp; F &amp; B Service) 10 Marks</td>
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</table>

MAJOR: F&B PRODUCTION 70 MARKS
• F & B Production: The student makes an à la carte menu during the course of the semester based on the cuisine of his choice. On the day of the exam he should provide a small selection of à la carte items that can be made. This menu should have a minimum choice of 5 items in each course (including veg options). The necessary mise en place (stocks, sauces, gravies, custards, basic doughs) could be made the previous day.
  - Practical testing on the choice of cuisine is split into 5 tasks comprising of 70 marks. In case of same cuisine chosen by more than one student, the dishes should be different. The marks break up is as follows:
    - Starter/ Soup : 15 marks
    - Main course : 15 marks
    - Accompaniments : 10 marks
    - Desserts : 10 marks
    - Innovative dish: 15 marks

  - In case of specialization in Bakery & confectionary- the choice of categories are as follows:
    - Desserts
    - Gateaux
    - Breads – one from each region & different doughs
    - Pastry- Short crust, choux, puff

  The scores should be awarded according to the following parameters:
    - Plated product: 20 marks
    - Glass presented product or suitable equivalent : 15 marks
    - Buffet presentation : 15 marks
    - Innovative dish : 20 marks
    - If Breads are chosen the marks are divided for the different doughs & regions & marked accordingly.

MINOR: F&B SERVICE 30 marks

• F & B Service: The testing are as follows keeping in mind its usefulness in F & B Service (3X10) = 30 marks
  - Order taking (before preparation) and Table accessorizing
  - Beverage selection & mock service
  - Billing & presenting

INTERNAL EXAMINER: 50 MARKS

TO BE AWARDED DURING PRACTICAL EXAMINATIONS IN THE FOLLOWING WAY:
- 25 Marks towards an analytical report concerning food cost, popularity index, standard recipes, purchase indenting- with a minimum of 10 & maximum of 20 pages.
- 25 Marks towards an assignment which can be monitored throughout the semester. This assignment will be based on a visit to an outlet kitchen corresponding to the cuisine of their specialization.

**8.3.2: PROFESSIONAL ELECTIVE- II**
**ACCOMMODATIONS MANAGEMENT- FRONT OFFICE (MAJOR) & HOUSEKEEPING (MINOR)**

**PRACTICAL SYLLABUS AND EXAMINATION PATTERN**

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 8 hours each.

<table>
<thead>
<tr>
<th>EXTERNAL EXAMINER</th>
<th>Viva</th>
<th>20 Marks</th>
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<tbody>
<tr>
<td></td>
<td>Practical Major</td>
<td>70 Marks</td>
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<td></td>
<td>Practical Minor</td>
<td>30 Marks</td>
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<table>
<thead>
<tr>
<th>INTERNAL EXAMINER</th>
<th>Practical</th>
<th>50 Marks</th>
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<tbody>
<tr>
<td>TOTAL</td>
<td></td>
<td>170 Marks</td>
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**EXTERNAL EXAMINER- 20+100 Marks**

A. **VIVA-** Questions comprising of all topics in Front Office (1\textsuperscript{st}, 3\textsuperscript{rd} & 4\textsuperscript{th} semester syllabus) and Current Affairs– 20 Marks

B. Situation handling based on Front Office Operations. Presentation should be on PPT
   - Content- 5 Marks
   - Presentation- 10 Marks
   - Viva on Content- 5 marks

C. Calculation of Occupancy percentage and Revenue- 20 Marks

D. Calculation of Fair and Actual Market Share and depicting the same in either Pie Chart or Bar Graph– 10 Marks

E. Drafting of Business Letters related to Hotel Industry– 10 Marks

F. Assignment on any Housekeeping Topic- 20 Marks (handwritten on A4 sheet, one- sided, min. 20 pages with relevant pictures)

G. A report on a visit to an allied hospitality sector- 20 Marks (sector can be a Travel Agency/ Tour operator/ Retail sector/ Airlines/ Facility Management Company). Report should be handwritten on A4 sheet, one-sided, min. 20 pages with pictures of the visit

**INTERNAL EXAMINER- 50 Marks**

H. Preparation of an Itinerary for a 3 night- 4 days trip within a state for 02 pax.- 20 Marks (to be written during exam)
Itinerary must have details of accommodation, travel, sightseeing, food, shopping and individual plus total pricing. Relevant destination pictures to be brought by student during exam

I. Assignment on latest trends in Accommodation Sector- **20 Marks** (handwritten on A4 sheet, one-sided, min. 20 pages with relevant pictures)

J. SWOT Analysis between 02 hotels- **10 Marks** (One hotel should be where the student has completed his or her training and the other- its competitor. Report should be handwritten on A4 sheet, one-sided, 5-10 pages)

### 8.3.2: PROFESSIONAL ELECTIVE- II

**ACCOMMODATIONS MANAGEMENT- HOUSEKEEPING(MAJOR) & FRONT OFFICE (MINOR)**

**PRACTICAL SYLLABUS AND EXAMINATION PATTERN** **80 HRS**
The syllabus in practical contains the following topics which may be distributed in 10 weeks of 8 hours each.

<table>
<thead>
<tr>
<th>EXTERNAL EXAMINER</th>
<th>Viva</th>
<th>20 Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Practical Major</td>
<td>70 Marks</td>
</tr>
<tr>
<td></td>
<td>Practical Minor</td>
<td>30 Marks</td>
</tr>
<tr>
<td>INTERNAL EXAMINER</td>
<td>Practical</td>
<td>50 Marks</td>
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<tr>
<td></td>
<td>TOTAL</td>
<td>170 Marks</td>
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**EXTERNAL EXAMINER- 20+100 Marks**

**PRACTICAL EXAMINATION FOR VIII SEM**

**EXTERNAL EXAMINER**

A. **Viva:**
   - **HK Glossary of Terms & Cleaning agents** 10 marks
     Housekeeping Glossary of Terms of all previous semesters
     Hotel specific cleaning agents
   - **Front Office Glossary of Terms** 10 marks
     Question from FO Glossary of 50 terms to be asked by examiner

B. **Supervisor’s checklist** 20 marks
   i. Students are required to make a checklist of a guest bedroom
   ii. All supplies (at least 50) available in a standard guest room and bath of a hotel to be provided
   iii. Supplies to be reduced, replaced for every student
C. Case studies and Situation Handling 10 marks
10 case studies circulated. Students should orally give the solutions to one case/situation.

D. Flower Arrangement 20 marks
A contemporary arrangement suitable for a lobby should be made by the student. Dry/ recycled, innovative materials can be combined with plant materials (flowers, fruits, foliage etc.). Student should emphasize on low cost arrangement using minimal flowers as is the trend in hotels.

E. Historical Budget Calculation 10 marks
The budget question will be given by the examiner.

F. Par Stock Calculation 10 marks
The par stock question will be given by examiner.

G. Assignment on a Housekeeping topic 30 marks
The student shall prepare a detailed assignment on a Housekeeping topic (except laundry) and present the same for evaluation. This will be substantiated by a PPT presentation by student. Duration of presentation will be 15 minutes each.

<table>
<thead>
<tr>
<th>INTERNAL EXAMINER</th>
<th>50 marks</th>
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</thead>
<tbody>
<tr>
<td>1. Duty Rota</td>
<td>10 marks</td>
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<td></td>
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<tr>
<td>Duty rota for 100/200/300 rooms (any one specified by examiner) to be made by student for Managers, Supervisors, Guest Room Attendants and Public Area Attendants.</td>
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<td>2. Journal</td>
<td>10 marks</td>
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<td>The student is required to present a neat, certified journal containing the entire practical done during the semester.</td>
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<td>3. Report on a visit to a hotel/commercial laundry</td>
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<td>The report should be handwritten and have pictures. It should be minimum 10 pages.</td>
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<td>4. Occupancy Calculation</td>
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<td>One problem to be given by the internal examiner.</td>
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<td>5. Assignment</td>
<td>10 marks</td>
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</table>
Assignment on any front office topic, handwritten, accompanied by pictures, minimum 10 pages.

Books for Reference
2. Managing Housekeeping Operations – Kappa, Nitschke, Shappert, EI, AHLA
4. Hotel, hostel and hospital housekeeping, Branson and Lennox
5. The Professional Housekeeper – Schneider, Tucker and Scoviak

8.5 PROJECT WORK ON MARKETING AND FINANCIALITY FEASIBILITY

TOPIC: PROJECT WORK – MARKET FEASIBILITY AND FINANCIAL VIABILITY OF A PROPOSED HOTEL

TYPE OF REPORT:
This project should be based on a field study leading to the identification of a site or a proposed new hotel project (3, 4, 5 star category only). The students should then establish the market feasibility of this proposed hotel followed by the financial viability leading to the validation of the survey

FORMULATION
The length of the report may be 150 double spaced pages (excluding appendices and annexures). 10 % variation on either side is permitted.

GUIDELINES

<table>
<thead>
<tr>
<th>LIST OF CONTENTS OF THE PROJECT REPORT</th>
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</thead>
<tbody>
<tr>
<td>Chapter I</td>
<td>Introduction</td>
</tr>
<tr>
<td>Chapter II</td>
<td>Scope, Objective, Methodology, and limitation of the project</td>
</tr>
<tr>
<td>Chapter III</td>
<td>Information of place and site</td>
</tr>
<tr>
<td>PART A- A MARKET FEASIBILITY</td>
<td></td>
</tr>
<tr>
<td>Chapter IV</td>
<td>Demand quantification.</td>
</tr>
<tr>
<td>Chapter V</td>
<td>Technical details of proposed project</td>
</tr>
<tr>
<td>Chapter VI</td>
<td>Recommended market mix</td>
</tr>
<tr>
<td>Chapter VII</td>
<td>Conclusion</td>
</tr>
<tr>
<td>PART B- FINANCIAL VIABILITY</td>
<td></td>
</tr>
<tr>
<td>Chapter VIII</td>
<td>Introduction to financial aspect of the proposed project.</td>
</tr>
</tbody>
</table>
SUBMISSION OF THE REPORT
Three copies of the report have to be submitted before the due date as specified by the college. The original copies should be submitted to the university through the college concerned. The College copy is to be retained by the college and personal copy should be duly signed by the faculty guide and Principal or HOD of the BHM Department. The student should carry the personal copy to the Viva Voce.

The student should also carry the following
1. Duly signed personal copy of the project
2. Examination Hall ticket
3. College Identity Card
4. The student should be in formal Dress code

PROJECT EVALUATION
Project report will be valued by an examiner appointed by the University.

MODE OF EVALUATION
Project Report (Data & Analysis) - 75 Marks*
Viva - 25 Marks

TOTAL MARKS - 100 Marks

NOTE:
Panel of Evaluation will consist of two members, one a board member and the other a subject expert.