

FIRST SEMESTER									
	SUBJECTS	FINAL EXAMINATION			EXAM TIME DURATION		TEACHING HRS/WK		CREDITS
		TH/PR	INTERNAL	TOTAL	Theory	Practical	Theory	Practical	
	<b>PART-1</b>								
1.1	Optional Languages*	70	30	100	3		3		2
	<b>PART - II</b>								
1.2 (T)	Food & Beverage Production- I	70	30	100	3		3		2
1.2 (P)	Food & Beverage Production- I Practical	35	15	50		4		4	3
1.3(T)	Food & Beverage Service - I	70	30	100	3		3		2
1.3(P)	Food & Beverage Service - I Practical	35	15	50		4		4	3
1.4(T)	Front Office - I	70	30	100	3		3		2
1.4(P)	Front Office - I Practical	35	15	50		3		2	1
1.5(T)	Housekeeping - I	70	30	100	3		3		2
1.5(P)	Housekeeping - I Practical	35	15	50		3		2	1
1.6	Hospitality Communication - I	70	30	100	3		3		2
	<b>PART - III</b>								
FC	Constitution of India & Human Rights	70	30	100	3		3		2
	CC & EC		50	50					1
	<b>Total Marks</b>	<b>630</b>	<b>320</b>	<b>950</b>	<b>21</b>	<b>14</b>	<b>21</b>	<b>12</b>	<b>23</b>
* Kannada/ Sanskrit/ Addl: Eng/ Malayalam,etc ** TH = Theory, PR = Practical									

SECOND SEMESTER									
	SUBJECTS	FINAL EXAMINATION			EXAM TIME DURATION		TEACHING HRS/WK		CREDITS
		TH/PR	INTERNAL	TOTAL	Theory	Practical	Theory	Practical	
	<b>PART -1</b>								
2.1	Optional Languages*	70	30	100	3		3		2
	<b>PART - II</b>								
2.2 (T)	Food & Beverage Production- II	70	30	100	3		3		2
2.2 (P)	Food & Beverage Production- II Practical	35	15	50		4		4	3
2.3(T)	Food & Beverage Service - II	70	30	100	3		3		2
2.3(P)	Food & Beverage Service – II Practical	35	15	50		4		4	3
2.4	Hygiene& Food Safety	70	30	100	3		3		2
2.5	Travel & Tourism Management	70	30	100	3		3		2
2.6	Hospitality Communication - II	70	30	100	3		3		2
	<b>PART - III</b>								
FC	Environment & Public Health	70	30	100	3		3		2
	CC & EC		50	50					1
	<b>Total Marks</b>	<b>560</b>	<b>290</b>	<b>850</b>	<b>21</b>	<b>8</b>	<b>21</b>	<b>8</b>	<b>21</b>
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THIRD SEMESTER									
	SUBJECTS	FINAL EXAMINATION			EXAM TIME DURATION		TEACHING HRS/WK		CREDITS
		TH/PR	INTERNAL	TOTAL	Theory	Practical	Theory	Practical	
	<b>PART-1</b>								
3.1	Optional Languages*	70	30	100	3		3		2
	<b>PART - II</b>								
3.2 (T)	Food & Beverage Production- III	70	30	100	3		3		2
3.2 (P)	Food & Beverage Production- III Practical	35	15	50		4		4	3
3.3(T)	Food & Beverage Service - III	70	30	100	3		3		2
3.3(P)	Food & Beverage Service – III Practical	35	15	50		4		4	3
3.4(T)	Front Office - II	70	30	100	3		3		2
3.4(P)	Front Office - II Practical	35	15	50		3		2	1
3.5(T)	Housekeeping - II	70	30	100	3		3		2
3.5(P)	Housekeeping – II Practical	35	15	50		3		2	1
	<b>PART - III</b>								
FC	Science & Society	70	30	100	3		3		2
	CC & EC		50	50					1
	<b>Total Marks</b>	<b>560</b>	<b>290</b>	<b>850</b>	<b>18</b>	<b>14</b>	<b>18</b>	<b>12</b>	<b>21</b>
	* Kannada/ Sanskrit/ Addl: Eng/ Malayalam,etc ** TH = Theory, PR = Practical								

FOURTH SEMESTER									
	SUBJECTS	FINAL EXAMINATION			EXAM TIME DURATION		TEACHING HRS/WK		CREDITS
		TH/PR	INTERNAL	TOTAL	Theory	Practical	Theory	Practical	
	<b>PART -1</b>								
4.1	Optional Languages*	70	30	100	3		3		2
	<b>PART - II</b>								
4.2(T)	Food & Beverage Production - IV	70	30	100	3		3		2
4.2(P)	Food & Beverage Production - IV Practical	35	15	50		4		4	3
4.3(T)	Food & Beverage Service - IV	70	30	100	3		3		2
4.3(P)	Food & Beverage Service - IV Practical	35	15	50		4		4	3
4.4(T)	Front Office - III	70	30	100	3		3		2
4.4(P)	Front Office - III Practical	35	15	50		3		2	1
4.5(T)	Housekeeping - III	70	30	100	3		3		2
4.5(P)	Housekeeping - III Practical	35	15	50		3		2	1
	<b>PART - III</b>								
SDC	Life Skills & Personality Development	70	30	100	3		3		2
	CC & EC		50	50					1
	<b>Total Marks</b>	<b>560</b>	<b>290</b>	<b>850</b>	<b>18</b>	<b>14</b>	<b>18</b>	<b>12</b>	<b>21</b>
	* Kannada/ Sanskrit/ Addl: Eng/ Malayalam,etc ** TH = Theory, PR = Practical								

FIFTH SEMESTER								
	SUBJECTS							
5.0	Industrial Practicum	LOG BOOK (Internal)	VIVA	PROJECT REPORT		TOTAL		CREDIT
	Project Report on Operational Aspects of Star Hotel	200	100	400		700	100 Days within the current semester	24
	<b>Total Marks</b>	<b>200</b>	<b>100</b>	<b>400</b>		<b>700</b>		<b>24</b>

SIXTH SEMESTER									
	SUBJECTS	FINAL EXAMINATION			EXAM TIME DURATION		TEACHING HRS/WK		
		TH/PR	INTERNAL	TOTAL	Theory	Practical	Theory	Practical	CREDITS
	<b>PART - II</b>								
6.1 (T)	Food & Beverage Service Mgt	70	30	100	3		3		3
6.1(P)	Food & Beverage Service Mgt Practical	35	15	50		4		4	4
6.2	Hotel Financial Accounting	70	30	100	3		3		3
6.3	Management Principles & Practice	70	30	100	3		3		3
6.4(T)	Computers in Hospitality Service-I	70	30	100	3		3		3
6.4(P)	Computers in Hospitality Service-I practical	35	15	50		4		3	3
6.5	Marketing of Hospitality Services	70	30	100	3		3		3
	<b>PART - III</b>								
SDC	Creativity & Innovation	70	30	100	3		3		3
	<b>Total Marks</b>	<b>490</b>	<b>210</b>	<b>700</b>	<b>18</b>	<b>8</b>	<b>18</b>	<b>7</b>	<b>25</b>

SEVENTH SEMESTER									
	SUBJECTS	FINAL EXAMINATION			EXAM TIME DURATION		TEACHING HRS/WK		
		TH/PR	INTERNAL	TOTAL	Theory	Practical	Theory	Practical	CREDITS
	<b>PART - I</b>								
	<b>PART - II</b>								
7.1 (T)	Food and Beverage Production Mgmt	70	30	100	3		3		3
7.1 (P)	Food and Beverage Production Mgmt Practical	35	15	50		4		4	4
7.2	Accommodations Management	70	30	100	3		3		3
7.3	Hotel Costing	70	30	100	3		3		3
7.4 (T)	Computer in Hospitality Services - II	70	30	100	3		3		3
7.4 (P)	Computer in Hospitality Services – II Practical	35	15	50		4		3	3
7.5	Hospitality Law	70	30	100	3		3		3
	<b>PART - III</b>								
SDC	Entrepreneurship	70	30	100	3		3		3
	<b>Total Marks</b>	<b>490</b>	<b>210</b>	<b>700</b>	<b>18</b>	<b>8</b>	<b>18</b>	<b>7</b>	<b>25</b>

EIGHTH SEMESTER											
	SUBJECTS	FINAL EXAMINATION				EXAM DURATION		TEACHING HRS/WK			
		THEORY	INTERNAL	PRACTICAL	VIVA	TOTAL	Theory	Practical	Theory	Practical	CREDITS
	<b>PART - II</b>										
8.1	Allied Hospitality Management	70	30			100	3		3	3	
8.2	Financial Management in Hotels	70	30			100	3		3	3	
8.3.1	Professional Elective - I*		30	150	20	200		4		8	
8.3.2	Professional Elective - II*									8	
8.5	Project on Marketing Feasibility & Fin . Viability		30	150	20	200		4		6	
	<b>Total Marks</b>	<b>140</b>	<b>120</b>	<b>300</b>	<b>40</b>	<b>600</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>14</b>	<b>20</b>
	<b>Total</b>					<b>5500</b>					<b>180</b>

## FIRST SEMESTER

### 1.2(T): FOOD & BEVERAGE PRODUCTION –I

<b>THEORY</b>	<b>40 HOURS</b>
<b>MODULE 1: PROFESSIONAL STANDARDS AND ETHICS FOR FOOD HANDLERS</b>	<b>04 HRS</b>
1.1 Personal hygiene 1.2 <b>General</b> kitchen hygiene and sanitation 1.3 HACCP (Hazard Analysis and Critical Control Points) 1.4 Ethics in the kitchen	
<b>MODULE 2: FOOD COMMODITIES</b>	<b>10 HRS</b>
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	
<b>MODULE 3: COOKING FUELS AND KITCHEN EQUIPMENT</b>	<b>08 HRS</b>
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	
<b>MODULE 4: PROCESSING OF COMMODITIES</b>	<b>06 HRS</b>
4.1 Cleaning and pre-preparation of food commodities 4.2 Quality points & cuts of fruit, vegetables, fish, lamb, beef, pork, poultry and game	
<b>MODULE 5: METHODS OF COOKING</b>	<b>06 HRS</b>
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.	
<b>MODULE 6: STOCKS &amp; SAUCES</b>	<b>06 HRS</b>
6.1 Types of Stocks, Mirepoix, Bouquet Garni, & its Uses 6.2 Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie	

## 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.

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

### PRACTICAL EXAMINATION FOR I SEM

TOTAL MARKS

50 MARKS

<b>INTERNAL EXAMINER:15 marks(TO BE SUBMITTED TO UNIVERSITY)</b>
<b>EXTERNAL EXAMINER 35 marks (TO BE AWARDED THROUGH PRACTICAL EXAMINATION)</b>

**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.

**A. Grooming/Scullery**

**5 Marks**

The uniform, personal grooming and toolkit will be checked as well as the cleaning of equipment and area

**B. Identification of Equipment/Ingredients**

**5 Marks**

Students are required to identify ingredients and equipment which will be pre-arranged by the internal examiner.

**C. 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=5 marks)

**D. 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<sup>st</sup> semester.

### REFERENCE BOOKS:

1. Modern Cookery	Thangam E Philip Volume – 1
2. Practical Cookery	Kinton & Cistrani
3. Theory of Catering	Kinton & Cistrani

### 1.3 (T): FOOD & BEVERAGE SERVICE –I

**THEORY** **40 HOURS**

**MODULE1: INTRODUCTION TO FOOD & BEVERAGE SERVICE INDUSTRY** **06 HRS**

- 1.1 Evolution of F&B service Industry in the world
- 1.2 Sectors of catering operations– commercial, welfare, transport, others

**MODULE 2: FOOD & BEVERAGE SERVICE PERSONNEL** **12 HRS**

- 2.1 Physiological & Psychological attributes of a Food& Beverage Service Personnel
- 2.2 Hierarchy of the F & B Service Department of large hotel and mid- segment hotels
- 2.3 Job Specifications & Job Descriptions of (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 3: FOOD & BEVERAGE SERVICE OUTLETS** **08 HRS**

- 3.1 Restaurant, Coffee Shop, Room Service, Bar, Banquets

**MODULE4: F&B SERVICE EQUIPMENT PROCUREMENT, STORAGE & MAINTENANCE** **10 HRS**

- 4.1 Furniture
- 4.2 Linen
- 4.3 Crockery
- 4.4 Silverware
- 4.5 Glassware
- 4.6 Disposables
- 4.7 Special Equipment (Trolleys, Electrical equipment etc)

**MODULE 5: MENU** **04 HRS**

- 5.1 Introduction
- 5.2 Types of menu
- 5.3 Rules to be observed while planning menu

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

**PRACTICALS** **40 HRS**

- 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** Compiling a 3 course menu, Service of water  
**WEEK 9** Restaurant service and dining etiquettes  
**WEEK 10** Mise- en- Scene/ Mise -enPlace

**PRACTICAL EXAMINATION FOR I SEM**

**TOTAL MARKS**

**50 MARKS**

<b>INTERNAL EXAMINER 15 MARKS (TO BE SUBMITTED TO UNIVERSITY)</b>
<b>EXTERNAL EXAMINER 35 MARKS (TO BE AWARDED THROUGH PRACTICAL EXAMINATION)</b>

**EXAMINATION PATTERN:**

**35 MARKS**

- |  |                 |
|--|-----------------|
| <b>A.</b> Students will be asked to identify any 10 Food and Beverage Service equipments from the display. | <b>10 Marks</b> |
| <b>B.</b> Compiling 3 course menu card   | <b>5 Marks</b>  |
| <b>C.</b> Napkin folding (2 Nos : one lunch fold and one dinner fold)                                      | <b>5 Marks</b>  |
| <b>D.</b> Laying / relaying of table cloth   | <b>5 Marks</b>  |
| <b>E.</b> Service of water (bottle / jug)  | <b>5 Marks</b>  |
| <b>F.</b> Journal and Viva   | <b>5 Marks</b>  |

**REFERENCE BOOKS:**

- |                                 |  |
|---------------------------------|--|
| 1. Food and Beverage Management | Bernard Davis, Andrew Lockwood and Sally Stone, Publishers, Butterworth-Heineman |
| 2. Food and Beverage Service    | H W Lilly Crap   |
| 3. Food and Beverage Service    | Sudhir Andrews   |
| 4. Food and Beverage Service    | Brain Varghese   |

**1.4 (T): FRONT OFFICE- I**

**THEORY**

**40 HRS**

**MODULE 1: INTRODUCTION TO TOURISM, HOSPITALITY AND HOTEL INDUSTRY**

**06 HRS**

- 1.1 Tourism and its importance
- 1.2 Concept of Hospitality and its origin
- 1.3 Origin, History, Growth and Development of hotel industry – India and global
- 1.4 Classification and Categorization of Hotel Industry.
- 1.5 Hotel Industry and its Role in Indian & Global Economy

**MODULE 2: HOTEL ORGANIZATION**

**06 HRS**

- 2.1 Organization structure of a star hotel & Front Office Department
- 2.2 Introduction to Front Office
- 2.3 F O Layout & Equipment
- 2.3 Various Sections of Front Office
- 2.4 Basic Activities of Front Office

**MODULE 3: FRONT OFFICE PRODUCT**

**06 HRS**

- 3.1 Need for hotel product brochures, tariff cards
- 3.2 Types of rooms
- 3.3 Types of room rates
- 3.4 Types of plans
- 3.5 Room status definitions
- 3.6 Latest advancement in inroom technology

**MODULE 4: INTRODUCTION TO GUEST CYCLE HANDLING****04 HRS**

- 4.1 Pre-arrival
- 4.2 Arrival
- 4.3 Occupancy
- 4.4 Departure
- 4.5 Role of Technology in enhancing guest experience

8

**MODULE 5: RESERVATION CONCEPT****10 HRS**

- 5.1 Sources and modes
- 5.2 Types – Guaranteed & non-guaranteed
- 5.3 Reservation Record and forms used
- 5.4 Method of receiving a reservation
- 5.5 Handling special requests
- 5.6 OTA Channel Booking
- 5.7 Difference between OTA and Direct booking
- 5.8 Pre-registration activities
- 5.9 Overbooking Cases
- 5.10 Job description and specification – Reservation Assistant

**MODULE 6: FRONT OFFICE SECURITY FUNCTIONS, LOBBY & BELL DESK OPERATIONS****8 HRS**

- 6.1 Role of Front Office in Hotel Security (Check in)
- 6.2 Use of metal detector, scanty baggage guest
- 6.3 Role of Lobby Manager
- 6.4 Job description and specification – Concierge, Bell Captain, Bell Boy, Doorman & Parking Valet
- 6.5 Layout & equipment of Bell Desk
- 6.6 Luggage handling Procedure on guest arrival – FIT, VIP, and Group
- 6.7 Luggage handling Procedure on guest Departure – FIT, VIP, and Group
- 6.8 Left Luggage procedure
- 6.9 Scanty Baggage procedure
- 6.10 Glossary of Terms

**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** Basic telephone handling
- WEEK 4** Countries, capitals, currencies and official airlines of the world (assignment)
- WEEK 5-7** Luggage handling – FIT, walk-in, scanty baggage, regular, crew and group guest.
- WEEK 8, 9** Reservations
  - Taking down a reservation for FIT, FFIT, Corporate guest and group
  - Special requests
  - Amendment of reservation
  - Cancellation of reservation
- WEEK 10** Great Personalities of the hotel industry (min. 3 personalities to be given as an assignment)

**PRACTICAL EXAMINATION FOR I SEM**

SUB DIVISIONS A, B, C and D will be marked by the external examiner for 35 marks, SUB DIVISIONS E, F and G will be marked by the internal examiner for 15 marks.

### **EXTERNAL EXAMINER**

- A. Reservations** **10 Marks**
- Taking the reservation(FIT, FFIT, Corporate guest and group)
  - Modifying the reservation
- B. Great Personalities of the hotel industry** **10 Marks**
- C. Grooming and Journal** **5 Marks**
- D. Viva (Pertaining to the 1<sup>st</sup> semester syllabus)** **10 Marks**

### **INTERNAL EXAMINER**

- Telephone etiquette **5 Marks**
- Assignment - Countries, capitals, currencies and official airlines of the world **10 Marks**

9

## **1.5(T): HOUSEKEEPING – I**

**THEORY** **40 HRS**

**MODULE 1: INTRODUCTION** **06 HRS**

- 1.1 Introduction to housekeeping department. Meaning, Definition & Importance of Housekeeping, Department
- 1.2 Role of Housekeeping in hospitality industry

**MODULE 2: LAYOUT & ORGANIZATIONAL STRUCTURE** **06 HRS**

- 2.1 Layout of Housekeeping, Department Organizational Structure of Housekeeping department (Small, Medium & large) Interdepartmental relationship (emphasis on Front office & Maintenance) Relevant sub Section

**MODULE 3: STAFFING IN HOUSEKEEPING DEPARTMENT** **08 HRS**

- 3.1 Role of key personnel in Housekeeping department , Quality of the House Keeping Staffs, Job description & Job specification of Housekeeping staff (Executive Housekeeper, Deputy housekeeper, Floor supervisor, Public area supervisor, Night supervisor, Room attendant, House man, Head gardener

**MODULE 4: PLANNING WORK OF HOUSEKEEPING DEPARTMENT** **06 HRS**

- 4.1 Identifying Housekeeping department, Briefing & Debriefing, Control desk (importance, role, coordination) Role of Control Desk during emergency, Duty Rota & work schedule, Files with format used in Housekeeping department

**MODULE 5: HOTEL GUEST ROOM - TYPES OF ROOM-DEFINITION** **07 HRS**

- 5.1 Standard layout (single, double, twin, suit) Difference between Smoking & Non Smoking room's Barrier free room's. Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room, Layout of corridor& floor Pantry

**MODULE 6: CLEANING SCIENCE, CHARACTERISTICS OF GOOD CLEANING AGENT** **07 HRS**

- 6.1 Application of cleaning agent , Types of cleaning agent , Cleaning products ,Cleaning equipments Classification and types of equipment with Diagram's ( Mops , dusters , pushers, mechanical squeeze, vacuum cleaner ,shampooing machine ) with their care and uses.

## **1.5(P): HOUSEKEEPING – I**

**PRACTICALS****(20 HRS)**

- **Topics to be Covered:** - Equipment handling, Care & Cleaning & Identification of Cleaning Equipments (both manual & Mechanical) Maid's Trolley Setting .
- Care, Cleaning & polishing of surfaces- metals, glass, floor, Carpets , Paints, Varnishes .Daily Cleaning of Rooms and Bath Rooms , Evening Service , Weekly Cleaning , Special/Periodic Cleaning ,Public Area Cleaning

**PRACTICAL EXAMINATION FOR I SEM****TOTAL MARKS****50 MARKS**

<b>INTERNAL EXAMINER 15 marks (TO BE SUBMITTED TO UNIVERSITY)</b>
<b>EXTERNAL EXAMINER 35 marks (TO BE AWARDED THROUGH PRACTICAL EXAMINATION)</b>

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

10

**EXTERNAL EXAMINER****35 Marks****A. Bed Making****10 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. 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

**D. Journal****5 Marks**

The student is required to present a neat, certified journal containing the entire practical done during the year

**E. Viva****5 Marks**

Questions from the glossary of terms for third semester to be asked by examiner.

**REFERENCE BOOKS:**

- |   |   |
|---|---|
| 1. Hotel Housekeeping                     | A Training Manual, Sudhir Andrews<br>Tata McGraw Hill |
| 2. Housekeeping for Hotels<br>Hospitals   | Grace Brigham )Managing                               |
| 3. Hotel Hostel and Hospital Housekeeping | Joan C Branson & Margaret Lennox (ELST)               |
| 4. Housekeeping Operations                | Kappa, Nitschike, Shappert, El, AHLA                  |
| 5. Hotel Housekeeping                     | g. Raghubalan, Smritee Raghubalan Oxford–             |
| 6. Operations and management              | University Press                                      |

**1.6: HOSPITALITY COMMUNICATION –I****THEORY****40 HRS****MODULE 1: INTRODUCTION AND BASICS OF HOSPITALITY COMMUNICATION****10 HRS**

- 1.1 Introduction to Communication – Meaning and Scope – Importance of Communication in Hospitality Industry
- 1.2 Types of Communication – Verbal/Non-Verbal/Oral/Written Communication, Formal/Informal, Visual Communication
- 1.3 Styles of Communication – Assertive, Aggressive, Passive-Aggressive, Submissive Manipulative Communication Style
- 1.4 Non-Verbal Communication – Gestures/Postures/Ambience/Signs/Symbols/Voice/Body Language/Grooming /Power Dressing/ Proxemics/Chronemics
- 1.5 Ways to Develop Communication Skills and Significance of Feedback

## **MODULE 2: COMMUNICATION CHANNELS AND SKILLS INVOLVED**

**06 HRS**

- 2.1 Greeting and Introducing – Greetings on Different Occasions – Introducing Oneself and Others
- 2.2 Making Requests
- 2.3 Asking for and Giving Permission – How to Refuse and Deny Permission
- 2.4 Offering Help – Accepting Help – Asking for Help – Declining Help
- 2.5 Asking for and Giving Instructions
- 2.6 Asking for and Giving Directions

## **MODULE 3: PARALANGUAGE SKILLS, ORAL SPEECH AND ETIQUETTE**

**06 HRS**

- 3.1 Factors Involved in Oral Communication Skills
- 3.2 Telephone Communication – Understanding Telephone Communication

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- 3.3 Handling Calls
- 3.4 Leaving a Message – Leaving a Message on an Answering Machine
- 3.5 Extempore, Speeches, Anchoring, Welcoming, Vote of Thanks
- 3.6 Barriers to Oral Communication

## **MODULE 4: LANGUAGE ACCURACY – ENGLISH GRAMMAR**

**06 HRS**

- 4.1 Remedial Grammar – I – Articles, Tenses, Subject-Verb Concord, Prepositions, Adjectives, Adverbs
- 4.2 Remedial Grammar – II – Do Forms, Use of Negatives, Wh-Questions/Yes-No Questions and Question Tags
- 4.3 Direct and Indirect Speech, Active and Passive Voice and Punctuations

## **MODULE 5: BASICS OF WRITTEN COMMUNICATION**

**06 HRS**

- 5.1 Written Communication – Importance, Advantages and Disadvantages
- 5.2 Paragraph Writing – Topic Sentence and Supporting Sentences, Descriptive Paragraphs and Narrative Paragraphs
- 5.3 Forms – Writing Memos, Bulletins, Job Descriptions
- 5.4 Emails, Instant messages
- 5.5 Letter Writing – Leave Letters and Requests for Permissions/Issue of Documents
- 5.6 Summarizing

## **MODULE 6: STUDY SKILLS**

**06 HRS**

- 6.1 Short Story – An Angel in Disguise by T.S. Arthur
- 6.2 Poem – On Buying and Selling by Kahlil Gibran

## **INTERNAL ASSESSMENT/PRACTICAL SESSIONS**

- Grammar Skills – Through Exercises
- Listening Skills – Recorded/Unrecorded with Timed Tests
- Speaking Skills – Individual Extempore/Prepared Speeches
- Conversations, Role Plays and Group Discussions
- Telephone Manners – Making and Receiving Calls, Role Plays
- Leave Letter Writing, Emails, Telephone Messages

### **REFERENCE BOOKS**

1. Basic Communication Skills – P. Kiranmai Dutt and Geetha Rajeevan
2. Essentials of English Grammar – Raymond Murthy
3. Comprehend and Compose – Dr. Geetha Nagaraj
4. Pronunciation Dictionary – Daniel Jones
5. Language in Use – Intermediate Series – Cambridge Publications

## **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

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**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: INDIAN CUISINE** **06 HRS**

- 3.1 Characteristics, ingredients used, , equipment used, cooking methods for regional cuisines  
Punjabi, Awadhi, Bengali, Hyderabad, Chettinad, Coastal India, Karnataka
- 3.2 Glossary of Indian Culinary Terms and Popular dishes

**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

**MODULE 7: SOUPS**

**06 HRS**

7.1 Soups– Classification, principles, garnishing and accompaniments

7.2 Popular international soups

**2.2(P): FOOD & BEVERAGE PRODUCTION-II**

**PRACTICALS**

**40 HRS**

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**

<b>WEEK 1</b>	Punjabi cuisine
<b>WEEK 2</b>	Awadhi cuisines
<b>WEEK 3</b>	Bengali cuisines
<b>WEEK 4</b>	Hyderabadi cuisine
<b>WEEK 5</b>	Chettinad cuisine
<b>WEEK 6</b>	Goan cuisine
<b>WEEK 7</b>	Kerala cuisine
<b>WEEK 8</b>	Mangalorean cuisine
<b>WEEK 9</b>	Karnataka cuisine
<b>WEEK 10</b>	Mughlai cuisines

Bread & Bread rolls to be demonstrated to the students. Menus will be circulated later

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**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**

**EXTERNAL EXAMINER**

**35 Marks**

**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

**REFERENCE BOOKS:**

- |                       |                             |
|-----------------------|-----------------------------|
| 1. Modern Cookery     | Thangam E Philip Volume – 1 |
| 2. Practical Cookery  | Kinton & Cistrani           |
| 3. Theory of Catering | Kinton & Cistrani           |

**2.3(T): FOOD & BEVERAGE SERVICE - II**

**THEORY** **40 HOURS**

**MODULE 1: TYPES OF SERVICE AND MENUS** **4 HRS**

- 1.1 Table Service - French, Russian, English, American, Silver
- 1.2 Assisted service - Carvery, Buffet
- 1.3 Self-service-Cafeteria, Counter service
- 1.4 Specialized service - Factors influencing styles of service, Gueridon, automated, tray, trolley etc.

**MODULE 2: MENU PLANNING** **10 HRS**

- 2.1 French Classical Menu - 13 courses
- 2.2 Menu Terminologies
- 2.3 Menu compilation- A' la carte, Table d' hote
- 2.4 Food and accompaniments
- 2.5 Menu Design

**MODULE 3: BREAK FAST** **04 HRS**

- 3.1 Types – Continental, English, Buffet, Indian
- 3.2 Cover set up and service
- 3.3 Service of breakfast in restaurant and buffet

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**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** **04 HRS**

- 5.1 Layout and design
- 5.2 Types of In-room dining
- 5.3 In- Room order taking process - Doorknob card, Telephone, In person (by waiter)

5.4 Forms and formats- RSOT control sheet, Waiter's card, Breakfast Door Knob, Amenity Voucher

**MODULE 6: FUNCTION CATERING AND BUFFET**

**08 HRS**

- 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,
- 6.5 Function of the Day,
- 6.6 Banquet seating calculation
- 6.7 Pre operations and post operations in banquets.
- 6.8 Introduction to Buffet
- 6.9 Types of Buffet – Finger, Fork, sit down
- 6.10 Banquet Equipments

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

**PRACTICALS**

**40 HRS**

- 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 syllabi duly endorsed by the subject teacher and the external examiner.

- WEEK 1 - 2** Compiling of a menu in French
- WEEK 3 – 4** Cover Set up, Service sequence.
- WEEK 5** Silver Service, Pre plated service
- WEEK 6** BFP Compiling
- WEEK 7 - 8** Service of non-alcoholic [hot and cold] beverages
- WEEK 9 – 10** Room service tray setups

**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)**

**EXAMINATION PATTERN:**

**35 MARKS**

- A. 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. **10 Marks**

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- B. Room Service Tray Set Ups:**(Continental Breakfast, English Breakfast, Indian Breakfast) **10 Marks**
- C. Service of Non Alcoholic Beverages:** Taking an order and service of Non Alcoholic Beverages **5 Marks**
- D. BFP Compiling:**(Annual General Body Meeting / Cocktail Dinner / Wedding Reception / Conference / Board Meeting / Theme dinner) **5 Marks**

**E. Journal and Viva:**

**5 Marks**

**REFERENCE BOOKS:**

- |                                 |   |
|---------------------------------|---|
| 1. Food and Beverage Management | Bernard Davis, Andrew Lockwood and Sally Stone,<br>Publishers, Butterworth-Heineman |
| 2. Food and Beverage Service    | H W Lilly Crap  |
| 3. Food and Beverage Service    | Sudhir Andrews  |
| 4. Food and Beverage Service    | Brain Varghese  |

**2.4: HYGIENE AND FOOD SAFETY**

**THEORY** **40 HRS**

**MODULE 1: INTRODUCTION TO FOOD SAFETY AND HYGIENE** **03 HRS**

- 1.1 Basic introduction to hygiene, food safety, food hazards and risks.
- 1.2 Sanitation and its importance.

**MODULE 2: MICRO ORGANISMS IN FOOD** **06 HRS**

- 2.1 General characteristics of Micro organisms based on their occurrence and Structure
- 2.2 Factors affecting their growth in food
- 2.3 Common food borne organisms – 1. Bacteria 2.Virus3.Fungi 4.Parasites.
- 2.4 Beneficial role of Micro Organisms - Fermentation in Bakery Products, Dairy Products, Alcoholic Beverages and Miscellaneous

**MODULE 3: FOOD SPOILAGE AND CONTAMINATION** **10 HRS**

- 3.1 Food Spoilage and Contamination - Definition.
- 3.2 Types and causes of spoilage
- 3.3 Sources of contamination
- 3.4 Spoilage of different products - Milk and Milk Products, Meats and Meats Product, Fish, Egg, Cereals and Cereals Products , Fruits, Vegetables and Canned Products.
- 3.5 Food Borne Diseases – Types - Infections and Intoxication, Common diseases caused by Food Borne Pathogens and Preventive Measures.

**MODULE 4: FOOD PRESERVATIONS AND ADDITIVES** **04 HRS**

- 4.1 High temperature, Low temperature, Drying, Preservatives and Irradiation.
- 4.2 Type of food Additives - Antioxidants, Sweeteners, Food Colours and Flavours, Stabilizers and Emulsifiers, Food Contaminants and Adulterants.

**MODULE 5: INTRODUCTION TO FOOD STANDARDS** **06 HRS**

- 5.1 Food Laws and Regulations.
- 5.2 National - PFA Essential Commodities Act ( FPO)
- 5.3 International – Codex Alimentarius, ISO.
- 5.4 Regulatory Agencies, Consumer Protection Act and HACCP ( basic principles and implementation)

**MODULE 6: MANAGEMENT OF EQUIPMENTS AND WASTE** **08 HRS**

- 6.1 Cleaning procedures for equipments, Chemicals used and water.
- 6.2 Dish washing equipments – Manual and Mechanical
- 6.3 Post cleaning storage facilities and cleaning of Premises, water purification and standards
- 6.4 Water purification and methods, water quality as per WHO standards.
- 6.5 Type of wastes, waste disposal and organic farming

**MODULE 7: SAFETY MANAGEMENT IN CATERING ESTABLISHMENTS**

**03 HRS**

- 7.1 Commonly occurring accidents in catering establishments
- 7.2 Preventive Measures
- 7.3 Sanitation Training.

**REFERENCE BOOKS:**

- |  |                                      |
|--|--------------------------------------|
| 1.1 Food hygiene & sanitation                        | S. Roday                             |
| 1.2 Management food hygiene                          | Nicholas John                        |
| 1.3 Food hygiene for food handlers                   | Jill Tricke                          |
| 1.4 Food safety & standards act                      | Ratilal Vaghasiya                    |
| 1.5 Principals of food sanitation                    | Marriott                             |
| 1.6 Essentials of food safety & sanitation<br>Linton | David M S Swane, Nancy R Rue Richard |

**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 Consequences of misuse of visa 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 –                    | PUSHPINDER 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 Business Communication – Norms and Requirements

1.2 Note Taking (only Linear Pattern)

1.3 Different forms of Written Communication: Circulars, Notices, Agendas and Minutes of Meeting

1.4 Formal Letters – Invitations, Complaints, Orders and Thanks, Inter-department communications

1.5 Questionnaires/Comment Cards/ Feedback forms

**MODULE 2: JOB SKILLS****06 HRS**

2.1 Resume and Application for Jobs/Cover Letters

2.2 Group Discussions

2.3 Interviews – Types and Preparation, Body Language and Etiquette during Interviews

**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

3.4 Copywriting – Factors and Related Issues

- 3.5 In-House Publicity Materials – Use and Factors Involved
- 3.6 Designing/Making of Posters, Banners, Brochures and Pamphlets

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#### **MODULE 4: GRAPHICAL COMMUNICATION**

**06 HRS**

- 4.1. Graphical Communication – Types – Tables, Graphs, Information Flowcharts
- 4.2 Interpretation from Written to Graphical Form and Vice Versa
- 4.3 Using Visual Aids – Types and Norms for Effective Usage

#### **MODULE 5: ADVANCED WRITING AND ORAL PRESENTATION SKILLS**

**06 HRS**

- 5.1 Presentation Skills: Presenting a Concept/Product, with or without the use of Audio-Visual Media
- 5.2 Reports – Types and Structure – Writing Reports on Events
- 5.3 Writing Press Notes and Press Release
- 5.4 Linkers and Cohesive devices – Specifically for Narratives, Negotiations, Debates and Discussions
- 5.5 Creative Writing – Creating Magazines, Making Collages, Brochures, Advertisements

#### **MODULE 6: STUDY SKILLS**

**06 HRS**

- 6.1 Short Story – The Blue Bead by Norah Burke
- 6.2 Poem – Managing the Common Herd by Julie O’ Callaghan

#### **INTERNAL ASSESSMENT/PRACTICAL SESSIONS**

- Presentation Skills: Presenting a Concept/Product, with or without the use of Audio-Visual Media
- Framing of In-House Publicity Materials from Hotels – like Announcing an Event related to Entertainment, a New Customer Facility
- Writing Business Letters – Hospitality Related
- Writing a Report
- Group Discussions – Participation and Factors to be Noted
- Mock Interviews

#### **REFERENCE BOOKS**

- |                                  |   |
|----------------------------------|---|
| 1. Essentials of English Grammar | Raymond Murthy                              |
| 2. Comprehend and Compose        | Dr. Geetha Nagaraj                          |
| 3. Pronunciation Dictionary      | Daniel Jones                                |
| 4. Language in Use               | Intermediate Series – Cambridge Publication |

**FOUNDATION COURSE: ENVIRONMENTAL AND PUBLIC HEALTH**

## **THIRD SEMESTER**

### **3.2 (T): FOOD & BEVERAGE PRODUCTION – III**

<b>THEORY</b>	<b>40 HRS</b>
<b>MODULE 1: INDIAN CUISINE</b>	<b>10 HRS</b>
1.1 Origin, History, Characteristics, Regional Cuisines and Differences Condiments, Spices and Herbs used in Indian Kitchen	
1.2 Indian Cooking Methods	
1.3 Masalas and Pastes – Introduction, Blending, Dry and Wet Masalas, Pastes used in Indian Cookery Basic Indian Gravies	
1.6 Commodities used - Souring Agents, Colouring agents, Thickening Agents, Tenderizing Agents, Flavouring and Aromatic Agents, Spicing Agents	
1.5 Influence of Religion on Indian Cuisine	
1.6 Breads of India – Classification, Ingredients Used, Methods of Preparation	
1.7 Indian Sweets – Milk Based, Cereal Based, Cold Sweets, Vegetable based, Importance of Sweets in Indian Culture and Religion	
1.7 Indian Cuisine Terms and Terminologies	
<b>MODULE 2: QUANTITY FOOD PRODUCTION</b>	<b>06 HRS</b>
2.1 Introduction to Quantity Food Production	
2.2 Industrial Catering, Institutional, and Contract Catering	
2.3 Staff Hierarchy, Work Flow, Difference in Equipment, Cooking Techniques	
2.4 Planning Banquet and Quantity Menus	
2.5 Use of Convenience Foods in Quantity Catering, Advantages and Disadvantages Rechauffe’ – Importance in Quantity Catering	
<b>MODULE 3: CATERING SYSTEMS</b>	<b>06 HRS</b>
3.1 Introduction	
3.2 Cook Chill System – Meaning and Importance, Cook Chill Process, Finishing,	
3.3 Distribution, Regeneration	
3.4 Cook Freeze System – Meaning and Importance, Preparation, Storage of Frozen Food, Transport, Regeneration	
3.5 Advantages and Disadvantages of Cook Chill and Cook Freeze Sous Vide Process – Meaning, Principles	
<b>MODULE 4: KITCHEN EQUIPMENTS AND LAYOUT</b>	<b>08 HRS</b>
4.1 Classification of Equipments Purchase	
4.2 Criteria for Equipments Care	
4.3 Maintenance of Equipments and Principles of Kitchen Planning	
4.4 Sections of the Kitchen with Layout and Functions	
4.5 Receiving Area, Storage – Dry and Cold, Butchery & Vegetable Preparation Area, Hot Kitchens, Cold Kitchens, Bakery and Confectionery, Pot wash and Dishwash	
4.6 Types of Kitchen Layout	
4.7 Quantity Requirements for Heavy and Light equipments Suppliers and Manufacturers, Approximate Cost	
<b>MODULE 5: COOKING FUELS</b>	<b>05 HRS</b>
5.1 Types, Advantages & Disadvantages, Comparative Study, Safety Precautions, Safety in the Hotel Premises	
5.2 Fire Hazards – Types of Fire, Fire Extinguishers, and Precautions to be taken	

## MODULE 6: MENU PLANNING

05 HRS

- 6.1 Introduction
- 6.2 Menu – Function and Types of Menu as a Control Tool
- 6.3 Menu Engineering Grid Menu Balancing
- 6.4 Food & Wine Pairing

### REFERENCE BOOKS:

- |                                   |                                    |
|-----------------------------------|------------------------------------|
| 1. Practical Cookery              | Kinton and Ceserani                |
| 2. Theory of Cookery              | Krishna Arora                      |
| 3. Commodities                    | Bernard Davis                      |
| 4. Prashad                        | Inder Singh Kalra                  |
| 5. Modern Cookery Vol. I & II     | Thangam Philip                     |
| 6. Catering Management            | Mohini Seth & Surjeet Malhan       |
| 7. Practical Professional Cookery | Cracknell H. J. and Kaufmann R. J. |

### 3.2 (P) FOOD & BEVERAGE PRODUCTION – III PRACTICALS

**NO. OF HOURS PER WEEK** **04 HOURS**

**NO. OF HOURS PER SEMESTER** **40 HOURS**

#### **SYLLABUS (MENU) FOR FOOD & BEVERAGE PRODUCTION**

- A set of 10 popular Indian Menus region wise (typical of the region/area) to be prepared, each Menu to have a Starter/Soup, Main Course, Vegetable Course, Accompaniments (Indian Bread/Rice), and a Dessert
- A detailed study of each menu with the origin, history, ingredients, characteristics, methods of cooking etc. prior to each menu practical is mandatory before conducting each Practical.

#### UNIVERSITY EXAMINATION - PRACTICAL (EXTERNAL EXAMINER ONLY)

**TOTAL MARKS** **50 MARKS**  
**(External 35 Marks + Internals 15 Marks)** **TIME 4 HOURS**

- |                      |                 |
|----------------------|-----------------|
| • Starter/Soup       | <b>05 Marks</b> |
| • Main Course        | <b>05 Marks</b> |
| • Vegetable Course   | <b>05 Marks</b> |
| • Accompaniment      | <b>05 Marks</b> |
| • Dessert            | <b>05 Marks</b> |
| • Journal & Grooming | <b>05 Marks</b> |
| • Viva Voce          | <b>05 Marks</b> |

Food Preparations will be evaluated on: Taste, Texture & Consistency, Plating, Presentation, Creativity and Aroma.

### 3.3(T): FOOD & BEVERAGE SERVICE - III

#### **THEORY**

**40 HOURS**

#### **MODULE 1: ALCOHOLIC BEVERAGES**

**04 HRS**

- 1.1 Introduction and Definition, Production of Alcohol-Fermentation process and distillation process
- 1.2 Classifications of alcoholic beverages
- 1.3 Consumption – benefits, abuse, sensible drinking

#### **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 and Grape varieties – 10 red and 10 white
- 2.2 Classification of wines – still, sparkling, fortified, aromatized,
- 2.3 Wine manufacture – red, white, rose
- 2.4 Sparkling wines-Methods of making sparkling wines
- 2.5 Champagne – Introduction, manufacture, types and shippers
- 2.6 Fortified wines – Sherry, Port, Madeira - types, manufacture, service and brands
- 2.7 Aromatised – Vermouth and other aromatized wines
- 2.8 World wines (Principal wine regions, wine laws, grape varieties, production and brand names)- France, Italy, Germany
- 2.9 New World Wines (Principal wine regions, wine laws, grape varieties, production and brand Wine names – USA,Australia,India,Chile,South Africa,Algeria, and New Zealand
- 2.10 Control of Quality – France, Italy and Germany, Storage of wines
- 2.11 Wine terminology (English & French)and Wine service temperatures

#### **MODULE 3: WINE & FOOD HARMONY**

**04 HRS**

#### **MODULE 4: BEER AND OTHER FERMENTED BEVERAGES**

**08 HRS**

- 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 Storage and faults in beer
- 4.7 Beer brands with countries – 10 countries with 5 brands each Cider, Sake, Toddy

#### **MODULE 5: BAR OPERATIONS**

**04 HRS**

- 5.1.Introduction and definition. Bar layout – physical layout of bar, Parts of a bar, Types of a bar
- 5.2 Bar stock – alcohol & non alcoholic beverages Bar equipments

#### **REFERENCE BOOKS:**

- 1. Andrew Durkan,.(2012). Beverage book London:ELBS
- 2. Albert W.A. Schmidt, John Peter Laloganos. The Beverage managers to wines, beer and spirits
- 3. Madeline Puckette, Justin Hanmack .,(2015): Wine foll: The essential guide to Wine paperback.
- 4. Bobby George (Author) and Sandeep Chatterjee Food & Beverage - Service and Management Paperback – 1 Aug 2008
- 5. Food and Beverage Service, 06 july 2011, First Edition,R. Singaravelavan
- 6. Berberogulu, H., & Berberogulu, H.(1984). The world of wines, spirts and beers. Dubuque, Iowa: kendall/ Hunt Pub.Co.

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

#### PRACTICALS

40 HRS

- 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.

<b>WEEK 1-4</b>	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
<b>WEEK 5</b>	Reading of wine labels
<b>WEEK 6</b>	Reading of the wine maps of France, Italy, Germany
<b>WEEK 7</b>	Service of Still wines
<b>WEEK 8</b>	Service of Sparkling wines
<b>WEEK 9</b>	Service of fortified, aromatized wines
<b>WEEK 10</b>	Service of beer

#### EXAMINATION PATTERN

35 MARKS

- A. Menu Compiling** with wine pairing: Student 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**
- B. Service of Wine:** Serve any one wine to the host and to the guest. **10 Marks**
- C. Service of Beer:** Take order and serve bottled beer. **5 Marks**
- D. Reading of Wine Label** to the external examiner as per his choice of wine bottle **5 Marks**
- E. Journal and Viva.** **5 Marks**

### 3.4(T): FRONT OFFICE II

#### THEORY

40 HOURS

#### MODULE 1: RESERVATION OPERATIONS

04 HRS

- 1.1 Marketing. Reservations and sales
- 1.2 Reservation inquiry – CRS, Intersell Agencies, GDS, Internet, Property Direct and online travel portels
- 1.3 Group Reservations
- 1.4 Overbooking Cases and Reservation reports

#### MODULE 2: FRONT DESK OPERATIONS

12 HRS

- 2.1.1 Information
- 2.1.2 Role of Information
- 2.1.3 Handling of mails, registered posts, parcels etc.
- 2.1.4 Handling of messages.
- 2.1.5 Handling of guest room keys.
- 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 – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group
- 2.2.7 Departure procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group
- 2.2.8 Records and forms used
- 2.2.9 Job description and specification – Receptionist

**MODULE 3: TELEPHONE**

**02 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 – HOBIC, CAS etc.
- 3.6 Types of calls

**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, 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 Concierge Operations: Duties & Responsibilities of a Concierge

**MODULE 5: FO CASH AND ACCOUNTING**

**14 HRS**

- 5.1 Guest Folio Format Job description of FOC
- 5.2 Departure procedure - FIT , FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group g
- 5.3 Security Deposit Box handling and Credit Card Handling procedure
- 5.4 Preparation and Review of Night Audit Reports
- 5.5 Foreign Currency exchange procedure
- 5.6 Accounting Fundamentals – Accounts, folios, vouchers, POS, ledgers  
FO accounting cycle
- 5.7 Creation and maintenance of accounts
- 5.8 Guest and non-guest accounts

**MODULE 6: FRONT OFFICE AND GUEST SAFETY AND SECURITY**

**02 HRS**

- 6.1 Importance of security system
- 6.2 Safe Deposit
- 6.3 Key Control
- 6.4 Emergency situations – accident, illness, theft, fire, and bomb threat etc.

**GLOSSARY**

### 3.4 (P): FRONT OFFICE–II (Practical)

#### PRACTICALS

20 HRS

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

- WEEK 1** Handling messages, Handling keys  
**WEEK 2** Providing information to the guest  
**WEEK 3** Handling group reservations  
**WEEK 4-6** Handling registration – FIT, FFIT, VIP/Regular, Corporate, Group/crew guest  
**WEEK 7** Security Deposit Box handling, Credit Card Handling procedure, Foreign Currency exchange procedure  
**WEEK 8-10** PMS activities
- Feeding a reservation
  - Amendment, Cancellation and Reinstating a reservation
  - Feeding messages
  - Check in guest
  - Room and rate assignment
  - Room change
- WEEK 11-12** 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

#### PRACTICAL EXAMINATION FOR III SEM

SUB DIVISIONS A, B, C, D and E will be marked by the external examiner for 35 marks, SUB DIVISIONS F, G and H will be marked by the internal examiner for 15 marks.

#### EXTERNAL EXAMINER

- A. Registration** (To be done practically) **10 Marks**
- Registration process for FIT, FFIT, VIP/Regular, Corporate, Group/crew guest
- B. Emergency Situation Handling** **5 Marks**
- Fire
  - Death
  - Natural Disasters – Floods, earthquake, epidemics etc
  - Accident
  - Lost & Found
  - Damage to Hotel property
  - Vandalism
  - Drunk Guest
  - Scanty Baggage
  - Theft
  - Sick Guests
  - Bomb Threat

- C. PMS Activities (2 activities) 10 Marks**
- Feeding a reservation
  - Amendment, Cancellation and Reinstating a reservation
  - Feeding messages
  - Check in guest
  - Room and rate assignment
  - Room change
  - Updating Guest History

**D. Viva ( Pertaining to the 3rd semester syllabus) 10 Marks**

**INTERNAL EXAMINER**

- Assignment - Brochure Designing 10 Marks
- Grooming and Journal 5 Marks

**REFERENCE BOOKS:**

- |   |   |
|---|---|
| 1. Ahmed, I. (2002) Front Office Operations and Management; | Thompson & Delmar                                 |
| 2. Hotel Front Office.                                      | Bhatnagar, S. K. (2010). Oxford Publications      |
| 3. Front Office Operations                                  | Dix, C. (1998). (4 ed.). Pearson education India. |

**3.5(T): HOUSE KEEPING II**

**THEORY 40 HOURS**

**MODULE 1: INTERIOR DECORATION 05 HRS**

- 1.1 Introduction
- 1.2 Definition
- 1.3 Design
- 1.4 Elements of Design
- 1.5 Principles of Design

**MODULE 2: COLOR AND LIGHT 06 HRS**

- 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 FURNISHING 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)

### **3.5(P): HOUSEKEEPING 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 - 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 in<sup>2</sup> 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.

**Planning of a Co Practicals** **20 HRS**

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

**D. 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 in<sup>2</sup> 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

**REFERENCE BOOKS:**

- |   |  |
|---|--|
| 1. Hotel, hostel and hospital housekeeping          | Branson and Lennox   |
| 2. Hotel Housekeeping – Operations and Management,  | G.Raghubalan and SmriteeRaghubalan,<br>Oxford University Press |
| 3. The Professional Housekeeper –                   | Schneider, Tucker and Scoviak                                  |
| 4. Housekeeping Operations, Design and Management – | Malini Singh, Jaya B George, Jaico<br>Publishers               |
| 5. Interior Design and Decoration –                 | P. Seetharaman and ParveenPannu, CBS<br>Publishers             |

## FOURTH SEMESTER

### 4.2(T): FOOD AND BEVERAGE PRODUCTION – IV

THEORY	40 HOURS
<b>MODULE 1: POPULAR INTERNATIONAL CUISINES</b>	<b>08 HRS</b>
1.1 Chinese Cuisine - Features, Regional Classification, Ingredients, Methods of Cooking, Courses of the Menu	
1.2 Thai Cuisine - Features, Regional Classification, Ingredients, Methods of Cooking, Courses of the Menu	
1.3 Mexican Cuisine - Features, Regional Classification, Ingredients, Methods of Cooking, Courses of the Menu	
<b>MODULE 2: WELLNESS CUISINE</b>	<b>08 HRS</b>
2.1 History of Popular Cuisine from Middle Ages to Modern Age	
2.2 Minceur Cuisine – Low Calorie, Low Carbohydrate, Low Protein, Classical Dishes of Wellness Cuisine	
2.3 Raw Cuisine – Definition, Concept, Menu Examples	
2.4 Ayurvedic and Sattvic Cuisine – Concepts and Menu Examples	
<b>MODULE 3: SLOW FOOD MOVEMENT</b>	<b>08 HRS</b>
3.1 Introduction, Objectives and Concepts, History, Nutritional Value Importance of Social, Economic, and Environmental Sustainability in Food	
3.2 Production and Consumption Networks	
3.3 Understanding Urban Food Systems, Zero Mile Food, Traditional Local Production,	
3.4 Ethnic Food, Importance of Local and Ethnic Cuisine, Dying Country Ingredients and Cuisines	
<b>MODULE 4: PRODUCT RESEARCH AND DEVELOPMENT</b>	<b>04 HRS</b>
4.1 Testing new Recipes and Equipment, Designing new Recipes and Equipments Food Trials Organoleptic and Sensory Evaluation	
<b>MODULE 5: NEW CONCEPTS AND TRENDS</b>	<b>08 HRS</b>
5.1 Trends in Eating – Pairing of Indian Food and Wine	
5.2 Molecular Gastronomy – Introduction, Salient Features, Recipes and Menu Examples	
5.3 Genetically Modified Foods Organic Food and Wines Vegan Cuisine – Introduction and Salient Features	
<b>MODULE 6: NON-EDIBLE DISPLAYS</b>	<b>04 HRS</b>
6.1 Ice Carvings, Tallow Sculpture, Butter Sculpture Fruit and Vegetable Displays Salt Dough, Pastillage, Jelly Logo, Thermocoel Work	

#### REFERENCE BOOKS:

- |                                   |                                    |
|-----------------------------------|------------------------------------|
| 1. Practical Cookery              | Kinton and Ceserani                |
| 2. Theory of Cookery              | Krishna Arora                      |
| 3. Commodities                    | Bernard Davis                      |
| 4. Prashad                        | Inder Singh Kalra                  |
| 5. Modern Cookery Vol. I & II     | Thangam Philip                     |
| 6. Catering Management            | Mohini Seth & Surjeet Malhan       |
| 7. Practical Professional Cookery | Cracknell H. J. and Kaufmann R. J. |

## 4.2(P) FOOD & BEVERAGE PRODUCTION – IV (PRACTICALS)

<b>NO. OF HOURS PER WEEK</b>	<b>04 HOURS</b>
<b>NO. OF HOURS PER SEMESTER</b>	<b>40 HOURS</b>

### **SYLLABUS (MENU) FOR FOOD & BEVERAGE PRODUCTION**

- A selection of 15 Menus from Chinese Cuisine, Thai Cuisine, Ayurvedic Cuisine, Satvik Cuisine, Slow Food and Vegan Cuisine. Each Menu to have a Starter/Soup, Main Course, Vegetable Course, Accompaniments (Bread/Rice/Pasta), and a Dessert
- Demonstration Classes in Ice Carving, Fruit and Vegetable Carving, Butter Sculpture, Sugar Craft and Dessert Artistry

### **UNIVERSITY EXAMINATION - PRACTICAL (EXTERNAL EXAMINER ONLY)**

<b>TOTAL MARKS</b> <b>(External 35 Marks + Internals 15 Marks)</b>	<b>50 Marks</b> <b>TIME : 4 Hours</b>
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• Starter/Soup	<b>05 Marks</b>
• Main Course	<b>05 Marks</b>
• Vegetable Course	<b>05 Marks</b>
• Accompaniment	<b>05 Marks</b>
• Dessert	<b>05 Marks</b>
• Journal & Grooming	<b>05 Marks</b>
• Viva Voce	<b>05 Marks</b>

Food Preparations to be evaluated on: Taste, Texture & Consistency, Plating, Presentation, Creativity, and Aroma.

## 4.3(T): FOOD & BEVERAGE SERVICE – IV

<b>THEORY</b>	<b>40 HOURS</b>
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<b>MODULE 1: DISTILLED BEVERAGES</b>	<b>04 HRS</b>
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- 1.1 Definition
- 1.2 Pot still distillation
- 1.3 Patents still distillation
- 1.4 Proof systems

### **MODULE 2: SPIRITS**

<b>2.1 WHISKY</b>	<b>08 HRS</b>
2.1.1 Scotch - manufacturing, types, regions, brands	
2.1.2 Irish – history, manufacture, brands	
2.1.3 American – history, manufacture, types, brands	
2.1.4 Brand names – Canadian, Indian	

<b>2.2 BRANDY</b>	<b>04 HRS</b>
2.2.1 History	
2.2.2 Cognac - Manufacturing, region, types, brands	
2.2.3 Other brandies – Armagnac, Marc/Grappa, Calvados – basic knowledge	

<b>2.3 RUM</b>	<b>02 HRS</b>
2.3.1 History, Manufacture, Styles, Brand names with countries	

<b>2.4.GIN</b>	<b>02 HRS</b>
2.4.1 History, Manufacture, Types, Brand names with countries	
<b>2.5 VODKA</b>	<b>02 HRS</b>
2.5.1 History, Manufacture, Brand names with countries, flavoured vodkas	
<b>2.6 TEQUILA</b>	<b>02 HRS</b>
2.6.1 History, Manufacture, Styles, Brand names	
<b>2.7 OTHER SPIRITS</b>	<b>02 HRS</b>
2.7.1 Absinthe,Schnapps,Pastis,ouzo,slivovitz,slivovitz,aquavit,feni and arrack	

**MODULE 3: LIQUEURS** **04 HRS**

3.1 Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel), Popular Liqueurs (Name, colour, predominant flavour & country of origin)

**MODULE 4: COCKTAILS** **05 HRS**

4.1 Definition and History, Parts of a Cocktail, Method of making cocktails, Equipments required to make a cocktails, Points to be considered while making cocktails. families (cobblers, crustas, daisies, nogs, fixes, flips, puffs, sangarees, slings, smashes, bucks, coladas, Collins, coolers, fizzes, highballs, juleps, shooters, punches, rickeys, sours, toddies), terms (dash, zest, on the rocks, naked etc)

4.2 popular cocktails (classic, modern, variations) Cocktails – introduction, parts (base, modifier etc), methods (stir, shaken etc)

**MODULE 5: TOBACCO** **05 HRS**

5.1 History, Health hazard and Tobacco curing techniques

5.2 Cigars – manufacturing process, shapes, sizes, colours and Brand names, Service and Storage of cigars

5.3 Cigar – Manufacture, parts, colors, shapes, storage, brands and service

**REFERENCE BOOKS:**

1. Food and beverage service	Lillicrap, Dennis and Cousins, John:
2. The beverage book	Andrew Durkam and cousins:
3. The bar and beverage book-	Lipinski
4. The world of wines, spirits, and beers.	Barberogulu, H., & Berberogulu, H.(1984). Dubuque,Iowa: Kendal/hunt Pub.Co.
5. Michael Jacksons malt	Jackson, M.(1999). London: Dorling Kindersley.
6. Liqueurs and spirits, Essential	London: Octopus book Mcnulty,H.(1985),
7. Food & Beverage - Service and Management Paperback	1 <sup>st</sup> of August 2008 by Bobby George (Author) and Sandeep Chatterjee
8. Food and Beverage Service	06 July 2011, First Edition,R. Singaravelavan

### 4.3(P): FOOD & BEVERAGE SERVICE PRACTICAL–IV

#### PRACTICAL

40 HRS

- 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.

- B.** The markings will be as per the: correct recipe writing – 5 marks, cocktail preparation and presentation

5 Marks.

##### C. Gueridon Service

10 Marks

- The list of Gueridon preparations
- Shrimp cocktail
- Grilled fish
- Grapefruit cocktail (instead of Florida)
- Crepes suzette
- Banana Flambé
- 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.

##### D. 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.

##### E. Journal and Viva

10 Marks

#### **4.4 (T): FRONT OFFICE III**

#### **THEORY**

**40 HRS**

#### **MODULE 1: RESERVATIONS MANAGEMENT**

**08 HRS**

- 1.1 Overbooking and its role in Full House Management
- 1.2 Forecasting and its implications.
- 1.3 Up selling and Suggestive Selling
- 1.4 Legal implications. Case study on “Unregistered Guest”
- 1.5 Packages, Different Types of Packages
- 1.6 Potential reservation problems and relevant case studies

#### **MODULE 2: RECEPTION**

**06 HRS**

- 2.1 Day & Night Reception
- 2.2 Preparation of Night Audit Reports
- 2.3 Calculations
- 2.4 Room selling techniques – Upselling and Discounts

#### **MODULE 3: HOSPITALITY AND LOBBY DESK**

**08 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: FRONT OFFICE ACCOUNTING, CHECK-OUT AND SETTLEMENT**

**08 HR**

- 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
- 4.7 Late check-out
- 4.8 Unpaid account balances
- 4.9 Account collection –account aging
- 4.10 Late Charges

#### **MODULE 5: THE FRONT OFFICE AUDIT**

**07 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

#### **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.

<b>WEEK 1, 2</b>	Calculation of room occupancy percentages and room position
<b>WEEK 3, 4</b>	Preparation of a guest folio
<b>WEEK 5, 6</b>	Check-out procedure
<b>WEEK 7, 8</b>	FO situations Handling Upselling Complaint handling
<b>WEEK 9, 10</b>	PMS activities Posting of charges Transferring folio Splitting folio Checking out guests

### PRACTICAL EXAMINATION FOR IV SEM

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

SUB DIVISIONS E, F and G will be marked by the internal examiner for 15 mark

### EXTERNAL EXAMINER

<b>A.</b>	Calculation of room occupancy percentages and room position	<b>5 Marks</b>
<b>B.</b>	Preparation of a guest folio	<b>10 Marks</b>
<b>C.</b>	Viva (Pertaining to 5th semester syllabus)	<b>7 Marks</b>
<b>D.</b>	PMS activities (2 activities) <ul style="list-style-type: none"><li>• Posting of charges</li><li>• Transferring folio</li><li>• Splitting folio</li><li>• Checking out guests</li></ul>	<b>8 Marks</b>
<b>E.</b>	Preparing a duty roster for a 100, 250 and 500 rooms hotel for the FO staff	<b>5 Marks</b>

### INTERNAL EXAMINER

•	Assignment – Hotel Website Designing (Home Page + 4 Links)	<b>10 Marks</b>
•	Journal and Grooming	<b>5 Marks</b>

### REFERENCE BOOKS:

1. An introduction to hospitality-	Dennis L. Foster
2. Managing Front Office Operations –	Michael L Karavanna & Richard M. Brooks
3. Principles of Hotel Front Office Operations-	Su Boker, Pam Bradley & Jeremy Huyton
4. Hotels for Tourism Development –	Dr. Jagmohan Negi
5. Profiles of Indian Tourism-	Shalini Singh
6. Tourism Today	Ratnadeep Singh
7. Dynamics of Tourism –	Pushpinder.S.Gill
8. Hotel Reception-	White & Beckley
9. Hotel Front Office Training	Sudher Andrews
10. Hotel Front Office Operations –	Colin Dix & Chris Baird
11. Hotel Front Office	James Bardi

## **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)
- 2.7 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 4th 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.

<b>WEEK 1, 2</b>	Supervision using checklist
<b>WEEK 3</b>	Preparation of snagging list
<b>WEEK 4</b>	First aid procedures - Demonstration
<b>WEEK 5, 6, 7</b>	Flower Arrangement - All rounds, horizontal, vertical, triangular, fan
<b>WEEK 8</b>	Converting waste to wealth
<b>WEEK 9</b>	Forms & formats – desk register, ready room, departure room register, linen Stock register, accident report form, leave form, laundry register
<b>WEEK 10</b>	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**

- Supervision by using checklist OR Preparation of a snagging list – 5 marks a. Supervisor’s checklist
- Students are required to fill out a printed checklist (provided) of a guest bedroom
- All supplies (at least 50) available in a standard guest room and bath of a hotel to be provided
- Supplies to be reduced, replaced for every student b. OR Snag list
- Snag list of a given area to be written down by the student.

Time : 15 minutes

**A. Flower Arrangement**

**10 Marks**

Students are required to make a flower arrangement (all round/horizontal/vertical/triangular/ fan shape)

**B. Waste to Wealth**

**5 Marks**

- The student will bring waste products which are required to be converted to something useful.
- The items that can be brought are – old newspapers, used disposable cups, plastic bottles, waste cloth, used cans, tins etc.

**Time allotted: 30 Minutes**

**C. Viva –**

**5 Marks**

Questions from the glossary of terms for fourth 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 any one of the forms, formats taught

**REFERENCE BOOKS:**

- |   |  |
|---|--|
| 1. Managing Housekeeping Operations                       | – Kappa, Nitschike, Shappert, EI, AHLA                             |
| 2. Hotel Housekeeping – Operations,<br>Management         | G.Raghubalan and SmriteeRaghubalan, Oxford and<br>University Press |
| 3. The Professional Housekeeper                           | – Schneider, Tucker and Scoviak                                    |
| 4. Housekeeping Operations, Design and<br>5. Management – | Malini Singh, Jaya B George, Jaico Publishers.                     |

**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 weakness opportunities and the 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 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

	CONTENTS	MARKS
	A COPY OF THE TRAINING CERTIFICATE ATTESTED BY PRINCIPAL OF THE COLLEGE	
	ACKNOWLEDGEMENT	
	PROJECT PREFACE	
CHAPTER -1	INTRODUCTION	
CHAPTER -2	SCOPE, OBJECTIVE, METHODOLOGY & LIMITATIONS	
CHAPTER -3	PROFILE OF THE PLACE AND HOTEL	50
CHAPTER -4	DEPARTMENTAL CLASSIFICATION OF HOTEL	
CHAPTER -5	DETAILED OPERATIONS OF EACH DEPARTMENT OF HOTEL	40 X 5= 200
CHAPTER -6	SWOT ANALYSIS OF HOTEL	60
CHAPTER -7	CONCLUSION	30
	BIBLIOGRAPHY	20
	LIST OF ANNEXURE/EXHIBITS	40
	<b>TOTAL MARKS</b>	<b>400</b>

## **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/HRManager OR equivalent)
4. Examination Hall ticket.
5. College identity card
6. Dress code : College uniform

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

## **PROJECT EVALUATION**

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

## **MODE OF EVALUATION**

Log book	200 marks
Viva	100 Marks
Project report	400 marks

**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 10minutes.
- 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**

<b>THEORY</b>	<b>40 HOURS</b>
<b>MODULE 1: AN OVERVIEW OF BEVERAGE MANAGEMENT</b>	<b>02 HRS</b>
1.1 Introduction to beverage management 1.2 The hospitality industry and its products	
<b>MODULE 2: BAR AND BEVERAGE MANAGEMENT</b>	<b>06 HRS</b>
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	
<b>MODULE 3: MENU ENGINEERING</b>	<b>08 HRS</b>
3.1 Definition and objective of menu engineering 3.2 Analysis and action	
<b>MODULE 4: MANAGING ONLINE F&amp;B OPERATIONS</b>	<b>06 HRS</b>
4.1 Managing Online F&B operations, Business of online Food and Beverage, 4.2 Delivery models and online logistics	
<b>MODULE 5: FACILITY PLANNING AND DESIGN OF SERVICE AREAS</b>	<b>06 HRS</b>
5.1 F & B Function areas 5.2 Food service outlets 5.3 Lounges and bars 5.4 Conference, banqueting and function rooms	
<b>MODULE 6: REVENUE MANAGEMENT IN F &amp; B SERVICE</b>	<b>06 HRS</b>
6.1 Budgeting 6.2 Forecasting 6.3 Restaurant Revenue Management	
<b>MODULE 7: RECENT CONCERNS AND TRENDS</b>	<b>06 HRS</b>
7.1 Future of quick service restaurants 7.2 Concepts of dining practices 7.3 Technology in Food and Beverage industry	

## REFERENCE BOOKS:

- |  |   |
|--|---|
| 1. Food and beverage management:                         | Sally.S,&davis. B. (2013). Oxford publishing  |
| 2. Planning and control for Food and beverage operations | Jack.D.(2013). seventh edition, Wiley:  |
| 3. Food and beverage management                          | David, F&Andrews p.(2012)   |
| 4. Food & Beverage - Service and Management              | Paperback – 1 <sup>st</sup> August 2008 by Bobby George (Author) and Sandeep Chatterjee |

### **6.1(P): FOOD AND BEVERAGE SERVICE MANAGEMENT PRACTICAL**

#### **PRACTICALS**

**40 HRS**

- 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 Food and Beverage menu

**WEEK-3** Planning & Operating Food & Beverage Outlets

- Developing Hypothetical Business Model of Food & Beverage Outlets
- Case study of Food & Beverage outlets - Hotels & Restaurants

**WEEK 4, 5** F&B Staff Organization Class room Exercise (Case Study method)

- Developing Organization Structure of various Food& Beverage Outlets
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description• & Specification

**WEEK-6** Finding APC, cover turnover

**WEEK 6, 7** Cocktail and Mocktail making

**WEEK 8, 9** Supervisory Skills

- Conducting Briefing& Debriefing - Restaurant, Bar, Banquets & Special events
- Drafting Standard Operating Systems (SOPs) for various F & B Outlets
- Supervising Food & Beverage operations Preparing Restaurant Log

**WEEK 10** Situation Handling

#### **EXAMINATION PATTERN:**

**35 MARKS**

**A. A' la carte Menu Planning :** Student should compile a French A' la Carte menu comprising of

- Starter (3 Dishes)
- Soup (3 Soups)
- Main Course (7 Dishes)
- Dessert (3Dishes)

With appropriate accompaniment and justified pricing. The student will be Examined on :

1. The dishes compiled
2. The accompaniments mentioned
3. The order taking skills, based on the compiled menu.

**10 Marks**

**B. 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**

**C. Cocktails and Mocktails:** Students should prepare one cocktail / mocktail by picking a hit 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**

**D. Situation Handling:**

Students should handle a situation given by the external examiner.

**5 Marks**

**E. Journal and Viva:**

**5 Marks**

**6.2: HOTEL FINANCIAL ACCOUNTING**

**HOURS**

**40 HOURS**

**MODULE 1: INTRODUCTION TO ACCOUNTING**

**04 HRS**

- 1.1 Introduction- Concepts and Conventions
- 1.2 Principles of accounting
- 1.3 Systems of accounting
- 1.4 Generally Accepted Accounting Principles (GAAP)

**MODULE 2: JOURNAL**

**10 HRS**

- 2.1 Meaning, Definition and types of Account
- 2.2 Format of Journal
- 2.3 Rules of Debit and Credit
- 2.4 GST and Its Type
- 2.5 Journalisation- Simple, Compound and with GST Entries
- 2.6 Practical Questions

**MODULE 3: LEDGER**

**04 HRS**

- 3.1 Meaning and Uses
- 3.2 Formats
- 3.3 Posting
- 3.4 Practical Questions

**MODULE 4: SUBSIDIARY BOOKS**

**09 HRS**

- 4.1 Need and Use
- 4.2 Classification
- 4.3 Purchase Book • Sales Book
- 4.4 Purchase Returns • Sales Returns
- 4.5 Cash Book- Simple and Double Column, Analytical Cash Book
- 4.6 Practical Questions

**MODULE 5: TRIAL BALANCE**

**03 HRS**

- 5.1 Meaning
- 5.2 Methods
- 5.3 Advantages
- 5.4 Limitations
- 5.5 Practical Questions

## MODULE 6: FINAL ACCOUNT

10 HRS

- 6.1 Meaning
- 6.2 Procedure for preparation of Final Account
- 6.3 Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet

### Adjustments (Only four)

1. Closing Stock
2. Pre-paid Expenses
3. Outstanding Expenses
4. Depreciation

### REFERENCE BOOKS:

- |  |                               |
|--|-------------------------------|
| 1. Accounting Vol –1                             | B.S.Raman                     |
| 2. Accounting Vol – II                           | B.S.Raman                     |
| 3. Elements of Hotel and Catering Industry       | Kotas Richard.                |
| 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                  |
| 9. Accounting in Hotel & Catering Industry       | Wood Frank & Lighowlers Peter |

## 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 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, advantage and limitations
- 2.2 Planning purpose
- 2.3 Types of plans (meaning only – singles & multiuse plans)
- 2.4 Decision making – importance and steps - MBO & MBE ( meaning only)

#### MODULE 3: ORGANISING

08 HRS

- 3.1 Meaning, Nature and purpose
- 3.2 Principles of organising
- 3.3 Types of organisations – line, staff, line and staff, matrix and committees.
- 3.4 Basis of Dthepartmentation
- 3.5 Delegation of authority and responsibility - CentralizationVs Decentralization, span of control.

## **MODULE 4: STAFFING AND DIRECTING**

**10 HRS**

- 4.1 Meaning, definition, nature and importance of staffing
- 4.2 Staffing process
- 4.3 Sources of recruitment
- 4.4 Training: Meaning, needs 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: SIX SIGMA: IMPROVING PROCESS EFFECTIVENESS**

**06 HRS**

- 6.1 Introduction to six sigma
- 6.2 New global standard for improvement
- 6.3 Six Sigma: DMADV Design
- 6.4 Six Sigma: DMAIC Improvement

### **REFERENCE BOOKS:**

- |                               |                                       |
|-------------------------------|---------------------------------------|
| 1. Koontz and O'Donnell       | Management                            |
| 2. Appanniah & Reddy          | Essentials of Management              |
| 3. M. Prasad                  | Principles of Management              |
| 4. Jurom's Quality Hand book, | Tata McGraw hill                      |
| 5. Rustum&Davan,              | Principles and practice of Management |
| 6. Srinivasan&Chunawalla      | Management Principles and Practices   |
| 7. J S Chandran,              | Management Concepts and Strategies    |
| 8. Sharma & Gupta,            | Principles of Management              |
| 9. Joseph M Juran             | Juran's Quality Hand Book-            |

## **6.4 (T): COMPUTERS IN HOSPITALITY SERVICES– I**

### **MODULE 1: SELECTING AND IMPLEMENTING COMPUTER SYSTEMS**

**08 HRS**

- 1.1. Analyzing Current Information Needs
- 1.2. Establishing System Requirements
- 1.3. Proposals From Vendor
- 1.4. Installation Factors

### **MODULE 2: MANAGING INFORMATION SYSTEMS**

**07 HRS**

- 2.1. MIS Design and Function
- 2.2. Managing Multi-Processor Environments
- 2.3. MIS Security Issues

**MODULE 3: HOTEL INFORMATION SYSTEMS** **06 HRS**

- 3.1. Hotel Information System
- 3.2. Selecting Hardware and Software
- 3.3. His Applications

**MODULE 4: COMPUTER BASED HOSPITALITY SYSTEMS** **07 HRS**

- 4.1. IOT (Internet of Things) Services
- 4.2. Automated Valet Services
- 4.3. Global Reservation System
- 4.4. Central Reservation Systems

**MODULE 5: ROOMS MANAGEMENT MODULE** **06 HRS**

- 5.1 Room Status
- 5.3 In–House Guest Information Functions
- 5.4 Housekeeping Functions
- 5.5 Reports

**MODULE 6: GUEST ACCOUNTING MODULE** **06 HRS**

- 6.1 Types of Accounts
- 6.2 Excel spreadsheet in PMS-I
- 6.3 Night Audit Automation
- 6.4 Account Settlement
- 6.5 Reports

**6.4 (P): COMPUTERS IN HOSPITALITY SERVICES– I**

**PRACTICALS** **30 HRS**

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** Glossaries of Terms

## PRACTICAL EXAMINATION FOR VI SEM

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

### EXTERNAL EXAMINER

- |  |                 |
|--|-----------------|
| <b>A. Identification of Icons</b>  | <b>5 Marks</b>  |
| <b>B. Front Office Module</b>  | <b>15 Marks</b> |
| <ul style="list-style-type: none"><li>• Feeding a Reservation</li><li>• Modifying the Reservation</li><li>• Checking in the guest</li><li>• Posting of minimum 4 charges</li><li>• Checking out the guest</li><li>• Settlement</li></ul> |                 |
| <b>C. Viva (Pertaining to 6th semester syllabus)</b>   | <b>6 Marks</b>  |
| <b>D. Generating two front office reports</b>  | <b>4 Marks</b>  |
| <b>E. Journal</b>  | <b>5 Marks</b>  |

### 6.5 MARKETING OF HOSPITALITY SERVICES

**THEORY** **40 HRS**

**MODULE 1: INTRODUCTION TO HOSPITALITY MARKETING** **05 HRS**

- 1.1 Meaning and definition- Nature and scope – feature / characteristics – concepts of marketing.
- 1.2 Customer Expectations from hospitality services – solving customer problems.
- 1.3 Relevance of sales and marketing in the Hospitality Industry.

**MODULE 2: HOSPITALITY MARKETING MIX** **16 HRS**

2.1 Meaning and definition of marketing Mix. Seven P s of marketing.

**2.2 Product / Service Mix**

- Elements / components
- Difference between goods and services
- Product life Cycle
- Stages of new product / service development

**2.3 Price Mix**

- Factors influencing pricing
- Pricing methods and strategies

**2.4 Promotion Mix**

- Objectives of Promotion
- Elements of promotions mix
- Advertising, sales promotion, personal selling, publicity, public relations.

## 2.5 Place Mix

Distribution channels / channel intermediaries

## 2.6 People

Elements of people mix

Role of employees and internal marketing

Role of customers relationship marketing.

## 2.7 Physical Evidence

Essential evidence, Peripheral evidence.

## 2.8 Process

Steps of service delivery

Levels of customer involvement

Value chain linkage

Blue printing – mapping the service system.

## MODULE 3: DEVELOPING MARKETING PLAN

06 HRS

3.1 Difference between sales and Marketing

3.2 Marketing Plan: 4 steps – Marketing research, Positioning objectives, Action plan, Review and monitoring marketing plan.

3.3 Putting marketing plan in action

## MODULE 4: ADVERTISING TO THE MEETING PLANNER

05 HRS

4.1 Print advertising – Trade magazine, Hotel directories

4.2 Using Technology for advertising – the internet, email advertising, Transmission.

4.3 Collateral Materials – Brochures, other collateral materials, speciality items.

4.4 Direct mail advertising

4.5 Public Relation and publicity.

## MODULE 5: CONSUMER BEHAVIOUR IN HOTEL INDUSTRY

03 HRS

5.1 Factors influencing consumer behaviour

5.2 Buying decision process

## MODULE 6: MARKETING RESEARCH

05 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                 |
| 9. Marketing of Hospitality and:<br>Tourism Services | Prasanna Kumar, Tata Mc Graw Hill, 2010 |
| 10. Convention sales & services-                     | Hilton T. Astrof & James R Abbey.       |

## SEVENTH SEMESTER

### 7.1(T): FOOD & BEVERAGE PRODUCTION MANAGEMENT

#### THEORY

#### MODULE 1: KITCHEN PLANNING

06 HRS

- 1.1 Sections of the kitchen with layout and functions
- 1.2 Production workflow
- 1.3 Planning of Kitchen Spaces
- 1.4 Layout of a large quantity kitchen and satellite kitchen
- 1.5 Planning of Storage Spaces

#### MODULE 2: PURCHASING

06 HRS

- 2.1 Principles of material management
- 2.2 Standard purchase specifications,
- 2.3 Purchasing procedure-Principles of purchasing, methods of purchasing, requisition, ordering, receiving

#### MODULE 3: STORAGE OF FOOD MATERIAL

06 HRS

- 3.1 Principles of Storage- dry storage and cold storage
- 3.2 Methods of issuing
- 3.3 Layout of storage areas
- 3.4 Temperature for storing perishables & non-perishable foods

#### MODULE 4: ADVANCED MENU PLANNING AND FOOD PRESENTATION

08 HRS

- 4.1 Menu designing for
  - 4.1.1 Restaurants-Specialty and fast food
  - 4.1.2 Buffets
  - 4.1.3 Banquets
- 4.2 **Presentation of Food for**
  - 4.2.1 Restaurants-Plate presentation
  - 4.2.2 Buffets
  - 4.2.3 Banquets

#### MODULE 5: FOOD PRODUCTION SYSTEMS

08 HRS

- 5.1 Principles of large scale commercial cooking
- 5.2 Rechauffe – effective use of leftovers.
- 5.3 Catering systems
  - 5.3.1 Cook Chill Systems-definition, procedure, advantages and disadvantages
  - 5.3.2 Cook Freeze System –definition, procedure, advantages and disadvantages
  - 5.3.3 Sous Vide- definition, procedure, advantages and disadvantages

#### MODULE 6: FINANCIAL MANAGEMENT IN FOOD AND BEVERAGE PRODUCTION

06 HRS

- 6.1 Concepts of cost
- 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.

<b>WEEK 1- 4</b>	Italian cuisine	4 menus with 5 dishes each
<b>WEEK 5- 7</b>	Spanish cuisine	3 menus with 5 dishes each
<b>WEEK 8-10</b>	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**

### EXTERNAL EXAMINER

35 Marks

#### 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

### REFERENCE BOOKS

- |  |   |
|--|---|
| 1. Theory of Catering Education                  | David Foskett and Victor Ceserani, Publishers-Hodder                              |
| 2. Practical Cookery                             | David Foskett, Ronald Kinton and Victor Ceserani, Publishers-Hodder Education     |
| 3. Modern Cookery for the Teaching and the Trade | Thangam Philip, Publisher-Orient Longman  |
| 4. Theory of Cookery                             | Krishna Arora, Publishers-Frank Bros. & Co.                                       |
| 5. Prashad-Cooking with Indian Masters           | IndersinghKalra, Publishers-Allied Publishers Pvt Limited                         |
| 6. Larousse Gastronomique                        | Prosper Montagne, Publishers-Hamlyn   |
| 7. F & B Management                              | Bernard Davis, Andrew Lockwood and Sally Stone, Publishers- Butterworth-Heinemann |
| 8. Catering Management                           | MohiniSethi and SurjeetMalhan, Publishers-Wiley Eastern Limited                   |
| 9. Food and Nutrition                            | M.S.Swaminathan, Publishers-Age International (P) Publishers Ltd.                 |

## 7.2 ACCOMMODATION MANAGEMENT

<b>THEORY</b>	<b>40 HOURS</b>
<b>MODULE 1: YIELD MANAGEMENT</b>	<b>06 HRS</b>
1.1 Concept and importance. 1.2.Applicability to rooms division. 1.3.Capacity Management. 1.4.Discount allocation 1.5.Duration control. 1.6.Measuring yield. 1.7.Elements of yield management. 1.8.Uses of yield management.	
<b>MODULE 2: SECURITY AND LODGING INDUSTRY</b>	<b>04 HRS</b>
2.1. Developing the security program. 2.2. Management role in security. 2.3. Setting up the security program. 2.4. Security and law.	
<b>MODULE 3: PLANNING AND EVALUATING FRONT OFFICE OPERATIONS</b>	<b>10 HRS</b>
<b>3.1 Establishing Room rates</b> 3.1.1. Basis of charging 3.1.2. Plans, competition, customer's profile, standards of service and amenities. 3.1.3. Hubbart's Formula.	
<b>3.2 Forecasting room availability</b> 3.2.1. Forecasting techniques 3.2.2. Forecasting data 3.2.3. Forecast formula 3.2.4. Sample forecast formula.	
<b>MODULE 4: ACCOMMODATION FACILITY PLANNING</b>	<b>06 HRS</b>
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**

- 6.1. A day in the life of an Executive Housekeeper, Accommodation Manager
- 6.2. A day in the life of an Assistant Housekeeper
- 6.3. A day in the life of a Floor Supervisor
- 6.4. A day in the life of a Public Area Supervisor
- 6.5. A day in the life of a Desk Housekeeper
- 6.6. A day in the life of a Uniform, Linen Supervisor

**REFERENCE BOOKS FOR ALL SEMESTERS**

- |  |   |
|--|---|
| 1. The Art of Flower Arrangements  | Rekha Sarin, 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   |
| 4. The Complete Curtain Book   | Isabella Forbes, Conron/ Octopus Publishing   |
| 5. The Flooring Book   | Elizabeth Wilhide, VNR  |
| 6. The Professional Housekeeper  | Madelin Schneider, & Georgina Tucker  |
| 7. Text book of Hotel Housekeeping<br>Management & Operations  | Sudhir Andrews, Tata McGraw-Hill  |
| 8. Hotel, Hostel Hospital Housekeeping   | John C. Branson and Margaret Lennox   |
| 9. Hotel Housekeeping,   | Raghubalan & Smritee Raghubalan, Oxford<br>University Press   |
| 10. Housekeeping operation design &<br>Publishing  | Jaya George & Malini S Jaico Management   |
| 11. The Good House Keeping Book<br>The New Flooring Idea Book: Creating<br>style from the Ground Up, Regina<br>Cole Rockport                                     | Dorothy B. Marsh Harcourt College Publishers<br>West Coast Rooms, Edie Cohen, Rockport                      |
| 12. Home Management and Housekeeping   | S.R Sharma & Vijay Kaushik, Anmol Publications  |
| 13. Ideas for Great Window Treatments  | Christine Barnes, Sunset Publishing   |
| 14. Managing Housekeeping Operations   | Michael M Kappa   |
| 15. Period Furniture, Furniture Traditional<br>Collections, Idea Books Rugs and Carpets<br>of the World, Ian Bennett, Greenwich<br>Successful Restaurant Design, | Regina S Baraban & Joseph F Durocher, VNR<br>20 <sup>th</sup> Century Furniture, Fiona Keith Baker, Carlton |
| 16. Classical Furniture, Furniture Traditional<br>Collections  | Idea Books  |

## 7.3 HOTEL COSTING

**THEORY** **40 HRS**

**MODULE 1: COST CONCEPTS** **08 HRS**

- 1.1 Introduction–importance- advantages and disadvantages of costing
- 1.2 Elements of cost
- 1.3 Types of cost
- 1.4 Elements of profit
- 1.5 Food cost and its analysis

**MODULE 2: HOTEL COST SHEET** **08 HRS**

- 2.1 Hotel Cost Sheet- Food Cost, After Wages Profit, Net Profit and its percentage on sales
- 2.2 Ingredient Cost Sheet
- 2.3 Cost Control
- 2.4 Cost Control techniques

**MODULE 3: MATERIAL CONTROL** **08 HRS**

- 3.1 Stores Purchase order
- 3.2 Stores control techniques–EOQ, ABC and VED Analysis
- 3.3 Reorder Levels
- 3.4 Stores ledger–LIFO, FIFO and Weighted Average Method

**MODULE 4: BUDGETARY CONTROL** **08 HRS**

- 4.1 Introduction–meaning– definitions of budgets--advantages of budget
- 4.2 Budgetary control - Introduction– meaning – objectives - advantages and Disadvantages-Types of budget.
- 4.3 Exercises on Flexible budget and Cash budget

**MODULE 5: BREAK-EVEN ANALYSIS** **08 HRS**

- 5.1 Introduction–meaning, CVP analysis and its application
- 5.2 Graphical and Mathematical Method for CVP Analysis  
(Exercises on BEP both in unit and sales P/V ratio, margin of safety)

Note: Lines printed with bold are recommended content /Value addition for (Hotel Costing) for the new syllabus 2020 in place of existing syllabus.

### **REFERENCE BOOKS**

- |  |                   |
|--|-------------------|
| 1. Cost and Management Accounting                    | - M.N.Arora       |
| 2. Food and Beverage Costing                         | - Jagmohan Negi   |
| 3. Cost Accounting                                   | - Jain and Narang |
| 4. Hospitality Management Accounting                 | - Coltman         |
| 5. Essentials of Management Accounting               | -I.M.Pandey       |
| 6. Management Accounting in the Hospitality Industry | -Harris, Hazzard  |

## 7.4 (T): COMPUTERS IN HOSPITALITY SERVICES- II

<b>THEORY</b>	<b>40 HRS</b>
<b>MODULE 1: PROPERTY MANAGEMENT SYSTEM INTERFACE</b>	<b>12 HRS</b>
1.1 Point Of Sale Systems	
1.2 Call Accounting Systems/HOBIC interface	
1.3 Electronic Locking Systems	
1.4 Energy Management Systems	
1.5 Automated Guest Operated Devices	
1.6 Digital Marketing Trends –Reservation	
<b>MODULE 2: FOOD AND BEVERAGE APPLICATIONS – SERVICE</b>	<b>14 HRS</b>
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	
2.6 Automated Beverage Control Systems	
2.7 Robotics in Hospitality	
<b>MODULE 3: FOOD AND BEVERAGE MANAGEMENT APPLICATIONS</b>	<b>14 HRS</b>
3.1 Recipe Management & Sales Analysis	
3.2 Excel Spreadsheet in PMS-II	
3.3 Menu Management	
3.4 Integrated Food Service Software	
3.5 NFC Technology	
3.6 Management Reports from Automated Beverage System	

Note: Lines printed with bold are (Module 1,2 & 3)recommended content /Value addition (Computer Hospitality Services) for the new syllabus 2020 in place of existing syllabus.

## 7.4 (P): COMPUTERS IN HOSPITALITY SERVICES- II **30 HRS**

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

<b>WEEK 1-5</b>	Point of Sale Module <ul style="list-style-type: none"><li>• Identification of POS Icons</li><li>• Table selection</li><li>• Order Entry</li><li>• Table Transfer</li><li>• Modify Order</li><li>• Split and Settle Bill</li></ul>
<b>WEEK 6</b>	Generation of POS Reports
<b>WEEK 7-8</b>	Revision of Front Office Module
<b>WEEK 9</b>	Banquet & Conferencing Module- Banquet Function Prospectus
<b>WEEK 10</b>	Glossaries 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**
- E. Assignment on any 3 recent trends with respect to technology/computers in hospitality industry**
- 5 Marks**

### **REFERENCE BOOKS**

- |   |                                       |
|---|---------------------------------------|
| 1. Hospitality Industry Computer Systems          | – Michael L Kasavana, John J Cahill   |
| 2. Managing Computers in the Hospitality Industry | –Michael L. Kasavana , John J. Cahill |
| 3. Using Computers in Hospitality                 | – Peter O’Connor                      |

## **7.5 HOSPITALITY LAW**

**THEORY** **40 HRS**

**MODULE 1: THE INDIAN CONTRACT ACT:** **05 HRS**

- 1.1 Definition of Contract – essential elements of a valid contract – classification of contracts  
voidable contract – void contract – illegal agreement – express contract –implied contract  
executed contract – executable contract – warranties
- 1.2. Contractual relationship: Advance Booking/ hotel reservation – terms and conditions –  
laws relating to registration of guest – Infectious diseases – Hotel Register – Guests in  
residence – Death at the hotels – Guests causing disturbance – Property lost and found  
Animal – Price display – Overbooking – Breach of contract – Registered letters –  
Damage to property – service charge – Settlement of payments – Guests who have left.

**MODULE 2: HOTEL LICENSES AND PERMITS** **04 HRS**

- 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  
copyright

**MODULE 3: FOOD LEGISLATION:****04 HRS**

- 3.1. Prevention of Food Adulteration Act: – Objectives – definition - Adulterated and Misbranded Food - Provisions- Appointment and Powers of Food Inspector under the act - procedure for taking a sample

**MODULE 4: INDUSTRIAL AND COMMERCIAL LEGISLATION****20 HRS**

- 4.1. The Provident fund and miscellaneous provision Acts 1952, The Payment of Gratuity Act 1972  
4.2. Factories Act-  
4.3. Industrial Disputes Act- Payment of wages Act, Payment of Bonus Act  
4.4. Workmen's Compensation Act  
4.5. Trade Union Act  
(Each act to be discussed in brief with particular reference to hotel industry)  
4.6. Shops and establishment act -Introduction – definitions – adult – family – commercial establishments – employer – employee exemption – registration – daily and weekly working hours – overtime – annual leave with wages.  
4.7. Service Tax- Corporate Tax FEMA-Customs-RBI guidelines  
4.8. GST-Introduction, Salient Features, Implication for Hospitality Industry

**MODULE 5: THE GUEST AND THE HOTEL****04 HRS**

- 5.1. Hotel owners, managers and the law – Legal distinctions between hotel or motel and boarding house – Occupant and a guest – A case of damages – Provision of accommodation – Refusal of accommodation – Provision of food and beverages – Provisions for safety of guests – The guest in residence – Hotel's responsibility for guest's property – The rights of a hotelier – Property deposited for safe custody – Negligence – Hotel's right of lien on goods – Bailment

**MODULE 6: CONSUMER PROTECTION ACT****03 HRS**

- 6.1. Definitions - Consumer protection councils - procedure for redressal of grievances.

**REFERENCE BOOKS**

- |   |                 |
|---|-----------------|
| 1. Hotel and Tourism Laws                 | Dr.JagmohanNegi |
| 2. Mercantile Law                         | N.D. Kapoor     |
| 3. Mercantile Law                         | S.P. Iyengar    |
| 4. Principles of Business Law             | Aswathappa. K   |
| 5. Business Law                           | M.C.Kuchal      |
| 6. Bare Acts of respective Legislation.   |                 |
| 7. Karnataka Shops and Establishment Act. |                 |

**SDC: ENTREPRENEURSHIP**

**EIGHTH SEMESTER**  
**8.1: ALLIED HOSPITALITY MANAGEMENT**

<b>THEORY</b>	<b>40 HRS</b>
<b>MODULE 1: RETAIL MANAGEMENT</b>	<b>06 HRS</b>
1.1 The Retail Environment	
1.2 Retail Operations, Systems & Inventory	
1.3 Retail Advertising and Promotion	
1.4 Retail Supply Chain Management	
<b>MODULE 2: FACILITIES MANAGEMENT</b>	<b>08 HRS</b>
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	
<b>MODULE 3: EVENT MANAGEMENT</b>	<b>06 HRS</b>
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	
<b>MODULE 4: MICE</b>	<b>06 HRS</b>
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	
<b>MODULE 5: ONLINE FOOD SERVICE STARTUP BUSINESS</b>	<b>06 HRS</b>
5.1 Introduction, Steps To Follow to Start Online Food Delivery Business,	
5.2 Advantages and disadvantages, operations in Swiggy, Food panda, Zomato,	
5.3 Fresh menu and Uber .	
<b>MODULE 6: ALTERNATIVE LODGING INDUSTRY MANAGEMENT</b>	<b>08 HRS</b>
6.1 Luxury Trains	
6.2 Cruise liners	
6.3 Houseboats	
6.4 Home stays	
6.5 Serviced apartments	
6.6 Resort and theme park management –Types, Marketing, Staffing, Franchisee/ Group/Ownership	

**REFERENCE BOOKS**

- |  |                                   |
|--|-----------------------------------|
| 1. Coleman, Lee &Frankle (1991),<br>Powerhouse Conferences.            | Educational Institute of AH & MA. |
| 2. Hoyle, Dorf& Jones (1995), Meaning<br>conventions & Group business. | Educational institute of AH & MA. |

## 8.2: FINANCIAL MANAGEMENT IN HOTELS

<b>THEORY</b>	<b>40 HRS</b>
<b>MODULE 1: FINANCIAL MANAGEMENT</b>	<b>04 HRS</b>
1.1 Meaning of Finance	
1.2 Finance function	
1.3 Aims of finance function	
1.4 Meaning and definition of Financial Management	
1.5 Goals of financial management	
1.6 Scope of financial management	
1.7 Functions of financial management	
<b>MODULE 2: FINANCING DECISIONS</b>	<b>10 HRS</b>
2.1 Meaning of Capital Structure and Stock Market	
2.2 Patterns of capital structure-Equity Shares, Preferential Share and Debentures	
2.3 Cost of Capital and its calculation	
2.4 Features of capital structure	
2.5 Factors influencing capital Structure	
2.6 EBIT, EBT and EPS analysis	
2.7 Leverage- Meaning and Importance	
2.8 Leverage problems (simple problems and no degrees)	
<b>MODULE 3: INVESTMENT DECISIONS</b>	<b>10 HRS</b>
3.1 Capital budgeting- Meaning and Advantages	
3.2 Significance of techniques of evaluation of investment proposals- Discount Method and Non-Discount Method	
3.3 Payback period method, Return on investment method and Net present value method	
<b>MODULE 4: RATIO ANALYSIS AND ITS INTERPRETATION</b>	<b>10 HRS</b>
4.1 Introduction and Meaning	
4.2 Objectives - Tools and Techniques for Financial Analysis	
4.3 Ratio- Liquidity Ratios, Solvency Ratios, Turnover Ratios, Profitability Ratios, Activity Ratios	
<b>MODULE 5: CASH FLOW STATEMENT</b>	<b>06 HRS</b>
5.1 Meaning, Objectives, Advantages, Limitations	
5.2 Preparation of Cash Flows from Operation	
5.3 Preparation of Cash flow statement	

### **REFERENCE BOOKS**

- |                            |                       |
|----------------------------|-----------------------|
| 1. S.N Maheshwari,         | Financial Management. |
| 2. Khan and Jain           | Financial Management. |
| 3. Sharma and Sashi Gupta, | Financial Management. |
| 4. I.M Pandey,             | Financial Management. |
| 5. James C. Vanhorne       | Financial Management  |
| 6. Prasanna Chandra,       | Financial Management. |
| 7. PN Reddy & Appanaiah    | Financial Management  |

### 8.3.1 – PROFESSIONAL ELECTIVE – I

#### FOOD AND BEVERAGE MANAGEMENT F & B PRODUCTION (MAJOR) AND F & B SERVICE (MINOR)

**PRACTICAL SYLLABUS**

**80 HRS**

**EXAMINATION PATTERN**

**170 MARKS**

**(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:**

<b>ORAL</b>	<b>20 MARKS</b>
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**The Viva could be split as follows**

- Viva questions comprising of all topics in the subjects (both F & B Production 80% and F & B Service (20%) concerned. **10 Marks**
- Case study and situation handling ( involving F & B Production & F & B Service) **10 Marks**

<b>MAJOR: F&amp;B PRODUCTION</b>	<b>70 MARKS</b>
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- **F & B Production:** The student makes an a 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 a 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.

<b>MINOR: F&amp;B SERVICE</b>	<b>30 MARKS</b>
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- **F & B Service:** The testing are as follows keeping in mind its usefulness in F & B Service **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.

**8.3.1 – PROFESSIONAL ELECTIVE – 1: FOOD AND BEVERAGE MANAGEMENT  
F & B SERVICE (MAJOR) AND F & B PRODUCTION (MINOR)**

**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)

**Week 1-2 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.

**Week 3-4 Coffee Shop:** Preparation of a duty chart (in different capacities, shifts...etc..as given by the external examiner.

**Week 5 Bar:** Preparation of one innovative cocktail and mocktail, mentioned in the beverage Menu card compiled during the study.

**Week 6 Banquet:** Filling up of a BFP on a situation provided by the external examiner.

**Week 7 In Room Dining:** Tray setup of a meal / amenity as informed by the external examiner.

**Week 8** Order taking (before preparation) and Table accessorizing

**Week 9** Beverage selection & mock service

**Week 10.** Billing and presenting

**F & B PRODUCTION (MINOR)**

**30 Marks**

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

- Papaya boat                      Caesar salad
- Waldrof salad                      Russian salad
- BLT Sandwich                      Club Sandwich
- Pasta Carbonera                      Pasta Napolitaine
- CerisesJubile                      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.

### **8.3.2: PROFESSIONAL ELECTIVE- II ACCOMMODATIONS MANAGEMENT**

#### **FRONT OFFICE (MAJOR) & HOUSEKEEPING (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.

EXTERNAL EXAMINER	Viva	20 Marks
	Practical Major	70 Marks
	Practical Minor	30 Marks
INTERNAL EXAMINER	Practical	50 Marks
	<b>TOTAL</b>	<b>170 Marks</b>

<b>EXTERNAL EXAMINER-</b>	<b>20+100 Marks</b>
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- A. VIVA-** Questions comprising of all topics in Front Office (1<sup>st</sup>, 3<sup>rd</sup>& 4<sup>th</sup> 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

<b>INTERNAL EXAMINER</b>	<b>50 Marks</b>
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**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

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

<b>EXTERNAL EXAMINER</b>	<b>Viva</b>	<b>20 Marks</b>
	<b>Practical Major</b>	<b>70 Marks</b>
	<b>Practical Minor</b>	<b>30 Marks</b>
<b>INTERNAL EXAMINER</b>	<b>Practical</b>	<b>50 Marks</b>
	<b>TOTAL</b>	<b>170 Marks</b>

<b>EXTERNAL EXAMINER-</b>	<b>20+100 Marks</b>
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#### PRACTICAL EXAMINATION FOR VIII SEM EXTERNAL EXAMINER

**A. Viva: 20 Marks**

**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.

<b>INTERNAL EXAMINER</b>
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<b>50 MARKS</b>
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- **Duty Rota**

**10 Marks**

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.

- **Journal**

**10 Marks**

The student is required to present a neat, certified journal containing the entire practical done during the semester.

- **Report On A Visit To A Hotel/Commercial Laundry**

**10 Marks**

The report should be handwritten and have pictures. It should be minimum 10 pages.

- **Occupancy Calculation**

**10 Marks**

One problem to be given by the internal examiner.

- **Assignment**

**10 Marks**

Assignment on any front office topic, handwritten, accompanied by pictures, minimum 10 pages.

**REFERENCE BOOKS**

- |   |   |
|---|---|
| 1. Hotel Housekeeping                             | A Training Manual, Sudhir Andrews, Tata McGraw Hill       |
| 2. Managing Housekeeping Operations               | Kappa, Nitschike, Shappert, EI, AHLA                      |
| 3. Hotel Housekeeping Operations and Management   | G. Raghubalan, SmriteeRaghubalan, Oxford University Press |
| 4. Hotel, hostel and hospital house keeping,      | Branson and Lennox  |
| 5. The Professional Housekeeper                   | Schneider, Tucker and Scoviak                             |
| 6. Housekeeping Operations, Design and Management | Malini Singh, Jaya B George, Jaico Publishers             |
| 7. Interior Design and Decoration                 | P. Seetharaman and ParveenPannu, CBS Publishers           |

## 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

LIST OF CONTENTS OF THE PROJECT REPORT		
Chapter I	Introduction	10
Chapter II	Scope, Objective, Methodology, and limitation of the project	
Chapter III	Information of place and site	
<b>PART A- A MARKET FEASIBILITY</b>		<b>25</b>
Chapter IV	Demand quantification.	
Chapter V	Technical details of proposed project	
Chapter VI	Recommended market mix	
Chapter VII	Conclusion	
<b>PART B- FINANCIAL VIABILITY</b>		<b>40</b>
Chapter VIII	Introduction to financial aspect of the proposed project.	
Chapter IX	Cost of the project (Introduction to fixed assets and capital costs)	
Chapter X	Manpower requirement and cost	
Chapter XI	Sales revenue	
Chapter XII	Operational expenses	
Chapter XIII	Working capital requirement	
Chapter XIV	Financing the project	
Chapter XV	Profitability statement	
Chapter XVI	Cash flow statement	
Chapter XVII	Break even analysis and debt service ratio	
Chapter XVIII	Coverage ratio	
Chapter XIX	Ratio analysis	
Conclusion		
Bibliography		
Annexures and Exhibits		
<b>TOTAL</b>		<b>75*</b>

#### 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

- Duly signed personal copy of the project
- Examination Hall ticket
- College Identity Card
- 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.