

**Revised Course Structure of : Bsc Hotel Management & Catering Science (2011-12 onwards)**

Sem.	Subject Code	Part	Course	Subject Title	Hrs/Week	Credit	Int. Marks	Ext. Marks	Marks
<b>I</b>	11U1LT1/ LA1 / LH1/LU1/LF1	I	Language-I	French Rudimentary Invitation / Basic Arabic	6	3	25	75	100
	11 U1LE1	II	English-I	English for Communication -I	6	3	25	75	100
	11 UHM1301	III	Allied-I	Food and Beverage Service I - Theory	5	3	25	75	100
	11 UHM1401	III	Core-I	Food Production I - Theory	6	5	25	75	100
	11 UHM1402P	III	Core-II	Food and Beverage Service I - Practical	5	4	40	60	100
	11 U 19	IV	EVS	Environmental Studies	2	2	25	75	100
<b>Total</b>					<b>30</b>	<b>20</b>	<b>165</b>	<b>435</b>	<b>600</b>
<b>II</b>	11U2LT2/ LA2 / LH2/LU2/LF2	I	Language-II	French Stylistics and linguistics / Prose and Grammar (Arabic)	6	3	25	75	100
	11 U2LE2	II	English -II	English for Communication-II	6	3	25	75	100
	11 UHM2302	III	Allied-II	Front office and Accommodation Operations-I Theory	5	3	25	75	100
	11 UHM2303P	III	Allied-III	Front Office and Accommodation Operations-I Practical	5	4	40	60	100
	11 UHM2403P	III	Core-III	Food Production-I Practical (Indian )	6	4	40	60	100
	11 UHM2601	IV	Non major elective -I	Basic Food Production	2	2	25	75	100
<b>Total</b>					<b>30</b>	<b>19</b>	<b>180</b>	<b>420</b>	<b>600</b>
<b>III</b>	11U3LT3/ LA3 / LH3/LU3/LF3	I	Language-III	French Culture and Civilization / Classical Prose	6	3	25	75	100
	11 U3LE3	II	English-III	Poetry and Drama	6	3	25	75	100
	11 UHM3304	III	Allied-IV	Food and Beverage service II - Theory	5	3	25	75	100
	11 UHM3404	III	Core-IV	Food Production II - Theory	5	4	25	75	100
	11 UHM3405P	III	Core-V	Food Production II - Practical (Continental)	4	4	40	60	100
	11 U 310	IV	Value Education	Value Education	2	2	25	75	100
	11 UHM3602	IV	Non Major Elective-II	Basic Baking	2	2	25	75	100
<b>Total</b>					<b>30</b>	<b>21</b>	<b>190</b>	<b>510</b>	<b>700</b>
<b>IV</b>	11U4LT4/ LA4 / LH4/LU4/LF4	I	Language-IV	Higher Level French / Arabic for Competitive Examination	6	3	25	75	100
	11 U4LE4	II	English-IV	English for Competitive Examinations	6	3	25	75	100
	11 UHM4305	III	Allied-V	Front Office and Accommodation Operations II - Theory	5	3	25	75	100
	11 UHM4306P	III	Allied-VI	Front Office and Accommodation Operations II - Practical	5	4	40	60	100
	11 UHM4406P	III	Core-VI	Food Production III - Practical (International)	4	4	40	60	100
	11 UHM4701	IV	Skill Based Elective-I	Soft Skills	4	4	25	75	100
	11 U 411	V	Extension	NSS, NCC ,YRC, etc	-	1	-	-	-
<b>Total</b>					<b>30</b>	<b>22</b>	<b>180</b>	<b>420</b>	<b>600</b>
<b>V</b>	11 UHM5407P	III	Core-VII	Advanced Computer Applications - Practical	6	5	40	60	100
	11 UHM5408	III	Core-VIII	Bakery and Confectionery - Theory	5	5	25	75	100
	11 UHM5409	III	Core-IX	Travel and Tourism	5	5	25	75	100
	11 UHM5410	III	Core-X	Allied Hospitality Services	5	5	25	75	100
	11 UHM5501	III	Major Based Elective-I	Food Safety and Nutrition	5	5	25	75	100
	11 UHM5702	IV	Skill based Elective-II	Basic Computer Applications - Theory	4	4	25	75	100
<b>Total</b>					<b>30</b>	<b>29</b>	<b>165</b>	<b>435</b>	<b>600</b>
<b>VI</b>	11 UHM6411P	III	Core-XI	Bakery and Confectionery- Practical	5	5	40	60	100
	11 UHM6412	III	Core-XII	Facility Management	5	5	25	75	100
	11 UHM6413	III	Core-XIII	Hotel Law	6	5	25	75	100
	11 UHM6502	III	Major Based Elective-II	Hospitality Marketing	5	5	25	75	100
	11 UHM6503	III	Major Based Elective-III	Human Resource Management	4	4	25	75	100
	11 UHM6703	IV	Skill based Elective-III	Hotel Accounts	4	4	25	75	100
		V	Gender Studies	Gender Studies	1	1	25	75	100
<b>Total</b>					<b>30</b>	<b>29</b>	<b>190</b>	<b>510</b>	<b>700</b>

<b>Grand total</b>	<b>180</b>	<b>140</b>	<b>1070</b>	<b>2730</b>	<b>3800</b>
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**JAMAL MOHAMED COLLEGE (AUTONOMOUS)**

**TIRUCHIRAPPALLI-20**

**Revised Syllabus of Bsc - Hotel Management & Catering Science**

**(for the students admitted from 2011-12)**

**I - SEMESTER**

**PART – I      LANGUAGE – I                      HOTEL FRENCH – I**

**SUBJECT CODE : 11 U 1 LF1      HOURS PER WEEK : 6                      CREDIT : 3**

**Part – I      A LA RECEPTION**

**GRAMMAR**

- Pre'sent du verbe etre et avoir et des verbes regfuliers : verbes en 'er' , 'ir'
- Articles de'finis et inde'finis
- Articles contracte's, Articles partitifs
- Interrogation avec Est\_ce\_que
- Ne'gation

**VIVA**

Refer to Le Nouveau Sans Frontie'res

Salutations et pre'sentations ( Ref to page 11,48)

1. Comment saluer
2. Comment interroger
3. Comment s'excuser

Professions et Nationalite's ( Ref to Page 10, 12)

Les jours de la Semaine

Les Mois de L'anne'e

Nombres

Quelle heure est-il ? (Ref to Page 34)

**PART-II ENGLISH – I**  
**ENGLISH FOR COMMUNICATION – I**

**SUBJECT CODE : 11 U 1 LE1**

**HOURS PER WEEK : 6**

**CREDIT : 3**

**Unit - I**

M.K. Gandhi - A Faith on Trial  
E . F. Row & P.C. Wren - The Five Kinds of Workers

**Unit- II**

A.G. Gardiner - All About a Dog  
J . C. Hill - Good Manners

**Unit - III**

Stephen Leacock - The Awful Fate  
J.B.S. Haldane - What is Life?

**Unit -IV**

- Tenses + Voices

**Unit - V**

- (i) Articles & Prepositions  
(ii) Reported Speech

**Reference**

Panorama of Prose – ed. T. Misra, S.Chand & Co.,Rs 50/-

## **PART-III**

### **ALLIED –I      FOOD AND BEVERAGE SERVICE THEORY – I**

**SUBJECT CODE : 11 UHM1301      HOURS PER WEEK : 5      CREDIT : 3**

#### **UNIT-I**

- Introduction to Hotel – Origin and development of Hotel industry- Present status of Hotel industry in India.
- Job opportunities in Hospitality and Tourism sectors
- Classification of Catering establishments –Commercial & Welfare catering operations - Hotels, Motels, Restaurants, Private hospitals, Resorts, ,Fast food centers , Airlines, Rail, Sea Catering and Industrial catering services.
- Different F& B Service outlets in Hotel
- Staff Hierarchy of the various F & B Service outlets, their duties and responsibilities
- Personal Hygiene and Attributes needed for Food and Beverage Service Personnel.
- Basic Principles of Psychology to understand -
  - Guest’s behaviour and immediate requirements
  - Management’s expectations.

#### **UNIT-II**

- Classification of Service Equipments with Brand names  
Furniture-Linen-Crockery-Flatware-Cutlery-Hollowware-Glassware-Disposable-  
Chaffing dishes-Side Board.
- Stewarding - Role of Stewarding
- Restaurant Pantry or Still Room – Layout & Equipment & Use.
- Silver Room or Plate Room – Layout & Equipment & Use.
- Hot Section – Layout & Equipment & use
- Mis- en-scene & Mis-en-place (definition & procedure)- Preparation of Sideboards

#### **UNIT-III**

- Menu -Definition -Types of Menu
- Menu Compiling – Considerations & Constraints
- French Classical Menu -Compiling with Accompaniments and Garnishes

- Laying covers for different meals & menus (laying, relaying table cloths & serviette folds), and Table Clearance procedures
- Rules and procedure for serving a meal
- Latest concepts of service

#### **UNIT-IV**

- Methods of service
  - French, American, English, Russian, Indian Thali and Leaf Service
- Rule for waiting at a table- table manners
- Sequence of service- Breakfast- Brunch-Lunch-Afternoon Tea -Hightea-Dinner-Supper.
- Classification of beverages
- Classification of non-alcoholic beverages
  - Stimulating – Coffee, Tea, Cocoa
  - Refreshing – Aerated, Non-Aerated (Fresh Juices)
  - Nourishing – Milk & Malt beverages

#### **UNIT-V**

- K.O.T- manual & computerized - Uses and flow chart of KOT
- Cash & Credit handling
- Making Bill – Manual, Computerized
- Dealing with guest complaints
- Maintenance of Restaurant furnitures

## **PART-III**

### **CORE –I      FOOD PRODUCTION THEORY –I**

**SUBJECT CODE : 11 UHM 1401      HOURS PER WEEK : 6      CREDIT : 5**

#### **UNIT –I**

- Introduction to culinary arts.
- Aims & Objectives of cooking food
- Personal hygiene – Food safety standards for employees, controlling Infectious diseases- prevention of cross contamination.
- Kitchen Hygiene – Standard sanitation operation procedures, cutting board sanitation, colour coding of boards, equipment sanitation, dish washing machine, triple sink method of washing, vegetable disinfections with chlorine, storage-dry and wet, FIFO, Date coding, use of thermometers, calibrating and various types.
- Introduction to HACCP- importance- temperature standards – Cold storage, Deep freezer, temperature danger zone, Thawing – safe ways, blanching, reheating and cooling, holding temperature and record keeping.
- Halal- Definition-Principles-Uses and advantages, Importance of Halal in Catering.

#### **UNIT-II**

- Hierarchy & Kitchen staff
- Kitchen Layout – Definition, Types, advantages and specifications.
- General Layout of Kitchen in small, medium and large Hotel
- Different Equipment used in Production – Light, Medium, Heavy
- Safety procedure in handling Equipment.

#### **Effect Of Cooking On Different Nutrient**

- Proteins.-Carbohydrates-Fats-Vitamins-Minerals

#### **UNIT-III**

#### **VARIOUS METHODS OF COOKING FOOD**

- Dry heat.
- Moist heat.
- Oil as Medium with examples.
- Micro wave

#### **CHARACTERISTICS OF RAW MATERIALS**

- Salt
- Sugar
- Liquid
- Fats & Oils
- Egg

**Vegetable and fruits-** classification, pigments, and colour present on them, effect of heat on vegetables, and cuts of vegetables.

#### **UNIT-IV**

##### **Principles of foundation cooking**

- Stocks-Definition -Types -Preparation of stock-Recipes-Storage of stock-Uses of stock

##### **Liaison**

- Roux-Cream-Egg Yolk-Beurre manie-Farinaceous products

**Soups-** Classification with examples.

**Sauces-** Classification - Recipes for mother sauces - Derivatives – 2 examples in each - Classification, Components

##### **Selection, classification, cuts & uses of**

- Vegetable
- Fish
- Meat (Lamb, Veal and Beef)
- Poultry

#### **UNIT-V**

- Classical Indian national cookery- North, East, South and West
- Spices and condiments used in Indian cookery- Indian masalas- preparations
- Thickening agents
- Basic Gravies
- Accompaniments & Garnishes – Definition and 10 examples in each.



# **I - SEMESTER**

## **PART-III**

### **CORE-II FOOD & BEVERAGE SERVICE PRACTICAL- I**

**SUBJECT CODE : 11 UHM 1402 P HOURS PER WEEK : 5 CREDIT : 4**

1. Familiarisation and handling of Equipment's
2. Drawing of various types of spoons, Forks, Sugar pot, Coffee pot, Tea pot, and other small equipment's
3. Methods of cleaning and upkeep of silver, polishing methods silvo, Burnishing
4. Arrangements of side board
5. Laying & relaying of table cloth
6. Laying up of table for various meals and menus
7. Different type of Napkin Folding
8. Receiving the guest (Procedures)
9. Taking orders
10. Silver service & Clearance course by course
11. Service of Non-Alcoholic beverages
12. Presenting & Settling of bills (Cash & Credit)
13. Arrangement and handling of Room Service Trays.
14. Frilling

## **PART-IV**

### **ENVIRONMENTAL STUDIES**

**SUBJECT CODE : 11 U 19 HOURS PER WEEK : 2 CREDIT : 2**

**A common syllabus is followed by all UG Programmes**

## **II - SEMESTER**

### **Part- I Language – II HOTEL FRENCH – II**

**SUBJECT CODE : 11 U 2 LF2      HOURS PER WEEK : 6      CREDIT : 3**

#### **PART – 2**

#### **AU RESTAURANT**

Parallel grammar course and vocabulary from the text Le Nouveau sans frontières and French for Hotel Management and Tourism Industry

#### **GRAMMER**

- Pre'sent de verbes aller, venire, faire, partire, sortir, pouvoir vouloir
- Interrogation : qui , que, quand, ou
- Les pronoms relatifs simples : qui, que, quand, ou'
- Les pronoms toniques : moi, toi etc
- Le passe' compose', l'imparfait
- Les adjectives possessifs
- La conjugaison pronominale

#### **VIVA**

Refer to Le Nouveau sans Frontieres

Les monuments de France, de Votre pays (Ref to Page 13,55)

Les villes touristiques en France, de votre pays ( Ref to Page 52)

Les vetements et la mode (Ref to page 66)

Nourriture et repas (Ref to Page 69)

1. Les plats francais et les plats de votre pays
2. Comment preparer un plat

Les Couleurs ( Ref to Page 82)

## **Part- II ENGLISH-II**

### **ENGLISH FOR COMMUNICATION – II**

**SUBJECT CODE : 11 U 2 LE2**

**HOURS PER WEEK : 6**

**CREDIT : 3**

#### **Unit 1**

Nathaniel Hawthorne - The Golden Touch  
Oscar Wilde - The Selfish Giant

#### **Unit 2**

R.K. Narayan - Sweets for Angels  
Jawaharlal Nehru - At Harrow and Cambridge

#### **Unit 3**

George Bernard Shaw - How I Became a Public Speaker  
A.G.Gardiner - On the Rule of the Road

#### **Unit 4**

- Concord , Degrees of Comparison,  
Verbs – Ordinary Verbs , auxiliary verbs, Question Tag.

#### **Unit 5**

- Transformation of Sentences, Synthesis of Sentences .

#### **Reference**

Text : An Anthology of Popular Essays and Poems  
Ed. A.G. Xavier – Rs. 32.75/- Macmillan

## **PART-III**

### **Allied-II FRONT OFFICE & ACCOMMODATION OPERATION THEORY – I**

**SUBJECT CODE : 11 UHM 2302**

**HOURS PER WEEK : 5**

**CREDIT : 3**

#### **UNIT-I FRONT OFFICE**

- Classification of Hotels
- Introduction to Front office- Definition
- Lay-out of Front office department
- Sections of Front office (Reservation, Reception, Information, Cash and Telephones)
- Organizational structure of Front office department
- Duties and responsibilities of Front office personnel
- Qualities needed for Front office staff
- Job description of Front office assistants

#### **UNIT-II**

- Reservation systems and procedures
- Guest Registration procedures
- Check-in of new arrivals
- Check out and settlement of accounts
- Other front office activities  
Bell desk-Paging-Telephone- Information- Lobby- GRE-Front office cashier
- Front office terminologies

#### **UNIT-III**

- Types of rooms & configuration of rooms
- Room tariffs and basis to construct the tariffs
- Inter departmental relationship
- Front office salesmanship

#### **UNIT-IV**

##### **HOUSEKEEPING**

- Lay-out of Housekeeping Department
- Organizational structure of Housekeeping department
- Job description of Housekeeping personnel
- Classification of cleaning equipments and agents
- Operational areas of housekeeping department
  1. Guest floor operation
  2. Public area operation
- Sequence of housekeeping functions
  1. Weekly cleaning
  2. Spring cleaning
  3. Daily cleaning

## **UNIT-V**

- Key handling procedures
- Wake-up call procedures
- Procedure for Left luggage and safety locker facility
- Lost and found procedures
- Registers maintained in FO&HK departments
- Safety and security
  - Key Controls, Room key Security system
  - Emergency Procedures (Medical, Robbery, Fire, suicide, Death, Bomb threat, Riot)

## **PART-III**

### **ALLIED-III FRONT OFFICE & ACCOMMODATION OPERATION**

#### **PRACTICAL-I**

**SUBJECT CODE : 11 UHM 2303 P    HOURS PER WEEK : 5    CREDIT : 4**

### **OBJECTIVE :**

To help the student to achieve an in depth Knowledge of

- Taking Bookings.
- Receiving and registering the Guest.
- Baggage handling procedures
- Front office cashiering procedure.
- To familiarize the students with the actual working procedures
- To know to handle all types of cleaning equipment's and material correctly
- To help prepare work procedures and job procedures
- To be familiar with cleaning of various surfaces
- Handling Enquiries
- Handling Guest Requests
- Knowledge of the City and surrounds
- Knowledge of the Innovative Developments in the Hotel Industry.
- Knowledge of Tariff
  - Basis of charging, Rack Rates.
  - Tariff fixation.
  - Rates offered
- Maintain and Use of the Guest Information Directory.
- Using the guest History System,
- Taking Messages
- Knowledge of Source Modes and types of Reservation
- Processing a reservation
  - Non Automated Reservation
  - Fully Automated Reservation

- Confirming a reservation
- Cancellation and amendments.
- Pre registration activity.
- Preparation of Arrival and Departure Lists
- Receiving Guests
- Guest registration Procedures (F.I.T., Groups. V.I.P, V.V.I.P)
- Knowledge of;
- In-Room Check in
- Self Check in
- Registration records and procedures
- Concierge:
- Responding to questions about service and events
- Making Booking (Airlines, Bus, Train, Theatres etc.,)
- Bell Desk
- Errand cards
- Handing Gusts Baggage
- Handling left luggage (Procedure and records maintaining)
- Valet Service
- Valet Parking (Procedure and Record maintaining)
- Cashiering
- Guest departure procedure
- Encashing foreign currency, Travelers Cheque
- Handling debit and Credit Cards
- Safety locker (Procedure and record maintained)

### **ACCOMMODATION OPERATION (PRACTICAL)**

1. Identification of cleaning tools and cleaning agents
2. cleaning
  - 2.1 Dusting
  - 2.2 Sweeping
  - 2.3 Mopping
  - 2.4 Scrubbing
  - 2.5 Polishing (Metal, floor, wood)
  - 2.6 Vacuuming
  - 2.7 Spot cleaning
3. Organizing cleaning
  - 3.1 working individually
  - 3.2 working in teams
  - 3.3 working in groups
4. Cleaning frequencies
  - 4.1 Daily cleaning
  - 4.2 Weekly cleaning
  - 4.3 Periodic cleaning
5. Cleaning of various services  
Metal – Brass, Stainless steel, chrome, ceramic, earthen ware, porcelain, glass, plastic, laminates, wooden furniture, upholstered surface, floor surfaces.
6. Guest room cleaning

- 6.1 Bed making – Morning attention, evening attention
- 6.2 Room cleaning
- 6.3 Bath room cleaning
- 6.4 Room inspection
- 7. Public area cleaning
  - 7.1 Lobby, reception, corridor, stair case, dining hall
- 8. First Aid procedure
- 9. Fire prevention procedure
- 10. Preparing Housekeeping register and reports

### **REFERENCE BOOKS**

1. Book : HOTEL FRONT OFFICE MANAGEMENT  
 Author : JAMES A. BARDI  
 Publisher : JOHN WILEY & SONS, INC  
 Year : II Edition – 1996, III Edition - 2003
  
2. Book : BASIS HOTEL FRONT OFFICE PROCEDURES  
 Author : PETER RENNER  
 Publisher : VAN NOSTRAND REINHOLD – NEW YORK  
 Year : 1994
  
3. Book : THE CONCIERGE KEY TO HOSPITALITY  
 Publisher : JOHN WILEY & SONS, INC  
 Year : 1992
  
4. Book : FRONT OFFICE OPERATIONS  
 Author : COLIN DIX & CHRIS BAIRD  
 Publisher : LONGMAN  
 Year : 1998
  
5. Book : PRINCIPLES OF HOTEL FRONT OFFICE  
 OPERATIONS  
 Author : Casell  
 Publisher : Sue Baker, Pam Bradley & Jeremy Huyson  
 Year : 1994
  
6. Book : FRONT OFFICE OPERATIONS & MANAGEMENT  
 Author : AHMED ISMAIL  
 Publisher : THOMSON DELMAR  
 Year : 2002
  
7. Book : FRONT OFFICE MANAGEMENT  
 Author : S.K. BHATNAGAR  
 Publisher : FRANK BROS & CO.  
 Year : 2005

HOTEL, HOSTEL AND HOSPITAL HOUSE KEEPING  
 (Book Power Publications) -By Joan Branson & Lennox

## **PART-III**

### **CORE-III FOOD PRODUCTION PRACTICAL –I [INDIAN]**

**SUBJECT CODE : 11 UHM 2403 P    HOURS PER WEEK : 6    CREDIT : 4**

Identification of Kitchen equipment small and large.

Identification of Raw Materials, (Spices, Vegetables, Fruits, Herbs, Fish, etc)

#### **Demonstration**

- Cuts of vegetable, fish and poultry
- Preparation of stocks and sauces
- Preparation of gravies

#### **Practicals**

- Soups – 7 Varieties
  - Salads/ Raitas/ Appetizers- 7 varieties
  - Vegetable preparations – 10 Varieties (Gravies, Fried, Khorma and Masalas)
  - Pulses- 7 Varieties (Dals, Sambar, etc)
  - Rice preparations- 10 Varieties (Pulao, Biryani, Mixed rice)
  - Indian Breads – 10 Varieties (Roti, Puri, Nan, Bhaturas, etc)
  - Fish- 7 Varieties (Fried, Curry, Masala, etc)
  - Chicken- 10 Varieties
  - Mutton/ Beef- 5 Varieties
- Deserts- 12 Varieties ( Indian sweets & Deserts)

### **NON MAJOR ELECTIVE- I**

#### **BASIC FOOD PRODUCTION**

#### **UNIT-I**

Introduction to Culinary Arts  
Aims & Objectives of Cooking  
Personal Hygiene  
Kitchen Hygiene  
HALAL

#### **UNIT-II**

Kitchen Hierarchy of Staff  
Kitchen Layout –Types of Hotel  
Equipments Knowledge of Catering



### **UNIT-III**

Classification Of Raw Materials

(Salt ,Sugar, Liquid ,Thickening Agents, Egg, Herbs, Spices & Condiments.)

Various Cooking Methods

### **UNIT-IV**

Menu Compiling – 5 Course Menu

Accompaniments & Garnishes

### **UNIT-V**

Demonstration & Preparation

(Salads, Soups, Rice Varieties, Gravies, Raithas, Desserts.)

## **III SEMESTER**

### **PART-I LANGUAGE –III HOTEL FRENCH – III**

**SUBJECT CODE : 11 U 3 LF3**      **HOURS PER WEEK : 6**      **CREDIT : 3**

#### **Prescribed text Book:**

Le Francais de l'hotellerie et du tourisme

Part – 3

Dans Les Autres Services

Parallel grammar course and vocabulary from the text le Nouveau sans frontie'res and French for Hotel Management and Tourism Industry.

#### **Grammar**

- Enchainement des ide'es (opposition, cause, conse'quence, but)
- Quelque chose – ne .....rien: Quelqu'un.....ne.....personne
- Pre'sent progressif, future proche, passé; recent
- Pronoms de'monstratifs : celui, celle. Ceux, ceci, cela
- Les pronoms comple'ments d'object direct
- Les pronoms comple'ments d'object indirect

## VIVA

Refer to Le Nouveau sans frontie' res

Description physique d'une personne ( Ref to page 114,130)

Les fe'tes taditionnelles en france et de votre Pays (Ref to page 93)

De'crivez une chose te localisez ( Ref to page 58,59)

Le climat (Ref to page 162)

Les saisons et la te'mperature

La famille (Ref to page 115)

## **PART II      ENGLISH – PAPER III** **POETRY AND DRAMA** ( Subject Code : 11 U3LE3)

**Hrs / Week : 6**

**Credits : 3**

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### **Unit 1 : Poems**

William Wordsworth	-	The Daffodils
John Keats	-	La Belle Dame Sans Merci

### **Unit 2 : Poems**

Lord Tennyson	-	Ulysses
Robert Browning	-	Incident of the French Camp

### **Unit 3 : Poems**

John Masefield	-	Laugh and be Merry
Robert Frost	-	Stopping by Woods on a Snowy Evening

### **Unit 4: One Act Play**

Anton Chekov	-	The Boor
John Galsworthy	-	The Little Man

## Unit 5 : One Act Play

Rupert Brooke	-	Lithuania
Bertolt Brecht	-	The Informer

### PART-III

## ALLIED-IV FOOD & BEVERAGE SERVICE THEORY - II

SUBJECT CODE : 11 UHM 3304    HOURS PER WEEK : 5    CREDIT : 3

### UNIT-I

#### BANQUETS

At the end of this unit, the students will have a knowledge about the Banquet department and its function.

- *Banquet Introduction*
- Organization structure - Layout of a Banquet Department – Duties and responsibilities of each staff.
- *Formal Functions*
- An introduction - Booking and organisation of formal functions to include – facilities offered - Secretariat service, PA system. Audio visual aids. (OHP, Multi media projector, flipcharts, Slide projectors, Kaleidoscope - Tabling seating arrangements, layout, Calculating space for set up of tables, Allotting stations, Addressing & preparing toast and order of service.
- Banquet function prospectus - format and purpose
- Compiling & making special Banquet menus, conference menus and state banquets.
- *Informal Banquets*  
Buffet-cum-sit down and standing buffet (Fork Buffet) Planning for a buffet (High tea/B.F./Lunch Dinner), Planning for a cocktail dinner - staffing – arranging the buffet centre /counters.

Off-premises Catering (Out catering) - Planning of the function (Cooking and service off premises and only service off premises) complications and Specialisation of Off - premises catering to be discussed in detail.

## **UNIT-II**

### **Gueridon Service**

- Gueridon Service - Introduction
- Introduction - Special Equipment's used - Care & Maintenance of equipment - Taking order for Gueridon Service - General points to be remembered while serving from a gueridon - Sequence of service - The Gueridon (lay out diagram) – An introduction to carving - Explanation of a few dishes involving work on the Gueridon (Crepes suzette. Steak Diane)

## **UNIT-III**

### **PLANNING AND DESIGNING RESTAURANT**

- General points of Planning
- Needs and demands of customer
- Policy of the firm
- The Menu
- Organisation of the Establishment
- Planning Team
- Sequence of Planning
- Planning methods
- Planning and Designing of Restaurant
- Allocation of Space
- Architectural Features
- Floor, Walls and Ceilings
- Design development
- Heating, Cooling & Verification
- Lighting
- Work floor analysis
- Furniture and Fittings
- Planning of Amenities

- Lounge
- Reception Area
- Cloak Rooms
- Exit and Entrance

## **UNIT-IV**

### **ROOM SERVICE**

**Definition-** Scope- Staff-RSOT-Duties of RSOT-qualities needed for RSOT-Way of order taking- Tray setup procedures for breakfast, lunch, high tea and dinner- Lounge and Lobby service-Poolside service-Room service procedures-Clearance at Room service-Billing

## **UNIT-V**

### **FUNCTIONS OF FAST FOOD UNITS**

#### **History and concept**

Fast food preparation centre

Conventional kitchen versus fast food kitchen- size and layout of the preparation centre-

Basic flow plan for a fast food preparation centre – (Assembly line) space requirements.

#### **Budgeting for the Food and Beverage service department**

- Budgeting control
- Budgeting cycle
- Preparation of budget
- Limiting factors
- Forecasting of Food & Beverage sales forecasting

## **PART-III**

### **CORE-IV FOOD PRODUCTION THEORY - II**

**SUBJECT CODE : 11 UHM 3404**

**HOURS PER WEEK : 5**

**CREDIT : 4**

#### **UNIT-I**

##### **INTRODUCTION TO INTERNATIONAL CUISINE**

- Geographical location
- Historical background
- Characteristics of cuisine( French,Chinese,Italian,Mexican & Oriental)

#### **UNIT-II**

- International cooking-Different nations and their popular dishes.
- Study on the following cuisines with importance given to choice of ingredients. Menu, specific methods of cooking and accompaniments, types of equipment's methods of presentation.  
French-Sauces and garnishes  
Italian-Pasta and varieties  
Mexican and Spanish  
Chinese-regions and variations  
Oriental, Thai and English cuisines.
- Buffet Menu- Breakfast, Lunch, High Tea & Dinner.

#### **UNIT-III**

- Functions and importance of garde-manger
- Equipment's and tools connected to department garde-manger.
- Different sections-pantry, salads, sandwiches, and its working.
- Cold food preparations and presentation-hors d'oeuvres, aspic, chaud, froid-salads and salad dressing.
- Cold cuts-pates, Terrines, Mousse, Galantine, Ballantine, Salami and sausages, forcemeat.

#### **UNIT-IV**

##### **Quantity Food Preparation**

- Introduction to large scale (Volume Feeding) Food production.
- Principles of planning a menu. Types of menu. Buffet Menu – Breakfast, Lunch, High tea & Dinner. Menu for different occasions: Marriage, Reception, Birthday, Sports Meet, Theme, Festivals like X-mass, Onam, Diwali, New year.
- Detail study of the following in regard to planning a menu, staffing equipment, transport and method of cooking.
- Off Premise Catering.
- Welfare Kitchen: Institutions, Hotels, Hospitals, Industries

- Incorporation of leftovers, cyclic menus, Conversion of recipes for quantity Food Production, Practical difficulties involved in increased counts
- Utilization of leftovers – Rechauffe Cooking
- Function prospectus - Format and its purpose.

## UNIT-V

- Use of Indent as a control tool, Compiling of Banquet , Five course menu,
- Establishment of Standard recipes and its advantages
- Food Costing and Cost management
- Standard purchase specification
- Yield testing

### PART-III

#### CORE-V      FOOD PRODUCTION PRACTICALS – II (Continental)

**SUBJECT CODE : 11 UHM 3405 P      HOURS PER WEEK : 4      CREDIT : 4**

### PREPARATIONS

**Soups :**            10 Varieties ( Cream, Consommé, Puree, Broth ,Bisque, Chowder, International soups).

**Salads/ Dressing :**    7 Varieties (Simple & composite).

**Egg:**                    7 Varieties ( Boiled, Fried, Poached, Scrambled, Omelet's ).

**Farinaceous Products :** 7 Varieties ( Italian Pasta preparations).

**Fish :**                    7 Varieties ( Poached, Grilled, Steamed, Baked, Fried).

**Chicken / Beef/ Lamb :** 10 Varieties ( Stews, Grilled, Crumbed, Roasted, Sauté, Baked, Stewed, Pie).

**Vegetables:**            10 Varieties ( Boiled, Glazed, Stewed, Fried, Baked, Sauté).

**Potatoes:**              7 Varieties ( Boiled, Baked, Fries, Croquettes, Mashed, Roast).

**Desserts:** 10 Varieties ( Soufflé, Trifles, Mousse, Pie, Pancakes,  
Pudding, etc

**VALUE EDUCATION**

( Subject Code : 11 U 310)

**Hrs / Week : 2**

**Credits : 2**

**A common syllabus is followed by all UG Programmes**

**NON MAJOR ELECTIVE- II**  
**BASIC BAKING**

**UNIT-I**

Introduction to Bakery  
Aims & Objectives of Bakery  
Personal Hygiene  
Layout of Bakery  
Organizational Structure Of Bakery

**UNIT-II**

Small & Large Equipments used in Bakery  
Raw Materials Used In Bakery  
Functions Of Raw Materials  
Oven Temperatures

**UNIT-III**

Methods Of Preparing Breads  
Various Products Of Bakery  
Bread Diseases  
Bread Faults

**UNIT-III**

Introduction To Confectionary  
Products Of Confectionary  
Ingredients Used In Pasty Products  
Common Cake Faults



## **UNIT-IV**

Demonstration & methods of preparations  
(Bread, & Cakes)

## **UNIT-V**

Demonstration & methods of preparations  
( Cookies, Muffins, etc.)

# **IV SEMESTER**

## **PART-I LANGUAGE-IV HOTEL FRENCH – IV**

SUBJECT CODE : 11 U 4 LF4    HOURS PER WEEK : 6    CREDIT : 3

### **CORRESPONDANCE HOTELIERE**

#### **GRAMMAR**

- Les pronoms en et Y
- Apres'ciation de l'importance et de la quantite' (asses, trop)
- Participes pre'sent / Ge'rondifs
- Voix active et passive
- Comparatifs et superlatives
- Le style direct et indirect
- Le subjonctif pre'sents
- Plus – que- parfait, conditionnel

#### **VIVA**

Refer to le Nouveau sans frontie'res

La vie administrative en France, en Inde (Ref to page 179)

Les Moyens d'information

La Publicite'

Les Journaux

Les émissions de la télévision

L'Internet

La carte de France et de l'Inde ( Ref to Page 196)

Que signifient les panneaux (Ref to Page 157)

**PART -II ENGLISH – PAPER IV**

**ENGLISH FOR COMPETITIVE EXAMINATIONS**

( Subject Code : 11 U4LE4)

Hrs / Week : 6

Credits : 3

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Book Title: English for Competitive Examinations by Manmohan Bhatnagar  
Unit 1

Basics of English

Unit 2

Spotting Errors

Unit 3

Sentence Completion

Unit 4

Vocabulary – Synonyms & Antonyms

Unit 5

Letter Writing  
Report Writing  
Essay Writing

### **PART-III**

## **ALLIED-V FRONT OFFICE & ACCOMMODATION OPERATION**

### **THEORY – II**

SUBJECT CODE : 11 UHM 4305      HOURS PER WEEK : 5      CREDIT : 3

#### **UNIT-I FRONT OFFICE**

##### **Guest accounting**

- Job description of a front office cashier
- Guest Accounts-Folios-Vouchers-Ledgers

##### **Creation & Maintenance of Accounts**

- Record keeping system: Manual, Semi - Automated, dully automated
- Credit monitoring - Floor limit, House limit, part settlement of in house guests
- Account maintenance: Charge purchase, Account Correction, Accounts allowance, Account transfer, Cash advance, Encashment of Foreign Exchanges.

#### **UNIT-II**

##### **NIGHT AUDITING**

##### **Functions of the night auditor.**

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

##### **The night audit process**

- Complete outstanding postings
- Reconcile room status discrepancies
- Balance all departments
- Verify room rates
- Verify No. Shows
- Post room rates & Taxes
- Prepare Reports

## **UNIT-III**

### **LINEN MANAGEMENT**

Hotel linen- Classification of linen

- Items classified as bed linen and bath linen; their sizes
- Items classified as table linen: their sizes
- Selection criteria for the linen items

Selection criteria and calculating material required for soft furnishings (curtains, bed spreads, upholstery and cushions)

Linen room

- Activities of a linen room.
- Location, Equipment & Layout of a linen room (basic rules)
- Purchase of linen/linen hire/ quality and quantity
- Storage and inspection
- Issuing of linen to floors and departments – procedure and records
- Despatch and delivery from laundry – procedure and records
- Stocktaking – procedures and records
- Condemned linen and cut down – procedures and records
- Marking and monogramming

Sewing room

- Activities and area provided

Equipment required

## **UNIT-IV**

### **LAUNDRY MANAGEMENT**

**Laundry**

- Duties and responsibilities of laundry staff
- Importance and principles
- Flow process of industrial laundering
- Role of laundry agents
- Dry-cleaning
- Guest laundry
- Services offered (dry-cleaning, washing, ironing: -express and normal)
- Advantages and disadvantages of – off premises and on premises laundry

## **Health and Safety**

- Accidents & Personal injuries
- Prevention of accidents
- Safety measures
- First aid –Definition- Importance
- Contents of First aid box
- First –aid remedies given at critical situations – Heart attack, shock, fainting,stroke,poisoning,etc

## **Fire prevention**

- Classification-types of extinguishers-suggested procedures-fire fighting procedures - fire protection check-list

## **UNIT-V**

### **Pest control**

- Role of housekeeping in pest control
- Prevention and control of pests
- Rodent and insect control techniques
- Rat and cockroaches

### **Flower arrangement**

- Purpose of flower arrangement, placement and level of placement with relevant examples
- Equipment and materials used
- Styles of flower arrangement (western, Japanese, freestyle)
- Principles of flower arrangement, design, scale, balance, focal point, rhythm, texture, repetition, unity and harmony)

### **Decorations during various occasions**

### **Horticulture – indoor plants**

### **PART-III**

#### **ALIIED-VI FRONT OFFICE & ACCOMMODATION OPERATION**

#### **PRACTICAL –II**

**SUBJECT CODE : 11 UHM 4306 P    HOURS PER WEEK : 5    CREDIT : 4**

1. Taking Down Messages In The Message Slip For The Guest
2. Handling Of Telephone And Telephone Mannerism
3. Paging
4. Guest Accounts, Folios, Vouchers And Ledgers Practice In Creation And Maintenance (Manual And Automated)
5. Preparation Of Night Audit Reports.
6. Flower Arrangement
7. Laundry
8. Identification Of Fabrics
9. Stain Removal
10. Theme Decoration – Birthday/Conference/Festival/Regional

### **PART-III**

#### **CORE-VI FOOD PRODUCTION PRACTICALS – II** **( INTERNATIONAL CUISINE)**

**SUBJECT CODE : 11 UHM 4406 P    HOURS PER WEEK : 4    CREDIT : 4**

1. Preparation of various simple salads and compound salads

Simple salads - 5 Varieties

Compound salads - 5 Varieties

Fruit based salads - 2 Varieties

Fish based salads - 2 Varieties

Meat-based Salads - 2 Varieties

Vegetable based salads - 2 Varieties

Preparation of salad dressings - 3 Varieties (Minimum)

2. Preparation of

Soup - 12 Varieties

Fried rice - 8 Varieties

Noodles - 5 Varieties  
Spring rolls - 3 Varieties  
Vegetable - 6 Varieties  
Sea food preparation - 10 Varieties  
Meat - 10 Varieties  
Sweet - 12 Varieties

3. Fish mongery to include demonstration and practice of cleaning and basic cuts of locally available fish and shell fish (For e.g., sole, seer, pomfret, mackerel, Indian salmon, crabs, prawns and lobster)

**SEMESTER –V      PART-IV      SKILL BASED ELECTIVE-II**

**BASIC COMPUTER APPLICATIONS (THEORY)**

**SUBJECT CODE : 11 UHM 5702      HOURS PER WEEK : 4      CREDIT : 4**

**UNIT-I**

**INTRODUCTION TO COMPUTERS**

Computer Systems, Advantages and disadvantages, Origin and history Various types, Network (LAN/MAN/WAN)

**LINKING (time sharing/Ring/bus/star)**

Kinds and components of a Computer, Hardware, Software, Operating Application (higher Level Languages/Utility), Compiler & Interpreter Components of a Computer

**ELEMENTS OF A COMPUTER SYSTEM**

Central Processing UNIT, Clock Speed, Chips, Input & Output devices Storage devices, Manipulating date, Binary terms, ASCII Code Ports (Serial & Parallel), Control cards, Real time clock, CGA Card

**KEYBOARD OPERATION**

Special symbols, Special Keys, Monitor (Colour/Monochrome)

**OPERATING SYSTEMS**

Fundamentals of Operating systems-Uses of Operating Systems.

## **UNIT-II**

### **WORD PROCESSING**

Capabilities of Word Processing – MS WORD

## **UNIT-III**

### **Introduction to Database Management Systems:**

Kinds of DBMS Packages, Dbase III plus, Field, record, file-types of files, Creating database file.

Naming field, Types (Character, Numerical, Memo, Logical, Date) Width, Same structure.

## **UNIT-IV**

### **Modify Structure.**

Deleting Field, Inserting Field, Changing the type of width etc., of any field.

Display structure, Display Status, Changing default drive, Quit.

### **Retrieve the structure created in Exercise-I.**

Append, Enter data, Edit Record (backspace, del), Moving between Records.

Save.

Viewing data, using, display, list, display all / display.

## **UNIT-V**

### Exercise-I

Use the following commands-Goto, Skip, Edit, Del, Pak, Append, Browse.

### Exercise-II

Indexing, Sorting, Printing.

### Exercise-III

Search, Global replace and Change, Locate and continue, Insert and recording in a field.

### Exercise-IV

Create a database file with name, Entering a memo, Saving a memo, Display a memo.

### Exercise-V

Label Creating, Generating & Printing tale, Calling directory in Dbase, Copy a structure.

Append, Delete / erase a file, Rename in a file.

### Exercise-VI



Creating, generating and printing a report form.

**REFERENCE BOOKS:**

1. Manual of Dbase III plus.
2. Understanding Dbase III Plus by Alan Simpson.
3. DBASE III Plus Made Simple-R.K. Taxali.
4. MS-OFFICE- Microsoft Corporation

**VI SEMESTER**

**CORE-VII ADVANCED COMPUEER APPLICATIONS (PRACTICAL)**

**SUBJECT CODE : 11 UHM 5407 P HOURS PER WEEK : 6 CREDIT : 5**

**Microsoft Office 97/2000/Professional**

**Creating New Document** ,Selection of Fonts, Size, Colour, Mouse Techniques, Keyboard Techniques, Function Key Techniques, Editing Test, Cut, Paste, Undo, Redo. Spell Check, File, Edit, View, Insert, Format, Tools, Table Commands - Revisited In Detail, Page Setup, Print Options, Setting Page Margins, Mail Merge, Clip Arts, Inserting Pictures/Charts/Files, Correcting Text, Cut, Paste, Undo, Redo, Deleting Blank Lines, Inserting A Page, Typing Over Test, Replacing Text, Moving And Copying Text. Menu Method, Key Board Method, Tool Bar Method, Drag & Drop Method, Checking Text, The Spell Checker, Auto Correct Check Up, The Sanrus, The Grammar Checker, Formatting A Text, Changing Type Style, Character Highlighting, Alignment Of Text, Left, Right, Center, Justifying Text-Types & Tab Setting, Setting Tab Using Ruler, Indenting Paragraphs, Increasing And Decreasing Indents, Using Ruler To Set Indents, Spacing Paragraph Line Spacing, Spacing Between Paragraphs, Page Views, Normal Views, Page Layout View, Outline View, Print Preview, Full Screen View, Master Document View, Magnification, 200 M Control In Any View, Page Formatting, Setting Margins, Paper Size, Printing In Landscape Or Portrait Orientation, Page Numbering, Adjoining Page Numbering, Deleting Page Numbering, Header & Footer, Creating And Editing, Inserting And Deleting Pages In A Document, Saving The Text, Saving The File To Disk, Closing A File, Opening A Non-Work Document, Printing The Text.

## **Ms Excel The Spread Sheet**

### **Spread Sheet An Introduction.**

Processing With Ms Excel, Starting Excel, Starting New Work Book, Entering And Editing Data, Formatting Work Sheet, Sorting The Data, The Worksheet Selecting Cells And Ranges, Selecting With Mouse, Data Entry, Entering Numbers, Text, Date 4 Time Entries, Entering Series, Filling A Text Series With Auto Fill, Filling A Number Series, Editing Data, Clearance And Replacing Contents Of A Cell, Deleting The Contents Of A Range Of Cell, Rearranging Work Sheet Data, Copying, Auto Correct, Spell Checking, File Close, Formatting Data, Font Selection, Aligning Data, Format Style, Formatting Work Book, Arranging, Hiding, Un hiding, Inserting Columns And Rows,

### **Working with Ms-Excel**

Adjusting Width, Copying And Moving, Inserting And Deleting Sheets From Work Book, Mathematical Operator, Exponentiation And Percentage Operators, Logical Or Comparison Operators, Using Mouse To Create A Formula. Charting And Mapping The Data, Charting The Data, Inserting A Chart, Chart Types, Modifying Chart, Mapping The Data, Adding Drawing To The Chart, Linking Workbook To Workbook, Printing In Excel, Print Parameters, Default And Changing Default Settings, Techniques In Printing Excel, Data Handling, Lists In Excel, Creating The List, Entering, Generating, Editing, Sorting, Printing Etc., Creating Subtotals, Combining Subtotals And Removing Subtotals, Creating A Database In Word, Sorting A Work Database, Copying With Tables To Excel. Insert The Excel Selected Block Into Word Document. Linking The Chart Of Selected Block Of Excel In Word Dynamically.

### **Introduction to Power point.**

Why Pictorial Presentation. Power Point Terminology-Getting Into Power Point-Creating, Opening And Saving Presentations- Types Of Views-Outline View, Slide View, Slide Sorter, View Notes, Pate View, Master Views- Quitting Power Point-Creating Presentation The Easy Way-Using Auto Content Wizard-Working With Blank Presentation-Using The Templates-Using The Slide Master-Working With Color Schemes-Working With Slides-Making A New Slide -Move, Copy Or Duplicate Slides-Delete A Slide-Copy A Slide From One Presentation To Another-Go To Specific Slide-Change The Lay Out Of A Slide-Zoom In Or Out Of Slide-Working With Text In

Power Point-Cutting, Copying and Pasting-Formatting Text, Change Font & Size, Shadowing, Embossing-Alignment The Text-Left, Center, Right And Justify-Power Of Graphics In Power Point-Working With Clipart Picture-Using Microsoft Excel-Chart-Using Organisation Charts-Power Point Drawings-Ways To Draw-Adding Lines-Connecting Lines-Borders And Adding Curves-Creating Word Tables-Making Great Looking Presentations(Putting On A Show)-Arranging, Previewing & Rehearsing-Creating Animated Slides- Manually Advancing Slides-Adding And Removing Transitions-Running A Presentation Continuously-Printing The Presentation Elements

**- Management Information Systems - An Overview (Duration - 4 hours)**

Introduction To MIS -Meaning And Role Of MIS -Objectives Of MIS -Elements Of MIS- Characteristic Of MIS -Application Of MIS (Briefly)-Accounting And Finance Management-Marketing Management-Materials Management—Production Management—Personnel Management-Role Of Computers In MIS

**REFERENCE BOOKS:**

Mastering Windows 2000 Professional – by Sybex  
BPB Publications

Mastering Windows 98 Premium Edition – by Cowart  
BPB Publications

SAMS Teach Yourself – Windows XP Complete Basics (All in One) – by Greg Perry  
Pearson Edition

Complete Guide to Ms-Office 2000 - by Peter Norton  
BPB Publications

**PART-III**

**Core-VIII BAKERY & CONFECTIONERY THEORY**

**SUBJECT CODE : 11 UHM 5408    HOURS PER WEEK : 5    CREDIT : 4**

**UNIT-I**

**INTRODUCTION**

- Aims and objectives of bakery
- Organizational structure of bakery – small and large
- Equipments used- description and uses
- Oven- types and their advantages / disadvantages
- Personal hygiene maintained in bakery

## **UNIT-II**

### **RAW MATERIALS USED IN BAKERY**

- Flour- composition, types, gluten, WAP of flour, PH value, flour test.
- Yeast- elementary knowledge, activity, function and its uses, effect of over and under fermentation
- Eggs- functions and its uses in bakery
- Sugar – functions and its uses in bakery
- Salt – functions and its uses in bakery
- Fats- functions and its uses in bakery
- Cream – functions and its uses in bakery
- Leavening agents – functions and its uses in bakery
- Flavourings and fruits- functions and its uses in bakery

## **UNIT- III**

### **YEAST DOUGH METHOD**

- Methods of preparing bread doughs
- Quality of ingredients in making breads
- Faults and remedies in bread making
- Bread diseases and rectifications
- Leavening actions of yeast on bread dough

## **UNIT-IV**

### **CONFECTIONARY PRODUCTS**

- Types of pastry preparations
- Reasons for common problems in pastry making
- Different cake making methods
- The quality of cake making ingredients and the types of cakes[ Rich, lean, high ratio, low ratio cakes]
- Leavening actions of baking powder on cakes
- Faults and remedies in cake making.

## **UNIT-V**

### **ICINGS AND OVEN TEMPERATURE**

- Icing - introduction
- Types of icing-butter, royal, marzipan, fudge, glaze, chocolate, marshmallow.
- Gum paste
- Oven at different temperatures. [hot, very hot, medium]
- The oven temperatures for baking rich and lean cakes.

## **REFERENCE BOOKS:**

- Basic baking science & craft by S.C Dubey [ S.C.Dubey F-10/5, malaviya nagar, NewDelhi.]
- Beautiful Baking- Consultant editor-carole clements Richard blady publishing[ Anness Publishers Ltd]
- Perfect baking at home – kritika A. Mathew[ vasan book depot. Bangalore]
- Practical baking- sultan
- New complete book of breads- Bernard clayton[Fireside Rockefeller center, Newyork]
- Baking made simple- M,K Gaur & Manish Gaur[ Bakers & machinery & consultancy company, Bangalore

## **PART-III**

### **Core-IX TRAVEL AND TOURISM**

**SUBJECT CODE : 11 UHM 5409   HOURS PER WEEK : 5   CREDIT : 5**

#### **UNIT-I**

##### **TOURISM INDUSTRY**

- Evolution and development of tourism
- Tourism system
- Tourism industry and tourism organizations
- Tourism regulations

#### **UNIT-II**

##### **TOURISM SERVICES & OPERATIONS**

- Modes of transport & accommodations
- Hotels and food services
- Tourism subsidiary services
- Special services

#### **UNIT-III**

##### **MANAGERIAL SERVICES**

- Tour operators
- Travel agents
- Planning tour packages
- Costing tour packages

## **UNIT-IV MARKETING**

- Define tourism marketing
- Identifying markets
- Market organization
- Marketing strategy

## **UNIT-V CONVENTION PROMOTION AND MANAGEMENT**

- Convention business
- Convention customers
- Convention marketing
- Management & implementation of convention

### **PART-III**

## **Core-X - ALLIED HOSPITALITY SERVICES-(THEORY)**

**SUBJECT CODE : 11 UHM 5401    HOURS PER WEEK : 5    CREDIT : 5**

### **Unit – I**

Transport Catering – Classification – Air, Rail, Ship and Luxury Coaches. Air Catering – Planning of Menus – Organisation of Service – Airline Tray Service – Importance of Flight Kitchen Units – Limitations of Air Catering. Rail Catering – Planning of Menus – Organisation of Service – Refreshment Stalls in Railway Stations – Pantry Car Service – Role of Indian Railway Catering & Tourism Corporation – Palace on Wheels.

### **Unit – II**

Ship Catering – Catering Service in Passenger Ships - Cruise Lines Catering – Compiling of Food and Wine Lists for Cruise Liner Catering. Catering in Luxury Coaches – Service of Snacks and Beverages.

### **Unit – III**

Hospital Catering – Planning of Menu For Invalids – Importance of Diet Kitchen – Hospital Tray Service.

### **Unit – IV**

Industrial Catering – Planning of Kitchen and Food Service Areas – Role of Cyclic Menus – Benefits of Subsidy Offered by the Management. Institutional Catering – Food Service Units in Research Institutions such as I.C.AR., C.S.I.R. and I.C.M.R. – Planning of Menus. Schools, Colleges and Universities – Planning of Menus – School Meal Services and Canteens – Importance of Nutritive value.

## **Unit – V**

Out-Door Catering – Types of Functions - contracted and Speculative Functions– Organisation of Food Production and Food Service Areas – Problems in Outdoor Catering. Miscellaneous forms of Catering such as Club Catering, Prison Catering and Catering in Armed forces.

### **Reference Books :**

- 1) Hotel Management Theory Volume I & II – Dr. B.K. Chakravarthi (APH Publishing Corporation, New Delhi)
- 2) Food and Beverage Service – Dennis Lillicrap & John Cousins (ELBS Publications)
- 3) Catering Management – An Integrated Approach – Mohini Sethi & Surjeet Malhan (Wiley Eastern Ltd.)

## **PART-III**

### **MAJOR BASED ELECTIVE-I FOOD SAFETY AND NUTRITION**

**SUBJECT CODE : 11 UHM 5501**

**HOURS PER WEEK : 5**

**CREDIT : 5**

### **OBJECTIVE:**

**By completion of these units the student will have the Knowledge of**

- Micro-organism, its beneficial effect, harmful effect
- Food adulteration, various methods of food preservation.
- Basic nutrients, their sources, functions, digestion.
- Balanced Diet, Various Diet
- Safety regulation, prevention, first aid & Hygiene

### **Unit – I**

Microorganism – Moulds, yeasts

Bacteria – Types, Growth, Temperature conditions, Moisture, Time, Growth pattern and control.

Role of Microbes in food preparation

Beneficial effect – Economic importance.

Harmful effects-Food poisoning,

Food infections and food infestation

### **Unit – II**

Food Adulteration

Types of common food adulterants test to detect food adulteration. Laws to prevent food adulteration Food standards food additives

Food Preservation

Principles of Food preservation use of low and high temperature, chemical preservatives, Irradiation deep-freezing, canning and sterilization use of preservatives and their standards.

### **Unit – III**

Definition of Nutrition – Nutrient classification – Macro and Micro nutrients- carbohydrates, proteins, fats, minerals and vitamins, water and fiber.

Sources, deficiency diseases, excessive intake, RDA.

Digestion and absorption of food

### **Unit – IV**

Nutrition and healthy eating, five food groups = balanced diet for - diabetic patients, sports persons fat free, high fiber,

Factors affecting the nutritive value of food, product development= chemistry in kitchen PH and water, proteins, carbohydrates, Lipids, Emulsions.

### **Unit – V**

Health and Hygiene

COSHH – control of substances hazardous to health – legislation – 1990 /91

Amendments

Safety regulation. Accidents, prevention and first aid.

Hygiene

HACCP, provision of safe food, color-coding, Hygienic storage of food personal hygiene, food hygiene, general health and fitness.

### **REFERENCE BOOKS:**

- Modern Food Microbiology by Jay.J
- Food Microbiology by Frazier and Westhoff
- Safe food Handling by Jacob M.
- Food Processing by Hobbs Betty
- Nutrition Science by Sri. Lakshmi.B Publisher New Age International

## **PART-IV SKILL BASED ELECTIVE-II**

### **PERSONALITY DEVELOPMENT**

**SUBJECT CODE : 11 UHM 5702    HOURS PER WEEK : 4    CREDIT : 4**

**A common syllabus to be followed by all UG programmes**



# **SEMESTER –VI**

## **PART-III**

### **CORE-XI BAKERY & CONFECTIONARY PRACTICAL**

**SUBJECT CODE : 11 UHM 6411 P**    **HOURS PER WEEK : 5**    **CREDIT : 5**

#### **MENU-1**

JAM TART

ORANGE MUFFINS

CHECKED BISCUITS

#### **MENU-2**

VEGETABLE PUFFS

MADELINES CAKES

COCONUT BISCUITS

#### **MENU-3**

MILK BREAD

PRALINE FINGER

APPLE PIE

#### **MENU-4**

BREAD ROLLS

PALMIERS

SAND CASTLE

#### **MENU-5**

RAISIN BREAD

CHICKEN-VOL-AU-VENT

CREAM COOKIES

**MENU-6**

SWISS ROLL

GARLIC BREAD

FIG PIN WHEELS

**MENU-7**

BURGER BUNS

BLACK FOREST CAKE

CHEESE STRAWS

**MENU-8**

CROISSANT

CHOCOLATE CAKE

NAN KHATAI

**MENU-9**

COCONUT PUFFS

YULE LOG

MELTING MOMENTS

**MENU-10**

DANISH PASTRY

PLUM CAKE

VARKI

**MENU-11**

PIZZA

FRUIT CAKE

BANANA FLANS

**MENU-12**

BIRTHDAY CAKE

BREAD STICKS

CHICKEN PUFFS

## **PART-III CORE-XII FACILITY MANAGEMENT**

**SUBJECT CODE : 11 UHM 6412 HOURS PER WEEK : 5 CREDIT : 5**

### **FACILITY MANAGEMENT**

#### **UNIT-I**

- Introduction to facilities Planning- Design & Layout – Planning process.
- The Role of Facilities in the Hospitality Industry.
- Responsibilities of the Facility Department.

#### **UNIT-II**

- Concept of Designing Hospitality properties- Development Strategy.
- Tools and Techniques of Facility Management.
- Contracting and Out Sourcing.
- Facilities Budgeting.
- Work Place Design.
- Colours.

#### **UNIT -II**

- Environment of Workplace.
- Materials Handling.
- Space Requirements- Space Estimates.
- Dining Areas- Production Areas – Space Calculations.
- Receiving Area- Storage Areas- Serving Areas.

#### **UNIT-IV**

- Building Design, Maintenance and Safety in the Hospitality Industry.
- Water System Maintenance.
- Electrical System Maintenance.
- Fire Safety Systems.
- Lighting Systems.
- Heating Ventilation & Air Conditioning Systems.

#### **UNIT-V**

- Food Service equipment Maintenance.
- Food Service Layouts.
- Planning of Restaurants.
- Airline Catering Kitchen.
- Planning Cafeteria & Maintenance.

## **PART-III CORE-XIII HOTEL LAW**

**SUBJECT CODE : 11 UHM 6413    HOURS PER WEEK : 6    CREDIT : 5**

### **UNIT-I**

#### **INTRODUCTION**

- Law and society
- Need for the knowledge of law
- Sources of Indian law
- Classifications of law

### **UNIT-II**

- List of licenses and permits required for operating a Hotel/Restaurant and other catering Establishments under various local, state and union laws
- Procedure for Procurement, Renewal, Suspension and Termination of licenses

### **UNIT –III**

#### **Application of Hospitality industry related provisions of following Acts**

- The Indian contract Act, 1872
- Payment of wages Act
- The Factories Act, 1948
- The Industrial Dispute Act, 1947
- The Employment (standing order act) 1976

### **UNIT-IV**

#### **Application of Hospitality industry related provisions of following Acts**

- The Employees State Insurance Act, 1953
- The provident fund Act, 1952
- The Payment of Gratuity Act, 1972
- The Bonus Act, 1965

### **UNIT –V**

- Food Adulteration act
- Shops and establishment act
- Workmen's compensation act
- Environment protection Act
- Consumer protection Act

### **REFERENCE BOOKS**

Mercantile law by N.D.Kapoor

**Industrial law by N.D.Kapoor**

## **PART-III MAJOR BASED ELECTIVE-II**

### **HOSPITALITY MARKETING**

**SUBJECT CODE : 11 UHM 6502**

**HOURS PER WEEK : 5**

**CREDIT : 5**

#### **UNIT-I**

##### **Fundamentals of Marketing**

Overview of service sector and hospitality-The hotel and the Catering Industry-Definition of market, marketing and selling-The marketing concept-methods and scope of marketing research-sources of information-marketing environment.

##### **Market Segmentation**

Market segmentation-benefits-Bases for market segmentation-types-Differences between consumer behavior and buyer behavior-Consumerism-Marketing Information research (MIS)-Characteristics of MIS-differences between MIS and Marketing Research.

#### **UNIT-II**

##### **Introduction to the Marketing Mix Product**

Definition of product and service-The hotel product and its components of physical aspects, service and image-New product development-Brand names-overview of a marketing plan-product life cycle-product differentiation in Hotel and catering industry.

##### **Price**

Principles of prices-Influences upon prices decision making-pricing techniques-initiating price changes-cost oriented and market oriented pricing strategies.

##### **Place**

Distribution-Scope of distribution-channel functions and flow-organizational patterns in hospitality marketing channels-Location of services-current trends in hotel and catering industry.

##### **Promotion**

Promotion-promotional mix-promotion process-kinds of sales promotion advertising-salesmen-selection, training- advertising agency-media selection-type of media-sales promotion.

### **UNIT-III**

**Introduction to Promotional activities**-The role of promotion-promotion mix in terms of advertising / selling / sales promotion / direct mail / sponsorship / merchandising / public relations / publicity – communication problems-budgeting the promotion mix.

**Advertising**-Introduction-Aims of advertising-The advertising Industry-Advertising styles-Advertising objectives historical view pre-testing / post testing-media planning – other testing methods.

**Sales Promotion, Direct Sales, Sponsorship Management**-Introduction-Managing sales promotion-budgeting for sales promotion-various promotional techniques-Direct mail-Advantages and Disadvantages-Listing contents of a mail shot-Identifying target audiences-Identifying sponsorship activities and potential sponsors-Negotiating sponsorship contracts-Evaluation.

**Selling and sales management**-Definition-sales task-Determining the sales force structure-Selecting sales person-Role of sales Manager Public Relations.

### **UNIT-IV**

**Marketing of services**-Business-goals of business-growth of service marketing-classification of service marketing-business ethics-current trends in marketing.

- Hospitality & Tourism demand and supply
- Environmental planning
- Importance of tourism planning
- Special features

### **UNIT-V**

- Hospitality marketing concepts
- Marketing in Travel & Tourism
- Tourism products
- Market segmentation in Tourism
- Tourism Marketing mix

### **REFERENCE BOOKS:**

1. Marketing Management-Philip Kotler.
2. Marketing Management-Rajan Nair.
3. Marketing Research-D.D. Sharma.

4. Advertising Management-Rajiv Batra, John G. Mayers,
5. Marketing Management – S.A. SHERLEKAR.
6. Tourism Development - A.K.Bhatia

**PART-III MAJOR BASED ELECTIVE-III**  
**HUMAN RESOURCE MANAGEMENT**

**SUBJECT CODE : 11 UHM 6503    HOURS PER WEEK : 4    CREDIT : 4**

**UNIT-I**

- Introduction to Personnel Department and role of Personnel Manager in a hotel
- Definition and role of HRD
- Organizational Structure - Hierarchies - Types - Vertical/Horizontal

**UNIT-II**

- Job Design - Job analysis, Job description, Job enlargement, Job rotation, Job enrichment
- Job Specification - Definition and formats
- Job Evaluation - Meaning, type and uses
- Recruitment - Sources of recruitment
- Selection - Application, Interviews - Types, Test - Types, Group selection procedures Manpower planning, Right sizing, Manpower Ratio, General methods.

**UNIT-III**

- Induction and Training
- Meaning and advantages
- Purpose of training
- Types and methods of training
- Aids used while training
- Performance Appraisal
- Definition and importance
- Types of performance appraisals - (Methods) Performance Rewards - Types

## **UNIT-IV**

- Wage & Salary Administration
- Statutory Compliance
- Organisational Behaviour
- Understanding Organisational Behaviour
- Social Systems
- Culture - Culture Change - Methods
- Role
- Status
- Rewards & Recognition - Principles - Types & effects.
- Job satisfaction - Employees Satisfaction Survey - Reasons – effects.
- Interpersonal and group dynamics.

## **UNIT-V**

- Personnel Management
- Definitions
- Systems
- Personal record- HRIS (Human Resource Info Syst.) brief
- Employee productivity
- Manpower audit
- Other forms like ESI, Medical, leave, gratuity, PF etc.
- Organising manpower through market, technology, organizational objective, size and diversity, span of control, product and services
- Flexible Manpower
- HR Budget



## **PART-IV SKILL BASED ELECTIVE-III**

### **HOTEL ACCOUNTS**

**SUBJECT CODE : 11 UHM 6703**

**HOURS PER WEEK : 4**

**CREDIT : 4**

#### **UNIT-I**

Introduction to Accounting – Meaning – Concepts - The Accounting function in the Hospitality Industry. Double Entry System - Definition - Advantages – Journal entries – Ledger.

#### **UNIT-II**

Trial Balance – Meaning - Advantages – Preparation of Trial Balance.

Final Accounts – Need - Difference between Trial Balance and Balance Sheet – Trading Account, Profit and Loss Account and Balance Sheet Preparation (with Closing Stock adjustment only)

#### **UNIT-III**

Hotel Cost Accounts - Definition of Cost - Costing, Cost Accounting - Scope and Advantages of Costing – Preparation of Cost Sheet.

Cost Concept pertaining to Hotel Industry (Food Cost Percentage, Beverage Cost Percentage and Occupancy Percentage)

#### **UNIT-IV**

Inventory Control – Meaning - Perpetual Inventory and Periodic Inventory – ABC Analysis.

Methods of Inventory Valuation - FIFO and LIFO – Advantages of Tally Package in Inventory Valuation.

#### **UNIT- V**

Budget & Budgetary control Definition

Steps in Budgetary Control System

Forecast and Budget

Annual versus Continuous Budget

Advantages and Disadvantages of Budgetary Control

Preparation of different types of Budgets (Production Budget, Sales Budget, Cash Budget & Flexible Budget)

**REFERENCE BOOKS:**

Introduction to Accounting – by T.S. Grewal.

Publisher S.Chand & Co.Ltd, New Delhi.

Hospitality Industry Financial Accounting – by Raymend S. Schmidgall & James W.Damitio

Edn. Inst. of the AHMA

Cost Accounting – R.S.N.Pillai & V. Bagavathi;

Publisher S.Chand & Co. Ltd., New Delhi

Principles of Management Accounting Dr.S.N.Maheshwari,

Publisher Sultan Chand & Sons, New Delhi.

Accounting and Cost Control in Hotel and Catering Industry – OZI D’cunha;

Publisher Dicky’s Enterprises, Mumbai.

**GENDER STUDIES**

**A common syllabus to be followed by all UG Programmes**