

B.Sc. HOTEL MANAGEMENT & CATERING SCIENCE

SEM	COURSE CODE	PART	COURSE	COURSE TITLE	HRS/ WEEK	CREDIT	CIA MARKS	SE MARKS	TOTAL MARKS
I	14ULT1/LA1 LF1/LH1/LUI	I	Language - I	French Rudimentary Invitation / Basic Arabic	6	3	40	60	100
	14UCN1E1	II	English - I	English for Communication -I	6	3	40	60	100
	14UHM1A1	III	Allied -I	Food and Beverage Service - I	6	4	40	60	100
	14UHM1C1	III	Core -I	Food Production – I	6	4	40	60	100
	14UHM1M1P	III	Major Based Elective – I	Food and Beverage Service I - Practical	3	3	40	60	100
14UCN1VE	IV	Value Education	Value Education	3	3	40	60	100	
TOTAL					30	20	240	360	600
II	14U2LT2/LA2 LF2/LH2/LU2	I	Language - II	French Stylistics and Linguistics / Prose and Grammar (Arabic)	6	3	40	60	100
	14UCN2E2	II	English - II	English for Communication-II	6	3	40	60	100
	14UHM2A2	III	Allied -II	Front office & Accommodation Operations – I	5	4	40	60	100
	14UHM2C2P	III	Core -II	Food Production I – Practical [Indian Cuisine]	6	4	40	60	100
	14UHM2M2	III	Major Based Elective - II	Food Science & Nutrition	3	3	40	60	100
	14UHM2N1	IV	Non Major Elective – I#		2	2	40	60	100
14UCN2ES	IV	Environmental Studies	Environmental Studies	2	2	40	60	100	
TOTAL					30	21	280	420	700
III	14U3LT3/LA3 LF3/LH3/LU3	I	Language - III	French Culture and Civilization / Classical Prose	6	3	40	60	100
	14UCN3E3	II	English - III	Poetry and Drama	6	3	40	60	100
	14UHM3A3	III	Allied -III	Food and Beverage Service - II	6	4	40	60	100
	14UHM3C3	III	Core -III	Food Production – II	5	4	40	60	100
	14UHM3M3P	III	Major Based Elective - III	Front office & Accommodation Operations I – Practical	3	3	40	60	100
	14UHM3N2	IV	Non Major Elective – II#		2	2	40	60	100
14UCN3S1	IV	Skill Based Elective - I	Soft Skills	2	2	40	60	100	
TOTAL					30	21	280	420	700
IV	14U4LT4/LA4 LF4/LH4/LU4	I	Language - IV	Higher Level French / Arabic for Competitive Examination	6	3	40	60	100
	14UCN4E4	II	English - IV	English for Competitive Examinations	6	3	40	60	100
	14UHM4A4	III	Allied -IV	Front Office & Accommodation Operation – II	6	4	40	60	100
	14UHM4C4P	III	Core- IV	Food Production II – Practical [Continental]	5	4	40	60	100
	14UHM4C5	III	Core- V	Basic Computer Application s	5	4	40	60	100
	14UHM4S2P	IV	Skill Based Elective - II	Food and Beverage Service - II - Practical	2	2	40	60	100
	14UCN4EA	V	Extension Activities	NSS, NCC, etc.	-	2	-	-	-
	14UHM4EC1		Extra Credit – I	Health and Safety for Hotel Staff	-	4*	-	100*	100*
14UHM4EC2		Extra Credit – II	Club/ Resort Management	-	4*	-	100*	100*	
TOTAL					30	22	240	360	600
V	14UHM5C6P	III	Core- VI	Food Production III – Practical [International]	5	4	40	60	100
	14UHM5C7P	III	Core -VII	Front Office & Accommodation Operations II –Practical	4	4	40	60	100
	14UHM5C8	III	Core- VIII	Bakery & Confectionery	4	4	40	60	100
	14UHM5C9	III	Core- IX	Allied Hospitality Services	4	4	40	60	100
	14UHM5C10	III	Core -X	Travel and Tourism	4	4	40	60	100
	14UHM5C11	III	Core -XI	Hotel Law	4	4	40	60	100
	14UHM5M4P	III	Major Based Elective - IV	Basic Computer Application – Practical	3	3	40	60	100
	14UHM5S3	IV	Skill Based Elective - III	Food Preservation	2	2	40	60	100
14UHM5EC3		Extra Credit –III	Regional Classical Cuisine	-	4*	-	100*	100*	
TOTAL					30	29	320	480	800
VI	14UHM6C12P	III	Core -XII	Bakery & Confectionery – Practical	5	4	40	60	100
	14UHM6C13	III	Core -XIII	Hotel Accounts	5	4	40	60	100
	14UHM6C14	III	Core -XIV	Facility Management	5	4	40	60	100
	14UHM6C15	III	Core - XV	Air Travel Operations & Tour Management	4	4	40	60	100
	14UHM6C16	III	Core -XVI	Hospitality Marketing	4	4	40	60	100
	14UHM6C17	III	Core -XVII	Human Resource Management	4	4	40	60	100
	14UHM6S4	IV	Skill Based Elective - IV	Event Management	2	2	40	60	100
	14U CN6GS	V	Gender Studies	Gender Studies	1	1	40	60	100
14UHM6EC4		Extra Credit –IV	Airlines Catering	-	4*	-	100*	100*	
TOTAL					30	27	320	480	800
GRAND TOTAL					180	140	1680	2520	4200

Non Major Elective Courses offered to the other Departments:

SEM	COURSE TITLE
II	Basic Food Production
III	Basic baking

* Not considered for Grand Total and CGPA

SEMESTER - I: ALLIED - I

FOOD AND BEVERAGE SERVICE – I

Course Code : 14UHM1A1
Hours / Week : 6
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

The module has been designed so as to inculcate basic understanding on the structural and operational perspectives of Food and Beverage Service so that the students could be gradually exposed to the professional and applied intricacies of the subject.

UNIT – I

18 hours

- 1.1 Introduction to the Hotel Industry and Growth of the hotel Industry in India
- 1.2 Types of F&B operations
- 1.3 Classification of Catering establishments –Commercial & Welfare catering operations
- 1.4 Staff Hierarchy of the various F & B Service outlets, their duties and responsibilities
- 1.5 Basic Principles of Psychology to understand
 - Guest's behaviour and immediate requirements
 - Management's expectations.

Modern F& B Operations, Latest equipments of F&B service#

UNIT – II

18 hours

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

Designs of Restaurant, Linen types & brands#

UNIT – III

18 hours

- 3.1 Menu -Definition -Types of Menu
 - 3.2 Menu Compiling – Considerations & Constraints
 - 3.3 French Classical Menu -Compiling with Accompaniments and Garnishes
 - 3.4 Laying covers for different meals & menus (laying, relaying table cloths & serviette folds), and Table Clearance procedures
 - 3.5 Rules and procedure for serving a meal and latest concepts of service
- # Maintenance of equipments, sequence of cover laying #

UNIT – IV

18 hours

- 4.1 Methods of service- French, American, English, Russian, Indian Thali and Leaf Service
- 4.2 Rule for waiting at a table- table manners
- 4.3 Sequence of service- Breakfast- Brunch-Lunch-Afternoon Tea -Hightea-Dinner-Supper.

- 4.4 Classification of beverages
- 4.5 Classification of non-alcoholic beverages
- 4.6 Stimulating – (Coffee, Tea, Cocoa), Refreshing – Aerated, Non-Aerated (Fresh Juices), Nourishing – Milk & Malt beverages.

History of various types of services

UNIT – V

18 hours

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

Technologies used in restaurant billing

Self-study portion

Text Books:

T.B – 1 : Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.

T.B – 2 : Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.

UNIT I : T.B – 2

UNIT II : T.B – 2

UNIT III : T.B – 1

UNIT IV : T.B – 1

UNIT V : T.B – 2

Books for Reference:

Essential Table Service for Restaurants – John Fuller

The Waiter – A.J.Curry

Modern Restaurant Service – John Fuller

Beverage Management – Michael Coltman

SEMESTER – I: CORE - I
FOOD PRODUCTION – I

Course Code : 14UHM1C1
Hours / Week : 6
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

The course aims at preparing the students to subsequently understand and apply Professional Cookery during the subsequent semesters. Thus, topics ranging from ‘culinary history’, ‘personal hygiene’, ‘kitchen organization’, ‘food production equipment’, ‘basic elements of cooking’ and, ‘Menu Planning’ have been incorporated for study.

UNIT –I

18 hours

Introduction to cookery:

- 1.1 Introduction to cookery
 - 1.2 Aims & Objectives of cooking food
 - 1.3 Personal hygiene and food safety.
 - 1.4 Kitchen Hygiene
 - 1.5 Attitude and behavior in the kitchen
 - 1.6 Halal- Definition-Principles-Uses and advantages, Importance of Halal in Catering.
- # Identification of knives and maintenance of various knives, Uniform and protective clothing #

UNIT-II

18 hours

Hierarchy of Kitchen Department:

- 2.1 Organizational structure of the kitchen
 - 2.2 General Layout of Kitchen in medium and large Hotel
 - 2.3 Duties and responsibility of various chefs
 - 2.4 Equipments and fuels used in the kitchen.
 - 2.5 Safety procedure in handling Equipment.
- # Coordination of Kitchen With Other Departments. Modern Staffing in Various Category Hotels #

UNIT-III

18 hours

Cooking methods & Raw Materials:

- 3.1 Various Cooking Methods
Dry heat, Moist heat, Oil as Medium, & Micro wave cooking.
- 3.2 Characteristics of Raw Materials
Salt , Sweetening, Liquid, Fats & Oils, Raising agents,
- 3.3 Egg cookery
- 3.4 Vegetable and fruits classification, pigments, and colour present on them.
Effect of heat on vegetables, and cuts vegetables.

Classification of Fruits and Their Uses in Cooking

UNIT-IV

18 hours

- 4.1 Principles of foundation cooking
- 4.2 Stocks - Definition - Classifications of Stocks -Recipes - Uses of stock
- 4.3 Soups - Definition - Classification of Soups - Recipes

- 4.4 Sauces-Definition -Classification of sauces –Recipes and preparation of Basic mother sauces - Derivatives
- 4.5 Basic Gravies-Definition-Different types of Gravies
- 4.6 Selection, classification, cuts & uses of Fish Meat (Lamb, Veal and Beef),poultry.

Modern Trends of Presenting Soups, Making of a Good Sauce, Selecting and Grading Meat

UNIT-V

18 hours

- 5.1 Classical Indian National cookery- North, East, South and West
- 5.2 Spices and condiments used in Indian cookery- Indian masalas- preparations
- 5.3 Indian Culinary terms (Indian Glossary)
- 5.4 Accompaniments & Garnishes – Definition.
- 5.5 Basic menu planning i) Types of Menu ii)Sequence of courses iii)Menu Planning principles

Philosophy of Indian food, Regional and Religious Influences on Indian Cuisine, Concept of Dry and Wet Masalas

Self-study portion

Text Books:

- T.B - 1:** Food Production Theory 1st edition, K.Damodharan
- T.B - 2:** Theory of Cookery by Krishna Arora
- T.B - 3:** Food Production Operations by Parvinder S.Bali
- T.B - 4:** Modern Cookery for Teaching and the Trade Vol. I & Vol.II – Thangam E.Philp (Mumbai, Orient Longment).

UNIT I : T.B-2 Chapter 1&2, T.B-1 Chapter 3,4,5&6

UNIT II : T.B-3 Chapter 1,2&3, T.B-1 Chapter 4&5

UNIT III : T.B-1 Chapter 1, T.B 2 Chapter 2,3&4.

UNIT IV : T.B-1 Chapter 1,2,3,4&5

UNIT V : T.B-2 Chapter1, T.B-3 Chapter 2, T.B 1 Chapter 3&4 , T.B-1 Chapter 5.

Books for Reference:

1. Klinton & Cesarani : Practical Cookery Arnold Heinemann.
2. Larousse Gastronomique cookery encyclopedia by paul hamlyn.
3. Chef's Manual of Kitchen Management – John Fuller.
4. Le repertoire de la cuisine – l. Saulnier.

**SEMESTER - I : MAJOR BASED ELECTIVE - I
FOOD AND BEVERAGE SERVICE - I - PRACTICAL**

Course Code : 14UHM1M1P
Hours / Week : 3
Credits : 3

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

The module has been designed so as to inculcate basic understanding on the structural and operational perspectives of Food and Beverage Service so that the students could be gradually exposed to the professional and applied intricacies of the subject.

UNIT - I

9 hours

- 1.1 Induction & Profile of the areas
- 1.2 Ancillary F&B Service areas – Induction & Profile of the areas
- 1.3 Familiarization of F&B Service equipment

New trends in F&B set-ups

UNIT – II

9 hours

- 2.1 Identification of Service equipments and utensils
 - 2.1.1 Glassware, Cutlery, Crockery, Glassware
 - 2.1.2 Knowledge of linen used in F& B service
 - 2.1.3 Furniture and their sizes and measurements

Selection of cutlery, crockery and glasswares

UNIT – III

9 hours

Basic Technical Skills :

- 3.1 Care & Maintenance of F&B Service equipment
- 3.2 Cleaning / polishing of EPNS items by:
 - 3.2.1 Plate Powder method
 - 3.2.2 Polivit method
 - 3.2.3 Silver Dip method
 - 3.2.4 Burnishing Machine

Famous brands of polishes and cleaning liquids

UNIT – IV

9 hours

- 4.1 Holding Service Spoon & Fork
- 4.2 Carrying a Tray / Salver
- 4.3 Laying a Table Cloth
- 4.4 Changing a Table Cloth during service
- 4.5 Table Laying for Four Course Meal (Continental, Indian , Chinese
- 4.6 Rules to be observed while laying table

Standards measurements of restaurant furniture & linen

UNIT – V

9 hours

Preparation and Services:

- 5.1 Stacking Sideboard
- 5.2 Service of Water
- 5.3 Napkin Folds

- 5.4 Changing dirty ashtray
- 5.5 Cleaning & polishing glassware

Contents of sideboards

Self-study portion

Text Books:

T.B – 1 : Food & Beverage Service Training manual, Sudhir Andrews, Tata Mac Graw Hill, 2007.

T.B – 2 : Food & Beverage Service Lillicarp Devis, Cousins John & Smith Robert,

UNIT I : Chapter – 1, 2, 3 T.B - 2

UNIT II : Chapter – 6, T.B - 1

UNIT III : Chapter – 2, 4, T.B - 2

UNIT IV : Chapter – 16, T.B - 1

UNIT V : Chapter – 5, T.B - 2

Books for reference:

1. Klinton & Cesarani: Practical Cookery; Arnold Heinemann.
2. Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn
3. Chef's Manual of Kitchen Management – John Fuller.
4. Le Repertoire De La Cuisine – L.Saulnier.

SEMESTER – II: ALLIED - II
FRONT OFFICE AND ACCOMMODATION OPERATIONS – I

Course Code : 14UHM2A2
Hours / Week : 5
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

The course endeavours to introduce the students about the concept, significance organization and basic functions of Hotel Front Office & Housekeeping.

UNIT-I

15 hours

FRONT OFFICE:

- 1.1 Classification of Hotels
- 1.2 Introduction to Front office- Definition
- 1.3 Lay-out of Front office Department
- 1.4 Sections of Front office (Reservation, Reception, Information, Cash and Telephones)
- 1.5 Organizational Structure of Front office Department
- 1.6 Duties and Responsibilities of Front office Personnel
- 1.7 Qualities Needed for Front office Staff
- 1.8 Job description of Front office Assistants

Famous Indian Chain group of Hotels and their history

UNIT-II

15 hours

- 2.1 Reservation Systems and Procedures
- 2.2 Guest Registration Procedures
 - 2.2.1 Various Registration Records
- 2.3 Check-in of New Arrivals
- 2.4 Check out and Settlement of Accounts
- 2.5 Other front office activities
 - 2.5.1 Bell desk
 - 2.5.2 Paging
 - 2.5.3 Telephone
 - 2.5.4 Information
 - 2.5.5 Lobby
 - 2.5.6 GRE
 - 2.5.7 Front office Cashier- Duties and Responsibilities
- 2.6 Front office Terminologies

Qualities and responsibilities of GRE

UNIT-III

15 hours

- 3.1 Layout, Types of rooms & Configuration of rooms
- 3.2 Room tariffs and Basis to construct the tariffs
- 3.3 Types of meal plan
- 3.4 Inter departmental relationship
- 3.5 Front office salesmanship
- 3.6 Reservation
 - 3.6.1 Types of reservation
 - 3.6.2 Automated
 - 3.6.3 Fully Automated

- 3.6.4 Centralized Reservation system
- 3.7 Guest checkout procedures
- 3.8 Baggage-handling – FIT, GIT
- 3.9 Message handling
- 3.10 Mail handling

Methods of delivering the mails and messages

UNIT-IV

15 hours

HOUSE KEEPING:

- 4.1 Lay-out of Housekeeping Department
- 4.2 Organizational structure of Housekeeping department
- 4.3 Job description of Housekeeping personnel
- 4.4 Classification of cleaning equipments and agents
 - 4.4.1 Operational areas of housekeeping department
 - 4.4.1.1 Guest floor operation
 - 4.4.1.2 Public area operation
 - 4.4.2 Sequence of housekeeping functions
 - 4.4.2.1 Weekly cleaning
 - 4.4.2.2 Spring cleaning
 - 4.4.2.3 Daily cleaning

Care & Maintenance of Cleaning equipments and agents

UNIT-V

15 hours

- 5.1 Key handling procedures
- 5.2 Wake-up call procedures
- 5.3 Procedure for Left luggage and safety locker facility
- 5.4 Lost and found procedures
- 5.5 Registers maintained in FO&HK departments
- 5.6 Valet Service
- 5.7 Safety and security
 - 5.7.1 Key Controls
 - 5.7.2 Room key Security system
 - 5.7.3 Emergency Procedures (Medical, Robbery, Fire, suicide, Death, Bomb Threat, Riot)

Types of keys used in Hotel industry

Self-study portion

Text Books:

- T.B – 1:** Hotel Front Office Operation and Management, Jatashanker R.Tewari, Oxford University press, 2010.
- T.B – 2:** Hotel Front Office Training manual, Sudhir Andrews, Tata Mac Graw Hill, 2007.
- T.B – 3:** Hotel Housekeeping Training manual, Sudhir Andrews, Tata Mac Graw Hill, 2007

- UNIT - I** : Chapter -1, 5 & 7, T.B – 2
- UNIT - II** : Chapter -13 & 28, Appendices- I T.B – 2
- UNIT - III** : Chapter – 7, 8 & 9 T.B – 1
- UNIT - IV** : Chapter - 1, 2 & 7, T.B – 3
- UNIT - V** : Chapter – 8, T.B – 3

Books for Reference:

- Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.
Check in Check out – Jerome Vallen
Front Office Procedures – Peter Abbott & Sue Lewry
Basic Hotel Front Office Procedures – Peter Renner
Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.
A.C. David, Hotel and Institutional Housekeeping.
Wellek, Hotel Housekeeping.
Professional Management of Housekeeping Operations, Martin Jones, Wiley.
Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.

SEMESTER – II: CORE - II

FOOD PRODUCTION -I – PRACTICAL (INDIAN CUISINE)

Course Code : 14UHM2C2P

Hours / Week : 6

Credits : 4

Max Marks : 100

Internal Marks : 40

External Marks : 60

Objective:

The course aims at preparing the students to subsequently understand and making them experts in preparing Indian cuisine dishes.

UNIT- I

18 hours

MENU-I

RED PUMPKIN SOUP
KASHMIRI PULAO
CHICKEN CURRY
KAJAR-KA-HALWA

MENU-II

BOILED RICE
SAMBAR
CABBAGE FOGATH
SEMIYA PAYASAM

UNIT – II

18 hours

MENU-III

CHAPATIES
PUDINA PULAO
CHICKEN CHETTINAD
DOUBLE-KA-MEETHA

MENU-IV

DAHI SHORBA
CHICKEN BIRIYANI
ONION RAITHA
DALCHA
GULAB JAMUN

UNIT – III

18 hours

MENU-V

MEDU VADAI
PONGAL/SAMBAR/CHUTNEY
DOSA – VARIETY
POORI/BHAJI
RAVA KAESARI

MENU-VI

KOZHI RASAM
GOSHT BIRIYANI
BAGARA BAINGAN
PHIRNI

UNIT – IV

18 hours

MENU-VII

NEI CHORU
ERUSSERY
MEEN MOILEE
ADA PRATHAMAN

MENU-VIII

YAKHNI SHORBA
CHICKEN PULAO
MUTTON VINDALOO
ASHOKA HALWA

UNIT – V

18 hours

MENU-IX

HARA-BHARA-KABAB
GHEE BATH
SHAHI KHORMA
WHEAT HALWA

MENU-X

TOMATO SHORBA
FISH RAW FINGERS
NAAN
BUTTER CHICKEN MASALA
RASAMALAI

Text Books:

T.B - 1: Modern Cookery for Teaching and the Trade Vol. I & Vol.II – Thangam
E.Philp (Mumbai, Orient Longment).

T.B - 2: Food Production Theory 1st edition, K.Damodharan

UNIT I : T.B- 1&2

UNIT II : T.B- 1&2

UNIT III : T.B- 1&2

UNIT IV : T.B- 1&2

UNIT V : T.B- 1&2

Books for Reference:

1. Klinton & Cesarani : Practical Cookery Arnold Heinemann.
2. Larousse Gastronomique cookery encyclopedia by paul hamlyn.
3. Chef's Manual of Kitchen Management – John Fuller.
4. Le repertoire de la cuisine – l. Saulnier.

**SEMESTER – II: MAJOR BASED ELECTIVE – II
FOOD SCIENCE AND NUTRITION**

Course Code : 14UHM2M2
Hours / Week : 3
Credits : 3

Max Marks : 100
Internal Marks : 40
External Marks : 60

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

9 hours

- 1.1 Microorganism – Moulds, yeasts
- 1.2 Bacteria – Types, Growth, Temperature conditions, Moisture, Time, Growth pattern and control.
- 1.3 Role of Microbes in food preparation
- 1.4 Beneficial effect – Economic importance.
- 1.5 Harmful effects-Food poisoning,
- 1.6 Food infections and food infestation

Life and expiry of various food items

UNIT – II

9 hours

- 2.1 Introduction to Food Adulteration
- 2.2 Types of common food adulterants test to detect food adulteration.
- 2.3 Laws to prevent. food adulteration Food standards food additives
- 2.4 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.

Commonly found food adulterants

UNIT – III

9 hours

- 3.1 Definition of Nutrition
- 3.2 Nutrient classification – Macro and Micro nutrients - Carbohydrates, Proteins, Fats, Minerals and Vitamins, Water and Fiber.
- 3.3 Sources, deficiency diseases, excessive intake, RDA.
- 3.4 Digestion and absorption of food

Nutrients found in various food stuffs

UNIT – IV

9 hours

- 4.1 Nutrition and healthy eating, five food groups
- 4.2 Balanced diet for - diabetic patients, sports persons - fat free, high fiber
- 4.3 Factors affecting the nutritive value of food, Product development

- 4.4 Chemistry in kitchen
- 4.5 PH and water, proteins, carbohydrates, Lipids, Emulsions.

Meal plan and menus for invalids

UNIT – V

9 hours

- 5.1 Health and Hygiene
- 5.2 COSHH – Control of substances hazardous to health – Legislation 1990 /91
Amendments
- 5.3 Safety regulation - Accidents, prevention and first aid.
- 5.4 Hygiene
- 5.5 HACCP - Provision of safe food, Color-coding, Hygienic storage of food personal hygiene, Food hygiene, General health and fitness.

First aid remedies for various food borne diseases

Self-study portion

Text Books:

T.B - 1: Fundamentals of Food and Nutrition, Mudambi and Rajgopal.

T.B - 2: Clinical Dietetics & Nutrition by F.P. Anita.

UNIT I : Chapters 1 – 8 T.B- 1

UNIT II : Chapters 5 – 10 T.B- 1

UNIT III : Chapters 11 T.B- 1

UNIT IV : Chapters 4 & 5 T.B- 2

UNIT V : Chapters 7-9 T.B- 2

Books for Reference:

1. Modern Food Microbiology by Jay.J
2. Food Microbiology by Frazier and Westhoff
3. Safe food Handling by Jacob M.
4. Food Processing by Hobbs Betty

**SEMESTER – II: NON MAJOR ELECTIVE – I
BASIC FOOD PRODUCTION**

Course Code : 14UHM2N1
Hours / Week : 2
Credit : 2

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

This Non- Major Elective course aims at preparing other major students to learn the basic Professional Cookery. Topics of this subject ranging from ‘culinary history’, ‘personal hygiene’, ‘kitchen organization’, ‘food production equipment’, and ‘basic elements of cooking’.

UNIT-I

6 hours

- 1.1 Introduction to Culinary Arts
- 1.2 Aims & Objectives of Cooking
- 1.3 Personal Hygiene
- 1.4 Kitchen Hygiene
- 1.5 Halal

Culinary styles followed in various regions

UNIT-II

6 hours

- 2.1 Kitchen Hierarchy of Staff
- 2.2 Kitchen Layout
- 2.3 Types of Hotel
- 2.4 Equipments Knowledge of Catering

Self Study Portions: French terms of designations of chefs

UNIT-III

6 hours

- 3.1 Classification of Raw Materials
 - 3.1.1 Salt, Sugar, Liquid, Thickening Agents
 - 3.1.2 Egg, Herbs, Spices & Condiments
- 3.2 Various Cooking Methods

Self Study Portions: Action and effects of salt and sugar in cookery

UNIT-IV

6 hours

- 4.1 Menu Compiling – 5 Course Menu
- 4.2 Accompaniments
- 4.3 Garnishes

Self Study Portions: Model menus with suitable accompaniments

UNIT-V

6 hours

Demonstration & Preparations:

- 5.1 Salads
- 5.2 Soups
- 5.3 Rice Varieties

5.4 Gravies & Raithas
5.5 Desserts

Self Study Portions: Collection of names of famous dishes

Self-study portion

Text Books:

T.B - 1: Food Production Theory 1st edition, K.Damodharan

T.B - 2: Theory of Cookery, by Krishna Arora

T.B - 3: Modern Cookery for Teaching and the Trade Vol. I & Vol.II – Thangam
E.Philp (Mumbai, Orient Longment).

UNIT I : T.B-2 Chapter 1&2, T.B-1 Chapter 3,4,5 & 6

UNIT II : T.B-3 Chapter 1,2&3, T.B-1 Chapter 4 & 5

UNIT III : T.B-1 Chapter 1, T.B 2 Chapter 2,3 & 4.

UNIT IV : T.B-1 Chapter 1,2,3,4&5

UNIT V : T.B-2 Chapter1, T.B-3 Chapter 2, T.B 1 Chapter 3&4 , T.B-1 Chapter 5.

Books for Reference:

1. Larousse Gastronomique cookery encyclopedia by paul hamlyn.
2. Chef's Manual of Kitchen Management – John Fuller.
3. Food Production Operations by Parvinder S.Bali

SEMESTER - III: ALLIED - III
FOOD AND BEVERAGE SERVICE – II

Course Code : 14UHM3A3
Hours / Week : 6
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

This module aims to acquaint the students with service methods applicable to 'Banquets', 'Gueridon Service' and, make them to understand 'Restaurant designing' and 'Room service'.

UNIT-I

18 hours

BANQUETS:

- 1.1 Banquet Introduction
- 1.2 Organization structure - Layout of a Banquet Department – Duties and responsibilities of each staff.
- 1.3 Formal Functions
- 1.4 An introduction - Booking and organisation of formal functions
- 1.5 Banquet function prospectus - format and purpose
- 1.6 Compiling & making special Banquet menus, conference menus and state banquets.
- 1.7 Informal Banquets
- 1.8 Buffet-cum-sit down and standing buffet (Fork Buffet) Planning for a buffet
- 1.9 Off-premises Catering

Preparation of menus suitable for different occasions

UNIT-II

18 hours

GUERIDON SERVICE

- 2.1 Gueridon Service - Introduction
- 2.2 Introduction - Special Equipment's used
- 2.3 Care & Maintenance of equipment - Taking order for Gueridon Service
- 2.4 General points to be remembered while serving from a gueridon
- 2.5 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)

Lay-out and specifications of Gueridon trolley and special equipments

UNIT-III

18 hours

PLANNING AND DESIGNING RESTAURANT

- 3.1 General points of Planning
- 3.2 Needs and demands of customer
- 3.3 Policy of the firm
- 3.4 The Menu
- 3.5 Organisation of the Establishment
- 3.6 Planning Team
- 3.7 Sequence of Planning - Planning methods - Planning and Designing of Restaurant - Allocation of Space

- 3.8 Architectural Features - Floor, Walls and Ceilings - Design development - Heating, Cooling & Verification
- 3.9 Lighting
- 3.10 Work floor analysis
- 3.11 Furniture and Fittings
- 3.12 Planning of Amenities

Points to remember while selecting lightings for restaurants

UNIT-IV

18 hours

ROOM SERVICE

- 4.1 Definition- Scope- Staff
- 4.2 RSOT-Duties of RSOT
- 4.3 Qualities needed for RSOT
- 4.4 Way of order taking- Tray setup procedures for breakfast, lunch, high tea and dinner
- 4.5 Lounge and Lobby service-Poolside service-Room service procedures-Clearance at Room service-Billing

Merits and de-merits of Room service

UNIT-V

18 hours

FUNCTIONS OF FAST FOOD UNITS

- 5.1 History and concept
- 5.2 Fast food preparation centre
- 5.3 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.
- 5.4 Budgeting for the Food and Beverage service department
 - Budgeting control
 - Budgeting cycle
 - Preparation of budget
 - Limiting factors
 - Forecasting of Food & Beverage sales forecasting

Preparation of model budget to start a fast food unit

Self-study portion

Text Books:

T.B – 1 : R.Singaravelavan, : Food and Beverage Service; Oxford University Press, 2011

T.B – 2 : Vijay Dhawan, . Food and Beverage Service; Franc Bros & Co: 2006

UNIT I : Chapter - 45 in Part –VI, T.B – 1 & Chapter -3 in Part –III, T.B – 2

UNIT II : Chapter -15 in Part –III, T.B – 1 & Chapter -1 in Part –III, T.B – 2

UNIT III : Chapter -6 in Part –III, T.B – 2

UNIT IV : Chapter - 14 in Part –III, T.B – 1

UNIT V : Chapter -9 in Part –III, T.B – 2

Books for Reference:

1. Essential Table Service for Restaurants – John Fuller
2. The Waiter – A.J.Curry
3. Modern Restaurant Service – John Fuller
4. Beverage Management – Michael Coltman

SEMESTER - III: CORE - III
FOOD PRODUCTION – II

Course Code : 14UHM3C3
Hours / Week : 5
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

This module would enable the students to effectively perceive the rich culinary heritage of other nations, and the related pivotal aspects of quantity food production.

UNIT-I INTRODUCTION TO INTERNATIONAL CUISINE 15 hours

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

Cuisine of Arab, Scandinavian & Spanish

UNIT-II 15 hours

- 2.1 International cooking - Different nations and their popular dishes.
- 2.2 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.
 - 2.2.1 French-Sauces and garnishes
 - 2.2.2 Italian-Pasta and varieties
 - 2.2.3 Mexican and Spanish
 - 2.2.4 Chinese-regions and variations
 - 2.2.5 Oriental, Thai and English cuisines.
- 2.3 Buffet Menu- Breakfast, Lunch, High Tea & Dinner.

Commonly used pastas in Italian cuisine, Various types of starches used in Italian cuisine

UNIT-III 15 hours

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

Gardemanger Area Planning & Terminology of Gardemanger

UNIT-IV Quantity Food Preparation 15 hours

- 4.1 Principles of planning a menu. Types of menu. Buffet Menu – Breakfast, Lunch, High tea & Dinner.
- 4.2 Off premises Catering, Indenting.
- 4.3 Control cycle purchasing.
- 4.4 Portion control
- 4.5 Standard purchase specification.

- 4.6 Utilization of leftovers – Rechauffe Cooking
- 4.7 Sanitation and Hygiene, Pest control

Factors affecting food cost control & Standard Recipes

UNIT-V PRODUCTION MANAGEMENT

15 hours

- 5.1 Allocation of work -job Description duty rosters
- 5.2 Production planning and scheduling
- 5.3 Production quality and quantity
- 5.4 Yield management
- 5.5 Forecasting and food costing

Developing new recipes & Food Trials and equating recipe

Self-study portion

Text Books:

T.B-1: International Cuisine & Food Production Management, Author:- Parvinder S. Bali

T.B-2: Food Production Theory for Hotel Management Studies, Author:- K.Damodharan

T.B-3: The professional chef's Art of Gardemanger 5th edition. Author:- Frederic H. Sonnenschmidt John F. Nicolas

UNIT-1 Chapter (1-3) - T.B-1

UNIT-2 Chapter (1-3) - T.B-1

UNIT-3 Chapter (1-5) - T.B-3

UNIT-4 Chapter (1-7) - T.B-2

UNIT-5 Chapter (1-5) - T.B-2

Books for Reference:

1. Cold Kitchen Author:- D.D.Sharma
2. Quantity food production operations and Indian cuisine Author: Parvinder S. Bali

SEMESTER – III: MAJOR BASED ELECTIVE - III
FRONT OFFICE AND ACCOMODATION OPERATIONS I – PRACTICAL

Course Code : 14UHM3M3P
Hours / Week : 3
Credits : 3

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

To help the student to achieve an in-depth Knowledge of Front office and Housekeeping activities.

UNIT – I FRONT OFFICE (PRACTICAL)

9 hours

- 1.1 Taking Bookings.
- 1.2 Receiving and registering the Guest.
- 1.3 Baggage handling procedures
- 1.4 Front office cashiering procedure.
- 1.5 Handling Guest Requests
- 1.6 Knowledge of the City and surrounds
- 1.7 Knowledge of Tariff
- 1.8 Basis of charging, Rack Rates.
- 1.9 Tariff fixation.
- 1.10 Rates offered
- 1.11 Maintain and Use of the Guest Information Directory.
Using the guest History System, Taking Messages

UNIT – II

9 hours

- 2.1 Knowledge of Source Modes and types of Reservation
- 2.2 Processing a reservation
- 2.3 Non Automated Reservation
- 2.4 Fully Automated Reservation
- 2.5 Confirming a reservation
- 2.6 Cancellation and amendments.
- 2.7 Pre-registration activity.
- 2.8 Preparation of Arrival and Departure Lists
- 2.9 Receiving Guests
- 2.10 Guest registration Procedures (F.I.T, Groups. V.I.P, V.V.I.P)
- 2.11 Knowledge of Check in and Check out
- 2.12 Registration records and procedures
- 2.13 Concierge

UNIT – III

9 hours

- 3.1 Responding to questions about service and events
- 3.2 Making Booking (Airlines, Bus, Train, Theatres etc.)
- 3.3 Bell Desk
- 3.4 Errand cards
- 3.5 Handing Guests Baggage
- 3.6 Handling left luggage (Procedure and records maintaining)
- 3.7 Valet Service
- 3.8 Valet Parking (Procedure and Record maintaining)
- 3.9 Guest departure procedure
- 3.10 Encashing - foreign currency, Travelers Cheque, Handling debit and Credit Cards

- 3.11 Safety locker (Procedure and record maintained)
- 3.12 Study of countries, capitals, currency's, Airways.
- 3.13 Front office terminologies.

UNIT – IV HOUSEKEEPING (PRACTICAL)

9 hours

- 4.1 Identification of cleaning Equipments
- 4.2 Cleaning frequencies
 - Daily cleaning
 - Weekly cleaning
 - Periodic cleaning
- 4.3 Cleaning of various services
- 4.4 Metal – Brass, Stainless steel, chrome, ceramic, earthen ware, porcelain, glass, plastic, laminates, wooden furniture, upholstered surface, floor surfaces.
- 4.5 Guest room cleaning
 - Bed making – Morning attention, evening attention

UNIT – V

9 hours

- 5.1 Room cleaning
- 5.2 Bath room cleaning
- 5.3 Room inspection
- 5.4 Public area cleaning
- 5.5 Lobby, Reception, Corridor, staircase, Dining hall
- 5.6 First Aid procedure
- 5.7 Fire prevention procedure
- 5.8 Preparing Housekeeping register and reports
- 5.9 Housekeeping Terminologies

Self-study portion

Text Books:

- T.B – 1:** Hotel Front Office Operation and Management, Jatashanker R.Tewari, Oxford University press, 2010.
- T.B – 2:** Hotel Front Office Training manual, Sudhir Andrews, Tata Mac Graw Hill, 2007.
- T.B – 3:** Hotel Housekeeping Training manual, Sudhir Andrews, Tata Mac Graw Hill, 2007

- UNIT - I** : T.B – 1,2,3
- UNIT - II** : T.B – 1,2,3
- UNIT - III** : T.B – 1,2,3
- UNIT - IV** : T.B – 1,2,3
- UNIT - V** : T.B – 1,2,3

Books for Reference:

1. Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.
2. Check in Check out – Jerome Vallen
3. Front Office Procedures – Peter Abbott & Sue Lewry
4. Basic Hotel Front Office Procedures – Peter Renner
5. Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
6. Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.
7. A.C. David, Hotel and Institutional Housekeeping.
8. Wellek, Hotel Housekeeping.
9. Professional Management of Housekeeping Operations, Martin Jones, Wiley.
10. Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.

**SEMESTER - III: NON MAJOR ELECTIVE - II
BASIC BAKING**

Course Code : 14UHM3N2

Hours / Week : 2

Credits : 2

Max Marks : 100

Internal Marks : 40

External Marks : 60

Objective:

This Non- Major Elective course aims at preparing other major students to learn the basic Professional Bakery. Topics of this subject ranging from 'Introduction to Bakery', 'Equipments', 'Methods of preparing bakery products', etc..

UNIT-I

6 hours

- 1.1 Introduction to Bakery
- 1.2 Aims & Objectives of Bakery
- 1.3 Personal Hygiene
- 1.4 Layout of Bakery
- 1.5 Organizational Structure of Bakery

Preparation of data collection about basic necessities to start a Bakery

UNIT-II

6 hours

- 2.1 Small & Large Equipments used in Bakery
- 2.2 Raw Materials Used In Bakery
- 2.3 Functions Of Raw Materials
- 2.4 Oven Temperatures

Dimensions of bakery equipments with specifications

UNIT – III

6 hours

- 3.1 Methods of Preparing Breads
- 3.2 Various Products Of Bakery
- 3.3 Bread Diseases
- 3.4 Bread Faults

Recipes of bakery products and conditions for storage

UNIT – IV

6 hours

- 4.1 Introduction To Confectionary
- 4.2 Products Of Confectionary
- 4.3 Ingredients Used In Pasty Products
- 4.4 Common Cake Faults

Recipes of bakery products and conditions for storage

UNIT – V

6 hours

- 5.1 Demonstration & methods of preparations
(Bread, & Cakes)
- 5.2 Demonstration & methods of preparations
(Cookies, Muffins, etc.)

Recipes of bakery products and conditions for storage

Self-study portion

Text Books:

T.B - 1: Basics of Baking, Sandeep Malik, Aman Publications, New Delhi, 2007.

T.B - 2: Theory of Cookery by Krishna Arora

T.B - 3: Modern Cookery for Teaching and the Trade Vol. I & Vol.II – Thangam E.Philp (Mumbai, Orient Longment).

UNIT I : T.B-1 Chapter 1

UNIT II : T.B-1 Chapter 13

UNIT III : T.B-1 Chapter 3

UNIT IV : T.B-2 Chapter - baking

UNIT V : T.B-3 Chapter – Bakery products

Books for Reference:

1. Klinton & Cesarani : Practical Cookery Arnold Heinemann.
2. Larousse Gastronomique cookery encyclopedia by paul hamlyn.
3. Chef's Manual of Kitchen Management – John Fuller.
4. Le repertoire de la cuisine – l. Saulnier.

SEMESTER - IV: ALLIED - IV
FRONT OFFICE AND ACCOMMODATION OPERATIONS - II

Course Code : 14UHM4A4
Hours / Week : 6
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

UNIT-I FRONT OFFICE

18 hours

- 1.1 Guest accounting
 - 1.1.1 Job description of a front office cashier
 - 1.1.2 Guest Accounts-Folios-Vouchers-Ledgers
 - 1.2 Creation & Maintenance of Accounts
 - 1.2.1 Record keeping system: Manual, Semi - Automated, dully automated
 - 1.2.2 Credit monitoring - Floor limit, House limit, part settlement of in house guests
 - 1.2.3 Account maintenance: Charge purchase, Account Correction, Accounts allowance, Account transfer, Cash advance, Encashment of Foreign Exchanges.
- # Basic fundamentals of Accounts #

UNIT-II NIGHT AUDITING

18 hours

- 2.1 Functions of the night auditor.
 - 2.1.1 The role of the night auditor
 - 2.1.2 Cross - referencing
 - 2.1.3 Guest credit monitoring
 - 2.1.4 Daily & supplementary transcripts
 - 2.2 The night audit process
 - 2.2.1 Complete outstanding postings
 - 2.2.2 Reconcile room status discrepancies
 - 2.2.3 Balance all departments
 - 2.2.4 Verify room rates
 - 2.2.5 Verify No. Shows
 - 2.2.6 Post room rates & Taxes
 - 2.2.7 Prepare Reports
- # Contribution of Night auditor in financial updating #

UNIT-III LINEN MANAGEMENT

18 hours

- 3.1 Hotel linen- Classification of linen
 - 3.1.1 Items classified as bed linen and bath linen; their sizes
 - 3.1.2 Items classified as table linen: their sizes
 - 3.1.3 Selection criteria for the linen items
- 3.2 Linen room
 - 3.2.1 Activities of a linen room.
 - 3.2.2 Location, Equipment & Layout of a linen room (basic rules)
 - 3.2.3. Purchase of linen/linen hire/ quality and quantity
 - 3.2.4 Storage and inspection
 - 3.2.5 Issuing of linen to floors and departments – procedure and records
 - 3.2.6 Dispatch and delivery from laundry – procedure and records
 - 3.2.7 Stocktaking – procedures and records
 - 3.2.8 Condemned linen and cut down – procedures and records
- 3.3 Marking and monogramming
- 3.4 Sewing room
 - 3.4.1 Activities and area provided

Quality & measurements of various linen used in hotel industry

UNIT-IV

18 hours

4.1 Laundry

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

4.2 Health and Safety

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

4.3 Fire prevention

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

Common precautions & preventive methods followed by hotels

UNIT-V

18 hours

5.1 Flower arrangement

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

5.2 Pest control

- 5.2.1 Role of housekeeping in pest control
- 5.2.2 Prevention and control of pests
- 5.2.3 Rodent and insect control techniques
- 5.2.4 Rat and cockroaches

5.3 Decorations during various occasions

5.4 Horticulture – indoor plants

Latest trends in controlling pests

Self-study portion

Text Books:

T.B – 1: Hotel Front Office Operation and Management, Jatashanker R.Tewari, Oxford University press, 2010.

T.B – 2: Hotel Front Office Training manual, Sudhir Andrews, Tata Mac Graw Hill, 2007.

T.B – 3: Hotel housekeeping operations and Management, G.Raghubalan – Smritee raghubalan, Oxford University press, 2008.

- UNIT - I** : Chapter - 11, T.B – 1
UNIT- II : Chapter – 12, T.B – 1
UNIT- III : Chapter – 17, T.B – 3
UNIT- IV : Chapter – 17, 20, T.B – 3
UNIT- V : Chapter – 21, 26, T.B – 3

Books for Reference:

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
8. Book : HOTEL HOUSEKEEPING
Author : G.RAGHUBALAN
Publisher : OXFORD UNIVERSITY PRESS
Year : 2007

SEMESTER - IV: CORE - IV
FOOD PRODUCTION - II – PRACTICAL [CONTINENTAL]

Course Code : 14UHM4C4P
Hours / Week : 5
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

The course aims at preparing the students to subsequently understand and making them experts in preparing Continental dishes.

UNIT – I

15 hours

MENU-I

SALAD RUSSE
CHICKEN CHOWDER
SPAGHETTI BOLOGNESE
COFEE MOUSSE

MENU-II

OEUFS DIABLE
CREAM OF TOMATO
FISH COLBERT
BANANA CUSTARD

UNIT – II

15 hours

MENU-III

MINISTRONE SOUP.
EGG CROQUETTES.
TOUENEDOS OF MUTTON
CAMEL CUSTARD.

MENU-IV

SALAD DE POISION
LENTIL SOUP
FISH MEUNIERE
BAKED CHICKEN AND NOODLES
HONEY COMB MOULD

UNIT – III

15 hours

MENU-V

SCOTH BROTH
EGGS AU GRATIN
FISH MORNAY
RAGON OF MUTTON
FRUIT TRIFLE

MENU-VI

MELON COCKTAIL
CREAM DE CHAMPIGNONS
OEUFS FLORENTING
POULET SAUTE AUX CHAMPIGNONS
POUDING CABINET

UNIT – IV

15 hours

MENU-VII

OEUFS FARCIS
COCK –A- LEEKIE
STEAK AND KIDNEY PIE
SPINACH AND MUSHROOM QUICHE
POUDING MOUSSE LINE

MENU-VIII

MULLIGATAWNY SOUP
SCRAMBLED EGGS WITH TOAST
SPAGHETTI MUTTON AND TOMATO CASSEROLE
BAKED FILLETS IN TOMATO SAUCE
NEAPOLITON MOUSSE

UNIT- V

15 hours

MENU-IX

CHILLI CORN CARNE
DEVILED EGG
SALMON LOAF
POULET SAUTE MERYLAND
MARSHMALLOW POUDING

MENU-X

CONSOMME ROYLE
EGG NESTS
PRAWN FRIED IN BATTER
MUTTON CHOPS WITH POTATO COVERING
MOSS JELLY

Text Books:

T.B - 1: Modern Cookery for Teaching and the Trade Vol. I & Vol.II – Thangam
E.Philp (Mumbai, Orient Longment).

T.B - 2: Food Production Theory 1st edition, K.Damodharan

UNIT I : T.B- 1&2

UNIT II : T.B- 1&2

UNIT III : T.B- 1&2

UNIT IV : T.B- 1&2

UNIT V : T.B- 1&2

Books for Reference:

1. Klinton & Cesarani : Practical Cookery Arnold Heinemann.
2. Larousse Gastronomique cookery encyclopedia by paul hamlyn.
3. Chef's Manual of Kitchen Management – John Fuller.
4. Le repertoire de la cuisine – l. Saulnier.

SEMESTER - IV: CORE - V
BASIC COMPUTER APPLICATIONS

Course Code : 14UHM4C5
Hours / Week : 5
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

This module has been planned to create basic understanding on the structural and functional aspects of computers so that, in the subsequent semesters the incumbent students are readily able to assimilate the intricacies of computer applications with special reference to Hotel Management.

UNIT – I Introduction and Organization of Computers: 15 hours

- 1.1 Computers – Introduction and Characteristics
- 1.2 Block Diagram of computer.
- 1.3 Input and Output Units of computer,
- 1.4 Computer Memory, RAM, ROM, PROM, EPROM, EEPROM; Stable and dynamic memory; Primary and Secondary memory.
- 1.5 Magnetic Hard disk, Floppy disk, CD-ROM, Disk Cartridges etc.
- 1.6 Hardware and Software.

History and origin of computers

UNIT – II Introduction to Windows & MS Word: 15 hours

- 2.1 Windows - Functions and Advantages
- 2.2 Introduction to Word
- 2.3 Viewing, Creating, Opening and Saving a Document
- 2.4 Editing and Formatting Text
- 2.5 Proofing a Document
- 2.6 Mail Merge

Different versions of MS-Word and their specifications

UNIT – III MS Excel 15 hours

- 3.1 Excel – Nature; Significance and Scope
- 3.2 Starting Excel
- 3.3 Working with a Spreadsheet
- 3.4 Editing the Worksheet
- 3.5 Formulae in Excel
- 3.6 Selecting, Inserting and Deleting Sheet

Preparation of own mark sheet by using MS-Excel

UNIT – IV MS Power point: 15 hours

- 4.1 Introduction to 'Power Point'; viewing and creating presentations.
- 4.2 Entering and Editing Text
- 4.3 Formatting Text
- 4.4 Drawing and Rotating Objects

Preparing a seminar presentation with Power point

UNIT – V Internet

15 hours

- 5.1 Introduction
- 5.2 Understanding ‘www’
- 5.3 Sending and receiving email; Accessing News groups/Websites
- 5.4 Downloading Files
- 5.5 Face book: concept and significance; Establishing Web Presence

Collection of information from various Hotels website

Self-study portion

Text Books:

T.B – 1: Braham, B. Computer System in Hotel and Catering Industry, Casseu, 1998.

T.B – 2: Basandra, S.K. Computer Today, New Delhi: Golgothia Publications.

UNIT - I : Chapter – 1 & 2, T.B – 1

UNIT- II : Chapter – 3 to 5, T.B – 2

UNIT- III : Chapter – 6 to 8 T.B – 2

UNIT- IV : Chapter – 17, 20, T.B – 1

UNIT- V : Chapter – 21, 26, T.B – 1

Books for Reference:

1. Clark, A. Small Business Computer Systems, Hodder and Stoughton, 1987.
2. London, K.C. and London. J.P. Management System Information System – a contemporary perspective, Mc. Milan. 1988.

SEMESTER - IV: SKILL BASED ELECTIVE - II
FOOD AND BEVERAGE SERVICE II – PRACTICAL

Course Code : 14UHM4S2P

Max Marks : 100

Hours / Week : 2

Internal Marks : 40

Credits : 2

External Marks : 60

Objective:

This module aims to acquaint the students with service methods applicable to ‘non-alcoholic beverages’, and familiarize them about Planning & Operating Food & Beverage Outlets’ and, make them to understand ‘Gueridon Service’.

UNIT – I Service of non- alcoholic beverages

1.1 Tea Service

1.2 Coffee Service

1.3 Mocktails- Preparation & Service

1.4 Service of Juices, Soft drinks, Mineral water, Tonic water

1.5 Cocoa & Malted Beverages Service

1.6 Compiling Five Course Menus

Famous brands of tea and coffee, new mocktail recipes

UNIT – II Planning & Operating Food & Beverage Outlets

2.1 Developing Hypothetical Business Model of Food & Beverage Outlets

2.2 Case study of Food & Beverage outlets - Hotels & Restaurants

Collection of business models applied in famous restaurants

UNIT – III Function Catering – Banquets

3.1 Planning & organizing Formal & Informal Banquets (layout, menu compiling)

3.2 Planning & organizing Outdoor caterings

Report preparation about banquet facilities offered by local city star hotels and odc organizations

UNIT – IV Function Catering – Buffets

4.1 Planning & organizing various types of Buffet

Gueridon Service

4.2 Organizing Mis-en-place for Gueridon Service

Knowledge of equipments used in Gueridon service

UNIT – V Kitchen Stewarding

5.1 Using & operating Machines

5.2 Exercise – physical inventory# Knowledge of work schedules of kitchen stewards #

Self-study portion

Text Books:

T.B – 1 : Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.

T.B – 2 : Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.

UNIT I : T.B – 1,2

UNIT II : T.B – 1,2

UNIT III : T.B – 1,2

UNIT IV : T.B – 1,2

UNIT V : T.B – 1,2

Books for reference:

1. Klinton & Cesarani: Practical Cookery; Arnold Heinemann.
2. Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn
3. Chef's Manual of Kitchen Management – John Fuller.
4. Le Repertoire De La Cuisine – L.Saulnier.

SEMESTER - IV: EXTRA CREDIT - I
HEALTH & SAFETY FOR HOTEL STAFF

Course Code : 14UHM4EC1
Hours / Week : -
Credits : 4*

Max Marks : 100*
Internal Marks :-
External Mark : 100*

Objective:

This course aims at preparing the students to be knowledgeable about the importance of health and safety for hoteliers.

UNIT-I Hazards in the Kitchen & Restaurant

- 1.1 Structure and Environment
- 1.2 Machinery and Equipments
- 1.3 Handling and lifting
- 1.4 Inspection checklist
- 1.5 Hazards in Restaurants
 - 1.5.1 Structure and Environment
 - 1.5.2 Machinery and Equipments
 - 1.5.2 Glassware
 - 1.5.3 Handling and lifting
 - 1.5.4 Inspection checklist

Qualities needed for staff to manage the hazard

UNIT –II Hazards in the Stewarding Department & Housekeeping

- 2.1 Structure and Environment
- 2.2 Machinery and Equipments
- 2.3 Chemicals and their usage
- 2.4 Cleaning schedules
- 2.5 Handling and lifting
- 2.6 Inspection checklist
- 2.7 Hazards in Housekeeping
 - 2.7.1 Structure and Environment
 - 2.7.2 Machinery and Equipments
 - 2.7.3 Control of substances
 - 2.7.4 Handling and lifting
 - 2.7.5 Inspection checklist

List of equipments used in hazard management

UNIT – III Hazards in Engineering

- 3.1 Structure and Environment
- 3.2 Machinery and Equipments
- 3.3 Chemicals
- 3.4 Handling and lifting
- 3.5 Inspection checklist
- 3.6 Hazards in Stores and Cellars
 - 3.6.1 Structure and Environment
 - 3.6.2 Machinery and Equipments
 - 3.6.3 Handling and lifting
 - 3.6.4 Chemicals
 - 3.6.5 Inspection checklist

Chemicals used by engineering department

UNIT –IV Hazards in Guest Areas & Concierge/Security

- 4.1 Structure and Environment
- 4.2 Lone working staff
- 4.3 Handling and lifting
- 4.4 Inspection checklist
- 4.5 Hazards in Health clubs
 - 4.5.1 Structure and Environment
 - 4.5.2 Equipment
 - 4.5.3 Swimming pool safety
 - 4.5.4 Chemicals
 - 4.5.5 Inspection checklist

Reasons for accidents in working areas

UNIT – V Introduction & Legislative requirements for systems control

- 5.1 Policy statement
- 5.2 Responsibilities of personnel
- 5.3 Risk Assessment
- 5.4 Control of substances
- 5.5 Accident Notification and Investigation
- 5.6 First Aid
- 5.7 Sanitation Regulations and Standards
 - 5.7.1 Introduction
 - 5.7.2 Regulatory Agencies
 - 5.7.3 Control of food quality
 - 5.7.4 Local Health Authority

Local, State and national authorities for sanitation regulations

Self-study portion

Text Books:

T.B – 1 : Author- Chris Purslow, Hotel safe – An essential guide to Health and Safety in the Hotel and Catering Industry. Chadwick House Publishing.

T.B – 2 : S. Roday Food Hygiene and Sanitation - Tata Mcgraw-Hill Publishing Company Ltd.

UNIT I : Ch – 2,3 T.B - 1

UNIT II : Ch – 4 T.B - 1

UNIT III : Ch – 5,6 T.B - 1

UNIT IV : Ch – 7 T.B - 2

UNIT V : Ch – 4,5 T.B - 2

Books for reference:

1. Author- Chris Purslow, Hotel safe – An essential guide to Health and Safety in the Hotel and Catering Industry. Chadwick House Publishing.
2. S. Roday Food Hygiene and Sanitation - Tata Mcgraw-Hill Publishing Company Ltd.

**SEMESTER - IV: EXTRA CREDIT - II
CLUB / RESORT MANAGEMENT**

Course Code : 14UHM4EC2
Hours / Week : -
Credits : 4*

Max Marks : 100*
Internal Marks : -
External Marks : 100*

Objective:

After finishing this course the student can be able to understand the Administration and Management of Club / Resorts..

UNIT – I Introduction

- 1.1 History of Club and Resort
- 1.2 Types of Resorts and Club
- 1.3 Management
- 1.4 Segment of Markets Time share owner
- 1.5 Resort Development and Management
 - 1.5.1 The development process
 - 1.5.2 Development an Amenity Strategy
 - 1.5.3 Community management structure
 - 1.5.4 Management and Operation

Classification of resorts and clubs

UNIT – II Types of club and resorts

- 2.1 Mountain based
 - 2.2 Water based
 - 2.3 Golf and Tennis based & others
 - 2.4 Marketing the Resort Experience
 - 2.4.1 Marketing defined
 - 2.4.2 Development of Marketing Plan
 - 2.4.3 Managing the Market Place
 - 2.4.4 Public consumer relations
- # Characteristics and unique qualities of resorts #

UNIT – III Guest Activities and Programs and Format

- 3.1 Market influences
 - 3.2 Guest needs
 - 3.3 Needs assessment
 - 3.4 Define goal and objectives
 - 3.5 Cluster and activities analysis
 - 3.6 Program Management and Evaluation
 - 3.6.1 The layout & Design
 - 3.6.3 Treatment
 - 3.6.4 Marketing
- # Present market trend in resort business #

UNIT – IV The Management Process

- 4.1 Managing the human resources
- 4.2 Budget process
- 4.3 Revenue generation and profitability
- 4.4 Development of a risk management plan

Status of HR in present scenario of resort business

UNIT – V The future of Clubs and Resort

- 5.1 The shaping of the tomorrow's Resort
- 5.2 Creating the Total Resort Experience
- 5.3 Trends in the Resort development
- 5.4 Implication for Resort Communities

Future projects of resorts in India

Self-study portion

Text Books:

T.B – 1 : Robert Christie Mill Resorts: Management and Operation John Wiley & Sons
Thomas H. Sawyer, Owen Smith

T.B – 2 : The Management of Clubs, Recreation, and Sport: Concepts and Applications
Sagamore Publishing Inc. Joe Perdue, Rhonda J. Montgomery, Patti J Shock,
and John M. Stefanelli.

UNIT I : Ch – 1,2 T.B - 2

UNIT II : Ch – 5,6 T.B - 2

UNIT III : Ch – 3,4 T.B - 1

UNIT IV : Ch – 7 T.B - 2

UNIT V : Ch – 9, 10 T.b - 2

Books for reference:

A Club Manager's Guide John Wiley & Sons

SEMESTER – V: CORE - VI
FOOD PRODUCTION- III – PRACTICAL [INTERNATIONAL]

Course Code : 14UHM5C6P
Hours / Week : 5
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

The course aims at preparing the students to subsequently understand and making them experts in preparing International dishes.

UNIT - I

MENU-I

CRISPE FRIED BABY CORN
SWEET CORN AND CHICKEN SOUP
CHINESE FRIED RICE
SWEET AND SOUR FISH
DARSHAN

MENU-II

CHICKEN NOODLE SOUP
HAKKA NOODLES
MIX VEG CHINESE
CHICKEN DUMPLING WITH HOT GARLIC SAUCE
MANGO POUNDING

UNIT – II

MENU-III

HOT AND SOUR SOUP
CRISPE FRIED VEG
CHOW MEIN
SWEET AND SOUR PRAWNS
CHICKEN SHREDS WITH CHILLI

MENU-IV

KARTOFFEL SUPPE
POMMES PERSILLEES
POULET SAUTE CHESSEURE
VEGETABLE-AU-GRATIN
SWISS ROLL

UNIT – III

MENU-V

SALAD DE POMMES DE TERRE
CRÈME DE CHAMPIGNONS
PRAWN AND NOODLE CASSROLE
SPAGHETTI AVEC SAUCE CHAMPIGNONS et
FROMAGE

MENU-VI

CHICKEN KASUWAY
TEMPURA (FRIED FISH)
JAPANESE FRIED RICE
LATHOK (RICE MIXTURE)
SUKI YAKI
DATES PAN CAKE

UNIT IV

MENU-VII

WALDROF SALAD
CHICKEN GUMBO SOUP
CABBAGE DOLMAS
CHICKEN PILAFF
APPLE CRISP

MENU-VIII

SUPPLI ALLA ROMANA
ZUPPA PARADISO
SPAGHETTI WITH SHRIMP TOMATOES & BREAD CRUMBS
APRICOT PANNA COTTA WITH PEACHES

UNIT – V

MENU-IX

RISOTTO STUFFED TOMATOES
SPINACH & RICE CRUSTLESS PIE
CREAMY RISOTTO WITH WILD ASPARAGUS
CINNAMON ROASTED PEAR OR APPLE COMPOTE

MENU-X

RISOTTO AL SALTO
ASPARAGUS CREAM PASTA SAUCE
RISOTTO WITH SHRIMP AND ZUCCHINI
DATE AND WALNUT CAKE

Text Books:

T.B - 1: Modern Cookery for Teaching and the Trade Vol. I & Vol.II – Thangam
E.Philp (Mumbai, Orient Longment).

T.B - 2: Food Production Theory 1st edition, K.Damodharan

UNIT I : T.B- 1&2

UNIT II : T.B- 1&2

UNIT III : T.B- 1&2

UNIT IV : T.B- 1&2

UNIT V : T.B- 1&2

Books for Reference:

1. Klinton & Cesarani : Practical Cookery Arnold Heinemann.
2. Larousse Gastronomique cookery encyclopedia by paul hamlyn.
3. Chef's Manual of Kitchen Management – John Fuller.
4. Le repertoire de la cuisine – I. Saulnier.

SEMESTER - V: CORE - VII
FRONT OFFICE AND ACCOMMODATION OPERATIONS - II – PRACTICAL

Course Code : 14UHM5C7P
Hours / Week : 4
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks: 60

Objective:

To help the student to achieve an in-depth Knowledge of Front office and Housekeeping activities.

UNIT- I **12 hours**

Taking Down Messages in The Message Slip For The Guest
Handling Of Telephone and Telephone Mannerism

UNIT – II **12 hours**

Paging
Guest Accounts, Folios, Vouchers and Ledgers Practice In Creation And

UNIT- III **12 hours**

Maintenance (Manual And Automated)
Preparation of Night Audit Reports.

UNIT – IV **12 hours**

Flower Arrangement
Laundry

UNIT- V **12 hours**

Identification of Fabrics
Stain Removal
Theme Decoration – Birthday/Conference/Festival/Regional

Text Books:

T.B – 1: Hotel Front Office Operation and Management, Jatashanker R.Tewari, Oxford University press, 2010.

T.B – 2: Hotel Front Office Training manual, Sudhir Andrews, Tata Mac Graw Hill, 2007.

T.B –3:Hotel housekeeping operations and Management, G.Raghubalan – Smritee raghubalan, Oxford University press, 2008.

UNIT - I : Chapter - 11, T.B – 1

UNIT- II : Chapter – 12, T.B – 1

UNIT- III : Chapter – 17, T.B – 3

UNIT- IV : Chapter – 17, 20, T.B – 3

UNIT- V : Chapter – 21, 26, T.B – 3

Books for Reference:

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

8. Book : HOTEL HOUSEKEEPING
 Author : G.RAGHUBALAN
 Publisher : OXFORD UNIVERSITY PRESS
 Year : 2007

**SEMESTER - V: CORE - VIII
BAKERY AND CONFECTIONERY**

Course Code : 14UHM5C8
Hours / Week : 4
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

The course aims at preparing the students to subsequently understand and making them experts in preparing various Bakery Products.

UNIT-I INTRODUCTION 12 hours

- 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

Arrival Latest equipments in Bakery industry

UNIT-II RAW MATERIALS USED IN BAKERY 12 hours

- 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

Characteristics of good flour

UNIT- III YEAST DOUGH METHOD 12 hours

- 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

Types and forms of yeast used in bakery

UNIT-IV CONFECTIONARY PRODUCTS 12 hours

- 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.

List of candies and toffees prepared in confectionery section

UNIT-V ICINGS AND OVEN TEMPERATURE**12 hours**

- 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.

Care and maintenance of oven

Self-study portion**Text Books:**

T.B – 1: Basics of Baking, Sundeep malik, Aman Publications, 2007.

T.B – 2: professional baking, Wayne Gisslen, Library of Congress, 2009.

UNIT - I : Chapter - 1,3 T.B – 2

UNIT- II : Chapter – 2 T.B – 1

UNIT- III : Chapter – 6,8,9 T.B – 2

UNIT- IV : Chapter – 18, T.B – 2

UNIT- V : Chapter – 17, T.B – 2

Books for Reference:

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

SEMESTER - V: CORE - IX
ALLIED HOSPITALITY SERVICES

Course Code : 14UHM5C9

Hours / Week : 4

Credits : 4

Max Marks : 100

Internal Marks : 40

External Marks : 60

Objectives:

With this study, the students would gain knowledge on diverse perspectives of Transport catering, ranging from Ship/Rail/Flight catering, and specialized forms of ODC.

UNIT – I

12 hours

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.

Merits and Demerits of Transport catering

UNIT – II

12 hours

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.

Data of famous cruise companies of the world

UNIT – III

12 hours

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

Suggestions for menu planning of invalids

UNIT – IV

12 hours

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.A.R., 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.

Observation of catering services offered by leading industries

UNIT – V

12 hours

Outdoor 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.

Characteristics of ODC services

Self-study portion

Text Books:

T.B – 1: Food and Beverage Service – Dennis Lillicrap & John Cousins (ELBS Publications)

T.B – 2: Catering Management – An Integrated Approach – Mohini Sethi & Surjeet Malhan (Wiley Eastern Ltd)

UNIT - I : T.B – 1,2

UNIT- II : T.B – 1,2

UNIT- III : T.B – 1,2

UNIT- IV : T.B – 1,2

UNIT- V : T.B – 1,2

Books for Reference:

1) Hotel Management Theory Volume I & II – Dr. B.K. Chakravarthi (APH Publishing Corporation, New Delhi)

**SEMESTER - V: CORE - X
TRAVEL AND TOURISM**

Course Code : 14UHM5C10
Hours / Week : 4
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

With this study, the students would gain knowledge on diverse perspectives of Travel & Tourism operations and Tourism organizations.

UNIT – I Introduction to travel and tourism 12 hours

- 1.1 Meaning – nature – definitions – basic components – elements
- 1.2 Domestic tourism – international tourism –
- 1.3 Future of tourism –
- 1.4 Technology and tourism.
- 1.5 Types of Tourists, Visitor, Traveler, and Excursionist–Definition and differentiation.
- 1.6 Tourism, recreation and leisure, their inter–relationships.
- 1.7 History of travel and tourism,
- 1.8 Travel for trade and commerce – religious purpose – seeking knowledge – paid holidays – mass tourism.

Development of tourism in India

UNIT – II Types and Forms of Tourism 12 hours

- 2.1 Inter–regional and intra–regional tourism,
- 2.2 Inbound and outbound tourism,
- 2.3 Domestic, international tourism.
- 2.4 Forms of Tourism: religious, historical, social, adventure, health, business, conferences, conventions, incentives, sports and adventure, senior tourism, Special interest tourism like culture or nature oriented, ethnic or ‘roots’ tourism and VFR.
- 2.5 Motivation to travel – definition of the term motivation – travel motivators, factors influencing the growth of tourism

Statistics of Indian domestic tourism

UNIT – III Tourism Organizations 12 hours

- 3.1 Organizations in tourism – need for the organization - factors influencing type organizations,
- 3.2 The national tourist organization – role and function.
- 3.3 History of international tourist organization – International Union of Official Travel Organization (IUOTO).
- 3.4 World Tourism Organization (WTO),
- 3.5 International Air Transport Association (IATA),
- 3.6 International Civil Aviation Organization (ICAO),
- 3.7 Pacific Area Travel Association (PATA),
- 3.8 Federation of Hotel and Restaurant Association of India (FHRAI),
- 3.9 Travel Agent Association of India (TAAI), Universal Federation of Travel Agents Association (UFTAA).
- 3.10 Formation of ministry of tourism, department of tourism – tourism information offices in India, its functions, tourism offices overseas
- 3.11 Functions, role and functions of ITDC. State level Tourism Development Corporations.

Developmental activities of WTO in India

UNIT – IV TRAVEL INDUSTRY & TRANSPORTATION 12 hours

- 4.1 The nature of the travel and Tourism Industry,
 - 4.2 Tourist Transportation: Air transportation: The airline industry, present policies, practices. Functioning of Indian carriers. Air Corporation Act, Air charters.
 - 4.3 Surface Transport: Rent-a-car Scheme and Coach-Bus Tour, Fare Calculation.
 - 4.4 Transport & Insurance documents, All-India Permits.
 - 4.5 Rail Transport: Major Railway Systems of World, (Euro Rail and Amtrak)
General information about Indian Railways,
 - 4.6 Types of rail tours in India:, Place-on-Wheels and Royal Orient, Deccan Odessy, Toy Trains. Indrail Pass.
 - 4.7 Water Transport: Historical past, cruise ships, ferries, hovercrafts, river and canal boats, Fly-cruise.
- # Need of Travel insurance #

UNIT – V TOURISM GEOGRAPHY 12 hours

- 5.1 Fundamentals of Geography,
- 5.2 Importance of Geography in tourism,
- 5.3 Climatic variations, climatic regions of world,
- 5.4 Study of maps, longitude & latitude,
- 5.5 International date line, time variations, time difference.
- 5.6 Physical and political features of Indian subcontinents.
- 5.7 Climatic conditions prevailing in India.
- 5.8 Tourism attractions in different states and territories of India.
- 5.9 Geographical settings- Rivers, Backwaters, Lagoons.

Geographical perspectives of India

Self-study portion

Text Books:

T.B – 1: Tourism Principles and Practices, Sampad Kumar Swain & Jitendra Mohan Mishra, Oxford University press, 2013.

T.B – 2: Tourism Operations and Management, Oxford University Press

UNIT - I : Ch- 1 T.B – 1, 2

UNIT- II : Ch- 2,3 T.B – 1, 2

UNIT- III : Ch – 14, T.B – 1

UNIT- IV : Ch – 3, 5 T.B – 1

UNIT- V : Ch – 1 T.B – 1,2

Books for Reference:

1. Tourism Principles and Practices. Pitman Burkart and Medlik,
2. Tourism: Past, Present and Future Heinemann, ELBS.
3. S. Babu , ,SMishra and B.B.Parida, Tourism Development Revisited: Concepts, Issues and Paradigms ,
4. Response Books Mill, R.C., Tourism: The International Business, Pretience Hall, New Jersey
5. Cooper C.P., Progress in Tourism, Recreation and Hospitality, Vol. 1-3,;
6. CBS Publishers and Distributions.
7. Bezbaruah, M.P., Frontiers of new tourism, New Delhi, Gyan Publishing House.
8. B. B.Parida & S.Mishra
9. Innovation in Tourism: Competitiveness and Sustainability” ,
10. ICAFI University Press Hall, CM and Page, SJ.
11. Tourism Operations and Management, Oxford University Press

SEMESTER - V: CORE - XI
HOTEL LAW

Course Code : 14UHM5C11
Hours / Week : 4
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks: 60

Objective:

This course of study has been planned to acquaint the students with legal and regulatory framework applicable to the hospitality and tourism industry in India. The module familiarizes the upcoming professionals with the legalities and regulations governing the 'inception, approval and operations of a hospitality establishment'; 'employee's and employer's rights and responsibilities'; and, 'the rights and responsibilities of hotel vis a vis hotel guest'.

UNIT-I INTRODUCTION

12 hours

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

Role of law in society

UNIT-II

12 hours

- 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

Tenure and renewal of various licenses

UNIT –III Application of Hospitality industry related provisions

12 hours

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

Formalities and procedures followed in wages of hoteliers

UNIT-IV

12 hours

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

Eligibilities to get ESI, PF, Bonus and Gratuity

UNIT –V

12 hours

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

Various food adulterants found in day today activities

Self-study portion

Text Books:

T.B – 1: Amitabh Devendra, Hotel Law , Oxford Press, 2013

- UNIT - I** : Part I Chapter 1&2 in T.B - 1
- UNIT- II** : Part II Chapter 3 to 6 in T.B - 1
- UNIT- III** : Part III Chapter 7&8 in T.B - 1
- UNIT- IV** : Part III Chapter 7 in T.B - 1
- UNIT- V** : Part IV Chapter 9 in T.B - 1

Books for Reference:

1. Mercantile law by N.D.Kapoor

**SEMESTER - V: MAJOR BASED ELECTIVE - IV
BASIC COMPUTER APPLICATION - PRACTICAL**

Course Code : 14UHM5M4P
Hours / Week : 3
Credits : 3

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

This module has been planned to create basic understanding on the structural and functional aspects of computers so that, in the subsequent semesters the incumbent students are readily able to assimilate the intricacies of computer applications with special reference to Hotel Management.

UNIT – I MS-DOS

9 hours

1. Creating directories, sub-directories, files, listing the sub-directories and files page wise and width wise, displaying the contents of the files.
2. Copying, renaming, deleting the file, changing and removing a directory.

Various DOS commands used in computing

UNIT – II MS-WORD

9 hours

1. Text manipulation – changing the font size, font type, font style, making the text bold, underlining the text, aligning the text (center, left, right, justified), cut, copy, paste.
2. Paragraph indenting & spacing, bullets & numbering, spelling & grammar check, inserting a picture from clip art, autoshapes, word art.
3. Table manipulation – creating tables, inserting & deleting rows & columns, changing width & height, changing table border.
4. Mail merge concept, printing formats.

Usage of MS- WORD in hotel industry related activities

UNIT –III MS-EXCEL

9 hours

1. Entering the data, changing the fonts, changing row heights & column width, formatting the data, sorting the data.
2. Formula processing – creating simple formula, using functions (ABS, SQRT, LEN, SUM, ROUND, AVG, COUNT, CONCATENATE, FIND).
3. Inserting & formatting charts, inserting pictures, printing formats.

Tour itinerary preparations

UNIT – IV MS-POWER POINT

9 hours

1. Creating simple presentation, saving, opening an existing presentation, creating a presentation using Auto content wizard & template.
2. Using various auto-layouts, charts, table, bullets & clip art.
3. Viewing an existing document in various views – outline view, slide view, slide show view, slide sorter view and note pages view.

Preparing model brochure of a tourism destination/Hotel

UNIT – V INTERNET & HTML**9 hours**

1. Creating a E-mail ID, sending & receiving e-mail, accessing websites related to hotel industry.
2. Creating a html document, saving & opening an existing document.
3. Formatting a text – changing the font size, font type, font style, colour, making the text small, big, bold, aligning the text.
4. Using various html tags – bgcolor, marquee, table, paragraph, horizontal, image tag.

Website access to different group of international Hotels

Self-study portion**Text Books:**

T.B – 1: Computer in Hotel, Partho Pratim Seal, Oxford University Press.

UNIT - I : Ch – 1 T.B - 1

UNIT- II : Ch – 3 T.B - 1

UNIT- III : Ch – 3 T.B - 1

UNIT- IV : Ch – 3 T.B - 1

UNIT- V : Ch – 4 T.B - 1

Books for Reference:

1. Mastering Windows 2000 Professional – by Sybex BPB Publications
2. Mastering Windows 98 Premium Edition – by Cowart BPB Publications
3. SAMS Teach Yourself – Windows XP Complete Basics (All in One) – by Greg Perry, Pearson Edition
4. Complete Guide to Ms-Office 2000 - by Peter Norton BPB Publications

**SEMESTER - V: SKILL BASED ELECTIVE - III
FOOD PRESERVATION**

Course Code : 14UHM5S3
Hours / Week : 2
Credits : 2

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

After the study of this module, the students will be able to know the impacts of micro organisms on food and apply the acquired knowledge in preserving food against contamination, intoxication and spoilage.

6 hours

UNIT – I

Introduction to Food preservation, Importance of Preservation, food Spoilage, Food Poisoning, Food Intoxication, food Infection, Sanitation and health. (Definitions and two examples for each topic). Principles of Food Preservation.

Preservative measures followed by hotels

UNIT – II

6 hours

Food Preservation by use of high temperature-sterilization (canning, aseptic canning, hot packing) pasteurization and blanching. Food Preservation by use of low temperature-freezing and refrigeration.

Role of temperature in preserving foods

UNIT – III

6 hours

Food Preservation by using evaporation and drying-factors influencing evaporation process, sun drying, artificial drying, Drying equipments - Hot air drier, drying by contact with heated surface, dehydration of vegetables, fruits, meat, fish, egg and milk. Food Preservation by irradiation - Alpha, Beta & Gamma radiations.

Natural preservatives

UNIT – IV

6 hours

Food Preservation by fermentation & pickling-Types of fermentation, wines, beer, ale, cider, vinegar, vinegar making, preparation of yeast starter, pickled fruits and vegetables, Sauerkraut, Olives, Pickled Meat. Food Preservation by sugar concentrates-concentrated but moist, jelly, jam, marmalade, candied and glazed fruits, sweetened condensed milk.

Self Study Portions: Procedures of Fermenting food products

UNIT – V

6hours

Food additives and Chemicals. Definition, functional characteristics of chemical additives. Acids, Bases & their salts, leavening agents, Preservatives-Organic acids & their salts, inorganic salts, wood smoke, spices & condiments Antibiotics and other chemical preservatives. Packaging & Labeling.

Commonly used food additives

Self-study portion

Text Books:

T.B – 1: Food Processing and Preservation-B. Sivasankar, Prentice Hall of India Pvt.Ltd.,
New Delhi.

T.B – 2: Food Microbiology-Frazier.

UNIT - I : Chapter 1 & 2 T.B - 1

UNIT- II : Chapter 2,3 & 4 T.B - 2

UNIT- III : Chapter 4& 5 T.B - 1

UNIT- IV : Chapter 6 T.B - 1

UNIT- V : Chapter 5 to 10 T.B - 2

Books for Reference:

- 1 Modern Technology on Food Preservation-Niir Board, Asia Pacific Business Press,
Delhi.

**SEMESTER - V: EXTRA CREDIT - III
REGIONAL CLASSICAL CUISINE**

Course Code : 14UHM4EC3
Hours / Week : -
Credits : 4*

Max Marks : 100*
Internal Mark :-
External Marks : 100*

Objective:

The module endeavours to familiarize the students with the regional classical cuisines of India.

UNIT –I History

- 1.1 Location
- 1.2 States
- 1.3 Main Agricultural Product

Cultural Influence

- 1.4 Influence of Religion, Habit, Life Style, Influence of Trade, Influence of Foreign Ruler

Cultural influence in Tamilnadu cuisine

UNIT – II Influencing of other Factors

- 2.1 Special Agriculture Product
- 2.2 Economy of the Region
- 2.3 Climate of the Region
- 2.4 Culinary Richness
- 2.5 Staple Food

Special ingredients used in classical cuisines

UNIT – III Classical Method of Cuisine

- 3.1 Equipments & Utensils
- 3.2 Spices & Condiments
- 3.3 Other Ingredients

Spices of south India

UNIT – IV Popular Dishes of the Region

- 4.1 Welcome Drinks
- 4.2 Main Course
- 4.3 Accompaniments
- 4.4 Sweet and Savoury - Other Snacks Item - Special Beverage

Festival Menus

- 4.5 Menus for Various Festival - Special Dishes - Style of Presentation

Names of popular dishes in Tamilnadu

UNIT – V Service Style

- 5.1 Custom & Tradition of the Region
- 5.2 Practices
- 5.3 Welcoming
- 5.4 Style of Service of Meal

Role of heritage in regional cuisines

Self-study portion

Text Books:

T.B - 1: Modern Cookery for Teaching and the Trade Vol. I & Vol.II – Thangam
E.Philp (Mumbai, Orient Longment).

T.B -2: Theory of Cookery by Krishna Arora

UNIT - I : Chapter 1 & 2 T.B - 1

UNIT- II : Chapter 2,3 & 4 T.B - 2

UNIT- III : Chapter 4& 5 T.B - 1

UNIT- IV : Chapter 6 T.B - 1

UNIT- V : Chapter 5 to 10 T.B - 2

Books for Reference:

1. Food Production Operations by Parvinder S.Bali
2. Food Production Theory 1st edition, K.Damodharan

SEMESTER - VI: CORE - XII
BAKERY AND CONFECTIONERY - PRACTICAL

Course Code : 14UHM6C12P
Hours / Week : 5
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

The course aims at preparing the students to subsequently understand and making them experts in preparing Bakery Products.

UNIT- I

15 hours

MENU-1

JAM TART
ORANGE MUFFINS
CHECKED BISCUITS

MENU-2

VEGETABLE PUFFS
MADELINES CAKES
COCONUT BISCUITS

UNIT- II

15 hours

MENU-3

MILK BREAD
PRALINE FINGER
APPLE PIE

MENU-4

BREAD ROLLS
PALMIERS
SAND CASTLE

UNIT- III

15 hours

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

UNIT- IV

15 hours

MENU-8

CROISSANT
CHOCOLATE CAKE
NAN KHATAI

MENU-9

COCONUT PUFFS
YULE LOG
MELTING MOMENTS

MENU-10

DANISH PASTRY
PLUM CAKE
VARKI

UNIT- V**15 hours****MENU-11**

PIZZA
FRUIT CAKE
BANANA FLANS

MENU-12

BIRTHDAY CAKE
BREAD STICKS
CHICKEN PUFFS

Text Books:

T.B - 1: Modern Cookery for Teaching and the Trade Vol. I & Vol.II – Thangam
E.Philp (Mumbai, Orient Longment).

T.B - 2: Food Production Theory 1st edition, K.Damodharan

UNIT I : T.B- 1&2

UNIT II : T.B- 1&2

UNIT III : T.B- 1&2

UNIT IV : T.B- 1&2

UNIT V : T.B- 1&2

Books for Reference:

- 1.Klinton & Cesarani : Practical Cookery Arnold Heinemann.
2. Larousse Gastronomique cookery encyclopedia by paul hamlyn.
3. Chef's Manual of Kitchen Management – John Fuller.
4. Le repertoire de la cuisine – l. Saulnier.

**SEMESTER - VI: CORE - XIII
HOTEL ACCOUNTS**

Course Code : 14UHM6C13
Hours / Week : 5
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

This paper endeavours to acquaint the students with accounting principles and basic accounting procedures and formats

UNIT-I

15 hours

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

Role of accounting in Hospitality business

UNIT-II

15 hours

- 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)

Characteristics of trade account

UNIT-III

15 hours

- 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)

Observation of costing techniques followed in hotel industry

UNIT-IV

15 hours

- Inventory Control – Meaning - Perpetual Inventory and Periodic Inventory – ABC Analysis.
- Methods of Inventory Valuation - FIFO and LIFO – Advantages of Tally Package in Inventory Valuation.

Necessity of inventory in an hospitality organization

UNIT- V

15 hours

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)

Preparation annual budget of any one department of hotel

Self-study portion

Text Books:

T.B – 1: Basic Accountancy, R L Gupta, 2002.

- Unit- I** : Chapter-1, T.B – 1
Unit – II : Chapter-3, 5 Appendices- I T.B – 1
Unit – III : Chapter – 7, T.B – 1
Unit – IV : Chapter- 10, T.B – 1
Unit – V : Chapter – 17, T.B – 1

Books for Reference:

- 1 Book keeping in the Hotel & Catering Industry - Richard Kotas.
1. A uniform system of accounts for hotels- hotel association of New York.
2. Financial & Cost Control Techniques - Dr. Jag Mohan Negi.
3. Dr. Jag Mohan Negi. Elements of Hotel Accountancy H.K.S. Books International.
4. T,S, Grawal, 'Double Entry Book Keeping', Sultan Chand & Sons New Delhi
5. C. Mohan Juneja, Chawla, Saksena, 'Double Entry Book Keeping', Kalyani Publication, New
6. Delhi
7. Gupta & Radhaswamy, 'Advanced Accountancy'
8. SC Gupta, 'Advanced Accountancy', Sultan Chand & Co. New Delhi
9. Joseph A Wiseman & James A Cashin, 'Advanced Accountancy' Mc Graw Hill Publishers.

**SEMESTER – VI: CORE - XIV
FACILITY MANAGEMENT**

Course Code : 14UHM6C14
Hours / Week : 5
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

The module focuses on hotel design and architectural considerations, layout of kitchen and stores and, quality management.

UNIT-I

15 hours

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

Architectural Features, Facilities, and Services in Star Category Hotels, Guidelines for Approval of Hotel Projects and for classification of Hotels under 1, 2,3,4,5, and 5 star

UNIT-II

15 hours

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

#Types of Restaurant and Their Themes, Designing and Planning a Restaurant, Bar design

UNIT –III

15 hours

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

Commercial Kitchen Configurations/Shapes, Environmental Conditions, Developing Kitchen Plans

UNIT-IV

15 hours

- 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.

Role of storekeeper, Beverage storage facilities (cellar), Kitchen stewarding

UNIT-V**15 hours**

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

Indian government rules for the physically challenged Guests, American norms for special guests

Self-study portion**Text Books:**

T.B – 1: Tarun Bansal, Hotel Facility Planning, Oxford University Press

UNIT-1 Chapter (1-5) = T.B-1

UNIT-2 Chapter (1-7) = T.B-1

UNIT-3 Chapter (1-7) = T.B-1

UNIT-4 Chapter (1-5) = T.B-1

UNIT-5 Chapter (1-7) = T.B-1

Books for Reference:

Hurts R., Services and Maintenance for Hotel and Restaurant establishment.

Textbook of Hotel Maintenance –Goyal and Arora.

Hotel Planning & Design –Rutes & Penner

Hospitality Facility Planning –David

Principles of Hotel Engineering –Orsenis

Principles of Hotel Maintenance –Glad Well

SEMESTER - VI: CORE - XV
AIR TRAVEL OPERATIONS & TOUR MANAGEMENT

Course Code : 14UHM6C15

Hours / Week : 4

Credits : 4

Max Marks : 100

Internal Marks : 40

External Marks : 60

Objective:

This paper endeavours to impart the knowledge of Air travel operations and Tour management

UNIT – I

12 hours

- 1.1 Introduction to Air Travel
- 1.2 Modern Trends in Air Transport
- 1.3 Air Travel Fares and Ticketing Rules
- 1.4 Air Travel Consolidators
- 1.5 Global Distribution Systems
- 1.6 Self-booking of Flight Tickets

Development of air crafts and models

UNIT – II

12 hours

- 2.1 E-commerce and Air Travel Distribution
- 2.2 Internet and Air Travel Information Control
- 2.3 Aviation Taxation
- 2.4 Airline Deregulation
- 2.5 Air Travel: Security Concerns

International airlines with IATA codes

UNIT – III

12 hours

- Introduction
- Historical Background of Travel Trade
- Meaning of Tour Operation
- Special Services for Charter Operators
- Concepts of Tour Packaging

Preparation of Tour itineraries

UNIT – IV

12 hours

- Package Tour and Its Increasing Demand and Value
- Revenue from Tour Operation Business
- Components of a Tour Brochure
- Tour Operator's Reservation Procedure

Package construction methods and techniques

UNIT – V

12 hours

- Integration in the Travel Industry
- Business Conflicts
- Package Tour Business Issues in India
- Codes of Conduct

Trends in business tours

Text Books:

T.B – 1: Tourism Principles and Practices, Sampad Kumar Swain & Jitendra Mohan Mishra, Oxford University press, 2013.

T.B – 2: Tourism Operations and Management, Oxford University Press

UNIT - I	: Ch- 1 T.B – 1, 2
UNIT- II	: Ch- 2,3 T.B – 1, 2
UNIT- III	: Ch – 14, T.B – 1
UNIT- IV	: Ch – 3, 5 T.B – 1
UNIT- V	: Ch – 1 T.B – 1,2

Books for reference:

1. Kandari, O.P. Chandra Ashish, “ Tourism Development; Principles and Practices” , Shree Publishers, 2004
2. Gill, S. Pushpinder, “ Tourism Planning and Management ”, Anmol Publications, 2003
3. Sethi, Praveen “Strategies for the Future of Travel and Tourism” Rajat Publication, 1999
4. Sethi, Praveen, “Handbook of Effective Travel and Tourism ”, Rajat Publication,1999
5. Bhatia, A.K., “ International Tourism, Fundamentals and Practices”, Sterlings publishers, 1991
6. Krishan, K., Kamra, Chand Mohinder, “Basic of Tourism; Theory Operation and Practice” . Kanishka Publication New Delhi 2004,
- 7.

**SEMESTER – VI: CORE - XVI
HOSPITALITY MARKETING**

Course Code : 14UHM6C16
Hours / Week : 4
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

The objective of the present module is to familiarize students with sales and marketing techniques especially related to hotel Industry.

UNIT I - Understanding Services

12 hours

- 1.1 What are Services
- 1.2 Customers involvement in Service Processes
- 1.4 Difference between Goods & Services Marketing
- 1.5 Service Marketing Matrix

Service testing in service marketing

UNIT II - Focus on the Customer

12 hours

- 2.1 Customer Behaviour in Services
- 2.2 Customer Expectation of Services
- 2.3 Customer Perception of Services
- 2.4 Building Customer Relationships

Self Study Portions: Role of customer relationship in revenue building

UNIT III - Service Design and Standards

12 hours

- 3.1 Service Development and Design
- 3.2 Customer Defined Service Standards
- 3.3 Hotel Service in Marketplace
- 3.4 Positioning Hotel in Market Place
- 3.5 Creating the Service Offer and Adding Value
- 3.6 Pricing Strategies for Hotels

Service designs followed in Tourism / Hospitality

UNIT IV - Planning and Maintaining Hotel Industry:

12 hours

- 4.1 Creating Delivery Systems in Place
- 4.2 Enhancing Hotel Value by Improving Quality and Productivity
- 4.3 Balancing Demand and Capacity

Matching techniques of supply and demand

UNIT V - Issues for Senior Management:

12 hours

- 5.1 Managing People in Hotel Organisation
- 5.2 Organising for Service Leadership
- 5.3 International and Global Strategies in Marketing of Hotels

Trends in Hotel marketing

Text Books:

T.B – 1 : Tourism Development - A.K.Bhatia

T.B – 2 : Marketing Management – S.A. SHERLEKAR

UNIT I : T.B – 1,2

UNIT II : T.B – 1,2

UNIT III : T.B – 1,2

UNIT IV : T.B – 1,2

UNIT V : T.B – 1,2

Books for reference:

1. Christopher Lovelock, 'Services Marketing – People, Technology, Strategy', Pearson Education, Asia
2. Valerie A Zeithmal & Mary Jo Bitner, 'Services Marketing – Integrating Customer Focus across the firm', Tata Mc Graw Hill, Edition
3. Marketing Management-Philip Kotler.
4. Marketing Management-Rajan Nair.
5. Marketing Research-D.D. Sharma.
6. Advertising Management-Rajiv Batra, John G. Mayers,
7. Marketing Management – S.A. SHERLEKAR.
8. Tourism Development - A.K.Bhatia

**SEMESTER - VI: CORE - XVII
HUMAN RESOURCE MANAGEMENT**

Course Code : 14UHM6C17
Hours / Week : 4
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

The objective of the present module is to familiarize students with Human Resource Management related to hotel Industry.

UNIT – I FOUNDATIONS OF HRM 12 hours

- 1.1 Human Resource Management
- 1.2 Definition- importance of HRM in service industries
- 1.3 Functions of HRM- Objectives of HRM
- 1.4 Role of HR practitioner
- 1.5 Managing the HR function
- 1.6 Contribution of HR function to organizational success
- 1.7 Evaluating HR functions.

HR policies in Hotel industry

UNIT – II HR POLICIES 12 hours

- 2.1 Man power planning
- 2.2 Process of man power planning
- 2.3 Job analysis-Process of Job analysis-Job description -Job specification
- 2.4 Job Design- Job enlargement- Job Enrichments.
- 2.5 Role and competence analysis
- 2.6 Human resource planning

Job specifications of Hotel staff

UNIT – III 12 hours

- 3.1 Recruitment and selection- Selection process- Sources of recruitment- internal, external
- 3.2 Techniques of recruitment- Direct, Indirect- Selection procedure- Selection Test- Placement and Induction
- 3.3 Redundancy, Outplacement and Dismissal
- 3.4 Maintenance and welfare activities - Employee health and safety, Fatigue and Welfare activities.

Recruitment policies of HR department of hotels

UNIT – IV HUMAN RESOURCE DEVELOPMENT 12 hours

- 4.1 Learning and development
 - 4.2 Personal development planning;
 - 4.3 Training and Development- Concepts- Training Methods
 - 4.4 Distinction between Training and Development
 - 4.6 Organizational development- self developments-On the job training- evaluation of training effectiveness
 - 4.7 Management development;
 - 4.8 Career management;
 - 4.9 HR approaches to improving competencies
- # Preparation of MODEL Training reports #

UNIT – V PERFORMANCE APPRAISAL**12 hours**

5.1 Concepts- Methods- Barriers of effective appraisal
5.2 Job Evaluation – Methods of job evaluation- job evaluation in hospitality industry 5.3
Incentives in Hospitality Industry.

5.4 Promotions, Demotions, Transfers, Separation, Absenteeism & Turnover.

EMPLOYEE COMPENSATION

5.5 Aims & Components,

5.6 Factor influencing employee compensation;

5.7 Internal equity, external equity and individual worth;

5.8 Pay structure; incentive payments; employee benefits and services.

5.9 Job Compensation: wage & salary administration,

5.10 Incentive plans & fringe benefits, variable compensation individual & group.

Preparation of model performance appraisal report

Self-study portion

Text Books:

T B – 01 : Human Resource management – J.Jayasankar – Margham Publications

Unit- I : Chapter - 1, T.B – 1

Unit – II : Chapter – 6, 7 T.B – 1

Unit – III : Chapter – 8, 9 T.B – 3

Unit – IV : Chapter – 12, 20, T.B – 3

Unit – V : Chapter – 25, 30 T.B – 3

Books for reference:

1. Strategic Human Resource Management Winning Through People - Concepts, Practices and Emerging Trends by Abad Ahmad, S.K. Bhatia
2. Human Resource Management India Edion, 1st Edition by George W. Bohlander, Scott A. Snel
3. International Human Resource Management by P. Subba Rao

**SEMESTER – VI : SKILL BASED ELECTIVE - IV
EVENT MANAGEMENT**

Course Code : 14UHM6S4
Hours / Week : 2
Credits : 2

Max Marks : 100
Internal Marks : 40
External Marks : 60

Objective:

The module endeavours to familiarize the students with the scope, and structural and functional aspects of the fast growing field of Event Management.

UNIT I

6 hours

- 1.1 Introduction to Meetings and Event Management
- 1.2 Categories & Definitions
- 1.3 Need of Event Management
- 1.4 Objectives of Event Management
- 1.5 Creativity
- 1.6 Implications of Events

study the entrepreneurial role in event management

UNIT II

6 hours

- 2.1 Event Planning
- 2.2 Arranging Chief Guest/Celebrities
- 2.3 Arranging Sponsors
- 2.4 Back Stage Management
- 2.5 Brand Management - Budget Management
- 2.6 Types of Leadership For Events & Organizations

study the role of leadership

UNIT III

6 hours

- 3.1 Designing
(a) Backdrop b) Invitation Card c) Publicity Material d) Mementos
- 3.2 Event Decoration
- 3.3 Guest and Celebrities Management
- 3.4 Making Press Release
- 3.5 Marketing communication
- 3.6 Media Research & Management
- 3.7 Participation according to the theme of the Event
- 3.8 Photography/ Video coverage management

study the new innovative concepts in decoration

UNIT IV

6 hours

- Program Scripting
- Public Relation
- Electing a Location
- Social and Business
- Etiquette – Speaking Skills
- Stage decoration
- Team Spirit – Time management

study the etiquettes essential for scripting

UNIT V**6 hours**

- 5.1 Concept of Exhibition
- 5.2 Space Planning
- 5.3 ITPO
- 5.4 Sporting Events
- 5.5 Tourism
- 5.6 Events- Leisure Events.

study the role of tourism in airline catering

Text Books:

- T.B – 1 :** The Complete Guide To Successful Event Planning - Shannon Kilkenney, Publisher: Wiley & Sons, India (May 1992)
- T.B – 2 :** Successful Event Management - Anton Shone & Bryn Parry, Publisher: Cengage Learning Business Press; 2 Edition (April 22, 2004)
Isbn-10: 1844800768

UNIT I : T.B – 1,2

UNIT II : T.B – 1,2

UNIT III : T.B – 1,2

UNIT IV : T.B – 1,2

UNIT V : T.B – 1,2

Books for reference:

1. Successful Event Management - Anton Shone & Bryn Parry, Publisher: Cengage Learning Business Press; 2 Edition (April 22, 2004) Isbn-10: 1844800768
2. Management Of Event Operations (Events Management) - Julia Tum, Philippa Norton, J. Nevan Wright, Publisher: Atlantic Publishing Company (Fl); Pap/Cdr Edition (January 8, 2007)
3. The Complete Guide To Successful Event Planning - Shannon Kilkenney, Publisher: Wiley & Sons, India (May 1992)
4. Professional Event Coordination (The Wiley Event Management Series) – Julia Rutherford Silvers And Joe Goldblatt, Publisher: Wiley, John & Sons, Incorporated.

**SEMESTER - VI: EXTRA CREDIT - IV
AIRLINES CATERING**

Course Code : 14UHM6EC4
Hours / Week : -
Credit : 4

Max Marks : 100
Internal Marks :-
External Marks : 100

UNIT- I

Introduction

- 1.1 History of Airlines Catering
- 1.2 Impact of Mass Tourism
- 1.3 The effect of Globalization
- 1.4 Air Travel Segment
- 1.5 Customer expectation
- 1.6 The Airlines Catering Industry
 - 1.6.1 The In-flight experience
 - 1.6.2 Back of House activities
 - 1.6.3 Planning Menu & Purchasing for flight catering
 - 1.6.4 Large scale food manufacturer
 - 1.6.5 Preparing Dishes and meal
 - 1.6.6 Tray & Trolley preparation, loading aircraft

study the various codes of airlines

UNIT – II

The Flight catering supply chain

- 2.1 Role of manufacturer and Distributor
- 2.2 Role of Caterer & Airlines
- 2.3 The Airlines-Caterer interface
- 2.4 The Airlines-provider interface
- 2.5 Flow of Information from airlines
- 2.6 Service and Product specification
- 2.7 Product specification
- 2.8 Packaging and labeling
- 2.9 Role of food and drink manufacturer
- 2.10 Purchasing and sourcing of flight consumable
- 2.11 Information flow from passengers

study the quality standard maintained by airline caterer

UNIT – III

Production Planning

- 3.1 Design of food production system& workflow
- 3.2 Production planning
- 3.3 The planning process
- 3.4 Planning overall production control
- 3.5 Food production- The manufacturing process - Manufacturing strategy
- 3.6 Menu planning - Product menu development - Menu cycle
- 3.7 Flight Production Operation
 - 3.7.1 Production system
 - 3.7.2 Layout of Flight catering Unit
 - 3.7.3 Goods receiving – Storage - Production Kitchens
- 3.8 Wash up area
- 3.9 Tray assembly

study the equipments used in production lab

UNIT – IV

Production Control

4.1 Computer system - Recipe files - Aircraft Data - Flight schedule - Reservation and check in data -Production Schedule

Quality Control

4.2 HACCP in flight catering

4.3 Transportation & Loading

4.4 Logistics

Operational procedures

On-board service

4.5 Cabin design and service

4.6 Staffing level and training

4.7 In-flight service policy

4.8 In-flight service procedure

4.9 First class meal service

4.10 Business class meal service

4.11 Economy class meal service

4.12 No frill services

collects and study the various menu standard followed in airlines

UNIT – V

Off-loading and recycling

5.1 Introduction

5.2 Transportation

5.3 Bins - Trough conveyor - Vacuum waste system – Recycling - Washing ware and equipment – Refurbishment

5.4 Waste management - Disposal and Incineration - Water treatment - Recycling waste

Airlines Regulations and Laws

5.5 Essential Licenses

5.6 Bond License and Bond Room procedures

Govt. of India guidelines for approval.

study the rules and regulations followed in airline transportation

Self-study portion

Text Books:

T.B – 1: Flight Catering – Peter Jones – Amazon Publications.

T.B – 2: In-flight catering management - Audrey carol Mc cool – John Wiley & Sons.

UNIT I : T.B – 1,2

UNIT II : T.B – 1,2

UNIT III : T.B – 1,2

UNIT IV : T.B – 1,2

UNIT V : T.B – 1,2

Books for reference:

1. Airline Labor Relations in the Global era – The New frontier by Peter Cappelli
2. Airline wings as a career by Mickey McCoy (Jul 6, 2006)