

## UG (Science) Programme – Course Structure under CBCS

(Applicable to the candidates admitted from the academic year 2017 -2018 onwards)

### BSc Hotel Management and Catering Science

SEM	COURSE CODE	PART	COURSE	COURSE TITLE	Ins. Hrs /Week	CRED IT	MARKS		TOTAL
							CIA	ESE	
I	17U1LT1/LA1 /LF1/LH1/LU1	I	Language – I		6	3	25	75	100
	17UCN1E1	II	English - I		6	3	25	75	100
	17UHM1C1	III	Core – I	Basic Culinary Arts	5	5	25	75	100
	17UHM1C2P		Core – II	Indian Cuisine Practical	3	2	20	80	100
	17UHM1A1		Allied –I	Basic Food & Beverage Service	5	4	25	75	100
	17UHM1A2P		Allied –II	Basic Food & Beverage Service Practical	3	2	20	80	100
	17UCN1VE	IV	Value Education	Value Education	2	2	-	100	100
				TOTAL	30	21			700
II	17U2LT2/LA2 /LF2/LH2/LU2	I	Language – II		6	3	25	75	100
	17UCN2E2	II	English – II		6	3	25	75	100
	17UHM2C3	III	Core – III	Basic Front office & Accommodation Operations	6	5	25	75	100
	17UHM2C4P		Core – IV	Basic Front office & Accommodation Operations Practical	3	2	20	80	100
	17UHM2A3		Allied – III	Nutrition and Food Science	4	3	25	75	100
	17UHM2A4		Allied –IV	Hotel Law	3	2	25	75	100
	17UCN2ES	IV	Environmental Studies	Environmental Studies	2	2	-	100	100
				TOTAL	30	20			700
III	17U3LT3/LA3 /LF3/LH3/LU3	I	Language– III		6	3	25	75	100
	17UCN3E3	II	English – III		6	3	25	75	100
	17UHM3C5	III	Core– V	Advanced Culinary Arts	4	4	25	75	100
	17UHM3C6P		Core– VI	Continental Cuisine Practical	3	2	20	80	100
	17UHM3A5		Allied– V	Advanced Food & Beverage Service	4	3	25	75	100
	17UHM3A6P		Allied–VI	Advanced Food & Beverage Service Practical	3	2	20	80	100
	17UHM3N1	IV	Non Major Elective I #		2	2	-	100	100
	17UCN3S1		Skill Based Elective - I	Soft Skills Development	2	2	-	100	100
			TOTAL	30	21			800	
IV	17U4LT4/LA4 /LF4/LH4/LU4	I	Language–IV		6	3	25	75	100
	17UCN4E4	II	English– IV		6	3	25	75	100
	17UHM4C7	III	Core– VII	Advanced Front Office & Accommodation operation	5	5	25	75	100
	17UHM4C8P		Core - VIII	Advanced Front office & Accommodation Operations Practical	3	2	20	80	100
	17UHM4A7		Allied– VII	Bakery and Confectionery	5	3	25	75	100
	17UHM4A8P		Allied–VIII	Computer Application Practical	3	2	20	80	100
	17UHM4N2	IV	Non Major Elective II #		2	2	-	100	100
	17UCN4EA	V	Extension Activities	NCC, NSS, etc.	-	1	-	-	-
			TOTAL	30	21			700	
V	17UHM5C9I	III	Core – IX	Internship and Project Report	6	5	25	75	100
	17UHM5C10		Core – X	Hospitality Marketing	5	5	25	75	100
	17UHM5C11		Core – XI	Event Management	5	5	25	75	100
	17UHM5C12P		Core - XII	Bakery & Confectionery Practical	5	5	20	80	100
	17UHM5M1A/B	IV	Major Based Elective – I **		5	4	25	75	100
	17UHM5S2 A/B		Skill Based Elective – II @		2	2	-	100	100
	17UHM5S3 A/B		Skill Based Elective – III @		2	2	-	100	100
	17UHM5EC1		Extra Credit Course - I	Health and Safety for Hotel Staff	-	4*	--	100*	100*
			TOTAL	30	28			700	
VI	17UHM6C13	III	Core– XIII	Room Division Management	5	5	25	75	100
	17UHM6C14		Core– XIV	Food and Beverage Control	5	5	25	75	100
	17UHM6C15		Core - XV	International Culinary Arts	5	5	25	75	100
	17UHM6C16P		Core XVI	International Cuisine Practical	5	5	20	80	100
	17UHM6M2 A/B		Major Based Elective – II **		5	4	25	75	100
	17UHM6M3 A/B		Major Based Elective –III **		4	4	25	75	100
	17UCN6GS	V	Gender Studies	Gender Studies	1	1	-	100	100
	17UHM6EC2	Extra Credit Course - II	Club and Resort Management	-	4*	--	100*	100*	
			TOTAL	30	29			700	
			<b>GRAND TOTAL</b>	<b>180</b>	<b>140</b>	-	-	<b>4300</b>	

\* Not Considered for Grant Total and CGPA.

**# Non Major Electives**

Semester	Subject Code	Subject Title
III	17UHM3N1	Non Major Elective I - Basic Food Production
		Non Major Elective I - Basic Front Desk Operation
IV	17UHM4N2	Non Major Elective II – Basic Baking
		Non Major Elective II – Basic Restaurant Operation

**@ Skill Based Electives**

Semester	Subject Code	Subject Title
V	17UHM5S2A	India Tourism Facts for Competitive Examinations
	17UHM5S2B	Tourism Planning
V	17UHM5S3A	Food Preservation
	17UHM5S3B	Food Safety and Sanitation

**\*\* Major Based Elective**

Semester	Subject Code	Subject Title
V	17UHM5M1A	Travel and Tourism
	17UHM5M1B	Tourism Principles and Practices
VI	17UHM6M2A	Human Resource Management
	17UHM6M2B	Entrepreneurship skills in Hotels
VI	17UHM6M3A	Hotel Accounts
	17UHM6MSB	Principles of Management

## SEMESTER – I

### CORE – I BASIC CULINARY ARTS

**Sub Code : 17UHM1C1**  
**Hours / Week: 5**  
**Credits : 5**

**Max Marks : 100**  
**Internal Marks : 25**  
**External Marks : 75**

#### **General Objective:**

After completion of this course, students will be able to understand and apply the basic fundamentals of culinary arts.

#### **UNIT –I Introduction to cookery 15 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To know the basics and fundamentals of cooking
- To define the hygiene and food safety standards to be followed in kitchen

- 1.1 Introduction to cookery – Origin and classes of professional cookery
- 1.2 Aims & Objectives of cooking food – Effects of cooking
- 1.3 Attitude and behavior in the kitchen
- 1.4 Personal Hygiene and Food Safety – Contamination of food – uniform and protective clothing
- 1.5 Safety procedure in handling equipments - Hazardous chemicals and other substances

*Self Study Portions: Identification of knives and maintenance of various knives*

#### **UNIT-II Hierarchy and Layout of Kitchen Department 15 Hours**

**Specific Objective of Unit – II:** After completion of this unit, the student will be able

- To state the hierarchy and layout of kitchen department
- To identify the significance of equipments and fuels used in kitchen

- 2.1 Hierarchy of Food Production Department - Duties and responsibility of various chefs
- 2.2 Coordination of kitchen with other departments
- 2.3 General Layout of Kitchen – Formats used in purchase and receiving
- 2.4 Basic equipments & Equipments used in Volume cooking
- 2.5 Fuels used in kitchen.

*Self Study Portions: Latest equipments used in today's kitchen.*

#### **UNIT-III Raw Materials 15 Hours**

**Specific Objective of Unit – III:** After completion of this unit, the student will be able

- To illustrate the types and usage of various raw materials
- To identify the different textures of food

- 3.1 Characteristics of raw materials – salt, liquids, sweetening, fats and oils, leavening agents, thickening agents, flavouring agents
- 3.2 Eggs – Structure - Types - Selection and storage of eggs
- 3.3 Spices and Herbs
- 3.4 Preparation of Ingredients – Combining and mixing of Ingredients
- 3.5 Cereals and Pulses – Types - Cooking and selection
- 3.6 Various textures of food

*Self Study Portions: Identification of nuts and seeds used in food preparation.*

#### **UNIT-IV Foundation Cooking**

**15 Hours**

**Specific Objective of Unit – IV:** After completion of this unit, the student will be able

- To derive the classification and selection of vegetables and fruits
  - To describe the classification and preparations of stocks, soups, sauces and salads
- 4.1 Classification of vegetables – Cuts of vegetables – selection of vegetables  
4.2 Classification of fruits - Selection of fruits – Usage of fruits in cooking  
4.3 Types of heat transfer  
4.4 Basic methods of Cooking food and their rules  
4.5 Reheating of food

*Self Study Portions: Knowledge of Contemporary sauces.*

#### **UNIT-V Methods of Cooking**

**15 Hours**

**Specific Objective of Unit – V:** After completion of this unit, the student will be able

- To explain the types of cooking and their principles
  - To classify the types, selection and cuts of fish, meat and poultry
- 5.1 Introduction to Indian cooking  
5.2 Techniques employed in Indian cooking  
5.3 Regional Cuisines of India –Tamil Nadu, Chettinadu, Hyderabadi, Awad, Bengal, Goa, Kashmir, Kerala, Maharastra, Parsi, Punjab, Rajasthan  
5.4 Indian basic masalas – Concept of dry and wet masalas – Pastes used in Indian cooking  
5.5 Indian basic gravies

*Self Study Portions: Definition of Indian Culinary terms*

#### **Text Books:**

**T.B - 1:** Parvinder S.Bali, Food Production Operations, Oxford University, 2011

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

- UNIT I** : T.B-1 Chapter 1 & T.B-2 Chapter 1  
**UNIT II** : T.B-1 Chapter 2,3 & 4  
**UNIT III** : T.B-2 Chapter 2, 4 & 5 T.B -1 Chapter 14, 16  
**UNIT IV** : T.B-1 Chapter 6, 7, 17 T.B-2 Chapter 6, 20  
**UNIT V** : T.B-1 Chapter 23 to 25, 27

#### **Books for Reference:**

- 1 Klinton & Cesarani : Practical Cookery Arnold Heinemann.
- 2 Larousse Gastronomique cookery encyclopedia by paul hamlyn.
- 3 Le repertoire de la cuisine – l. Saulnier.

## SEMESTER – I

### CORE – II INDIAN CUISINE PRACTICAL

**Sub Code : 17UHM1C2P**

**Hours / Week: 3**

**Credits : 2**

**Max Marks : 100**

**Internal Marks : 20**

**External Marks : 80**

#### General Objective:

After completion of this course, students will be able

- To prepare different dishes in Indian cuisine

S.No	Topic	Method of Instruction
1.	i) Equipments - Identification, Description, Uses & handling ii) Hygiene-Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstration
2.	Vegetables - Classification and cuts Julienne, Jardinière, Macedoines, Brunoise, Paysanne, Mignonnette, Dices, Cubes, Shred, Mirepoix	
3.	Basic cooking methods <ul style="list-style-type: none"><li>❖ Boiling (potatoes, Beans, Cauliflower, etc)</li><li>❖ Frying-(deepfrying, shallow frying, sautéing)</li><li>❖ Aubergines, Potatoes, etc</li><li>❖ Braising-Onions, Leeks, Cabbage</li><li>❖ Starch cooking(Rice, Pasta, Potatoes)</li></ul>	
4.	Identification of selection of ingredients	
5.	Stock- types (White and Brown)	
6.	Egg- preparation ( Boiled, fried, poaches, scrambled, omelet)	
7.	Potato-preparation (Baked, mashed, French fries, roasted, boiled)	
8.	Indian: Rice varieties	Students will have hands on training on the menus compiled
9.	Indian bread varieties	
10.	Dhal varieties	
11.	Pulao varieties	
12.	Biryani varieties	
13.	Chicken or Mutton Varieties (gravy or curry)	
14.	Vegetable Varieties (khorma, gravy or fry)	
15.	Sweet (Indian or Bengali)	
16.	South Indian Breakfast	

#### 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 1<sup>st</sup> edition, K.Damodharan

#### Reference Books:

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 – I

### ALLIED – I BASIC FOOD AND BEVERAGE SERVICE

**Sub Code** : 17UHM1A1  
**Hours / Week:** 5  
**Credits** : 4

**Max Marks** :100  
**Internal Marks** : 25  
**External Marks** : 75

#### **General Objective:**

After completion of this course, students will be able to understand and apply the basic fundamentals of culinary arts.

#### **UNIT –I Introduction to Food and Beverage Service 15 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To know basics of catering establishments and their types
- To define hotel and its departments
- To Identify the important role of F&B service and its outlets

- 1.1 Introduction to Hotel Industry – Evolution of Hotel Industry in India
- 1.2 Different types of catering establishments – Commercial and Welfare
- 1.3 Classification of Hotels –Departments of Hotel
- 1.4 Introduction to Food and Beverage service Department
- 1.5 Different outlets of Food and Beverage Service
- 1.6 Layout of a Restaurant

*Self study portion: Knowledge of chain group of hotels in India*

#### **UNIT – II Organization of Food and Beverage Service Department 15 Hours**

**Specific Objective of Unit – II:** After completion of this unit, the student will be able

- To describe the hierarchy of F&B service department
- To state the types equipments used and methods of services

- 2.1 Organization Hierarchy of Food and Beverage Service Department
- 2.2 Duties and Responsibilities of F&B Staff members – Attributes needed for F&B staff
- 2.3 Food Service equipments – Types – Uses – Purchase considerations – Storage conditions
- 2.4 Ancillary sections – Still room – Silver room – Wash up – Hot plate – Pantry
- 2.5 Styles of Food Service – Types of waiter service, Self service and Assisted service – Factors influencing in each styles

*Self study portion: Emerging trends in F&B operations*

#### **UNIT – III Menu and Menu Planning 15 Hours**

**Specific Objective of Unit – III:** After completion of this unit, the student will be able

- To classify the types of menu and procedures
- To categorize the courses and sequence of French Classical Menu
- To design and compile menus

- 3.1 Menu – Origin – Types – A la carte and Table de hote
- 3.2 French Classical Menu – Courses and Sequences
- 3.3 Cover and Accompaniments for various menus
- 3.4 French Culinary terms
- 3.5 Menu Planning – Points to be considered while planning menu – Compiling of Menus

*Self study portion: Knowledge of Indian and international dishes*

## **UNIT – IV Preparation of Restaurant**

**15 Hours**

**Specific Objective of Unit – IV:** After completion of this unit, the student will be able

- To explain the methods of preparing restaurant for service
- To describe the procedures handled in order taking and billing

4.1 Preparation of Restaurant – Before and After the Service

4.2 Mis en scene and Mis en place

4.3 Cover laying procedures - Prior to guest arrival, during service and after service - Points to be observed

4.4 Service procedures – Waiting at table –Service procedures for different meals – Do’s and don’ts during service

4.5 Order taking and billing methods – KOT – Methods of taking food order and settling bills

*Self study portion: Analysis of billing methods followed in nearest restaurants*

## **UNIT – V Room Service Procedures & Hygiene Practices**

**15 Hours**

**Specific Objective of Unit – V:** After completion of this unit, the student will be able

- To distinguish the types of breakfast and their cover setups
- To illustrate the operations of room service
- To list out the hygiene practices followed in F&B operations

5.1 Breakfast – Menu and cover setups for various breakfasts

5.2 Brunch and afternoon tea

5.3 Room service – Location and equipments required – Service procedures

5.4 Non-Alcoholic beverages – Types – Methods of service

5.5 Hygiene and Sanitation in Food and Beverage Operations

*Self study portion: Identification of Indian Tea and Coffee varieties*

### **Text Books:**

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

**T.B - 2:** Food and Beverage Service, Sudhir Andrews, Mc Graw Hill Education, 2014

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

**UNIT II** : T.B-1 Chapter 2 to 5

**UNIT III** : T.B- 1 Chapter 6 to 9

**UNIT IV** : T.B-1 Chapter 10, 11 & 16

**UNIT V** : T.B - 1 Chapter 12, 13, 14 &18, T.B-2 Chapter 13

### **Reference Book:**

- The Waiter –John Fuller & A.J.Currie –Hutchinson.
- Food & Beverage Service –Dennis R.Lillicrap & John A. Cousins –ELBS.
- Food & Beverage Service Training Manual -Sudhir Address –Tata Mc Graw –Hill.
- Modern Restaurant Service –John Fuller, Hutchinson
- Food & Beverage Service Management-Brian Varghese

## SEMESTER – I

### ALLIED – II BASIC FOOD AND BEVERAGE SERVICE PRACTICAL

<b>Sub Code</b>	<b>: 17UHM1A2P</b>	<b>Max Marks</b>	<b>:100</b>
<b>Hours / Week:</b>	<b>3</b>	<b>Internal Marks</b>	<b>: 20</b>
<b>Credits</b>	<b>: 2</b>	<b>External Marks</b>	<b>: 80</b>

#### General Objective:

After completion of this course, the student will be able

- To perform the basic tasks involved in Restaurant Operations.

1. Appraising and drawing of cutlery, crockery, glassware and miscellaneous equipments.
2. Serviette folds.
3. Laying and relaying of table cloths.
4. Cleaning and polishing / wiping of cutlery, crockery and glassware.
5. Carrying a light tray.
6. Carrying a heavy tray.
7. Carrying glasses.
8. Handling cutlery and crockery.
9. Manipulating service spoon and fork.
10. Service of water.
11. Arrangement of sideboard.
12. Table d'hote covers laying.
13. A la carte cover laying.
14. Practice of simple menu compilation.
15. Receiving the guests, presenting the menu, taking orders.
16. Service of Hors d'oeuvre.
17. Service of soup, fish, and pastas.
18. Service of main course.
19. Service of salads.
20. Service of sweet.
21. Service of Cheese.
22. Service of non –alcoholic drinks, tea, and coffee.
23. Continental breakfast cover and tray set up.
24. English breakfast cover and tray set up.
25. Taking orders through telephone for room service.
26. Presenting the bill.

**Text Book:** R.Singaravelavan, Food and Beverage Service, Oxford University Press, 2011

#### Reference Book:

- The Waiter –John Fuller & A.J.Currie –Hutchinson.
- Food & Beverage Service –Dennis R.Lillicrap & John A. Cousins –ELBS.
- Food & Beverage Service Training Manual -Sudhir Address –Tata Mc Graw –Hill.
- Modern Restaurant Service –John Fuller, Hutchinson
- Food & Beverage Service Management-Brian Varghese

## SEMESTER – II

### CORE – III BASIC FRONT OFFICE AND ACCOMMODATION OPERATION

**Sub Code : 17UHM2C3**

**Hours / Week: 6**

**Credits : 5**

**Max Marks : 100**

**Internal Marks : 25**

**External Marks : 75**

#### **General Objective:**

After completion of this course, students will be able to know and comprehend the basic operations of Front Office and Housekeeping Departments.

#### **UNIT –I Introduction to Front Office**

**18 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To define the nature and organization of Front Office
- To list out the types of tariffs and meal plans offered in hotels

- 1.1 Front Office – Functions – Sections and layout of Front office
- 1.2 Organization of Front office – Duties and Responsibilities of Front office Personnel
- 1.3 Qualities of Front office Personnel
- 1.4 Front office Coordination with other departments
- 1.5 Room tariff – Types of rates – Meal Plans – Room tariff fixation

*Self Study Portions: Emerging concepts of accommodation industry*

#### **UNIT –II Guest Cycle and Room Reservation**

**18 Hours**

**Specific Objective of Unit – II:** After completion of this unit, the student will be able

- To State the functions of Reservation and Registration sections

- 2.1 Guest Cycle – Pre arrival – Arrival – Stay – Departure and post departure
- 2.2 Reservations – Types – Modes and Sources of Reservation
- 2.3 Systems of Reservation – Manual – Automatic
- 2.4 Processing Reservation request
- 2.5 Registration – Pre-registration formalities – Records and process of registration – Check-in Procedures – Manual / Semi automated / Fully automated

*Self Study Portions: Usage of technology in Reservation and Registration formalities*

#### **UNIT –III Guest Services**

**18 Hours**

**Specific Objective of Unit – III:** After completion of this unit, the student will be able

- To describe the various services offered to guest
- To identify the procedures followed from guest's arrival to departures

- 3.1 Various guest services – Handling guest mails and messages – Control of keys
- 3.2 Uniformed Services – Lobby organization -
- 3.3 Procedures of Paging, Safe deposit locker, Guest room change, Left luggage, scanty baggage and Wake up call
- 3.4 Guest arrival and departure procedures – Bell boy control procedures
- 3.5 Modes of settlement of bills – Potential check out problems

*Self Study Portions: Knowledge of credit cards and foreign currencies*

**UNIT –IV Introduction to Housekeeping 18 Hours**

**Specific Objective of Unit – IV:** After completion of this unit, the student will be able

- To define the nature and organization of Housekeeping
  - To classify the cleaning agents and equipments used in Housekeeping
- 4.1 Housekeeping department – Importance – Functions – Sections - Layout  
4.2 Organization structure – Duties and Responsibilities of Housekeeping staff  
4.3 Coordination of Housekeeping with other departments  
4.4 Housekeeping inventories – Manual and Mechanical – Selection, Storage, Distribution and Control of cleaning equipments  
4.5 Cleaning agents – Types – Selection, Storage and Issuing procedures  
4.6 Guest supplies and their placement

*Self Study Portions: Brand names of cleaning equipments and agents*

**UNIT – V Functional areas of Housekeeping 18 Hours**

**Specific Objective of Unit – V:** After completion of this unit, the student will be able

- To illustrate the types of guest rooms and cleaning procedures
  - To explain the Operation of Housekeeping Control desk
- 5.1 Composition, Care and Cleaning of different surfaces  
5.2 Hotel Guest rooms – Types – layouts – Guest room status – Guest floor rules  
5.3 List of basic contents of a room  
5.4 Cleaning guest rooms – Cleaning procedures and principles – Frequency of cleaning  
5.5 Cleaning Public areas – Supervising in Housekeeping  
5.6 Operation of Housekeeping Control desk

*Self Study Portions: Terminology used in cleaning*

**Text Books:**

- T.B - 1:** R.Jatashankar, Hotel Front Office, Oxford University Press, 2013  
**T.B - 2:** Sudhir Andrews, Hotel Front Office, Tata McGraw Hill, 2011  
**T.B - 3:** G.Raghubalan, Hotel Housekeeping, Oxford University Press, 2010

- UNIT I** : T.B-1 Chapter 4 & 6  
**UNIT II** : T.B-1 Chapter 7 & 8  
**UNIT III** : T.B -1 Chapter 9 & 10 T.B -1 Chapter 18  
**UNIT IV** : T.B-2 Chapter 2,  
**UNIT V** : T.B-1 Chapter 8 to14

**Books for Reference:**

1. Peter Renner , 1993, Basic Hotel Front Office Procedures, Van Nostrand Reinhold; 3rd edition (July 1993)
2. Sudhir Andrews, 2009, Hotel Housekeeping Manual, Tata McGraw Hill.2009
3. Branson & Lennox,1988, Hotel, Hostel and Hospital Housekeeping, Hodder & Stoughton, 5th edition (November 1, 1988)
4. A.C. David, 1969, Hotel and Institutional Housekeeping, Barrie & Rockliff. 1969
5. Martin Jones, 2007.Professional Management of Housekeeping Operations, Wiley, 5th Edition, 2007.
6. David.Allen, Accommodation and Cleaning Services, Vol.I & Vol.II, Published December 1st 1983 by Hyperion Books.

## SEMESTER – II

### CORE – IV BASIC FRONT OFFICE AND ACCOMMODATION OPERATIONS PRACTICAL

**Sub Code : 17UHM2C4P**

**Hours / Week: 3**

**Credits : 2**

**Max Marks : 100**

**Internal Marks : 20**

**External Marks : 80**

#### **General Objective:**

After completion of this course, students will be able to understand and apply the basic fundamentals of Basic Front Office and Accommodation Operations.

- Basic Manners and Attributes for Front Office Operations.
- Communication Skills –verbal and non verbal.
- Preparation and study of Countries –Capitals & Currency, Airlines & Flag, charts, Credit Cards, Travel Agencies etc.
- Telecommunication Skills.
- Forms & formats related to Front office.
- Hotel visits –WTO sheets.
- Identification of equipment, work structure and stationery.
- Procedure of taking reservations –in person and on telephones.
- Converting enquiry into valid reservations.
- Role play –Check-in / Check –out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc..
- Suggestive selling.
- Identification of Cleaning Equipments ( Manual and Mechanical)
- Scrubbing –Polishing –Wiping –Washing –Rinsing -Swabbing –Sweeping – Mopping – Brushing –Buffing
- Handling Different Types of Fabrics
- Use of Abrasives, Polishes / Chemical Agents
- Room Attendant Trolley / Maid’s Cart
- Bed Making
- Tumdown Service
- Cleaning of Guestroom
- Cleaning of Public Area
- Brass Polishing / Silver Polishing
- Cleaning of Guestroom
- Cleaning of Public Area

#### **Text Books:**

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

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

**T.B – 3:** Sudhir Andrews, Hotel Housekeeping Training manual, Tata Mac Graw Hill, 2007

## SEMESTER – II

### ALLIED – III NUTRITION AND FOOD SCIENCE

**Sub Code : 17UHM2A3**

**Hours / Week: 4**

**Credits : 3**

**Max Marks :100**

**Internal Marks : 25**

**External Marks : 75**

#### **General Objective:**

After completion of this course, students will be able to understand and apply the basic fundamentals of culinary arts.

#### **UNIT –I Introduction to Nutrition**

**12 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To illustrate the nature of Nutrition
- To explain the classification and sources of Nutrients

- 1.1 Nutrition – Relation of food and healthy – Functions of food – Factors affecting food intake and habits
- 1.2 Classification of nutrients – Recommended dietary allowances – Digestion of food – absorption and metabolism
- 1.3 Carbohydrates - Classification – Sources – Functions
- 1.4 Proteins – Classification – Sources – Functions
- 1.5 Lipids – Classification – Fatty acids – Saturated and Unsaturated - Functions of Fat

*Self study portion – symptoms of excessive intake of nutrients*

#### **UNIT –II Vitamins and Minerals**

**12 Hours**

**Specific Objective of Unit – II:** After completion of this unit, the student will be able

- To identify the functions of Vitamins and Minerals
- To describe the role of energy metabolism

- 2.1 Water – Functions – Daily intake – Nutritive value of beverages
- 2.2 Vitamins – Classification – Effects of cooking on vegetables
- 2.3 Minerals – Classification – Function
- 2.4 Energy metabolism – Forms of energy – units of measurement – Energy value of food – BMR – Factors affecting the BMR

*Self study portion – Vitamins and Minerals suggestion for various groups*

#### **UNIT –III Balanced diet and Menu planning**

**12 Hours**

**Specific Objective of Unit – III:** After completion of this unit, the student will be able

- To design balanced diet
- To compile a menu according to groups

- 3.1 Balanced diet – Recommended Dietary allowances – Basic food groups – Food pyramid
- 3.2 Menu planning and Mass Production – Factors influencing meal planning – Planning balanced meals – Steps in planning balanced meals – Calculating nutritive value of a recipe
- 3.3 Common food processing techniques
- 3.4 New trends in Nutrition – Needs for serving nutritional food – Nutraceuticals – Prebiotics and Probiotics

*Self study portion – Special nutritional requirements*

#### **UNIT –IV Introduction to Food Science**

**12 Hours**

**Specific Objective of Unit – IV:** After completion of this unit, the student will be able

- To state the importance of food microbiology
- To find out the beneficial effects of microorganism

- 4.1 Food Microbiology – Important Microorganism in food – factors affecting the growth of Microbes
- 4.2 Food Fermentation – Contamination of Food – Food borne illness
- 4.3 Beneficial effects of microorganism
- 4.4 Microbial intoxications and infections - Sources of infection of foods by pathogenic organisms, symptoms and method of control

*Self study portion – Basic units of measurement*

#### **UNIT – V Food Processing**

**12 Hours**

**Specific Objective of Unit – V:** After completion of this unit, the student will be able

- To define the effects of food processing
- To derive the new trends in food

- 5.1 Food processing – Causes of food spoilage – Objectives of food processing
- 5.2 Effects of Food Processing – Food Additives – Types
- 5.3 Evolution of Food
- 5.4 News trends in food

*Self study portion –Emerging Food packaging trends*

#### **Text Books:**

**T.B - 1:** Sunetra Roday, Food Science and Nutrition, Oxford University Press,2013

- UNIT I** : T.B- 1 Chapter 14 to 17
- UNIT II** : T.B- 1 Chapter 18 to 21
- UNIT III** : T.B- 1 Chapter 22, 23 & 25
- UNIT IV** : T.B- 1 Chapter 10
- UNIT V** : T.B- 1 Chapter 11

#### **Books for Reference:**

1. Jay.J , 2005, Modern Food Microbiology, Springer US, 2005.7<sup>th</sup> Edition
2. Frazier and Westhoff ,2013, Food Microbiology , McGraw Hill Education; Fifth edition (1 August 2013)
3. Jacob M , 1989, Safe food Handling , Geneva : World Health Organization, 1989
4. Hobbs Betty, 2007, Food Processing, Jim McLauchlin, 2007. Seventh Edition.

## SEMESTER – II

### ALLIED – IV HOTEL LAW

**Sub Code** : 17UHM2A4  
**Hours / Week** : 3  
**Credits** : 2

**Max Marks** : 100  
**Internal Marks:** 25  
**External Marks:** 75

#### **General Objective of the Course:**

On completion of study of this course, the student will be able to understand the need, importance and applications of laws in hotel industry.

#### **UNIT I**

**09 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

➤ To define the law, its sources and classification

- 1.1 Introduction - Law and society
- 1.2 Need for the knowledge of law
- 1.3 Sources of Indian law
- 1.4 Classifications of law
- 1.5 List of licenses and permits required for operating a Hotel/Restaurant and other catering Establishments under various local, state and union laws
- 1.6 Procedure for Procurement, Renewal, Suspension and Termination of licenses

*Self Study Portions: Evolution of Indian law and constitution.*

#### **UNIT II**

**09 Hours**

**Specific Objectives of the Unit - II:** After completion of this unit, the student will be able

➤ To state the mercantile laws and their important provisions related to hotel industry

- 2.1 Evaluation of Mercantile law
- 2.2 The Partnership ACT 1932
- 2.3 The Indian companies Act, 1956
- 2.4 The Sale of goods Act 1930
- 2.5 The Negotiable instruments Act 1881
- 2.6 The Insurance Act 1939
- 2.7 The law of Agency

*Self Study Portions: Merits and demerits of partnership ownerships.*

#### **UNIT –III**

**09 Hours**

**Specific Objectives of the Unit - III:** After completion of this unit, the student will be able

➤ To explain the provisions of Indian Contract Act

- 3.1 The Indian contract Act, 1872
- 3.2 Meaning and definition of Contract
- 3.3 Essential elements of contract
- 3.4 Classification of contract
- 3.5 Contract between innkeeper and guest

*Self Study Portions: Application of contract deeds in hotel industry.*

#### **UNIT IV**

**09 Hours**

**Specific Objectives of the Unit - IV:** After completion of this unit, the student will be able

➤ To describe the important acts of Industrial law

- 4.1 Evaluation of Industrial law
- 4.2 The Factories Act, 1948
- 4.3 The Tamil Nadu Catering Establishments Act, 1958
- 4.4 The Employees State Insurance Act, 1953
- 4.5 The provident fund Ac, 1952
- 4.6 The Payment of Gratuity Act, 1972
- 4.7 The Bonus Act, 1965

*Self Study Portions: Benefits availed by hospitality employees*

#### **UNIT –V**

**09 Hours**

**Specific Objectives of the Unit - IV:** After completion of this unit, the student will be able

➤ To identify the importance of food standards and functions of food laboratory

- 5.1 The Prevention of Food Adulteration Act, 1954
- 5.2 The Central committee for food standards
- 5.3 Central food laboratory
- 5.4 Procedure followed by the food inspector
- 5.5 Food Inspector and their Powers and duties
- 5.6 FSSAI

*Self Study Portions: Different food standard measurements of India.*

#### **Text Books:**

**T.B - 1:** Amitabh Devendra, Hotel Law, Oxford University Press, 2013

- UNIT I** : T.B- 1 Chapter 1
- UNIT II** : T.B- 1 Chapter 3 & 4
- UNIT III** : T.B- 1 Chapter 6 & 7
- UNIT IV** : T.B- 1 Chapter 2 & 5
- UNIT V** : T.B- 1 Chapter 10

#### **Reference Books:**

1. N.D.Kapoor, 2014, Mercantile law, Sultan Chand & Sons; Thirty Fourth edition (2014)
2. N.D.Kapoor, Industrial law, 2013, Sultan Chand & Sons, 14th Revised Edition Reprint 2013

## SEMESTER – III

### CORE –V ADVANCED CULINARY ARTS

**Sub Code : 17UHM3C5**

**Hours / Week: 4**

**Credits : 4**

**Max Marks : 100**

**Internal Marks : 25**

**External Marks : 75**

#### **General Objective:**

After completion of this course, students will be able to know the advanced techniques followed in cookery

#### **UNIT –I Introduction to Foundation Cooking 12 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To explain the nature and classification of stock and soups
- To illustrate the preparation of mother sauces and their derivatives

1.1 Stock - Classification – Preparation and uses of stock

1.2 Soups - Classification – Preparation of soup

1.3 Sauces – Uses – Mother sauces and their preparations – Derivatives – Proprietary sauces

*Self study portion – International brand names of contemporary sauces*

#### **UNIT –II Selection and cuts of Meat 12 Hours**

**Specific Objective of Unit – II:** After completion of this unit, the student will be able

- To describe the various cuts of meat, poultry and Fish

2.1 Meat – Slaughtering techniques – Cuts of meat

2.2 Poultry – Classification – Selection – Cuts of poultry

2.3 Fish - Classification - Selection - Cuts of fish

*Self study portion – Various cuts followed in your area*

#### **UNIT –III Larder Section 12 Hours**

**Specific Objective of Unit – III:** After completion of this unit, the student will be able

- To trace the background of larder kitchen
- To differentiate the various types of Larder preparations

3.1 Larder – Layout – Section and function – Duties and Responsibilities – Equipments

3.2 Charcuterie – Sausages, Gallentines, Ballotines, Dodines,

3.3 Ham, Bacon, Pate, Terrines, Truffle Chaud froid and Aspic

3.4 Appetizers and garnishes – classification – Garnishing – Horsd'oeuvres – Popular traditional Appetizers

3.5 Ice carving – Equipments – Making of Templates in Ice carving – Storage

3.6 Margarine sculptures – Equipments – Storage

*Self study portion – Larder Culinary terms*

#### **UNIT –IV Cheese, Salads and Sandwiches 12 Hours**

**Specific Objective of Unit – IV:** After completion of this unit, the student will be able

- To identify various kinds of cheese and their uses
- To understand the basic concepts using herbs in cooking



## SEMESTER – III

### CORE –VI CONTINENTAL CUISINE PRACTICAL

**Sub Code : 17UHM3C6P**

**Hours / Week: 3**

**Credits : 2**

**Max Marks : 100**

**Internal Marks : 20**

**External Marks : 80**

#### General Objective:

After completion of this course, students will be able, to subsequently understand and become themselves experts in preparing continental dishes

S.No	Topic	Method	
1.	Identification, Selection and processing of Meat, Fish and poultry. Slaughtering and dressing	Demonstration	
2.	Meat - Identification of various cuts, demonstration Preparation of basic cuts Lamb Chops , Tomado, Fillet, Steaks and Escalope Fish Identification & Classification Cuts and Folds of fish		
3.	Sauces- basic mother sauces and derivatives Béchamel Espagnole Veloute Hollandaise Mayonnaise Tomato		
4.	Simple Salads & Soups Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad, Consommé		
5.	Compound salad Vegetable based Chicken based Meat based Fruit based Pasta based		Menu be prepared and practice by students
6.	Chicken, Mutton and Fish Preparations Fish orly, a la anglaise, colbert, euniere, poached, baked Entrée Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/ Roast chicken, grilled chicken, Leg of Lamb, Beef		
7.	Pasta varieties		

8.	Rice varieties	
9.	Egg varieties	
10.	Vegetable preparation	
11.	Dessert varieties	

**Suggested Menus:**

<b>Menu – 1</b>  Consommé Carmen Poulet Sauté Chasseur Pommes Loretta Haricots Verts	<b>Menu – 6</b>  Barquettes Assortis Stroganoff De Boeuf Pommes Persilles Riz Pilaf
<b>Menu – 2</b>  Bisque D’écrevisse Escalope De Veau viennoise Pommes Batailles Epinards au Gratin	<b>Menu – 7</b>  Duchesse Nantua Poulet Maryland Croquette Potatoes Banana fritters Corn gallets
<b>Menu – 3</b>  Crème Du Barry Darne De Saumon Grille Sauce paloise Pommes Fondant Petits Pois A La Flamande	<b>Menu – 8</b>  Kromeskies Filet De Sols Walweska Pommes Lyonnaise Funghi Marirati
<b>Menu – 4</b>  Veloute Dame Blanche Cote De Porc Charcuterie Pommes De Terre A La Crème Carottes Glace Au Gingembre	<b>Menu – 9</b>  Vol-Au-Vent De Volaille Et Jambon Poulet a la kiev Creamy Mashed Potatoes Butter tossed green peas
<b>Menu – 5</b>  Cabbage Chowder Poulet A La Rex Pommes Marguises Ratatouille	<b>Menu – 10</b>  Quiche Lorraine Roast Lamb Mint sauce Pommes Parisienne

**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 – Saulnier.

## SEMESTER – III

### ALLIED – V ADVANCED FOOD AND BEVERAGE SERVICE

**Sub Code** : 17UHM3A5  
**Hours / Week:** 4  
**Credits** : 3

**Max Marks** : 100  
**Internal Marks** : 25  
**External Marks** : 75

#### **General Objective:**

After completion of this course, students will be able to understand and apply the basic fundamentals of culinary arts.

#### **UNIT –I Gueridon Service**

**12 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To define the food preparation techniques of Gueridon
- To state the service methods of Gueridon preparations

- 1.1 Gueridon Service – Introduction – Types of trolley – Equipments used
- 1.2 Maintenance and safety in Gueridon cooking – Selection of Gueridon dishes
- 1.3 General points while selecting and handling food - Mis-en-place for Gueridon service
- 1.4 Advantages and Limitation of Gueridon service – Dishes prepared on the trolley

*Self study portion – Knowledge of Gueridon dishes*

#### **UNIT –II Function Catering**

**12 Hours**

**Specific Objective of Unit – II:** After completion of this unit, the student will be able

- To explain the service procedures of function catering
- To know how to execute and organize functions

- 2.1 Banquets – Types of functions – Staff requirement calculation
- 2.2 Function menus – Service methods – Banquet equipments – Table plans – Table setups
- 2.3 Function booking and organization - Booking a function – Function Prospectus
- 2.4 Organizing the function – Service procedures

*Self study portion – Names and capacity of banquet halls of nearest hotels*

#### **UNIT –III Restaurant Planning**

**12 Hours**

**Specific Objective of Unit – III:** After completion of this unit, the student will be able

- To describe the planning process of Restaurant
- To execute the allocation of space and equipments for Restaurant

- 3.1 Restaurant - Physical layout – Introduction - Objectives of a good layout
- 3.2 Planning a Restaurant - Decision prior to planning - Location, space allocation,
- 3.3 Staffing Requirements - Furniture, land linen, cutlery and crockery requirements
- 3.4 Space - Dining area, Type of seating, Table arrangements
- 3.4 Restaurant costing - Performance measurement: Sales mix, Elements of cost, Cover, sales per square meter.

*Self study portion – Knowledge of size and cuisines of Various Restaurants*

#### **UNIT –IV Functions of Fast Food Units**

**12 Hours**

**Specific Objective of Unit – IV:** After completion of this unit, the student will be able

- To know estimate the functions of fast food centers
- To derive the knowledge of sales forecasting and preparing budget

- 4.1 History and concept - Fast food preparation Centre - Conventional kitchen versus fast food Kitchen
- 4.2 Size and layout of the preparation Centre- Basic flow plan for a fast food preparation Centre – (Assembly line) space requirements.
- 4.3 Role of convenience food in Fast food units – Advantages – Limitations
- 4.4 Budgeting for the Food and Beverage service department
- 4.5 Budgeting control - Budgeting cycle - Preparation of budget - Limiting factors- Forecasting of Food & Beverage sales forecasting

*Self study portion – Basic requirements needed for starting fast food units*

#### **UNIT –V Handling Situations**

**12 Hours**

**Specific Objective of Unit – V:** After completion of this unit, the student will be able

- To acquire the knowledge of skills needed for supervisors
- To handle different situations arose in F&B operations

- 5.1 Basic skills for supervisors – Attendance – briefing – Managing discipline – Cost control – Staff Scheduling – Evaluating staff
- 5.2 Suggestive selling – Steps involved
- 5.3 Handling situations – Dealing with different situations - Guest with special needs
- 5.4 Guest with mobility problems

*Self study portion – Knowledge of different recipes for effective suggestive selling*

#### **Text Books:**

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

**T.B - 2:** Food and Beverage Service, Sudhir Andrews, Mc Graw Hill, 2014

**UNIT I** : T.B-1 Chapter 15

**UNIT II** : T.B-1 Chapter 45

**UNIT III** : T.B-1 Chapter 26

**UNIT IV** : T.B-1 Chapter 32

**UNIT V** : T.B- 1 Chapter 17, T.B- 2 Chapter 32 & 33

#### **Books for Reference:**

- The Waiter –John Fuller & A.J.Currie –Hutchinson.
- Food & Beverage Service –Dennis R.Lillicrap & John A. Cousins –ELBS.
- Food & Beverage Service Training Manual -Sudhir Address –Tata Mc Graw –Hill.
- Modern Restaurant Service –John Fuller, Hutchinson
- Food & Beverage Service Management-Brian Varghese

## SEMESTER – III

### ALLIED – VI ADVANCED FOOD AND BEVERAGE SERVICE PRACTICAL

**Sub Code : 17UHM3A6P**

**Hours / Week: 3**

**Credits : 2**

**Max Marks :100**

**Internal Marks : 20**

**External Marks : 80**

#### **General Objective:**

After completion of this course, the student will be able

- To perform the advanced techniques applied in Restaurant Operations.

- Room Service Tray Setup
- Room Service Trolley Setup
- Organizing Mis-en-scene
- Organizing Mis-en-Place
- Opening, Operating & Closing duties
- Taking Guest Reservations
- Receiving & Seating of Guests
- Order taking & Recording
- Order processing (passing orders to the kitchen)
- Sequence of service
- Presentation & Encashing the Bill
- Presenting & collecting Guest comment cards
- Seeing off the Guest
- Handling Guest Complaints
- Telephone manners
- Dining & Service etiquettes

**Text Book:** Food and Beverage Service, R.Singaravelavan, Oxford University Press, 2011

#### **Reference Book:**

1. The Waiter –John Fuller & A.J.Currie –Hutchinson.
2. Food & Beverage Service –Dennis R.Lillicrap & John A. Cousins –ELBS.
3. Food & Beverage Service Training Manual -Sudhir Address –Tata Mc Graw –Hill.
4. Modern Restaurant Service –John Fuller, Hutchinson
5. Food & Beverage Service Management-Brian Varghese

## SEMESTER – III

### NME – I BASIC FOOD PRODUCTION

**Sub Code** : 17UHM3N1  
**Hours / Week** : 2  
**Credits** : 2

**Max Marks** :100  
**Internal Marks** : 25  
**External Marks** : 75

#### **General Objective:**

After completion of this course, students will be able to know the basic Professional Cookery.

#### **UNIT –I Introduction to cookery 06 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To learn the basics of cookery
- 1.1 Introduction to Culinary Arts
- 1.2 Aims & Objectives of Cooking
- 1.3 Personal Hygiene
- 1.4 Kitchen Hygiene
- 1.5 Halal

*Self study portion - Culinary styles followed in various regions*

#### **UNIT-II Kitchen Hierarchy 06 Hours**

**Specific Objective of Unit – II:** After completion of this unit, the student will be able

- To identify the designations of kitchen
- 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 Raw Materials 06 Hours**

**Specific Objective of Unit – III:** After completion of this unit, the student will be able

- To define the classification of raw materials
- 3.1 Classification of Raw Materials
- 3.2 Salt, Sugar, Liquid, Thickening Agents
- 3.3 Egg, Herbs, Spices & Condiments
- 3.4 Various Cooking Methods

*Self Study Portions - Action and effects of salt and sugar in cookery*

#### **UNIT-IV Menu Compiling 06 Hours**

**Specific Objective of Unit – IV:** After completion of this unit, the student will be able

- To learn how to compile a menu
- 4.1 Menu Compiling – 5 Course Menu
- 4.2 Accompaniments
- 4.3 Garnishes

*Self Study Portions - Model menus with suitable accompaniments*

## **UNIT-V Demonstration & Preparation**

**06 Hours**

**Specific Objective of Unit – V:** After completion of this unit, the student will be able

- To prepare varieties of salads, soups, desserts etc.

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*

### **Text Books:**

**T.B - 1:** Food Production Theory 1<sup>st</sup> 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 – IV

### CORE – VII ADVANCED FRONT OFFICE AND ACCOMMODATION OPERATIONS

**Sub Code : 17UHM4C7**

**Hours / Week: 5**

**Credits : 5**

**Max Marks :100**

**Internal Marks : 25**

**External Marks : 75**

#### **General Objective:**

After completion of this course, the student will be able to handle the various operations of the front office and accommodation department.

#### **UNIT –I Front Office Accounting**

**15 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To state the importance and function of Front office accounting
- To explain a front office accounting cycle – creation, maintenance and settlements

1.1 Guest accounting – Functions

1.2 Job description of a front office cashier

1.3 Guest Accounts-Folios-Vouchers-Ledgers

1.4 Creation & Maintenance of Accounts - Record keeping system: Manual, Semi - Automated, duly automated

1.5 Credit monitoring - Floor limit, House limit, part settlement of in house guests

1.6 Account maintenance: Charge purchase, Account Correction, Accounts allowance, Account transfer, Cash advance, Encashment of Foreign Exchanges.

*Self Study Portions: Basic fundamentals of accounting*

#### **UNIT –II Night Auditing**

**15 Hours**

**Specific Objective of Unit – II:** After completion of this unit, the student will be able

- To define the purpose and objectives of night auditing
- To elucidate the duties and responsibilities of night auditor

2.1 Night Auditor – Introduction to Night auditing - Importance

2.2 Duties and Responsibilities of Night Auditor – Job Description

2.3 Daily & supplementary transcripts – Guest credit monitoring

2.4 The night audit process

*Self Study Portions: Contribution of Night auditor in financial updating*

#### **UNIT –III Linen and Laundry Operations**

**15 Hours**

**Specific Objective of Unit – III:** After completion of this unit, the student will be able

- To describe the activities carried out in linen room
- To discuss the types of equipments and agents used in laundry

3.1 Introduction – Linen & Uniform room – Layout – Storage and Exchange of linen – Par stock – Linen Control

3.2 Linen Quality and Life span - Soft furnishings

3.3 Laundry – Types – Planning and layout of OPL –

3.4 laundry equipments – laundering – Pressing – Folding – Spotting – Dry Cleaning –

3.5 Laundry agents – Soaps and detergents – Laundry Process

3.6 Dry cleaning – Advantages and Limitation – Process – Dry cleaning materials – Handling guest laundry.

*Self Study Portions: Quality & measurements of various linen used in hotel industry*

**UNIT –IV Stain removal and Health & Safety Practices 15 Hours**

**Specific Objective of Unit – IV:** After completion of this unit, the student will be able

- To mention the various aspects of stain removal and uniform room operations
  - To select health and safety practices according to the situation
- 4.1 Stain – Identification – Classification – Principles of stain removal
- 4.2 Uniforms – Selection and design – Storage – Issuing and Exchanging procedure – Advantages of providing uniforms
- 4.3 Health and Safety - Accidents & Personal injuries - Prevention of accidents - Safety measures
- 4.4 First aid –Definition- Importance - Contents of First aid box - First –aid remedies given at critical situations
- 4.5 Fire prevention - Classification-types of extinguishers-suggested procedures-fire fighting procedures - fire protection check-list

*Self Study Portions: Common precautions & preventive methods followed by hotels*

**UNIT –V Flower arrangements 15 Hours**

**Specific Objective of Unit – V:** After completion of this unit, the student will be able

- To appreciate the importance of flower arrangements
  - To enumerate the control measures to be taken for pest
- 5.1 Flower arrangement – Introduction – Basics – Ingredients and equipments used –
- 5.2 Designing flower arrangements – General guidelines for arrangements – Styles of flower arrangements
- 5.3 Pest control – Types of pest – Common pest and their control – Waste disposal
- 5.4 Decorations during various occasions
- 5.5 Horticulture – indoor plants

*Self Study Portions: Common flowers and foliage used in flower arrangements*

**Text Books:**

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

**T.B – 2:** Hotel housekeeping operations and Management, G.Raghubalan – Smritee raghubalan, Oxford University press, 2011.

**UNIT - I** : T.B – 1 Chapter - 11

**UNIT- II** : T.B – 1 Chapter – 12

**UNIT- III** : T.B – 2 Chapter – 17

**UNIT- IV** : T.B – 2 Chapter – 17, 18 & 20

**UNIT- V** : T.B – 2 Chapter – 22, 27 & 28

**Book for Reference:**

- Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
- Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.
- A.C. David, Hotel and Institutional Housekeeping.
- Professional Management of Housekeeping Operations, Martin Jones, Wiley.
- Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.

## SEMESTER – IV

### CORE – VIII ADVANCED FRONT OFFICE AND ACCOMMODATION OPERATIONS PRACTICAL

**Sub Code** : 17UHM4C8P  
**Hours / Week:** 3  
**Credits** : 2

**Max Marks** :100  
**Internal Marks** : 20  
**External Marks** : 80

#### **General Objective:**

After completion of this course, the student will be able know and understand the operations front office and accommodation operation

1. Hands on practice of computer applications related to Front Office procedures such as

- Reservation
- Registration
- Guest History
- Telephones
- Housekeeping
- Daily transactions

2. Front office accounting procedures

- Manual accounting
- Machine accounting
- Payable, Accounts Receivable, Guest History, Yield Management

3. Role Play

4. Situation Handling

5. Layout of Linen and Uniform Room/Laundry

6. Laundry Machinery and Equipment

7. Stain Removal

8. Flower Arrangement

9. Selection and Designing of Uniforms

#### **Text Books:**

**T.B - 1:** Hotel Front Office, R.Jatashankar, Oxfrud University Press, 2013

**T.B - 2:** Hotel Front Office, Sudhir Andrews, Tata McGraw Hill, 2011

**T.B - 3:** Hotel Housekeeping, G.Raghubalan, Oxfrud University Press, 2010

#### **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

## SEMESTER – IV

### ALLIED – VII BAKERY AND CONFECTIONERY

**Sub Code** : 17UHM4A7  
**Hours / Week** : 5  
**Credits** : 3

**Max Marks** : 100  
**Internal Marks** : 25  
**External Marks** : 75

#### General Objectives of the course:

- After completion of this course, aims at preparing the students to subsequently understand and making them experts in preparing various Bakery Products, confectionery, icing, pastry, raw materials and equipments.

#### UNIT-I Introduction

**15 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To define bakery, aims and objectives of bakery.
- To know about duties and responsibilities bakery department.

- 1.1 Introduction and Aims and objectives of bakery
- 1.2 Organizational structure of bakery – Small and large
- 1.3 Equipments used- Description and uses
- 1.4 Oven- Types and their advantages / disadvantages
- 1.5 Personal hygiene maintained in bakery

*Self study portions: Arrival Latest equipments in Bakery industry*

#### UNIT-II Raw Materials Used In Bakery

**15 Hours**

**Specific Objective of Unit – II:** After completion of this unit, the student will be able

- To define flour and egg types.
- To know about bakery raw materials uses and functions.

- 2.1 Wheat- Diagram, Milling process,
- 2.2 Flour- composition, types, character of good quality flour, flour test. Function of flour and its storage
- 2.3 Sugar – functions and cooking its uses in bakery-Fats and oils, types and uses in bakery.
- 2.4 Salt – functions and its uses in bakery - egg composition type of egg storage and function.
- 2.5 Yeast- structure of yeast - Type and Composition - Function in fermentation and bakery products - Leavening agents and functions.

*Self study portions: Characteristics of good flour*

#### UNIT- III Bread and cake products

**15 Hours**

**Specific Objective of Unit – III:** After completion of this unit, the student will be able

- To know about yeast and yeast products making.
- To know about bread faults and remedies.

- 3.1 Principles involved in yeast products – Bread – Types and Functions
- 3.2 Bread – Methods - Faults and remedies.
- 3.3 Cake - Ingredients and function
- 3.4 Cake – Type – Principles - Balancing formula
- 3.5 Cake- methods, faults and remedies

*Self study portions: Types and forms of yeast used in bakery*

**UNIT-IV Cookies and Biscuits****15 Hours****Specific Objective of Unit – IV:** After completion of this unit, the student will be able

- To know about confectionary and cold dessert products and procedures.
- To know about cake faults and remedies.

4.1 Cookies- - Principle – Ingredients and Functions

4.2 cookies – Types - Method

4.3 Cookies - Faults and remedies

4.4 Biscuits – Principle – Ingredients - Function

4.5 Biscuits – Types – Method - Faults and Remedies

*Self study portions: List of candies and toffees prepared in confectionery section***UNIT-V Icings and Pastries****15 Hours****Specific Objective of Unit – V:** After completion of this unit, the student will be able

- To know about icing and cake decoration process.
- To know about types of icing and oven temperatures.

5.1 Icing – introduction – Types - Method

5.2 Gum paste, Marzipan- Methods and Uses

5.3 Chocolate and ice cream – Types and Methods

5.4 Pastry – Introduction – Types and Method

5.5 Decoration of cake- Birthday and wedding-utilizes

*Self study portions: Care and maintenance of oven***T.B – 1:** Bakery and confectionary-yogambal ashokkumar-phi learning pvt. Ltd.**UNIT - I** : Chapter – 16, 17**UNIT- II** : Chapter 1, 2,3,4,5,6,7,8**UNIT- III** : Chapter – 11, 12**UNIT- IV** : Chapter – 14**UNIT- V** : Chapter – 13, 15**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 – IV

### ALLIED – VIII COMPUTER APPLICATIONS PRACTICAL

**Sub Code : 17UHM4A8P**

**Hours / Week: 3**

**Credits : 2**

**Max Marks :100**

**Internal Marks : 20**

**External Marks : 80**

#### **General Objective:**

After completion of this course, the student will be able

#### **WINDOWS OPERATIONS**

- Creating Folders
- Creating Shortcuts
- Copying Files/Folders
- Renaming Files/Folders
- Deleting Files
- Exploring Windows
- Quick Menus

#### **MS-WORD**

- Creating a document
- Formatting a document
- Special effects
- Cut, Copy, paste Operations
- Word tools
- Table and Graphics
- Print options

#### **MS-EXCEL**

- Creating and parts of Excel
- Making worksheet look pretty
- Moving, copying, deleting, inserting options
- Additional features of worksheet
- Maintaining multiple worksheet
- Creating graphics and charts
- Data base facilities
- Sorting records in data base

#### **MS-POWERPOINT**

- Making a simple presentations
- Using auto content wizards and templates
- Setting up a Slide show
- Animation
- Inserting pictures

#### **INTERNET**

- Browsing
- Opening a new mail id

#### **Text Books:**

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

## SEMESTER – IV

### NME – II BASIC BAKING

**Sub Code** : 17UHM4N2  
**Hours / Week** : 2  
**Credits** : 2

**Max Marks** : 100  
**Internal Marks** : 25  
**External Marks** : 75

**General 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 Introduction 06 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To know the aims and organization of bakery

- 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

*Self study portion - Preparation of data collection about basic necessities to start a Bakery*

#### **UNIT – II Equipments used in Bakery 06 Hours**

**Specific Objective of Unit – II:** After completion of this unit, the student will be able

- To identify various equipments used in bakery

- 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

*Self study portion - Dimensions of bakery equipments with specifications*

#### **UNIT – III Bread 06 Hours**

**Specific Objective of Unit – III:** After completion of this unit, the student will be able

- To understand the various products prepared in bakery

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

*Self study portion - Recipes of bakery products and conditions for storage*

#### **UNIT – IV Confectionary 06 Hours**

**Specific Objective of Unit – IV:** After completion of this unit, the student will be able

- To know the usage of confectionary in bakery

- 4.1 Introduction to Confectionary
- 4.2 Products of Confectionary
- 4.3 Ingredients Used In Pasty Products
- 4.4 Common Cake Faults

*Self study portion - Recipes of bakery products and conditions for storage*

**UNIT – V Demonstration****06 Hours****Specific Objective of Unit – V:** After completion of this unit, the student will be able

- To distinguish cakes and bread
- To learn various products prepared in bakery

5.1 Demonstration &amp; methods of preparations

(Bread, &amp; Cakes)

5.2 Demonstration &amp; methods of preparations

(Cookies, Muffins, etc.)

*Self study portion - Recipes of bakery products and conditions for storage***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 – I. Saulnier.

**SEMESTER – V**

**CORE – IX INTERNSHIP AND PROJECT REPORT**

**Sub Code : 17UHM5C9I**  
**Hours / Week : 6**  
**Credits : 5**

**Max Marks : 100**  
**Internal Marks : 25**  
**External Marks : 75**

**STUDENTS SHOULD UNDERGO AN INTERNSHIP TRAINING FOR 4 WEEKS IN  
5<sup>TH</sup> SEMESTER AND REPORTS TO BE SUBMITTED TO THE DEPARTMENT**

## SEMESTER – V

### CORE – X HOSPITALITY MARKETING

**Sub Code : 17UHM5C10**  
**Hours / Week : 5**  
**Credits : 5**

**Max Marks : 100**  
**Internal Marks : 25**  
**External Marks : 75**

#### General Objective

After completion of this course, students will be able to understand the need and significance of marketing practices in development of hotel industry.

#### Unit-I Introduction to Marketing 15 Hours

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- ✓ To define the nature and meaning of marketing
- ✓ To determine the ideas of market segmentation and positioning

- 1.1 Introduction: Concept, nature, scope and importance of Hospitality marketing
- 1.2 Hospitality Marketing concept and its evolution; Marketing mix; Overview of Strategic marketing planning
- 1.3 Market Analysis and Selection: Marketing environment – macro and micro components and their impact on marketing decisions.
- 1.4 Market segmentation and positioning; Buyer behavior; consumer versus organizational buyers; Consumer decision making process.

*Self-study portion – Study of marketing practices of local hotels*

#### Unit-II Product & Pricing Decisions 15 Hours

**Specific Objective of Unit – II:** After completion of this unit, the student will be able

- ✓ To identify the product and pricing decisions prevailed in hotel industry
- ✓ To classify the products and product mix

- 2.1 Product Decisions: Concept of a product
- 2.2 Classification of products; Major product decisions
- 2.3 Product line and product mix; Branding; Packaging and labeling
- 2.4 Product life cycle –strategic implications; new product development and consumer adoption process.
- 2.2 Pricing Decisions: Factors affecting price determination; Pricing policies and strategies; Discounts and rebates.

*Self-study portion – Knowledge of tourism and hospitality products*

#### Unit-III Distribution Channels 15 Hours

**Specific Objective of Unit – III:** After completion of this unit, the student will be able

- ✓ To describe distribution channels of distribution
- ✓ To derive the promotion decisions

- 3.1 Distribution Channels and Physical Distribution Decisions: Nature, functions
- 3.2 Types of distribution channels
- 3.3 Distribution channel intermediaries; Channel management decisions; Retailing and wholesaling.
- 3.4 Promotion Decisions: Communication Process; Promotion mix – advertising, personal selling, sales promotion, publicity and public relations;



## SEMESTER – V

### Core – XI EVENT MANAGEMENT

**Sub Code : 17UHM5C11**  
**Hours / Week : 5**  
**Credits : 5**

**Max Marks :100**  
**Internal Marks : 25**  
**External Marks : 75**

#### **General Objective:**

After completion of this course, students will be able to know the role of event management activities in successful business of hotel.

#### **UNIT – I Introduction to Event Management 15 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To assess the role of events in business, leisure and tourism
- To classify the range of events and their particular characteristics

#### **UNIT I**

- 1.1 Events – Objectives – Types of events
- 1.2 Characteristics of events – Importance of events
- 1.3 Structure of events
- 1.4 Key elements of events – Event hierarchy
- 1.5 Categories of events – Event variations

*Self study portion: Types of events held at your college campus*

#### **UNIT II Event Planning 15 Hours**

**Specific Objective of Unit – II:** After completion of this unit, the student will be able

- To examine the significance of event planning
  - To explain the principles of event planning
- 2.1 Event Planning – Planning a function
  - 2.2 Needs for planning – Types of Planning
  - 2.3 Principles of planning
  - 2.4 Steps in planning

*Self study portion: Knowledge of successful event management companies of local city*

#### **UNIT III Organisation Structure 15 Hours**

**Specific Objective of Unit – III:** After completion of this unit, the student will be able

- To examine the organizational structure of Event management
- 3.1 Organisation – Design of event – Elements of design
  - 3.2 Organizing of different events (theme parties, Food festivals, Concept exhibitions, Trade show, New year and Christmas parties)
  - 3.3 Organisational structure – making the organizational work
  - 3.4 Authority and power – Decentralization
  - 3.5 Event staffing

*Self study portion: Need of public relations in conducting events*



**SEMESTER – V**

**CORE – XII BAKERY AND CONFECTIONERY - PRACTICAL**

**Sub Code : 17UHM 5C12P**

**Hours / Week: 5**

**Credits : 5**

**Max Mark : 100**

**Internal Marks : 20**

**External Marks : 80**

**General Objectives of the course:**

After completion of this course, the students will be able to prepare various bakery and confectionary products.

<b>S.No</b>	<b>Topic</b>	<b>Method of Instruction</b>
1.	i) Equipments - Identification, Description, Uses & handling ii) Hygiene- etiquettes, Practices iii) Safety and security in Bakery	<b>Demonstration</b>
2.	<b>Yeast products</b> ➤ Bread and rolls ➤ Buns ➤ Brioche ➤ Pizza ➤ Dough nuts	<b>Students will have hands on training on the menus compiled</b>
3.	<b>Cake products</b> ➤ Sponge ➤ Muffins ➤ Madeleine's ➤ Egg less ➤ Christmas and birthday	
4.	<b>Pastry</b> ➤ Puff ➤ Danish and croissants ➤ Choux ➤ Flaky ➤ Short crust	
5.	<b>Cookies and biscuits</b> ➤ Melting moment ➤ Nankhtai ➤ Piping cookies ➤ Salt biscuit ➤ Sweet biscuit	
6.	<b>Icing and decoration</b> ➤ Butter ➤ Royal ➤ Gum paste ➤ Fondant ➤ birthday	
7.	<b>Desserts</b> ➤ Coffee mousse ➤ Soufflé ➤ Trifle ➤ Pudding ➤ jelly	

**Suggested Menu:**

<b>Menu-1</b> Jam Tart Orange Muffins Checked Biscuits Caramel Custard	<b>Menu-4</b> Bread Rolls Palmiers Sand Castle Christmas Pudding	<b>Menu-7</b> Burger Buns Black Forest Cake Cheese Straws Coffee Mousse
<b>Menu-2</b> Vegetable Puffs Madelines Cakes Coconut Biscuits Bread And Butter Pudding	<b>Menu-5</b> Raisin Bread Chicken-Vol-Au-Vent Cream Cookies Hony Comb Mould	<b>Menu-8</b> Croissant Chocolate Cake Nan Khatai Lemon Sponge
<b>Menu-3</b> Milk Bread Praline Finger Apple Pie Albert Pudding	<b>Menu-6</b> Swiss Roll Garlic Bread Fig Pin Wheels Butter Scotch Sponge	<b>Menu-9</b> Coconut Puffs Yule Log Melting Moments Chocolate Mousse
<b>Menu-10</b> Danish Pastry Plum Cake Varki Lemon Suffle	<b>Menu-11</b> Pizza Fruit Cake Banana Flans Fruit Trifle	<b>Menu-12</b> Birthday Cake Bread Sticks Chicken Puffs Christmas Pudding

**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:** Bakery and confectionary- yogambal ashokkumar.

**Books for Reference:**

1. Basics of baking- sandeep malik, aman publications
2. Professional baking- wayne gisslen, john wilwey and sons 5<sup>th</sup> edition, 2009.

## SEMESTER – V

### MBE – I Travel and Tourism

**Sub Code : 17UHM5M1**

**Hours / Week: 5**

**Credits : 4**

**Max Marks :100**

**Internal Marks : 25**

**External Marks : 75**

#### **General Objective of the Course:**

After completion of this course, the student will be able to comprehend the nature and existence of tourism in India and functions of government and tourism organizations

#### **UNIT - I Tourism and Indian Economy 15 Hours**

**Specific Objectives of the Unit - I:** After completion of this unit, the student will be able

➤ To define the contributions of tourism

- 1.1 Contribution of Tourism in Indian Economy
- 1.2 Role of Govt. in Tourism Industry – Central and State Governments hierarchy with functions
- 1.3 Incentives / Subsidies and tax from Central / State Governments for Tourism and Hotel projects
- 1.4 Role of Private sectors in Tourism Industry

*Self Study Portions: Emerging tourism trends in India.*

#### **UNIT II Tourism Information 15 Hours**

**Specific Objectives of the Unit - II:** After completion of this unit, the student will be able

➤ To state the sources of tourism information

- 2.1 Tourism information - Distribution channels
- 2.2 Media– Print media, Visual media
- 2.3 Passport, visa, types of visa, visa obtaining procedures
- 2.4 Visa and Certificate of registration regulations for Foreigners in India

*Self Study Portions: Merits and demerits of media.*

#### **UNIT –III Tourism Agencies 15 Hours**

**Specific Objectives of the Unit - III:** After completion of this unit, the student will be able

➤ To explain the activities of tourism agencies

- 3.1 Historical development of travel agencies Cox & Kings, American Express
- 3.2 Role of Tourism organizations – UNWTO – PATA – IATA – ICAO – TAAI
- 3.3 Tourism agencies in India – SITA, Mercury Travels, TCI, and its functions
- 3.4 Air ticketing – Reservation – Types of Air fare – Calculation

*Self Study Portions: Collection of leading travel agency groups.*

#### **UNIT-IV Airlines – Historical Development 15 Hours**

**Specific Objectives of the Unit - IV:** After completion of this unit, the student will be able

➤ To describe the nature and development of air transport

- 4.1 Need for a National Airline; International Airlines coming to India
- 4.2 Freedom of Air
- 4.3 Charters – Types of Charters
- 4.4 Check-in formalities of domestic and International Airports

*Self Study Portions: Names and location of Indian airports*

**UNIT –V      Tourism in South India**

**15 Hours**

**Specific Objectives of the Unit - V:** After completion of this unit, the student will be able

➤ To identify the present status of tourism in South India

5.1 Religious Tourism in Tamil Nadu, Pondicherry

5.2 Tourist Festivals in Tamil Nadu, Pondicherry

5.3 Hill resorts – Beach resorts

5.4 Theme resorts – Adventure tourism

5.5 Tourist important places in Andhra Pradesh, Karnataka, Kerala and Pondicherry

*Self Study Portions: Role of religious festivals in tourism.*

**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** : T.B – 1, 2 Chapter - 1

**UNIT- II** : T.B – 1, 2 Chapter – 2 & 3

**UNIT- III** : T.B – 1 Chapter – 14

**UNIT- IV** : T.B – 1 Chapter – 3 & 5

**UNIT- V** : T.B – 1,2 Chapter – 1

**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, Prentice Hall, New Jersey

## SEMESTER – V

### SBE – II India Tourism Facts for Competitive Examinations

**Sub Code : 17UHM5S2**

**Hours / Week: 2**

**Credits : 2**

**Max Marks :100**

**Internal Marks : 25**

**External Marks : 75**

#### **General Objective of the Course:**

After completion of this course, the student will be able to understand the important tourism facts of India.

#### **UNIT- I Tourism Resources of India**

**6 Hours**

**Specific Objectives of the Unit - I:** After completion of this unit, the student will be able

➤ To define the existence and contributions of tourism resources

1.1 Concept of tourism resource

1.2 Attractions and products in tourism

1.3 Natural Tourism resources in India - Mountains, Deserts, Beaches, Coastal areas and Islands.

1.4 Water bodies and biotic wealth – Flora and fauna.

*Self study portion – Identification of other tourism resources in India*

#### **UNIT – II Types of Resources**

**6 Hours**

**Specific Objectives of the Unit - II:** After completion of this unit, the student will be able

➤ To state the various types of tourism activities

2.1 Popular tourism destinations for land based – Trekking, skiing, mountaineering, desert safari, car rallies

2.2 Water based – Rafting, kayaking, canoeing, surfing, water skiing, scuba/snuba

2.3 Air based – Para sailing, Para gliding, and ballooning, air gliding and micro-lighting.

*Self study portion – Knowledge of heritage tourism sites in India*

#### **UNIT- III Wildlife Tourism in India**

**6 Hours**

**Specific Objectives of the Unit - III:** After completion of this unit, the student will be able

➤ To explain the wildlife tourism of India

3.1 Wildlife – Tourism and conservation related issues

3.2 Occurrence and distribution of popular wildlife species India

3.3 Tourism in national parks, wildlife sanctuaries and biosphere reserves

3.4 Tourism and nature conservation

*Self study portion – PETA and their role in India*

#### **UNIT – IV Cultural Resources**

**6 Hours**

**Specific Objectives of the Unit - IV:** After completion of this unit, the student will be able

➤ To describe the cultural tourism resources

4.1 Cultural tourism resources in India

4.2 Facts of Indian culture and society

4.3 Indian History – Ancient, medieval and modern

4.4 Tradition, custom and costumes of India

*Self study portion – effects of socio-economical tourism resources in India*

## **UNIT - V Customs, Art and Architecture**

**6 Hours**

**Specific Objectives of the Unit - V:** After completion of this unit, the student will be able

- To identify the present status of cultural resources

5.1 Food habits and cuisine

5.2 Music, Musical instruments and dance forms

5.3 Drawings and paintings

5.4 Important pilgrim destinations

5.5 Architectural heritage of India

*Self study portion – identification of rocks sculptures in India*

### **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 :** T.B – 1, 2 Chapter - 1

**UNIT- II :** T.B – 1, 2 Chapter – 2 & 3

**UNIT- III:** T.B – 1 Chapter – 14

**UNIT- IV:** T.B – 1 Chapter – 3 & 5

**UNIT- V :** T.B – 1,2 Chapter – 1

### **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

## SEMESTER – V

### SBE – III FOOD PRESERVATION AND QUALITY STANDARDS

**Sub Code : 17UHM5S3**

**Hours / Week : 2**

**Credits : 2**

**Max Marks : 100**

**Internal Marks : 25**

**External Marks : 75**

#### **General Objectives of the course**

After completion of this course, 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.

#### **UNIT – I Food preservation – An Introduction 6 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To know about food preservation and spoilage.
- To define the principles of food preservation.

- 1.1 Introduction to Food preservation
- 1.2 Importance of Preservation
- 1.3 Foods Spoilage, Food Poisoning, Food Intoxication
- 1.4 Food Infection, Sanitation and health
- 1.5 Principles of Food Preservation

*Self study portions: Preservative measures followed by hotels*

#### **UNIT – II 6 Hours**

**Specific Objective of Unit – II:** After completion of this unit, the student will be able

- To understand the usage of temperatures and sterilization.
- To describe nature of pasteurization and blanching.

- 2.1 Food Preservation by use of high temperature-
- 2.2 Sterilization (canning, aseptic canning, hot packing)
- 2.3 Pasteurization and blanching.
- 2.4 Food Preservation by use of low temperature-freezing and refrigeration.

*Self study portions Role of temperature in preserving foods*

#### **UNIT – III 6 Hours**

**Specific Objective of Unit – III:** After completion of this unit, the student will be able

- To Define Evaporation process and equipments used.

- 3.1 Food Preservation by using evaporation and drying-factors influencing evaporation process,
- 3.2 Sun drying, artificial drying, drying equipments
- 3.3 Hot air drier, drying by contact with heated surface,
- 3.4 Dehydration of vegetables, fruits, meat, fish, egg and milk.
- 3.5 Food Preservation by irradiation - Alpha, Beta & Gamma radiations.

*Self study portions: Natural preservatives*

#### **UNIT – IV 6 Hours**

**Specific Objective of Unit – IV:** After completion of this unit, the student will be able

- To explain the fermentation and pickling.

- 4.1 Food Preservation by fermentation & pickling
- 4.2 Types of fermentation, vinegar, vinegar making

- 4.3 Preparation of yeast starter, pickled fruits and vegetables, Sauerkraut, Olives, Pickled Meat  
4.4 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**

**6 Hours**

**Specific Objective of Unit – V:** After completion of this unit, the student will be able

- To identify food additives and acids.
- To understand the process of packaging and labeling.

5.1 Food additives and Chemicals - Definition

5.2 Functional characteristics of chemical additives.

5.3 Acids, Bases & their salts, leavening agents,

5.4 Preservatives-Organic acids & their salts, inorganic salts, wood smoke, spices & condiments  
Antibiotics and other chemical preservatives.

5.5 Packaging & Labeling.

*Self study portions : Commonly used food additives*

### **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** : T.B - 1 Chapter 1 & 2

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

**UNIT- III** : T.B – 1 Chapter 4& 5

**UNIT- IV** : T.B – 1 Chapter 6

**UNIT- V** : T.B – 2 Chapter 5 to 10

### **Books for Reference:**

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

## SEMESTER – V

### EXTRA CREDIT – I HEALTH AND SAFETY FOR HOTEL STAFF

**Sub Code : 17UHM5EC1**

**Hours / Week: --**

**Credits : --**

**Max Marks :100**

**Internal Marks : --**

**External Marks : 100**

**General 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

*Self study portion: 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

*Self study portion: 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

*Self study portion: 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

*Self study portion: 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

*Self study portion: Local, State and national authorities for sanitation regulations*

**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** : T.B – 1 Chapter – 2 & 3

**UNIT II** : T.B – 1 Chapter – 4

**UNIT III** : T.B – 1 Chapter – 5 & 6

**UNIT IV** : T.B – 2 Chapter – 7

**UNIT V** : T.B – 2 Chapter – 4,5

**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 – VI

### CORE – XIII ROOM DIVISION MANAGEMENT

**Sub Code : 17UHM6C13**

**Hours / Week: 5**

**Credits : 5**

**Max Marks :100**

**Internal Marks : 25**

**External Marks : 75**

#### **General Objective:**

After completion of this course, students will be able to acquire knowledge in financial operations of room sales

#### **UNIT-I Planning and Evaluating Front Office Operations 15 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To define how establish room rates
  - To describe the procedures of Front office operations and their evaluation
- 1.1 Establishing room rates - Rule of Thumb approach - Hubburt Formula
  - 1.2 Forecasting room availability
  - 1.3 budgeting for operations - Forecasting room revenue - Estimating expenses - Referring budget plans
  - 1.4 Evaluating front office operations - Daily operation report - Occupancy rates
  - 1.5 Room Revenue analysis - Hotel statement of income - Room division income statement - Room Division budget report - Operating ratios and ratio standards.

*Self Study Portions: Methods of fixing room rates in nearby hotels*

#### **UNIT-II Revenue Management 15 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To state the importance of yield management
  - To identify the elements of yield management
- 2.1 Concept of Yield Management - Hospitality Industry applications
  - 2.3 Measuring Yield - Potential average single rate - Potential average double rate - Multiple occupancy percentage - Rate spread - Potential average rate - Room rate achievement factor – Yield - Identical Yields - Equivalent occupancies - Required Non-room revenue per guest
  - 2.4 Elements in yield management - Group room sales - Transient room sales - Food and beverage Activity - Local and area wide conventions - Special events
  - 2.5 Using Yield Management - Potential High and low demand tactics
  - 2.6 Implementing revenue strategies - Hurdle rate - Availability strategies - Minimum length of stay - Close to arrival - Sell through

*Self Study Portions: Terminologies used in RDM*

#### **UNIT-III Aspects of Guest Management 15 Hours**

**Specific Objective of Unit – I:** After completion of this unit, the student will be able

- To brief the customer relation management
  - To analyse the usage of PMS applications
- 3.1 Customer relation management
  - 3.2 Role of front office in marketing and sales
  - 3.3 Decorations for special occasions
  - 3.4 PMS application in room division management



**SEMESTER – VI**  
**CORE – XIV FOOD AND BEVERAGE CONTROLS**

**Sub Code : 17UHM6C14**  
**Hours / Week : 5**  
**Credits : 5**

**Max Marks : 100**  
**Internal Marks : 25**  
**External Marks : 75**

**General Objectives of the course:**

- After completion of this course, the student will be able to learn the food and beverage cost controls and management.

**UNIT – I Cost Dynamics and Sales Concept 15Hours**

**Specific objectives** – After completion of this unit, the student will be able to

- To understand the basics of cost management.
- To identify various types of sales concept.

- 1.1 Elements of Cost
- 1.2 Classification of Cost
- 1.3 Various Sales Concepts
- 1.4 Uses of Sales Concept

*Self study portion – to prepare the cost and sales report.*

**UNIT – II Inventory and Beverage Control 15Hours**

**Specific objectives** – After completion of this unit, the student will be able to

- To understand the basic concepts of inventory control.
- To study the food and beverage control.

- 2.1 Importance, Objective – Method - Levels and Technique
- 2.2 Perpetual Inventory - Monthly Inventory - Pricing of Commodities
- 2.3 Comparison of Physical and Perpetual Inventory
- 2.4 Purchasing - Receiving - Storing - Issuing
- 2.5 Production Control- Standard Recipe- Standard Portion Size

*Self study portion – to identify the purchase and issuing format.*

**UNIT – III Sales and Budgetary Control 15Hours**

**Specific objectives** – After completion of this unit, the student will be able to

- To analyze the sales report and cash handling system.
- To comprehend the planning of budget.

- 3.1 Procedure of Cash Control - Machine System – ECR – NCR
- 3.2 Preset Machines – POS
- 3.3 Reports – Thefts - Cash Handling
- 3.4 Define Budget - Define Budgetary Control – Objectives - Frame Work
- 3.5 Key Factors - Types of Budget - Budgetary Control

*Self study portion – Identify the various budgets prepared in hotels*

#### **UNIT – IV Variance and Breakeven Analysis**

**15Hours**

**Specific objectives** – After completion of this unit, the student will be able to

- To analyze the components of standard of food and food cost.
- To claim the profit and income of beverage management.

- 4.1 Standard Cost - Standard Costing- Cost Variances
- 4.2 Material Variances - Labor Variances - Overhead Variance
- 4.3 Fixed Overhead Variance- Sales Variance - Profit Variance
- 4.4 Breakeven Chart - B. P V Ratio
- 4.5 Marginal Cost- Graphs

*Self study portion – identify the food cost ration and graphs.*

#### **UNIT – V Menu Merchandising and Engineering**

**15Hours**

**Specific objectives** – After completion of this unit, the student will be able to

- To participate in menu planning and structure.
- To compute daily and monthly food cost

- 5.1 Menu Control - Menu Structure – Planning
- 5.2 Menu Planning and Menu Engineering – Importance – Differences – Terms used (Stars, Plow Horses, Docks and Puzzles)
- 5.2 Pricing of Menus - Types of Menus
- 5.3 Menu as Marketing Tool - Layout- Constraints of Menu Planning
- 5.4 Definition and Objectives- Methods - Advantages
- 5.5 Reports - Calculation of actual cost- Daily Food Cost - Monthly Food Cost

*Self study portion – create the new menu planning and structure.*

#### **Text Books:**

**T.B – 1:** Food and Beverage Management-Bernard Davis, Andrew Lockwood, sally stone- 3<sup>rd</sup> edition

**T.B – 2:** Food and Beverage Management-Bernard Davis, Andrew Lockwood, - 5<sup>th</sup> editions

- UNIT - I** : T.B-1-chapter 01 & 02
- UNIT- II** : T.B-1 - chapter 05 & 06
- UNIT- III** : T.B-1- chapter 10
- UNIT- IV** : T.B-2-chapter 15
- UNIT- V** : T.B-2-chapter 17

#### **Books for Reference:**

- ITDC, Training Manual.

**SEMESTER – VI**  
**CORE – XV INTERNATIONAL CULINARY ARTS**

**Sub Code :17UHM6C15**  
**Hours / Week : 5**  
**Credits : 5**

**Max Marks : 100**  
**Internal Marks : 25**  
**External Marks : 75**

**General Objectives:**

- After completion of this course, the student will be able to learn the international cuisines of the world.

**UNIT – I European Cuisine 15Hours**

**Specific objectives** – After completion of this unit, the student will be able to

- ✓ To understand the basics of European Cuisine
- ✓ To identify various types of equipments, ingredients and dishes of European Cuisine

- 1.1 French cuisine – Geographical regions – Popular ingredients – Specialty Cuisines – Equipments used
- 1.2 Cuisine of the UK - Geographical regions - Popular ingredients - Specialty Cuisines
- 1.3 Scandinavian Cuisines – Regions – Popular ingredients - Specialty Cuisines
- 1.4 German Cuisines - Geographical regions - Popular ingredients - Specialty Cuisines

*Self study portion – knowledge of various European cheeses available in your area*

**UNIT – II Western Cuisine 15Hours**

**Specific objectives** – After completion of this unit, the student will be able to

- ✓ To understand the basic concepts of Western cuisine
- ✓ To study the geographical and demographic cuisines in western country

- 2.1 Italian Cuisine - Popular ingredients – Special Equipments – Special Italian dishes
- 2.2 Mediterranean Cuisine – Seasonal availability
- 2.3 Lebanese, Greek, Spanish, Turkish, Moroccan, Provencal – Special ingredients – Special dishes
- 2.4 Mexican Cuisine - Popular ingredients – Special Equipments – Special dishes

*Self study portion – Identify various types of pastas used in Indian Cooking*

**UNIT – III Oriental Cuisine 15Hours**

**Specific objectives** – After completion of this unit, the student will be able to

- ✓ To analyze the techniques used in preparation of south-east Asian foods
- ✓ To comprehend the different kinds of oriental cuisines.

- 3.1 Chinese Cuisine – Cooking style – Ingredients – Specialty dishes – Equipments
- 3.2 Japanese Cuisine– Ingredients – Cooking style - Specialty dishes – Special equipments
- 3.3 Thai Cuisine– Ingredients – Specialty dishes – Equipments

*Self study portion – knowledge of other south-east Asian cuisines*

**UNIT – IV Western Plated Food and Diet Analysis 15Hours**

**Specific objectives** – After completion of this unit, the student will be able to

- ✓ To analyze the components of presenting and plating of food
- ✓ To claim and insight dietary requirements of an healthy individual

- 4.1 Concept of plate presentation – Garnish – Cooking methods – Plate Selection – Arranging foods
- 4.2 Merging of Flavours, shapes and texture on the plate
- 4.3 Emerging Trends in Food Presentation
- 4.4 Balanced Diet and Nutritional Analysis
- 4.5 Principles of Healthy Cooking

*Self study portion – identify the nutritional software and create a recipes of diet food*

**UNIT – V      Production Management and Product Development                      15Hours**

**Specific objectives** – After completion of this unit, the student will be able to

- ✓ To participate in food trials and evaluation of food
- ✓ To compute cost of menu with regards to portion cost

- 5.1 Kitchen organization - Allocation of Work - Job Description, Duty Rosters
- 5.2 Production Planning - Production Scheduling
- 5.3 Production Quality & Quantity Control - Forecasting & Budgeting - Yield Management
- 5.4 Product & Research Development - Testing new equipment
- 5.5 Developing new recipes - Food Trails - Organoleptic & Sensory Evaluation

*Self study portion – learn the wastage and yield percentage of nearby hotels*

**Text Books:**

**T.B – 1:** International Cuisines and Food production management, Parvinder S Bali, Oxford University Press, 2013

- UNIT - I** : T.B – 1 Chapter 07
- UNIT- II** : T.B – 1 Chapter 06
- UNIT- III** : T.B – 1 Chapter 10
- UNIT- IV** : T.B – 1 Chapter 8 & 9
- UNIT- V** : T.B – 1 Chapter 17 & 18

**Books for Reference:**

- 1 Klinton & Cesarani : Practical Cookery Arnold Heinemann.
- 2 Larousse Gastronomique cookery encyclopedia by paul hamlyn.
- 3 Le repertoire de la cuisine – I. Saulnier.

## SEMESTER – VI

### CORE – XVI INTERNATIONAL CUISINE PRACTICAL

**Sub Code : 17UHM6C16P**

**Hours / Week: 5**

**Credits : 5**

**Max Marks :100**

**Internal Marks : 20**

**External Marks : 80**

#### General Objective:

After completion of this course, students will be able to compile menus and prepare different dishes in various cuisine of the world

Three course menus to be formulated featuring International Cuisines

- French
- Oriental
- Chinese
- Thai

#### Suggested Menus

<b>MENU 01</b> Consomme Carmen Poulet Saute Chasseur Pommes Loretta Haricots Verts Salade de Betterave Brioche Baba au Rhum	<b>MENU 02</b> Bisque D'ecrevisse Escalope De Veau viennoise Pommes Batailles Courge Provencale Epinards au Gratin
<b>MENU 03</b> Crème Du Barry Darne De Saumon Grile Sauce paloise Pommes Fondant Pettis Pois A La Flamande French Bread Tarte Tartin	<b>MENU 04</b> Veloute Dame Blanche Cote De Porc Charcuterie Pommes De Terre A La Crème Carottes Glace Au Gingembre Salade Verte Harlequin Bread Choclote Cream Puffs
<b>MENU 05</b> Cabbage Chowder Poulet A La Rex Pommes Marguises Ratatouille Slade De Carottees Et Celeris Clover Leaf Bread Savarin Des Fruits	<b>MENU 06</b> Barquettes Assortis Stroganoff De Boeuf Pommes Persilles Salade De Chou-cru Garlic Rolls Crepe Suzette
<b>MENU 07</b> Duchesse Nantua Poulet Maryland Croquette Potatoes Slade Nicoise Brown Bread	<b>MENU 08</b> Pate Des Pommes Knomeskies Filet De Sols Walweska Pommes lyonnaise Funghi Marirati Bread Sticks Souffle ;Milanaise Vol-Au-Vent-De Volaille Et

<p style="text-align: center;"><b>MENU 09</b>  Jambon  Homard Thermidor  Salade Waldorf  Vienna rolls  Mousse Au Chocolate</p>	<p style="text-align: center;"><b>MENU 10</b>  Crabe En Coquille  Quiche En Coquille  Quiche Lorraine  Salade de Viande  Pommes Parisienne  Foccacia  Crème Brulee</p>
<p style="text-align: center;"><b>CHINESE</b>  <b>MENU 01</b>  Prawn Ball soup  Fried Wantons  Sweet &amp; Sour Pork  Hakka Noodles</p>	<p style="text-align: center;"><b>MENU 02</b>  Hot &amp; Sour soup  Beans Sichwan  Stir F0ried Chicken &amp; Peppers  Chinese Fried Rice</p>
<p style="text-align: center;"><b>MENU 03</b>  Sweet Corm Soup  Shao Mai  Tung-Po Mutton  Yangchow Fried Rice</p>	<p style="text-align: center;"><b>MENU 04</b>  Wanton Soup  Spring Rolls  Stir Fried Beef &amp; Celery  Chow Mein</p>
<p style="text-align: center;"><b>MENU 05</b>  Prawns in Garlic Sauce  Fish Szechwan  Hot &amp; Sour Cabbage  Steamed Noodles</p>	

**Reference Books:**

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 – VI

### MBE – II HUMAN RESOURCE MANAGEMENT

**Sub Code** : 17UHM6M2  
**Hours / Week** : 5  
**Credits** : 4

**Max Marks** : 100  
**Internal Marks** : 25  
**External Marks** : 75

**General Objective:** After completion of this course, students will be able to be familiarized with management of Human Resource in hotel Industry.

#### **Unit – I Introduction to HRM**

**15 Hours**

**Specific Objective** – After completion of this unit, the student will be able

- ✓ To explain the nature and objectives of HRM and its importance.
- ✓ To derive the steps in planning Human Resource

- 1.1 Introduction to HRM - Human resource management and personal management – Definitions - Objectives – Functions - Nature and Importance of human resource management – Role of human resource manager – Qualities of human resource manager
- 1.2 Job Design - Job analysis - Job description - Job Specification - Job Evaluation
- 1.3 Human Resource Planning – Meaning – Definition – Objective- - Importance – Characteristics – Limitations – Factors influencing Human Resource Planning – Steps involved in Human Resource Planning

*Self-study portion – Study the qualities of a human resource manager*

#### **Unit- II Communication, Motivation and Leadership**

**15 Hours**

**Specific Objective** – After completion of this unit, the student will be able

- ✓ To elucidate the need of communication
- ✓ To analyze the various means of motivation

- 2.1 Communication – Meaning – Definition – Nature – Importance – Elements of communication – Types of Communication – merits and demerits
- 2.2 Motivation – Meaning – Definition – Nature – Characteristics – Importance – Process – Theories of motivation
- 2.3 Leadership - Meaning – Definition – Nature – Importance – Characteristics – Importance – Distinction between a leader and a manager – qualities of a leader – Functions of a leader – kinds of leadership styles.

*Self-study portion – Prepare a Questionnaire for an interview*

#### **Unit – III Recruitment, Training and Performance Appraisal**

**15 Hours**

**Specific Objective** – After completion of this unit, the student will be able

- ✓ To study the process of recruitment, training, selection and performance appraisal in an organization
- ✓ To enumerate the various steps involved in the performance appraisal process

- 3.1 Recruitment – Meaning, Definition, Sources and factors determining recruitment
- 3.2 Selection - Definition - Steps involved in selection of candidates
- 3.3 Training - Meaning need for training - Importance of training and development - Essentials of a good training programme - Process of training - methods of training
- 3.4 Performance appraisal - Meaning - Features - Advantages and Methods of performance appraisal

*Self-study portion – Prepare a Performance appraisal report of a company*

**Unit – IV Incentives, absenteeism and labour turnover**

**15 Hours**

**Specific Objective** – After completion of this unit, the student will be able

- ✓ To know the various incentive plans to the employees
- ✓ To analyze the disciplinary actions against employees

- 4.1 Meaning - Definitions - Financial and non-financial incentives - Merits of incentives – Problems arising out of incentives
- 4.2 Absenteeism meaning - Causes of absenteeism
- 4.3 Labour turnover - Causes of labour turnover in Hospitality Industry
- 4.4 Discipline and– meaning – Definition – Positive and Negative aspects of Discipline – Causes of Discipline – Procedure for disciplinary action – kinds of punishment
- 4.5 Grievance – Meaning – Definition – Characteristics – Causes of grievances

*Self-study portion – Prepare a list of problems faced by HR manager*

**Unit – V Organizational development & HR audit**

**15 Hours**

**Specific Objective** – After completion of this unit, the student will be able

- ✓ To study in depth of organizational development
- ✓ To learn how to settle disputes

- 5.1 Meaning of Organizational development - Definitions of organizational development - Characteristics - Objectives - Assumptions - Steps
- 5.2 Human resource audits - Meaning - Objectives of HR audit - Need for or importance of HR audit - Indicators for HR audit - Qualitative indicators - Quantitative indicators - Verifications under the HR audit - Personnel policies and procedures - Benefits of HR audit.
- 5.3 Industrial Disputes – Causes – Consequences – Settlement
- 5.4 Quality of work life – Meaning – Definition – Factors responsible for the growing - importance of QWL – Criteria for measuring QWL – Measures to improve QWL

*Self-study portion – Prepare a Human Resource information of India*

**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

**Reference books:**

1. Human Resource Management, Sarah Gilmore & Steve Williams, Oxford University Press, 2009
2. Catering Management and Integrated Approach, Mohini Saethi

## SEMESTER – VI

### MBE – III HOTEL ACCOUNTS

**Sub Code : 17UHM6M3**

**Hours / Week : 4**

**Credits : 4**

**Max Marks :100**

**Internal Marks : 25**

**External Marks : 75**

#### **General Objective:**

After completion of this course, students will be able to understand the accounting principles and basic accounting procedures and formats

#### **UNIT – I Introduction to accounts**

**12 Hours**

**Specific objectives** – After completion of this unit, the student will be able to

- ✓ To define the Meaning, Definition and objective of Book- Keeping and Accounting
- ✓ To identify the methods of Accounting, kinds of Accounts and Accounting rules.

1.1 Introduction to accounts

1.2 Book- Keeping - Meaning - Definition - Objectives

1.3 Accounting – Meaning - Definition - Objectives - Importance - Functions - Advantages – Limitations

1.4 Meaning of Debit and Credit - Types of Accounts and its rules

1.6 Distinction between Book Keeping and Accounting

1.7 Branches of Accounting

*Self study portion – Study the rules followed by a bank in book keeping.*

#### **UNIT – II Ledger and Trial Balance**

**12 Hours**

**Specific objectives** – After completion of this unit, the student will be able to

- ✓ To learn the meaning of journal and ledger.
- ✓ To explain the relationship between journal and ledger.
- ✓ To determine the procedure for balancing and the significance of balances

2.1 Introductions to Journal - Advantages of Journal - Sub division of journal

2.4 Ledger - Ruling of ledger account - Sub-division of ledger - Distinction between journal and ledger

2.5 Trial Balance – Meaning, Definition, Objectives, Features, Limitations, methods and Specimen of Trial Balance.

*Self study portion – Prepare a Trial balance report of a company.*

#### **UNIT – III Final Accounts**

**12 Hours**

**Specific objectives** – After completion of this unit, the student will be able to

- ✓ To brief the meaning of trading account
- ✓ To handle the preparation of balance sheet

3.1 Final Accounts – Introduction

3.2 Trading Account – Introduction, Definition, Preparation and Specimen of Trading Account

3.3 Profit and Loss Account - Introduction, Definition, Preparation and Specimen of Profit and Loss Account

3.4 Balance Sheet – Introduction, Definition, Classification of assets and liabilities, Performa of Balance Sheet

3.5 Preparation of Final Accounts

*Self study portion – Prepare a Final account of a company.*

## **UNIT- IV Cost Sheet and Production Account**

**12 Hours**

**Specific Objective** – After completion of this unit, the student will be able to

- ✓ To learn how to prepare cost sheet.
- ✓ To analyse the methods of stock management
- 4.1 Cost sheet - Introduction - Meaning, definition, Purpose and Specimen of cost sheet
- 4.2 Cost sheet and production Account
- 4.3 Treatment of stocks - Stocks of raw materials - Stocks of work-in-progress - Stocks of finished goods
- 4.4 Introduction to store ledger - Store ledger Specimen
- 4.5 BIN card - Difference between store ledger and Bin card - Issue of material - Treatment of surplus material
- 4.6 Methods of pricing of material - First in First out method [FIFO] - Last in First out method [LIFO]

*Self-study portion – Study the various types of cost comes under in hotel accounting.*

## **UNIT – V Budgeting**

**12 Hours**

**Specific Objective** – After completion of this unit, the student will be able to

- ✓ To differentiate between forecast and budget
- ✓ To study the different types of budgets
- 5.1 Introduction - Meaning, Definition and Objectives of Budget
- 5.2 Budgeting - Budgetary Control - Forecast and Budget
- 5.3 Organization - Budget centre - Budget manual - Budget Period
- 5.4 Classification of Budgets - Classification according to time - Classification based on functions - Classification on the basis of flexibility
- 5.5 Zero Base Budgeting (Z.B.B.) – Process

*Self-study portion – Prepare a budget report of a company.*

**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

### **Reference books:**

- Introduction to Accounting – by T.S. Grewal - Publisher S.Chand & Co.Ltd, New Delhi.
- Hospitality Industry Financial Accounting – by Raymend S. Schmidgall & James W.Damitio - Edn. Inst. of the AHMA
- Cost Accounting – R.S.N.Pillai & V. Bagavathi - Publisher S.Chand & Co. Ltd., New Delhi
- Principles of Management Accounting Dr.S.N.Maheshwari - Publisher Sultan Chand & Sons, New Delhi.
- Accounting and Cost Control in Hotel and Catering Industry – OZI D’cunha - Publisher Dicky’s Enterprises, Mumbai.

## SEMESTER – VI

### EXTRA CREDIT – II CLUB AND RESORT MANAGEMENT

**Sub Code : 17UHM6EC2**

**Hours / Week: --**

**Credits : 4**

**Max Marks :100**

**Internal Marks : --**

**External Marks : 100**

#### **General Objective:**

After completion of this course, students will be able to understand the Administration and Management of Club and 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

*Self study portion: 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 - Marketing defined - Development of Marketing Plan – Managing the Market Place - Public consumer relations

*Self study portion: 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

*Self study portion: 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

*Self study portion: 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

*Self study portion:* Future projects of resorts in India #

**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