

PERIYAR UNIVERSITY

**PERIYAR PALKALAI NAGAR
SALEM – 636011**

**DEGREE OF BACHELOR OF SCIENCE
CHOICE BASED CREDIT SYSTEM**

Syllabus for

B.Sc. Hospitality Management

(SEMESTER PATTERN)

**For Candidates admitted in the Colleges affiliated to
Periyar University from 2022-2023 onwards**

REGULATIONS:

1. Eligibility for Admission:

Candidate seeking admission to the first year degree of Bachelor of Science in Hospitality Management shall be required to have passed the Higher Secondary Examination conducted by the Government of Tamilnadu or any other examination accepted by the syndicate of Periyar University, subject to such condition as, may be prescribed thereto, are permitted to appear and qualify for B.Sc.,Degree of this University after a course of three academic years.

2. Eligibility for award of degree:

A Candidate shall be eligible for the award of degree only if he/she has undergone, the prescribed course of study in a college affiliated to the University for a period not less than three academic years, comprising six Semester and passed the examination prescribed and full filled such condition as have been prescribed there for

3. Course of Study

a. Objective of the Programme:

- i. To provide the basic and essential knowledge regarding various activities undertaken and necessary to run socially responsible business organization
- ii. To impart certain basis skills and aptitude which will be useful in taking up any particular useful in taking up any particular activity in Hospitality Industry.
- iii. To develop the personality so as to become responsible citizen with greater awareness about the Indian society and its culture.
- iv. To provide a global view of several multinational hotel and their functions which Support hotelsystems.

b. The Programme of study shall consist of foundation courses, skill based elective courses (SBEC) and non-major elective course.

c. The non major elective courses (NMEC) offered by a department is meant for students studying other Programme (i.e.) HM students have to study NMEC offered by other departments.

The course of study shall comprise instruction in the following subjects according to syllabus and books prescribed from time to time.

B.Sc., (Hospitality Management)

| Part | Course Code | Course | Title of the Paper | Hours/Week | Credits | Internal (25%) | External (75%) | Total |
|----------------------|-------------|-------------------|--|------------|---------|----------------|----------------|-------|
| SEMESTER - I | | | | | | | | |
| I | | Language-I | Tamil/Other Language - I | 6 | 3 | 25 | 75 | 100 |
| II | | Language-I | Language English-I | 6 | 3 | 25 | 75 | 100 |
| III | | Core: I | Basic Food Production and Patisserie | 5 | 5 | 25 | 75 | 100 |
| III | | Core- II | Basic Food and Beverage Service | 5 | 5 | 25 | 75 | 100 |
| III | | Allied –I | Nutrition and Food Science | 6 | 5 | 25 | 75 | 100 |
| III | | Core Practical-I | Basic Food Production and Patisserie Practical | 3 | 3 | 40 | 60 | 100 |
| III | | SBEC Practical-I | Basic Food and Beverage Service Practical | 3 | 3 | 40 | 60 | 100 |
| IV | | Value Education | Yoga | 2 | 2 | 25 | 75 | 100 |
| IV | | Add on Course | Professional English-I | 4 | 4 | 25 | 75 | 100 |
| SEMESTER – II | | | | | | | | |
| I | | Language-II | Tamil/Other Language – II | 6 | 3 | 25 | 75 | 100 |
| II | | Language-II | Language English – II | 4 | 3 | 25 | 75 | 100 |
| II | | NMSDC | Language Proficiency for Employability-Effective English | 2 | 2 | 25 | 75 | 100 |
| III | | Core: III | Basic Front Office Operation | 4 | 5 | 25 | 75 | 100 |
| III | | Allied –II | Interior Design | 4 | 5 | 25 | 75 | 100 |
| III | | SBEC-I | Basic Accommodation operation | 2 | 2 | 25 | 75 | 100 |
| IV | | EVS | Environmental Studies | 2 | 2 | 25 | 75 | 100 |
| III | | Core Practical-II | Basic Front Office Operation Practical | 3 | 3 | 40 | 60 | 100 |
| III | | SBEC Practical-II | Basic Accommodation Operation Practical | 3 | 3 | 40 | 60 | 100 |
| IV | | Add on Course | Professional English-II | 4 | 4 | 25 | 75 | 100 |

B.Sc., (Hospitality Management)

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|-----------------------|-------------|----------------------|--|------------|---------|----------------|----------------|-------|
| SEMESTER - III | | | | | | | | |
| I | | Language -III | Tamil/Other Language – III | 6 | 3 | 25 | 75 | 100 |
| III | | Core-IV | Advanced Food Production &Patisserie | 3 | 4 | 25 | 75 | 100 |
| III | | Core-V | Advanced Food and Beverage Service | 3 | 4 | 25 | 75 | 100 |
| III | | Core-VI | Event Management | 2 | 3 | 25 | 75 | 100 |
| III | | Allied-III | Hotel Economics | 4 | 4 | 25 | 75 | 100 |
| III | | SBEC-III Practical | Basics of Computer Science Practical | 2 | 2 | 25 | 75 | 100 |
| III | | Core Practical-III | Advanced Food Production Practical & Pattiserie | 3 | 4 | 40 | 60 | 100 |
| III | | Core Practical-IV | Advanced Food and Beverage Service Practical | 3 | 4 | 40 | 60 | 100 |
| IV | | NMEC-I | Hotel Information System | 2 | 2 | 25 | 75 | 100 |
| IV | | NMSDC | Digital Skills for Employability – Microsoft Office Essentials | 2 | 2 | 25 | 75 | 100 |
| SEMESTER - IV | | | | | | | | |
| I | | Language -IV | Tamil/Other Language – IV | 6 | 3 | 25 | 75 | 100 |
| III | | Core-VII | Bakery and Confectionary | 2 | 3 | 25 | 75 | 100 |
| III | | Core-VIII | Advanced Front Office Operations | 2 | 3 | 25 | 75 | 100 |
| III | | Allied-IV | Business Law | 3 | 4 | 25 | 75 | 100 |
| III | | Elective-I | Advanced Accommodation Operation | 4 | 3 | 25 | 75 | 100 |
| III | | Elective Practical-I | Advanced Accommodation Operation Practical | 3 | 3 | 40 | 60 | 100 |
| III | | Core Practical-V | Advanced Front Office Operations Practical | 3 | 4 | 40 | 60 | 100 |
| IV | | NMSDC | Employability Skills- Microsoft | 2 | 2 | 25 | 75 | 100 |

| | | | | | | | | |
|-----|--|-------------------|------------------------------------|---|---|----|----|-----|
| III | | SBEC Practical-IV | Bakery and Confectionary Practical | 2 | 2 | 40 | 60 | 100 |
| IV | | NMEC-II | Hotel Accounting and Finance | 2 | 2 | 25 | 75 | 100 |

B.Sc., (Hospitality Management)

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|----------------------|-------------|--------------------|--|------------|----------|----------------|----------------|------------|
| SEMESTER - V | | | | | | | | |
| III | | Core-IX | Organizational Behavior | 5 | 5 | 25 | 75 | 100 |
| III | | Core-X | Facility Management | 4 | 4 | 25 | 75 | 100 |
| III | | Core-XI | Principles of Management | 4 | 4 | 25 | 75 | 100 |
| III | | Elective-II | International Tourism | 5 | 3 | 25 | 75 | 100 |
| III | | Elective-III | Human Resource Management | 5 | 3 | 25 | 75 | 100 |
| III | | SBEC – II | Hygiene and Sanitation | 3 | 4 | 25 | 75 | 100 |
| III | | Viva-Voce | Project Work | 2 | 3 | 25 | 75 | 100 |
| IV | | NMSDC | Marketing and Design Tools (other Arts)-Digital Marketing | 2 | 2 | 25 | 75 | 100 |
| SEMESTER – VI | | | | | | | | |
| III | | Viva Voce Core-XII | Internship (Industrial Practicum) | - | 10 | - | 100 | 100 |
| | | Add On Course | Employability Readiness | 2 | - | - | - | - |
| V | | | Extension Activities | | 1 | | | |

Total credit : 165

Total Marks CIA : 1260

EA : 3340

Total : 4600

5. OTHER REQUIREMENTS

Industrial Training:(6th Semester)

Objective:

The course being professional the students are required to undergo industrial exposure in the 6th Semester of the programme.

- 6th Semester training is to introduce the students to the operational aspects of a star hotel (3 star and above) and he/she is preferably exposed to the four core departments of the hotel. The duration of the training is for 100 days in the 6th Semester.

6. REQUIREMENT FOR PROCEEDINGS TO NEXT SEMESTER

Candidates shall be eligible to go to next semester, only if they satisfy the condition Prescribed by the syndicate from time to time.

7. PASSING MINIMUM

A candidate shall be declared to have passed in each paper; If He/ She secures not less than 40% of the Marks prescribed for the examination. He/ She shall be declared to have passed the whole examination if he /she pass in all the papers as per the scheme of Examination eligible to go to next semester only if they satisfy the condition prescribed by the syndicate from time to time.

8. CLASSIFICATION OF SUCCESSFUL CANDIDATES

Successful candidates, passing all the examinations securing the marks prescribed for, core, Allied, SBEC and NMEC course together shall be declared to have passed the examination in First / Second / Third class.

Candidates who obtained 75% of marks and above shall be deemed to have passed the Programme with distinction, provided they passed the examination at the **First appearance**

9. RANKING

Candidate who passes all examination prescribed for the course in the **first appearance** only is eligible for ranking.

10. MAXIMUM DURATION FOR THE COMPLETION OF THE U.G PROGRAMME

The maximum duration for completion of U.G programme shall not exceed twelve semesters.

11. COMMENCEMENT OF THE REGULATION

The regulation shall take effect from the academic year 2020-2021, i.e. for students who are admitted to the first year of the programme, during the academic year 2020-2021 and thereafter.

12. TRANSITORY PROVISION

Candidates who were admitted to the U.G Programme of study before 2020-2021 shall be permitted to appear for the examination under those regulation for the period of three years i.e. up to and inclusive of the examination of April / May 2024. Thereafter they may permitted to appear for the examination only under the regulation there in force.

SEMESTER-I
CORE – I
BASIC FOOD PRODUCTION AND PÂTISSERIE

UNIT I METHODS OF COOKING

Introduction: Origin of cooking – Definition of cooking – concept of cooking – Purpose of cooking – Definition and Meaning: Mise-en-Place, Mise-en-scene – Basic Principles of culinary arts – Whether cooking is an Art or Science – Methods of cooking: Dry method, Wet method: Boiling-Poaching – grilling- roasting –Smoking –Frying – Deep fat frying- shallow frying – Stewing-Braising –Poeling – Blanching –Baking – Microwave cooking – Steaming, Direct and Indirect Steaming methods.

UNIT II SAFETY PROCEDURES IN THE KITCHEN

Food safety and kitchen hygiene, Hygiene of Production Personnel- Uniforms and Protective clothing-safety Procedures-controlling Infectious diseases-Proper handwash, use of disposal-Contamination of food: Physical contamination-chemical contamination-Micro biological contamination:1.Bacteria-viruses-chemical-metals-Cross contamination-Causes and Preventions.

KITCHEN HYGEINE: Standard sanitation operation procedures-cutting board sanitation – color coding of boards.- Equipment sanitation- dish washing machine – triple sink method of washing – vegetable disinfections with chlorine, storage-dry and wet, FIFO-LIFO-DATE CODING-USE OF THERMOMETERS.

HACCP temperature standards – cold Storage, Deep freezer-temperature danger zone – thawing – safe ways, blanching, reheating and cooling – holding temperature – record keeping.

UNIT III ROLE OF PRODUCTION DEPARTMENT

Introduction to Production Department – allied Departments – Stores – Receiving – Quality control – Weighing –Area of the Kitchen- Kitchen layout for large and Medium Hotels – Kitchen stewarding Department – Hierarchy – Kitchen Stewarding functions – Butchery – Production Department: Hierarchy for a large and Medium Hotels – Duties and Responsibilities of Executive chef –Sous chef – Chef De parties – Commis chef- Chinese chef- Larder chef- Different regions chefs-Sushi and Sashimi chef and Other chefs-Co-Operations with Other Departments

Various Fuels(coal, charcoal, Wood, Kerosene, Diesel, Electricity, Liquefied Petroleum gas) Advantages and Disadvantages of Each. Different Equipments used in Production – Light, Medium, Heavy- Safety Procedures of cooking food-Techniques used in pre-preparation-techniques used in preparation-Variou Textures-Variou consistencies- Objectives of cooking Food-Heat Transfer: conduction-convection-Radiation-Effects of Heat on cooking(Proteins, Carbohydrates-Fats-vitamins – Minerals)

UNIT IV ROLE OF INGREDIENTS & USES

Introduction – major cooking materials used for food production – **French** names for raw materials – commonly used in hotels – with examples – milk and milk products – water- vegetables – rice – cereals and pulses – fruits- fats and oils – sugar – raising agents – thickening agents – Binding agents – Setting agents and Botanical name for commonly used vegetables, Agricultural products in the Industry.

UNIT V CLASSIFICATION OF INGREDIENTS

RICE , CEREALS AND PULSES :Introduction-Classification-Cooking of rice (Boiling method or absorption method)-Cooking of cereals and pulses-Varieties of rice and other cereals and hindi terminology – **FLOUR** - Structure of wheat-Types of wheat-Types of flour-Processing of wheat-Uses of flour-Cooking of flour

MILK: Introduction-Processing of milk-Pasteurisation- Homogenisation-Types of milk E. Nutritive Value. Cream: Introduction-Processing of cream-Types of cream –Percentage -

REFERENCE BOOKS:

1. The Art and Science of Culinary Preparation-A culinary Manual by Jerald W, Chesser, CEC,CCE,The Educational Institute of American culinary Federation, Ic, St.Augustine, Florida
2. Modern cookery Volume I and II
3. Food Production Operations, Second Edition, by Chef ParvinderS.Bali
4. Theory of Cookery by Krishna Aurora
5. Theory of Catering by Clinton Cesrani

SEMESTER-I

CORE – II

BASIC FOOD AND BEVERAGE SERVICE

UNIT I INTRODUCTION TO CATERING INDUSTRY

Introduction to the Hotel Industry and Growth of the hotel - Industry in India - Role of catering establishment in the travel/tourism industry - Types of F&B operations - Classification of Commercial, Residential/Non-residential - Welfare Catering - Industrial/Institutional/Transport such as air, Road, rail, sea, etc - Structure of the catering industry - a brief description of each

UNIT II RESPONSIBILITIES OF F & B DEPARTMENT

Organization of F&B department of hotel- Principal staff of various types of F&B operations - French terms related to F&B staff - Duties & responsibilities of F&B manager and staff - Attributes of a waiter Inter-departmental relationships - (Within F&B and other department)

UNIT III FOOD& BEVERAGE OUTLETS

Specialty Restaurants - Coffee Shop – Cafeteria - Fast Food (Quick Service Restaurants) - Grill Room - Banquets - Bar - Vending Machines - Discotheque

ANCILLIARY DEPARTMENTS

Pantry - Food pick-up area – Store - Linen room - Kitchen stewarding

UNIT IV EQUIPMENTS USED IN F & B

Familiarization & Selection factors of: Cutlery - Crockery- Glassware – Flatware - Hollowware - All other equipments used in F&B Service - French terms related to the above

UNIT V NON – CLASSIFICATION OF ALCOHOLIC BEVERAGES

Classification (Nourishing, Stimulating and Refreshing beverages)

Tea - Origin & Manufacture - Types & Brands – Coffee - Origin & Manufacture - Types & Brands - Juices and Soft Drinks - Cocoa & Malted Beverages - Origin & Manufacture

REFERENCE BOOKS:

1. Dennis.R.Lillicrap and John.A.Cousins. Food and Beverage Service: Great Britain. EIBs Publishers.6th Edition.2002.
2. John Fuller. Modern Restaurant Service, A Manual for Students and Practitioners: Cheltenham. Stanley Thrones Publishers.1st Edition.1999.
3. Sudhir Andrews. Food and Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers. 4th Edition.2004.

SEMESTER-I

ALLIED - I

NUTRITION AND FOOD SCIENCE

UNIT I CLASSIFICATION NUTRIENTS

Definition, classification of nutrients ,Definition of energy and units of its measurement, Energy contribution from Macronutrients,(Carbohydrates, proteins, and fat), Factors affecting energy requirements, concept of BMR, SDA, Thermodynamic action of food, Dietary sources of energy, concept of energy balance and the health hazards associated with underweight, overweight.

Macronutrients: Carbohydrate- Definition, classification, dietary sources and functions Lipids- Definition. Classification, dietary sources and functions – Proteins – Definition - classification, sources and functions - **Micro Nutrients:** Vitamins- Definition. Classification, dietary sources and functions Minerals - Definition. Classification, dietary sources and functions

UNIT II PRESERVATION TECHNIQUES

Food adulteration- types of common food adulterants, sample test to detect food adulteration , laws to prevent food adulteration. Food preservation techniques , food processing – definition , opportunities , methods and future trends.

UNIT III COMMON ADULTERATION & CONTAMINATION

Food additives – Introduction, types (preservatives, anti-oxidants, sweeteners, food colour and flavours, stabilizers and emulsifiers) Introduction to food standards, types of food contaminants, (pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material.) Common adulterants in food, method of their detection

UNIT IV PROTECTION OF THE CONSUMER

Introduction, common dietary Misconception, detecting faddism, Myths about food and nutrition, Protection of the consumer, means to counter Misinformation and fraud, Means of deception, methods of demonstrating safety, Toxicants naturally occurring in foods.

UNIT V NUTRITIONAL EVALUATION

Need for introducing nutritionally balanced and health specific meals - Critical evaluation of fast food
- New products being launched in the market (Nutritional Evaluation) - Effective use of nutritional
Food in regional cuisine.

REFERENCE BOOKS:

1. Text book on Food science and Human Nutrition—DiptiSharma . Astral publishers.
2. Food Science and Nutrition – SunetraRoday - Oxford publishers
3. Principles of Food Science and Nutrition Teaching manual ---Pratibhasingh , Astral publishers

SEMESTER - I

CORE PRACTICAL - I

BASIC FOOD PRODUCTION AND PÂTISSERIE PRACTICAL

OBJECTIVES: To familiarize and handle various kitchen equipments, ingredients, cooking methods and basic continental foods.

1. A. Equipments – Identification, Description, Uses and handling
B. Hygiene – Kitchen etiquettes, Practices and Knife handling
C. Safety and security in Kitchen
2. A. Vegetables – classification
B. Cuts- Classical cuts,
Alumette, Brunoise, Macedoine, Julienne, Batons, Batonette, Cubes,
Concasse, Paysanne, Emince, Chiffonade, Shred, Parisienne, Olivette, Noisette, Chateaux
C. Salads and Salad Dressing
3. Identification and Selection of Ingredients - Qualitative and Quantitative
4. Pre-Preparations and Basic cooking Methods
Dry methods-Roasting, broiling, baking, stir frying, shallow fat frying, deep
Grilling, poeling
Wet Methods-boiling, blanching, steaming, poaching, braising,
5. Stocks: Elements of stock, flavouring agents
Different types of stocks Preparation
Emergency Stock
Storage.
6. Sauces : Basic Mother Sauces- Hot, Warm and cold
Recipes and Preparation
7. Egg Cookery: Preparation of variety of egg dishes
Omelettes-varieties
Egg Florentine
Egg Benedict
Farci
Portugaise

Mayonnaise

8. Simple Potato Preparations

- a. Baked potatoes
- b. Mashed potatoes
- c. French fries
- d. Roasted potatoes
- e. Boiled potatoes
- f. Lyonnaise potatoes
- g. Boulangere potatoes
- h. Alumettes

9. Vegetable Preparations

- a. Boiled vegetables
- b. Glazed vegetables
- c. Fried vegetables
- d. Stewed vegetables.

10. Simple salads

- a. Potato salad
- b. Cucumber salad
- c. Beet root salad
- d. Green salad
- e. Cole slaw
- f. Fruit salad

11. Demonstration and Preparation of simple menu

12. Bread Making: Demonstration and Preparation of Bread loaf, Bread rolls, Bread Sticks, French Bread, Brioche

13. Simple Cakes: Demonstration and Preparation of simple cakes like sponge, genoise, Fatless, Swissroll, Fruit cake, Rich Cake, Madeira Cake

14. Demonstration of simple Cookies: NanKhatai, Golden goodies, Melting Moments, Swiss Tart, tri colour Biscuits, chocolate chips, Chocolate Cream Fingers

15. Hot and cold Desserts: Caramel custard, Bread and butter pudding, queen of Pudding, Different variations of soufflé, Different variations of Mousse, Bavarios, diplomat Pudding, Steamed Pudding-Albert pudding Cabinet Pudding

REFERENCE BOOKS:

1. Modern Cookery for teaching and trade – Vol I and II – Thangam E. Philip orient longman publishers, Kolkatta.
2. Theory of cookery – Krishna Arora, Frank brothers & Company, New Delhi.
3. Theory of catering – Kinton and Ceserani, Elbs publications, New Delhi

SEMESTER - I

SBEC PRACTICAL - I

BASIC FOOD AND BEVERAGE SERVICE PRACTICAL

OBJECTIVES:

- To gain practical knowledge on Food and Beverage Service equipment and basic cover laying
- To compile five French classical menu and service procedure of courses.

01 Food Service areas – Induction & Profile of the areas

02 Ancillary F&B Service areas – Induction & Profile of the areas

03 Familiarization of F&B Service equipment

04 Care & Maintenance of F&B Service equipment

05 Cleaning / polishing of EPNS items:

- Plate Powder method
- Polivit method
- Silver Dip method
- Burnishing Machine

06 Basic Technical Skills

Task-01: Holding Service Spoon & Fork

Task-02: Carrying a Tray / Salver

Task-03: Laying a Table Cloth

Task-04: Changing a Table Cloth during service

Task-05: Placing meal plates & Clearing soiled plates

Task-06: Stocking Sideboard

Task-07: Service of Water

Task-08: Using Service Plate & Crumbing Down

Task-09: Napkin Folds

Task-10: Changing dirty ashtray

Task-11: Cleaning & polishing glassware

07 Tea – Preparation & Service

08 Coffee - Preparation & Service

09 Juices & Soft Drinks - Preparation & Service

- Mocktails

• Juices, Soft drinks, Mineral water, Tonic water
10 Cocoa & Malted Beverages – Preparation & Service

REFERENCE BOOKS:

1. Dennis.R.Lillicrap and John.A.Cousins. Food and Beverage Service: Great Britain. EIBs Publishers.6th Edition.2002.
2. John Fuller. Modern Restaurant Service, A Manual for Students and Practitioners: Cheltenham. Stanley Thrones Publishers.1st Edition.1999.
3. Sudhir Andrews. Food and Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers. 4th Edition.2004.

SEMESTER – II

CORE - III

BASIC FRONT OFFICE OPERATION

UNIT I ORIGIN & GROWTH OF HOSPITALITY INDUSTRY

Introduction To The Hospitality Industry: The Hospitality Industry- Origin and Growth, Evolution and Growth of the Hotel Industry in the World, Ancient Era, Grand Tour, Modern Era, Evolution and Growth of the Hotel Industry in India.

UNIT II CLASSIFICATION OF HOTEL

The Need for Classification, Classification of Hotel and Other Types of Lodging; Standard Classification, Heritage Hotels, Classification on the Basis of Size, Location, Clientele, Duration of Guest stay, Service, Ownership; Alternative accommodation, Hotel Tariff Plans, Types of Guest Rooms.

UNIT III HOTEL ORGANIZATION

Hotel Organization: The Need for Organization, Vision, Mission — Mission Statement, Objective, Goals and Strategy. Hotel Organization — Organization charts. Major Departments of a Hotel – Coordination of Front Office with other departments - Front Office, Housekeeping, Food and Beverage Service, Kitchen, Engineering and Maintenance, Accounts, Human Resource, Security, Sales and Marketing & Purchase.

UNIT IV FRONT OFFICE FUNCTION AREAS

Front Office Organization: Function Area, Section and Layout of Front Office, Reservation, Reception, Information Desk, Cash and Bills, Travel Desk, Communication Section, Uniformed Services. Organization of Front Office staff, Duties and Responsibilities of Front Office Personnel, Front Office Manager, Reservation Assistant, Receptionist, Information Assistant, Cashier, Telephone Operator, Bell boy, Door Attendant, night auditor and his duties.

UNIT V INTER DEPARTMENTAL COMMUNICATION

Front Office Communication: the Communication Process, The Seven Cs of Communication, The Importance of Communication. Types of Communication, Oral Communication, Written Communication, Non Verbal Communication, Flow of Communication, Downward Communication, Upward Communication, Lateral or Horizontal Communication, Diagonal or Cross Wise Communication, Barriers, Psychological Barriers, Personal Barriers. Interdepartmental Communication, Housekeeping, Food and Beverage Department, Sales and

Marketing Department, Engineering and Maintenance, Security, Finance Controller, Human Resource, Banquets

REFERENCEBOOKS:

1. Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32nd Reprint. 2004.
2. Sue Baker, Pam Bradly and Jeremy Huyton Principles of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2004.
3. S.K. Bhatnagar. Front Office Management: New Delhi. Frank Bros, and Co-Publishers Ltd., 1st Edition. 2002

SEMESTER – II
ALLIED – II
INTERIOR DESIGN

UNIT I

ANTHROPOMETRICS:

Definition, theory of standard dimension based on human figures for activities, functions, circulation, furniture design, spatial requirements etc. Study of Ergonomics Design of Furniture for Living, Dining, Kitchen, Office etc

UNIT II

INTERIOR DESIGN:

Non European Traditions - Interiors in China, Japan & the Islamic World – Influences of Pre Columbian American art & culture, African influences in interiors
Indian Traditional Designs - Traditional Styles of design & decorations of homes & accessories across the states in India including Rajasthan, Gujarat, Andhra, Tamil Nadu, Madhya Pradesh etc.

UNIT III

DESIGNING OF FURNITURE & FLOORING

Interior and lighting - fitting and shades - types of furniture - Requirements and designing of furniture – floors - Classification of floors – suitability, cost and maintenance – carpets – wall covering (Paints and wall paper).

UNIT IV

PRINCIPLES OF INTERIOR DESIGN

Fundamentals of interior design - interior styles from 17th to 20th century - Indian interior design
Elements of design-types of design – characteristics of good design-principles of design-function of colour – texture-pattern-types of colours-colour wheels

UNIT V

HISTORY OF INTERIOR DESIGN:

Early Classical Period Prehistoric Cave paintings – Primitive Designs- Interiors during Egyptian, Greek, Roman, Gothic, Early Christian & Renaissance Periods - Middle Ages Interiors in Romanesque, Gothic, and renaissance periods

Colonial to the Beginning of the 20th Century: Colonial, Victorian designs, Arts & Crafts movement, Art Nouveau, Frank Lloyd Wright.

REFERENCE BOOKS:

1. Interior Design Course, Mary GilliatCoyran, Octopus Ltd., London
2. Interior Design & Decoration, SherrilWhiton, Prentice Hall
3. Interior Design, Francis D.K. Ching, John Wiley & Sons, New York
4. Historyof Architecture, Sir Banister Fletcher, CBS Publishers & distributors, New Delhi
5. Time Saver Standards for Interior Design, Joseph De Chiara, McGraw Hill, New York.
Catherine Bailly Dunne, Paul Bailly and Mark Lohman, Interior designing for all five senses:Hard Cover – October 15 ,1998.
6. Time Saver Standards for Interior Design, Joseph De Chiara, McGraw Hill, New York.
7. Publications on Traditional Arts & Crafts of India, Ministry of Handicrafts Development, Government of India.
8. John C.Branson, Margaret Lennox. Hotel, Hostel and Hospital, Housekeeping ; London. ELST Publications. 5th Edition. 1996

SEMESTER – II

SBEC - I

BASIC ACCOMMODATION OPERATION

UNIT I HOUSE KEEPING DEPARTMENT

ROLE AND RESPONSIBILITY OF HOUSEKEEPING DEPARTMENT- Organizational structure of housekeeping Department for Small, Medium, Large Hotel, ship and resorts, - Duties and responsibilities of Executive housekeeper and other Housekeeping Personnel-Layout of House Keeping department-Personal attributes of House Keeping staff

INTER DEPARTMENTAL COORDINATION OF HOUSEKEEPING: Front Office-Food and Beverage Service-Maintenance (Hotel Engineering)-Security-Store and purchase-Accounts-Personnel Department.

UNIT II CLASSIFICATION OF CLEANING AGENTS AND EQUIPMENTS

Cleaning equipment (manual & electrical)-selection, use, mechanism, care and maintenance

Cleaning agents-water-hard water and soft water, reasons for hardness of water, methods of removal of hardness from water and chemicals used for it, soaps, detergents, alkalis, acids, solvents, abrasives, deodorants, disinfectants, seals and polish compositions-selection, classification, use, care and storage Composition, care and cleaning of various surfaces (metals glass, leather, plastic, ceramics, wood, floor finishes and wall finishes)

UNIT III HOUSEKEEPING DEPARTMENTS

Types of guest rooms-layout of guest rooms with size-guest room cleaning: make up of a guest room-occupied room, vacant room, departure room-turndown service- bed making procedure - guest room inspection and inspection checklist neglected areas-Standard contents of a guest room: Guest Amenity Packages, Eco friendly amenities, Guest Essentials, Guest Expendables, Guest loan Items, placement, frequency of change-rules to be followed in guest floor-Floor pantry.

Types of Soil-principles of cleaning-Cleaning Schedules and records: Weekly Cleaning, Periodic cleaning, special cleaning, Surface cleaning. Public area Cleaning: Entrances, Lobbies, Front Desk, Elevators, Staircases, Guest Corridors, Public Restrooms, Banquet Halls, Dining Rooms, Leisure Areas.

UNIT IV CONTROL DESK

Forms, Records, and Registers, Handling Telephonic calls, Handling difficult Situations, Handling Room Transfers. Housekeeping Inventories, Daily Routines and system, the Housekeeping Day, Leave Application Procedure, and Gate Pass Procedures

Special Services: Babysitting-Second Service / Freshen up service - valet service.

Lost and found Procedure and records, Guest complaints handling procedure and records

UNIT V HYGIENE

Personal hygiene, hygiene and sanitation of guest rooms and public areas, Eco friendly cleaning agents - Security in guest rooms: Fire prevention, Fire fighting, types of fire, firefighting equipment, Employee theft, missing and damaged hotel property (procedure & records), and Potential hazards in housekeeping, accident and injuries records.

Types of keys, key register and key control: - Issuing, Return, Deactivation/ changing of locks, Key Belt),

REFERENCE BOOKS:

1. Modern trends in hospitality industry (Aman Publications)- By Dr.R.K.Singh
2. Hotel, Hostel and hospital housekeeping(Book Power Publications)- By Joan Branson & Lennox
3. Hotel Housekeeping Management & Operations (TATA MCGRAW Hill Publication)- By Sudhir Andrews.
4. Hotel Housekeeping operations and management- By G.R.Raghubalan.

SEMESTER – II
CORE PRACTICAL - II
BASIC FRONT OFFICE OPERATION PRACTICAL

OBJECTIVES:

- To Familiarize and handle various Front office procedures in the Hotel and to develop skills dealing with the guest.

1 Appraisal of front office equipment and furniture

2 Rack, Front desk counter & bell desk

3 Filling up of various forms

4 Welcoming of guest

5 Telephone handling

6 Role play

Reservation – Arrivals - Luggage Handling - Message and Mail Handling - Paging

REFERENCE BOOKS:

1. Hotel Front Office Management – James . A. Bardi
2. Front Office management – S.K. Bhatnagar

SEMESTER – II
SBEC PRACTICAL - II
BASIC ACCOMMODATION OPERATION PRACTICAL

OBJECTIVES:

- To impart skills in basic housekeeping operations.
- 1) Organizational hierarchy of housekeeping department.
- 2) Layout of housekeeping department.
- 3) Guest room layout and drawing.
- 4) Identification of cleaning equipment.
- 5) Identification of cleaning agents.
- 6) Cleaning of various surfaces: Wood, Metal.
- 7) Bed making procedure-day and evening service.
- 8) Procedure for cleaning guest room-vacant room, occupied room, departure room.

REFERENCE BOOKS:

1. John C. Branson, Margaret Lennox. Hotel, Hostel and Hospital Housekeeping: London ELST Publications.5th Edition.1996.
2. Amritsinghsudan. Housekeeping Management: New Delhi. Anmol Publication Pvt. Ltd. 1st Edition.2002

SEMESTER – III

CORE - IV

ADVANCED FOOD PRODUCTION & PÂTISSERIE

UNIT I

HISTORY – PRESERVATION OF FOOD

Introduction-Meaning – types of Preservation – short period Preservation – Asepsis – Low Temperature – Mild Antiseptic – Removal air: By-Heating – Long period Preservation – sundrying – Dehydration – Salting – smoking – Deep Freeze Hermetically Sealed container – canning – Bottling – By sugar Gas storage Acid – spices – Vacuum Packing – Fermentation chemical Preservation – Irradiation – Using antibiotics.

UNIT II

FOOD STORAGE

Introduction – Guidelines and minimum temperature required for storage of fruits, Vegetables and Meats – Life time for cooked and uncooked food – thawing.

COST CONTROL DEPARTMENTS AND ITS FUNCTION

Introduction-definition of cost – Techniques –types of cost – Duties and Responsibilities of cost control Department in a large Hotels – Portion control-Portion Size –Fixation of price for each item based on location – Other infra structure facilities -- Overhead charges – Profit, Budget – Percentage of Food cost, Margin of safety – Pre-Budget Breakeven a analysis – Breakeven Point –diagrammatic representation showing fixed cost, over head cost , Net Profit.

UNIT III

FACTS OF MENU PLANNING: Definition - Basic Principles of menu planning-Points to remember in menu planning for various volume feeding outlets such as industrial catering ,institutional, hospital and mobile catering units-Planning menus for: School/ College students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines , railway, Nutritional factors for the above. Types of Menu-French classical Menu with example for each dish – Continental Breakfast Menu-American Menu-Table d Hote Menu - A la carte Menu – Segments: types of customer – International – Domestic –Working Group – company Executives and Others – Location- system and Procedure – Standard Recipe – Prepared Food – Prepare to order food- Wastage –spillage and Spoilage Control

Seventeen course Classical French Menu with Examples of Each course with Descriptions

UNIT IV

LAYOUT AND ORGANISATION OF KITCHEN

General layout of the kitchen in various organizations-Layout of receiving areas-Layout of service and wash up areas.-Layout of the commissary-Basic layout of Main Kitchen-Layout of Butchery-Layout of Garde manger-Western Banquet kitchen, Bakery and confectionery-Planning a show kitchen

UNIT V

CLASSIFICATION OF FRUITS

Introduction-Classification of fruits on the basis of texture and flavor: soft fruits,Stone fruits, apple and pear family, Citrus Fruits.- On the basis of appearance and flesh Content: fleshy Fruits, Dry Fruits.- Importance of Fruits in Diet-Examples of fruits with French terminology-Selection Procedure and Storage- fruits in cooking

CLASSIFICATION OF EGGS

Introduction-Structure: shell, Yolk, Vitelline, chalazae, Shell Membranes, air cell- thin Albumen -Selection procedures-Classification of Eggs-Different sources of Eggs and their characteristics and taste- Farm and Feed: Different grades of Eggs- classification of Eggs by US Standards and European standards-Types of Eggs-Uses of Eggs-Different egg Preparation with recipes. Cooking of eggs for breakfast- How to season a fry pan for egg preparations.

REFERENCE BOOKS:

1. The Art and Science of Culinary Preparation-A culinary Manual by Jerald W, Chesser, CEC,CCE, The Educational Institute of American culinary Federation, Ic, St.Augustine, Florida
2. Modern cookery Volume I and II
3. Food Production Operations, Second Edition, by Chef ParvinderS.Bali
4. Theory of Cookery by Krishna Aurora ,Theory of Catering by Cesrani

SEMESTER – III

CORE - V

ADVANCED FOOD AND BEVERAGE SERVICE

UNIT I MENU PLANNING & ORIGIN:

Origin of Menu - Objectives of Menu Planning - Types of Menu - Courses of French Classical – Menu - Sequence - Examples from each course - Cover of each course - French Names of dishes - Types of Meals - Early Morning Tea - Breakfast (English, American Continental, Indian)- Brunch – Lunch - Afternoon/High Tea - Dinner – Supper - Preparation for service
Organizing Mise-en-scene - Organizing Mise en place Table d' hote – A La Carte

UNIT II

KNOWLEDGE OF ACCOMPANIMENTS :

Knowledge of accompaniments of continental dishes – Grape fruit cocktail – tomato juice - Fruit juices – oysters – Snails – Potted shrimps – Smoked eel – caviar – Chilled melon – fresh prawns – Asparagus - Corn on the cob – Globe artichoke - pate de foiegras – Shellfish Cocktail – Avacado – Petite Marmite – Menestroni – Onion Soup – Potage – st.Germaine – Crème de Tomate – Consommé – Bouillabaisse – Oeuf sur le plat – Omelets

UNIT III FOOD SERVICE

American, English, French, Russian , Gueridon, Indian Service basic knowledge only - Laying of a cover – restaurant service cycle – social skills - Silver service - Pre-plated service - Cafeteria service - Room service - Buffet service – Mise– en – Scene, Mise – en - Place

UNIT IV CONTROL SYSTEM

KOT/Bill Control System (Manual) - Triplicate Checking System - Duplicate Checking System - Single Order Sheet - Quick Service Menu & Customer Bill - Making bill - Cash handling equipment - Record keeping (Restaurant Cashier)

UNIT V TOBACCO

History - Processing for cigarettes, pipe tobacco & cigars - Cigarettes – Types and Brand names
Pipe Tobacco – Types and Brand names - Cigars – shapes, sizes, colors and Brand names – Service Standards in a Hotel – Storage of Cigars / Brands of Cigarettes - 10 International brands of cigars and 20 International brands of Cigarettes

REFERENCE BOOKS:

1. Care and Storage of cigarettes & cigars Dennis.R.Lillicrap and John.A.Cousins. Food and Beverage Service: Great Britain. EIBs Publishers.6th Edition.2002.
2. John Fuller. Modern Restaurant Service, A Manual for Students and Practitioners: Cheltenham. Stanley Thrones Publishers.1st Edition.1999.
3. Sudhir Andrews. Food and Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers. 4th Edition.2004.

SEMESTER – III
CORE – VI
EVENT MANAGEMENT

UNIT I

Introduction to meeting and event management – categories and definitions – need of event management – objectives of event management – creativity implications of events – organization structure and functions of a multifaceted event management company.

UNIT II

Event planning – arranging chief guest/celebrities – arranging sponsors – back stage management – brand management – budget management – types of leadership for events & organizations.

UNIT III

Designing (a) Backdrop (b) Invitation card (c) Publicity Material (d) Mementos – Event Decoration – making press release – marketing communication – media research & management – participation according to the theme of the event – photography/ video coverage management.

UNIT IV

Program scripting – public relation – electing a location - social and business etiquette – speaking skills – stage decoration – team spirit – time management.

UNIT V

Concept of exhibition - space planning – ITPO- sporting events – tourism events – leisure events.

REFERENCE BOOKS:

1. Anton Shone and Bryn Parry – Successful Event management : Cengage Learning
Business Press. 2nd Edition.
2. Julia Tum, Philipa Norton and Nevan Wright. Management of Event Operations: Atlantic
Publishing Company.
3. Shannon Kilkenny. The Complete Guide to Successful Event Planning: Wiley & Sons.

SEMESTER – III
ALLIED - III
HOTEL ECONOMICS

UNIT I FUNDAMENTAL CONCEPTS OF ECONOMICS

Wants-Necessaries, Comforts and luxuries - Consumption – direct and indirect and wasteful consumption - Value and price and wealth - Factors of production - Kinds of capital and capital formation - Taxes-Direct and indirect, budget - Economics system-capitalism, socialism and mixed - Balance of trade in balance of payment.

UNIT II COST OUTPUT RELATIONSHIP

Cost Concepts: - Fixed and variable cost, total, average and marginal costs, outlay and opportunity costs, past and future costs, history cost, utility cost - Cost Output Relationship In The Short Run: - Average fixed cost curve, - Average variable cost curve - Short run marginal cost curve & short run average cost curve - Cost Output Relationship.

UNIT III DEMAND ANALYSIS

Meaning of demand and demand distinctions- autonomous and derived demand short run and long run demand. Demand for perishable goods and durable goods. Industry demand and firm demand - Law of demand-Demand schedule and demand curves, demand analysis - Elasticity of demand-Types of Elasticity of demand and factors determining price. Supply: -Meaning of supply, law of supply, determinants of supply, exceptions to the law of supply, elasticity of supply.

UNIT IV PRICE ANALYSIS

Basic Concepts: - Equilibrium of the firm, Marginal revenue & Marginal cost analysis, normal profit, Excess profit loss - Kinds of Markets - Perfect & Pure Competition - Simple monopoly -Monopolistic Competition – duopolistic competition -Oligopoly. Pricing Under Perfect Competition - Equilibrium price - Output decision a single firm industry in the short run & long run - Pricing under Monopoly - Short run & Long run.

UNIT V INDIAN ECONOMY & HOTEL INDUSTRY

Characteristics of Indian economy, Major issues of development, Growth & development of Hotel Industry in India - Relevance of hotel industry in the national industry in the national economy, income generation, Employment generation, Foreign exchange earning, Factors influencing the growth of hotel industry, Tourism & economic development.

REFERENCE BOOKS:

1. Business Economics – K.JothiSivagnanam, R.Srinivasan-Tata MC Graw-2010
2. Development and Environmental Economics –Ne.Thi.Somashekar-New age International(P) Ltd Publishers.
3. Business Law-R.S.N. Pillai Bagavathi-S.Chand-2009
4. Business Law-N.D.Kapoor-S.Chand-2014

SEMESTER – III

SBEC PRACTICAL - III

BASICS OF COMPUTE SCIENCE

OBJECTIVE: To familiarize the students with basic system operations.

1. M.S – Office

M.S – Word

Objective: Students must be able to Create, Edit, and Format and Print a Document and also working Mail Merge, Table in that with the use of Keyboard, Mouse and Function keys.

Microsoft word 2003/2007 – Introduction

1. Elements of the Microsoft window (Title bar, Menu bar, Tool bar, Formatting bar ...)
2. Creating, Saving and Opening a word document
3. Formatting a text(Font Style, Size, Color, Bold, Italic, Underline, Alignments)
4. Editing text(Cut, Copy, Paste)
5. Undo and Redo
6. Header and Footer
7. Find and Replace method
8. Columns, Bullets and Numbering
9. Page Setup, Printing options
10. Mail merge
11. Insert Page Number, Picture in your document
12. Auto correct, Thesaurus, Spelling and Grammar Check
13. Indenting Paragraphs (Increase Indent, Decrease Indent)
14. Using Table

M.S – Excel

Objective: Students will be able to work on Excel, which is used for Mark sheet, Charts, Report, Payroll preparation.

1. Introduction about MS-Excel 2003/2007.
2. Starting a New Work Sheet
3. Entering the data(Text, Numbers, Operators, Functions)
4. Editing the data(cut, copy, paste)
5. Sorting the data(Ascending , Descending)
6. Auto Fill(Numbers, Day, Month)
7. Using the Formulas (Sum, Average, Etc....)
8. Find and Replace Method
9. Inserting Chart
10. Inserting/Deleting Rows and Columns
11. Creating Table
12. Printing in Excel

M.S – Power Point

Objective: Students must be able to creating a slide with presentation, Formatting the Text, Clip Art, Word Art and to create Charts and give Animations effects.

1. Introduction about MS-Power Point 2003/2007.
2. Creating a PowerPoint Presentation(Blank Presentation, Auto Content Wizard, Design Template)
3. Using Views(Normal View, Slide Show View, Slide Sorter View, Notes Page View)
4. Slide Layouts(Text, Contents, Text and Contents, Others Layouts)
5. Using Custom Animations
6. Using Slide Transitions
7. Changing Background color in your Slide
8. Inserting Picture, Chart, Table and Flowchart in your Slide.

SEMESTER – III

CORE PRACTICAL - III

ADVANCED FOOD PRODUCTION & PÂTISSERIE PRACTICAL

OBJECTIVES:

- To familiarize students with various cuts of poultry, fish, Cuts of Meat by Demo.
- To be familiarized with a set of Prepared Menus.

POULTRY

Identifications of Different Classification

Selection Procedures

Slaughtering Methods

Singeing, Trussing, Dressing, Jointing

FISH

Identification, Selection Procedures, Different Cuts of Fish, Fumet

CUTS OF MEAT

- a. Lamb, Mutton
- b. Beef/Veal
- c. Fillet-Different Parts Identification
- d. Pork

2. PREPARATION OF MENU

- a. Salads and Soups

Green salad, tossed salad, Russian salad, Hawaiian salad,

Saladenicoise, greek salad

Cream (Spinach, Vegetable and tomato)

Puree (Lentil, carrot, Green peas)

International Soups

- b. Chicken, Mutton and fish Preparations

Fish Orly, fish à l'anglaise, Colbert, meunière, baked, poached

Lamb stew, hot pot, shepherd's pie, grilled roast

Beef stew, steak, tournedos, chateaubriand, tartare

Roast chicken, grilled fried, sauté chicken

Pork chops roast pork

- c. Simple potato Preparations
 - Basic potato dishes
- d. Basic Vegetable Preparations
 - Popular vegetable dishes

Course French Classical Menu with Description and Examples

1 - Hors-d oeuvre / Appetizer

2 - Potage / Soup

3 - Oeuf / Egg

4 - Farinaceous / Farineaux / Pasta or Rice

5 - Poisson / Fish

6 - Entrée / Entree

7 - Sorbet / Sorbet

8 - Releve / Joints

9 - Roti / Roast

10 - Legumes / Vegetables

11 - Salades / Salad

12 - Buffet Froid / Cold Buffet

13 - Entremets / Sweets

14 - Savoureux / Savory

15 - Fromage / Cheese

16 - Dessert / Cut Fruits & Nuts

17 - Boissons / Beverage

REFERENCE BOOKS:

1. The Art and Science of Culinary Preparation-A culinary Manual by
Jerald W, Chesser, CEC,CCE,The Educational Institute of American culinary Federation, Ic,
St.Augustine, Florida
2. Modern cookery Volume I and II
3. Food Production Operations, Second Edition, by Chef ParvinderS.Bali
4. Theory of Cookery by Krishna Aurora
5. Theory of Catering by Cesrani

SEMESTER – III

CORE PRACTICAL - IV

ADVANCED FOOD & BEVERAGE SERVICE PRACTICAL

OBJECTIVES:

- To familiarize students with various aspects of Table lay up service, Tray/ Trolley set up service.
- To familiarize with Preparation for service, Procedure for service of a meal, Special food service.

01 Review of semester -1

02 Table lay-up & service

Task-01: A La Carte Cover

Task-02: Table d' Hote Cover

Task-03: English Breakfast Cover

Task-04: American Breakfast Cover

Task-05: Continental Breakfast Cover

Task-06: Indian Breakfast Cover

Task-07: Afternoon Tea Cover

Task-08: High Tea Cover

TRAY/TROLLEY SET-UP & SERVICE

Task-01: Room Service Tray Setup

Task-02: Room Service Trolley Setup

03 **PREPARATION FOR SERVICE (RESTAURANT)**

A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties

04 **PROCEDURE FOR SERVICE OF A MEAL**

Task-01: Taking Guest Reservations

Task-02: Receiving & Seating of Guests

Task-03: Order taking & Recording

Task-04: Order processing (passing orders to the kitchen)

Task-05: Sequence of service

Task-06: Presentation & Encashing the Bill

Task-07: Presenting & collecting Guest comment cards

Task-08: Seeing off the Guests

05 Social Skills

Task-01: Handling Guest Complaints

Task-02: Telephone manners

Task-03: Dining & Service etiquettes

06 Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d'oeuvre

- Oysters
- Caviar
- Smoked Salmon
- Pate de Foie Gras
- Snails
- Melon
- Grapefruit
- Asparagus

Task-02: Cheese

Task-03: Dessert (Fresh Fruit & Nuts)

Service of Tobacco

- Cigarettes & Cigars

07 Restaurant French: To be taught by a professional French language teacher.

- Restaurant Vocabulary (English & French)
- French Classical Menu Planning
- French for Receiving, Greeting & Seating Guests
- French related to taking order & description of dishes

REFERENCE BOOKS:

1. Dennis.R.Lillicrap and John.A.Cousins. Food and Beverage Service: Great Britain. EIBs Publishers.6th Edition.2002.
2. John Fuller. Modern Restaurant Service, A Manual for Students and Practitioners: Cheltenham. Stanley Thrones Publishers.1st Edition.1999.
3. Sudhir Andrews. Food and Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers. 4th Edition.2004.

SEMESTER – III
NMEC-I
HOTEL INFORMATION SYSTEM

UNIT I

Introduction to computers – generations – evaluation – classifications of computers – advantages and disadvantages – components of computers – input devices – output devices – storage devices.

UNIT II

Software – Types of software – hardware – Type of hardware – introduction to operating system: Definitions – functions of operating system – language classification.

UNIT III

MS-Word: introduction to word – creating new document – saving document – formatting text – finding & replacing text – using graphics, templates – using mail merge – printing documents.

MS-EXCEL: Editing cells – resizing cell width – moving and copying blocks – inserting and deleting rows and columns – formatting them worksheets – printing worksheets – creating charts – using functions – macros.

UNIT IV

Introduction to MS-Power point – creating, formatting , editing viewing slideshow- creating a presentation using MS POWER POINT, adding graphics and special effects – using design templates.

Introduction to MS-access: What is data base – why database – what is database management system – why DBMS – creating table - entering data.

UNIT V

Introduction to internet: Getting information on the internet – Providing information on the internet – internet access – Internet basics – the World Wide Web – video conferencing

E-mail: Introduction – why use E-Mail – how E-Mail works – mailing basics – advantages and disadvantages OF e-Mail – attaching files to E-Mails – network – types of networks.

REFERENCE BOOKS:

1. Alexis Leon and Mathews Leon. Introduction to Computers: . Leon Tech World, 199
2. R.X.Taxali. PC Software for windows Made simple: Tata Mcgraw hill.
3. Stephen L.Nelson. Office 2000 Complete Reference – Bpb.
4. Gini Counter and Annete Marquis. Mastering Office 2000-BPB.
5. Joyce Cox and Pully Urban, Quick Course in Microsoft Office: Galgotia Publications

SEMESTER – IV

CORE - VII

BAKERY AND CONFECTIONARY

UNIT I

Historical background of baking – introduction to large, small baking equipments and tools – structure of wheat, types – composition, WAP of flour – milling of wheat – difference between semolina, whole wheat flour and refined flour – flour testing

UNIT II

Basic pastries, short crust puff and flaky (laminated) choux pastry – suet phllow – bread making ingredients, methods- improvers – process faults and remedies – varieties of yeast dough products – lean yeast breads – quick breads, artisan breads

UNIT III

Cake making ingredients – methods, improvers process faults and remedies – variety of cakes – rich, lean, high ratio, low ratio and specialty cakes, gateaux – intro to chocolate, making of chocolate and basic chocolate works.

UNIT IV

Introduction to icing and icing varieties – marzipan, nougat and pastillage – sugar works and decorative works with sugar

UNIT V

Cookies – ingredients and mixing methods – types of process – frozen desserts – custards, bavaois, mousse, soufflé and pudding

REFERENCE BOOK:

1. WayneGisslen, Professional Baking: New Jersey, John Wiley and Sons Publishers. 4th Edition.2005
- 2.S.C.Dubey. Basic Baking: Society of Indian bakers, New Delhi

SEMESTER – IV

CORE - VIII

ADVANCED FRONT OFFICE OPERATION

UNIT I FRONT OFFICE DEPARTMENT

Layout of Lobby - Organization chart of uniform staff, Duties and Responsibilities - Concierge – Travel Desk - Guest Relation Executive - Doorman & Valet-Bell Desk/Concierge- Duties and responsibilities of Bell Captain-Duties and responsibilities of Bell Boy

FRONT OFFICE GUEST HANDLING- Introduction to guest cycle- Pre arrival, Arrival

- During guest stay, Departure
- After departure

UNIT II RESERVATION

Importance of reservation – for hotel and guest, Modes and Sources of Reservation (FITs, Travel Agents, Airlines, GITs), Types of reservations (Tentative, confirmed, guaranteed etc.), Cancellation, Amendments, Overbooking, Reservation Form, Format & Different Storage System Followed in the Hotel Industry (non automatic, semi automatic fully automatic), and Forecasting Room Reservation

UNIT III REGISTRATION

Registration Form Format & Procedure for registration, rooming a guest with reservation

Rooming a Walk-in Guest, C-Form usage and its importance

Important Terminologies Used in the Front Office Department – SB, Sleeper, Skipper, Cancellation, Amendment, Guaranteed reservation, Lost and Found, Errand Card.

UNIT IV IMPORTANCE OF RECEPTIONIST

Qualities of front office staff, The importance of receptionist ,The status of receptionist as a partner in the hotel industry, Different types of Rooms tariff and Plans - Basis of charging -Plans, competition, customer's profile, standards of service & Amenities, Different types of tariffs

- Rack Rate
- Discounted Rates for Corporate, Airlines, Groups & Travel Agents

CHECK IN AND CHECK OUT PROCEDURES--Guest accounts settlement- Cash and credit - Indian currency and foreign currency- documents and forms to be filled while checking in, Transfer of guest accounts- Express check out

UNIT V MARKETING AND SALES PROMOTION

The role of Front office in Marketing and Sales, Identify the Market, Purpose of Sales Planning, Different types of selling techniques-Up selling, Discounts

REFERENCEBOOKS:

1. Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32nd Reprint. 2004.
2. Sue Baker, Pam Bradly and Jeremy Huyton Principles of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2004.
3. S.K. Bhatnagar. Front Office Management: New Delhi. Frank Bros, and Co-Publishers Ltd., 1st Edition. 2002.

SEMESTER – IV

ALLIED - IV

BUSINESS LAW

UNIT I INTRODUCTION

Introduction to Law - Hospitality law – Role of legislative and executing judiciary – classification of laws – origin of hotel law – Hotel licensing and registration – Hotel Insurance – Food legislation and liquor licensing – Tamilnadu rent control Act - Principles of law of contract

Definition of contract – Indian Contract Act 1872 - Nature of contract – essential elements of a valid contract – Classification of contracts – Capacity to contract –performance of contract- Breach of contract.

Offer and acceptance – Legal rules to offer and acceptance – Communication of offer, Acceptance and Revocation

UNIT II LAW OF SALE OF GOODS

Definition and essentials of contract of sale – Sale and agreement to sell – kinds of goods – Definition of condition and warranty – breach of warranty – Transfer of property – Performance of Contract of sale: Delivery – modes of delivery – Acceptance of delivery by buyer.

UNIT III PARTNERSHIP

Definition – formation of partnership – partnership and other association – duration of partnership – Registration of firms – rights and duties of partner – Types of partners – Dissolution of partnership without the order of court - Dissolution of partnership by court- rights and liabilities of partners on dissolution – Settlement of accounts

UNIT IV COMPANY LAW

Definition of company – Characteristics of a company – difference between company and partnership – Company law in India – Company's Act 1956 and 2013 – Classification of company based on liability, Incorporation, No of Members- Difference between private company and Public company- Incorporation of Company-Memorandum of Association and Articles of Association-Winding up of company-Fundamentals of Winding up by Tribunals and fundamentals of Voluntary Winding up.

UNIT V INDUSTRIAL LAW

Employees State Insurance Act 1948-Employees Provident fund and Miscellaneous Act,1952-
Payment of gratuity act,1972 – Industrial Dispute Act, 1947 - Payment of Minimum wages Act,1948,
Trade Union Act,1926 – Payment of Bonus act, 1965 – The Apprentice Act, 1961

REFERENCE BOOKS:

1. Industrial Law – KR.Bulchandani
2. Mercantile Law – M.C. Kucchal – Vikas Publications - 2009
3. Industrial Law – V.K. Desai
4. Elements of Mercantile Law – N.D. Kapoor
5. Business Laws – N. D. Kapoor – Sultan Chand & Sons
6. Mercantile Law – M. C Shukla, M P Gupta, B M Agarwal – S Chand Publication – 1995

SEMESTER – IV
ELECTIVE - I
ADVANCED ACCOMMODATION OPERATION

UNIT I

Fabric and fibre – definition, classification, origin, characteristics, uses in hotel industry; methods of constructing fabrics – knitting, bonding, weaving, commonly used fabrics; stain removal – definition, general rules, types of stain, methods of stain removal, stain removal agents.

UNIT II

Planning of housekeeping department – indentifying housekeeping responsibilities – planning the work of the housekeeping department – area inventory lists, frequency schedules, performance standards, productivity standards, equipment and supply, inventory levels; Organizing of housekeeping department, job lists and descriptions, recruiting employees, sources, the selection process, hiring period, orientation process – the housekeeper’s role; Contract cleaning – types of contract, methods of pricing, advantages and disadvantages of contract cleaning; housekeeping control – purchase procedure – stores / stock control, stock taking, budgets and budgetary control

UNIT III

Safety – fire prevention – and fire fighting – types of fire – firefighting equipment and extinguishers – fire drills and practices – first aid – first aid box, procedures; security – types of keys, control, computerized key cards, pest control – types of pest commonly found in hotels, prevention and control of pests

UNIT IV

Interior designing – basic elements of interior decoration, factors affecting – designing guest rooms, bathrooms, public areas, role of colour in interior decoration, classification of colour, colour scheme, importance of lighting in interior decoration; carpets – types and selection; role of soft furnishing in interior decoration; role of furniture and other room accessories in interior decoration; layout of guest rooms, special consideration in room layout (physically handicapped and disabled)

UNIT V

Flower arrangement – principles, styles, types of flowers, equipment and materials used; emerging trends in housekeeping; maximizing the benefits of technology – room status, supervision, labour costs, schedule and assignments, inventory and ordering; environmentally friendly cleaning practices; waste reduction programmes, reduction of energy / water usage, recycling, environmentally friendly supplies and equipment

REFERENCE BOOKS:

1. Sudhir Andrews. Hotel Housekeeping Training manual: New Delhi. Tata McGraw Hill Publication, 29th Edition. 2004
2. Joan . C. Branson Margaret Lennox. Hotel, Hostel and Hospital Housekeeping: London.
3. Madelin Schneider, Georgina Tucker, Mary Scoviac. The Professional Housekeeper: New York. John Wiley and sons, Inc. 4th Edition. 1999
4. David. M. Allen. Accommodation and Cleaning Services: Cheltenham Stanley Thrones publishers. 8th Edition, 1995
5. Yvonne Johns, Hospitality and Catering GNVQ: New York. Butter Worth and Heinmann Publishers. 2nd Edition. 1995

SEMESTER – IV
ELECTIVE PRACTICAL - I
ADVANCED ACCOMMODATION OPERATION PRACTICAL

By the end of the practicals, the students will get a thorough knowledge on the practical aspects of hotel housekeeping.

- Drawing layouts of guest rooms
- Identifying guest room supplies
- Preparing models of guest rooms
- Practice using various cleaning equipments
- Practice using various cleaning agents
- Public area cleaning
Floor, Walls, Wood, Brass, Silver, Glass etc
- Maid's trolley

SEMESTER – IV

CORE PRACTICAL - V

BAKERY AND CONFECTIONARY PRACTICAL

Objective

At the end of this unit the student will be able to know on the advanced bakery and confectionery techniques.

PASTRY ESSENTIALS

Even the most basic preparations in the pastry chef's repertoire require practice and skill to master. Silky custards, delicate tarts and flaky pastry, croissants all rely on mastery of the essential skills of rolling, kneading, mixing and forming. These concepts are emphasized in the comprehensive introduction to baking basics

INTRODUCTION TO ADVANCED PATISSERIE TECHNIQUES

The course emphasizes the preparation and assembly of finished desserts, tempering chocolate, sauce preparation, and garnishes.

CONTEMPORARY DESSERTS

Today, complex, multi-element plates have become the norm in the best kitchens. Texture, flavor and form combine to create memorable finales to the dining experience. Students explore the interrelation between these concepts as they learn to prepare the components of plated desserts.

CONTEMPORARY CAKES AND CAKE DÉCOR TECHNIQUES

An examination of cakes and desserts that are assembled and decorated with modern approach using the latest technology and equipment, Topics will include: small cakes decorated as a whole; cakes finished in molds or rings; and items that can be used for cakes, desserts, or individual pastries. Students will use specialized equipment, practice new presentation methods, and focus on fresh products, simplicity of style, and ease of production

Icing and Toppings

Frozen Desserts

Chocolates

Demonstration of:

Decorated Cakes.

Gateaux

International Breads

Sorbets

Parfaits

Hot/Cold Desserts

Gum pastry

Reference

1. HANEMAN L.J. Bakery: Flour Confectionery HEINMAN
2. MERMAID BOOKS The Book Of Ingredients DOWELL PHILIP JOHN WILEY Understanding Baking AMENDOLA JOSEPH
3. NEW AGE INTERNATIONAL, A Professional Text to Bakery And Confectionery,
4. KINGSLEE JOHN
5. VIRTUE AND COMPANY LTD., The New International Confectioner: WILFRED J. FRANCE
6. HANEMAN L.J. Bakery: Flour Confectionery HEINMAN
7. MERMAID BOOKS The Book Of Ingredients DOWELL PHILIP JOHN WILEY Understanding Baking AMENDOLA JOSEPH
8. NEW AGE INTERNATIONAL, A Professional Text to Bakery And Confectionery, KINGSLEEJOHN
9. VIRTUE AND COMPANY LTD., The New International Confectioner: WILFRED J. FRANCE CHARRETTE JACQUES, Great Cakes and Pastries, TEUBNER CHRISTIAN

SEMESTER – IV

SBEC PRACTICAL – IV

ADVANCED FRONT OFFICE OPERATIONS PRACTICAL

Objective: To make the students perform the role play, thereby learn the regular activities of the front office personnel.

1. Layout of front office department
2. Reservation procedure
3. Density chart
4. Check-in and check-out procedure – role play of the following staff:
 - A. Doorman
 - B. Bellboy
 - C. Receptionist
 - D. Information assistant
 - E. Cashier
5. Front office records and reports
6. Calculation of statistical data:
 - A. House count
 - B. Room position
 - C. Percentage of room occupancy
 - D. Percentage of foreign occupancy
 - E. Percentage of local occupancy
 - F. Percentage of walk-ins
 - G. Percentage of no shows
 - H. Average room rate
7. Handling emergencies:
 - A. Lost and found
 - B. Fire
 - C. Death
 - D. Accident
 - E. Drunken guest
 - F. Theft
8. Handling guest complaints and solving problems
9. Places of tourist interest in India
10. Domestic and international airlines

Reference Books:

1. Principles of Front Office Operations – Sue Baker
2. Front Office Management – S.K. Bhatnagar
3. Front Office Procedures – Michael. L. Kasavana
4. Hotel Front Office Management – James. A. Bardi
5. Hotel Front Office Training Manual – Sudhir Andrews, McGrawHill Publications

SEMESTER – IV
NMEC - II
HOTEL ACCOUNTING AND FINANCE

UNIT I

Introduction to accounting –Need for accounting - Definition of accounting– attributes and steps – book keeping Vs accounting- objectives, advantages, limitations, Financial accounting Vs Cost accounting – Financial accounting Vs Management accounting – single entry system, double entry system, Types of account – accounting rules.

UNIT II

Journal – Introduction – meaning – elements – simple journal – compound journal – opening entry – importance of journal – advantages – narration – difference between cash discount and trade discount – Ledger account – importance of ledger - posting of journal to ledger- balancing of ledger accounts, subdivision of ledger account – distinction between journal and ledger .

UNIT III

Subsidiary books: Introduction - kinds of subsidiary books - Purchase book – Purchase return book – Sales book – Sales return book – Cash book: Single column, Double Column and Triple column – Petty cash book – imprest system of petty cash book – advantages of all subsidiary books –Trial Balance – Introduction – meaning – definition – objectives – methods – rules for preparing trial balance – errors – types of errors -guidelines – format of trial balance - Bank Reconciliation statement: Bank balance as per cash book – Bank overdraft as per cash book / as per pass book

UNIT IV

Hotel cost accounting – Definition of cost & costing – scope and advantages of costing preparation of cost sheet-Inventory control-Meaning – Perpetual inventory and Periodic inventory - ABC analysis - Method of inventory valuation – FIFO-LIFO and HIFO - Advantage & Disadvantages - Hotel Accounting – Methods - Revenue Generation of various department - Daily revenue statement – weekly statement – Monthly revenue statement - Audit - Internal & External audit -visitors Tabular ledger -guest folio ledger concept.

UNIT V

Introduction to final accounts - Preparation of final accounts: Trading,- preparation of trading account – valuation of closing stock – profit and loss accounts - Difference between trading account and profit and loss account - balance sheet – characteristics – classification of assets and liabilities – recording – specimen of balance sheet – difference between trial balance and balance sheet – difference between profit and loss account and balance sheet.

REFERENCE BOOKS:

1. S.P. Jain and K.L.Narang. principles of accountancy: New delhi. Kalyani publishers. 2nd Revised Edition.2004.
2. Ratwat.G.S, Elements of Hotel accountancy: New Delhi. Aman publication. 5th edition.2004.
3. T.S. Grewal.Double entry bookkeeping : New Delhi. Sultan chand& sons 5th revised edition. 1998.
4. T.S. Reddy and Dr. A Moorthy - Financial Accounting - Margham Publications – 2016
5. Dr. T Ramasamy – Financial Accounting - Gold books publishing house - 2014

SEMESTER – V

CORE - IX

ORGANIZATIONAL BEHAVIOR

UNIT I

Introduction To Organizational Behaviour – Various Disciplines contributing to OB – Hawthorne Experiment – Foundation Of individual Behaviour – Need And importance Of Organizational Behaviour – Nature And Scope – Framework of Organizational Behaviour

UNIT II

Personality – Types – Factors Affecting Personality – Perception – Importance – Factors influencing Perception – Learning – Types of Learning Styles – The Learning Process

UNIT III

Motivation – Theories – Importance – Types – Values And Attitudes – Characteristics – Components – Formation And Measurement – Group Dynamics – Group Behaviour – Formation – Types Of Groups – Stages of Group Development – Conflict Management – Nature of Conflict – Types of Conflict

UNIT IV

Leadership – Meaning – Importance, Leadership Styles – Leaders Vs Managers; Power and Politics – Sources Of Power

UNIT V

Organizational Structure and Design – Organization Climate – Factors Affecting Organization Climate – Organization Development – Organization culture – Organization Change – Current Trend in OB

Reference Books:

1. Prasad L M., -Organizational Behaviour, Sultan Chand & Sons, 1994.
2. Stephen Robbins, -Organisational Behaviour, Pearson Education, 2013
2. Bhattacharya, -Organization Behaviour, Oxford University Press, 2013.

SEMESTER – V

CORE - X

FACILITY MANAGEMENT

UNIT I

Hotel classification and guidelines: introduction – types of hotels – architectural features, facilities and services in star category hotels – architectural features, facilities and services in heritage hotels – services in apartment hotels – guidelines for approval of hotel projects and for classification under 1,2,3,4,5 and 5 star deluxe category; guidelines for hotel classification (Heritage and Apartment hotels)

UNIT II

Hotel design – introduction – design considerations – systematic layout planning (SLP) – thumb rules for allocation of space in a hotel – formulation of project report / feasibility report – blue print – parking, walks and drives – some key definition in building construction – role of vaastushastra on building design

UNIT III

Equipment and kitchen safety – features of a good kitchen – care and maintenance of kitchen equipment – specifications – developing work place – work place environment, concepts of motion economy, materials handling, designing safe work place, equipment requirements; methods, equipment check list, broilers, ovens, ranges, steam jacked kettles, steamers, ware washing equipment, waste disposal equipment selection

UNIT IV

Storage facility – introduction – definition & types – layout of a good food store; role of a storekeeper – beverage storage facilities – cellar – kitchen stewarding – functional planning – functions – concept of flow – functional requirements – receiving storage – preparation – cooking – baking – serving – dish washing – pot & pan washing – waste disposal – other requirements – planning the atmosphere – atmosphere & mood – color, lighting, acoustics, noise & music, climate control, furnishings, exterior design, advertising & public relations

UNIT V

Energy conservation – introduction – major resources of energy – energy conservation – success stories of Indian hotels – facilities for physically challenged – introduction – guidelines for planning facilities – Indian government rules for physically challenged guest – American norms for special guests.

REFERENCE BOOKS:

1. Edward A Kazarian: Food Service facilities planning: New York, VanNostrand Reinhold Company, 2nd Edition 1998
2. The facility management handbook: David G Cotts
3. Hotel Facility Planning: Oxford Higher Education, Tarun Bansal.

SEMESTER – V

CORE- XI

PRINCIPLES OF MANAGEMENT

UNIT I

Objective: Student should be able to understand and apply basic management concepts to enable him to perform his tasks and fulfill his responsibilities effectively.

1. Introduction.
2. Definition of the term Management.
3. Nature of Management.
4. Management vs. Administration.
5. Levels of Management - Top, Middle and Supervisory.

UNIT II

Objectives: Thorough knowledge of management thought and process of management

1. Evolution Of Management Thought
2. Pioneers of Management - Frederick, Winslow, Taylor. Henry, Fayol
3. Process of Management - Planning, Organizing, Staffing, Directing, Controlling

UNIT III

Objective: At the end of this unit the student will have complete knowledge of planning and its benefit.

PLANNING

1. Meaning
2. Importance of Planning
3. Steps in Planning
4. Management of Objective (MBO) - Process & Benefits

ORGANIZING

1. Definition
2. Process
3. Principles of Organization
4. Scalar Principle
5. Departmentation
6. Unity of Command
7. Span of Control

UNIT IV

Objectives: The students will have complete knowledge of motivation, leadership and controlling.

MOTIVATION

1. Definition
2. Theory of Motivation - Maslow's needs Theory

LEADERSHIP

1. Definition
2. Styles of Leadership and Leadership qualities.
3. Formal and Informal Leaders
4. Theories of Leadership
5. Qualities of leader

CONTROLLING

1. Definition
2. Process of Control
3. Management by exception

DECISION MAKING

1. Definition
2. Phases - Past, Present, Future Development

UNIT V

Objectives: At the end of this unit the students will have basic knowledge of related management topics.

Areas of Management.

1. Production Management.
2. Inventory Management.
3. FIFO, LIFO, Average Analysis, their report on reported profits. Meaning of Stores and Supplies.
4. Financial Management.
5. Marketing Management.
6. Personnel Management
7. Skills of a Manager (Definition Only).
8. Human Skills.
9. Technical Skills.
10. Conceptual Skills.
11. Roll of a Manager - Distinguish between Manager and Executives.
12. Management as an profession or art or science

Reference Books

1. Principles of Management - T.V. Ramasamy
2. Principles of Management - Tripathi
3. Principles of Management - Dr.N.Premavathy
4. OrganisaionalBehaviour - L.M.Prasad

SEMESTER – V

ELECTIVE - II

INTERNATIONAL TOURISM

UNIT I PROBLEMS RESULTING FROM INTERNATIONAL TOURISM – basic issues – concepts of sustainable development – sustainable development and international tourism – strategies for sustainable tourism development

UNIT II TOURISM IN DEVELOPING COUNTRIES - Development Concepts And Goals – world bank and UNESCO role in International tourism – Growth Trends – Determinants of growth – future tourist flows – Patterns of expenditure – tourism facilities – social effects - tourist enterprise in the public sectors – Tourism in South Asia – socio – demographic feature – tourism policy in the region – international movements of persons – intra -regional movements – domestic movements

UNIT III INTERNATIONAL TOURISM – International tourism – tourism receipts – Regional distribution – international tourism in India – trends – Market size and structure – Growth prospects and problems - competitive structures in tourism service sectors – enhancing value added and foreign exchange earnings

UNIT IV TOURISM AS AN ELEMENT

General view of sustainable development – case studies – Hawaii - Maui – Henna & Lana

UNIT V

Alternative International Tourism – profiles of conceptualization – alternative tourism and their challenges of international tourism –tourism in the logic of world integration – gearing up a society for tourism

Reference

1. International Encyclopedia of Tourism Management
2. International Tourism and Sustainable development – P C Sinha – Anmol Publication – New Delhi

SEMESTER – V
ELECTIVE - III
HUMAN RESOURCE MANAGEMENT

Unit I

Introduction to Human Resource management – Definition – Objectives and functions- Roles and structure of Human & Resource function in Organizations.

Unit II

Human Resource Planning – Personnel policy – Characteristics -Need for planning – Job Analysis – Job Design – Job Description – Job Specification.

Unit III

The Selection Process – Placement and Induction – Training and development – Promotion – Demotions – Transfer – Separation.

Unit IV

Employee Compensation – Wage and salary administration – Bonus – Incentives – Fringe benefits – Job evaluation systems – Human resource information system.

Unit V

Employee Maintenance and integration – Welfare and Safety – Accident presentation – Employee grievances and their redressal – Administration of discipline.

REFERENCES :

1. Ventraman C.S. Arid B.K. Srivastava, Personnel Management and Human Resources, Tata McGraw Hill, 1991.
2. ArunMonappa, Industrial Relation, Tata McGraw Hill, 1987.
3. Dale Yodder& Paul D. Standohar, Personnel Management & Industrial Relation, Sterling publishers, 1990.
4. David A. Decenzo& Stephen P. Robbins, Personnel / Human Resource Management, Prentice Hall, 1955.

SEMESTER – V
SBEC - II
HYGIENE AND SANITATION

UNIT I HYGIENCE

Personal hygiene – personal appearance – and hygiene of kitchen staff - general health and reporting of illness – protective clothing – equipment of personal hygiene – kitchen hygiene – plant and equipment hygiene, cleaning methods, pot washing – environment hygiene, dish washing manual, and mechanical – garbage disposal – classification of storage and disposal

UNIT II STORAGE OF FOODS

Hygiene in storage of raw and cooked foods – food storage condition for dry foods – canned foods – and perishables – correct usage of refrigerators – walk in coolers – reach –in ; thawing of frozen foods – rules for handling frozen poultry - equipment used and temperatures for holding of cooked food – importance of stock rotation – FIFO

UNIT III CHARACTERISTICS OF BACTERIA

Food microbiology – introduction – significance – morphological characteristics of bacteria – yeast and mould – beneficial effects of bacteria, yeast and mould in food and beverages production – harmful effects of bacteria, yeast and mould – contamination of foods – general principles underlying principles food spoilage

UNIT IV FOOD CONTAMINATION

Food contamination – meaning – types of food contamination , bacterial, physical and chemical – food poisoning – meaning – common food poisoning – bacteria – salmonella – clostridium – botulinium – clostridium perfirnges – staplylococussaureus – sources – mode of spread, symptoms and control – food borne diseases – sources causes and symptoms of amoebiasis, acute diahorrea and typhoid – prevention of food poisoning

UNIT V HACCP SYSTEM

Food safety – HACCP system – meaning, steps of HACCP system, the flow of food, hazards and critical control points CCP – first aid definition – importance – basic rules – first aid kit – types of dressing – and their use – first aid procedure in case of burns and scalds – bleeding – electric shock, fracture and food poisoning

Reference Books:

1. Global environmental health – fewtrell L Kaufmann RB
2. Food Hygiene and Sanitation – SunithaRodey

SEMESTER – V
VIVA-VOCE
PROJECT WORK

Objectives:

The objective of research is to seek answers to problems through application of scientific methodology which guarantees that information collected is reliable and unbiased. This information is utilised to make conclusions and recommend solutions. The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

Students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data. The supervisor will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc. The student should generally produce all material in word processed or typed format so that the presentation is neat and legible. Student must inform their supervisor or other people with whom their work is being discussed. The research should be planned to minimize time wastage and a clear time scale should be put in place. The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations. The student and supervisor will work together to prepare synopsis of the research.

One hour per week has been allocated for the purpose and students along with the supervisor must regularly interact during this period. The final preparation and presentation would be done before a panel of internal and external examiners through a report and viva voce.

MODE OF EVALUATION

Pre-preparation of the project / Attendance 25 marks

Viva 25 marks

Project report 50 marks

TOTAL MARKS 100 MARKS

SEMESTER – VI
CORE – XII
Internship (Industrial Practicum)

OBJECTIVES :

The objective of this industrial practicum is to help the students understand The Working of a hotel and be able to analyze its strengths weakness opportunities and the threats.

TYPE OF REPORT

The report should be based on the compulsory 16 weeks/100 days of training to be completed from January to April of Sixth semester in a hotel of repute (preferable of a 3 star, 4 star or a 5 star property). A student log book should be maintained by every student during the training period. The student should note down on the daily basis the task performed/ observed, methodology involved and points to note and assessed daily by the supervisor / manager. Using the Information contained in the log book and under the guidance of faculty member of college in which the student is studying, the student should cover the entire operation of the hotel and an inter - organizational SWOT (STRENGTH, WEAKNESS, OPPORTUNITIES, AND THREATS) analysis.

A Minimum of 90% of Attendance is compulsory for the successful completion of the training programme.

FORMULATION

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

LIST OF CONTENT OF THE REPORT

A Copy Of The Training Certificate Attested By Principal Of The College Acknowledgement

Project Preface

Chapter -1 Introduction

Chapter -2 Scope, Objective, Methodology & Limitations

Chapter -3 Profile Of The Place And Hotel

Chapter -4 Departmental Classification Of Hotel

Chapter -5 Detailed Operations Of Each Department Of Hotel

Chapter -6 Swot Analysis Of Hotel

Chapter -7 Conclusion

Bibliography

List Of Annexure/Exhibits

Submission of Report

One typed (duly signed by faculty guide and principle of the college) copy of the report is to be submitted in person, by the student, to the examiner at the time of viva voce. Project submitted later than that will not be accepted.

1. Original training certificate
2. University copy & student's copy of project report (duly signed by the faculty guide and principle of the college)
3. Students log book (duly signed by Training Manager/ HR Manager OR equivalent)
4. Examination Hall ticket.
5. College identity card
6. Dress code : College uniform

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

PROJECT EVALUATION

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

MODE OF EVALUATION

Log book 25 marks

Viva 25 marks

Project report 50 marks

TOTAL MARKS 100 MARKS

NOTE

- Marks for the log book should be awarded by the Project guide appointed by the College.
- Panel of evaluation will consist of two members. One will evaluate the Project and other will evaluate the Presentation. The project viva voce will be conducted by both members of the Panel.

Total time allotted for the above should not exceed 10 minutes.

- The presentation could be done on OHP sheets or as a Powerpoint presentation using a computer or a laptop connected to LCD depending upon the available resources of the examiner. The students could show it in their personal laptop also.

B.

Sc. HOSPITALITY MANAGEMENT

Theory - Question Paper Pattern

Question paper pattern-75 marks

Time: 3 hrs

Max.Marks:75
Minimum pass : 30

Part-A: 15x 1 = 15

Choose the correct answer

(Answer all Questions) (Three Questions from each unit)

Part-B: 2x 5 = 10

Paragraph pattern

(Answer any two Questions)

(One question from each unit) answer any two questions out of five questions

Part-C: 5x 10 = 50

Essay pattern

(Answer all Questions)

(One question from each unit) with internal choice

Practical-Question Paper Pattern

Time: 6hrs

Marks : 100

External marks : 60

Minimum pass : 24

Record

- 10 marks

Written procedure

- 10 marks

Dress code

- 10 marks

Practical

- 30 marks