

PERIYAR UNIVERSITY

PERIYAR PALKALAI NAGAR

SALEM – 636 011



CHOICE BASED CREDIT SYSTEM SEMESTER PATTERN

SYLLABUS

Bachelor of Science in Hotel Management and Catering Science

[Candidates admitted from 2022-2023 onwards]

DEGREE OF BACHELOR OF SCIENCE IN
HOTEL MANAGEMENT AND CATERING SCIENCE
CBCS –CHOICE BASED CREDIT SYSTEM(B.Sc., HM & CS)

SEMESTER SYSTEM

Regulation and Syllabus

1. Eligibility for Admission:

Candidate seeking admission to the first year degree of Bachelor of Science in Hotel management and catering science 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 hoteland their functions which Support hotel systems.

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 studentsstudying other Programme (i.e.) HM&CS students have to study NMEC offered by otherdepartments.

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

COURSE OF STUDY

Course of Study									
Semester	Part	Course Code	Course	Title of the Paper	Hrs/Week	Credit	Marks		
							CIA	EA	Total
I	I		Language-I	Tamil –I	6	3	25	75	100
	II		Language-I	Communicative English-I	6	3	25	75	100
	III		Core: I	Food Production & Patisserie-I	2	4	25	75	100
	III		Core : II	Accommodation Operation-I	2	4	25	75	100
	III		Allied-I	Front Office operation-I	2	5	25	75	100
			Add on Course	Professional English for Life Science I	6	4	25	75	100
	IV			Value Education - Yoga	2	2	25	75	100
	III		Practical-I	Accommodation Operation-I	2	4	40	60	100
	III		Practical-II	Front Office operation-I	2	4	40	60	100
II	I		Language-II	Tamil –II	6	3	25	75	100
	II		Language-II	Communicative English-II	4	3	25	75	100
	II		NMSDC	Language Proficiency for Employability-Effective English	2	2	25	75	100
	III		Core: III	Food & Beverage Service-I	3	4	25	75	100
	III		Allied-II	Food science & nutrition	2	5	25	75	100
			Add on Course	Professional English for Life Science II	6	4	25	75	100
	IV			Environment studies	2	2	25	75	100
	III		Practical-III	Food Production & Patisserie-I	3	4	40	60	100
	III		Practical-IV	Food & Beverage Service-I	2	4	40	60	100
III	I		Language -III	Tamil –III	6	3	25	75	100
	III		Core -IV	Bakery and Confectionery	4	4	25	75	100
	III		Elective -I	Hotel French	4	4	25	75	100
	III		Allied-III	Hotel Accounting	3	3	25	75	100
	III		SBEC- I	Travel & Tourism	3	2	25	75	100
	III		Practical-V	Bakery and Confectionery	4	4	40	60	100
	III		Project - I	Internship - Industrial Exposure Training Report and viva voce-I	2	5	-	100	100
	IV		NMEC-I	Front Office Management	2	2	25	75	100
	IV		NMSDC	Digital Skills for Employability – Microsoft Office Essentials	2	2	25	75	100

1. NMEC-I–FRONT OFFICE MANAGEMENT
2. NMEC-II –PRINCIPLES OF TOURISM

Semester	Part	Course Code	Course	Title of the Paper	Hrs/Week	Credit	Marks		
							CIA	EA	Total
IV	I		Language - IV	Tamil - IV	6	3	25	75	100
	III		Core – V	Food Production & Patisserie-II	4	4	25	75	100
	III		Core: VI	Food & Beverage Service-II	5	4	25	75	100
	III		Elective: II	Hotel Administration And Entrepreneurship	2	4	25	75	100
	III		Allied-IV	Front Office Operation-II	2	5	25	75	100
	IV		NMSDC	Employability Skills –Microsoft	2	2	25	75	100
	III		Practical-VI	Food Production & Patisserie-II	3	4	40	60	100
	III		Practical-VII	Food and Beverage Service-II	2	4	40	60	100
	III		Practical-VIII	Front Office Operation-II	2	4	40	60	100
	IV		NMEC-II	Principles of Tourism	2	2	25	75	100
V	III		Core: VII	Food & Beverage Management	5	4	25	75	100
	III		Core: VIII	Accommodation Management	4	3	25	75	100
	III		Core: IX	Hotel Engineering	4	3	25	75	100
	III		Core: X	Event Management	4	4	25	75	100
	III		SBEC - III	Human Resource Management	3	2	25	75	100
	III		Practical – IX	Accommodation operation -II	3	4	40	60	100
	III		Practical-X	Hotel Engineering	3	4	40	60	100
	III		Project-II	Internship - Industrial Exposure Training Report and viva voce- II	2	5	-	100	100
	IV		NMSDC	Marketing and Design Tools (Other Arts) Digital Marketing	2	2	25	75	100
VI	III		Core : XI	Food Production & Patisserie-III	5	4	25	75	100
	III		Core: XII	Food and Beverage Service-III	4	4	25	75	100
	III		Core XIII	Application of Computer in Hospitality and Tourism Industry	4	4	25	75	100
	III		Elective III	Hotel and Business Law	4	4	25	75	100
	III		SBEC- IV	Principles Of Management	4	2	25	75	100
			NMSDC	Employability Skills	2	2	-	-	-
	III		Practical-XI	Food Production & Patisserie-III	3	4	40	60	100
	III		Practical-XII	Food & Beverage Service-III	2	4	40	60	100

III		Practical-XIII	Application of Computer in Hospitality and Tourism Industry	2	4	40	60	100
V			Extension Activities		1			

Total credit 189
Total Marks – CIA-1420

Total EA-3680
 5100

SCHEME OF EXAMINATION

Semester	Part	Course Code	Course	Title of the Paper	Exam Hrs	Max Marks	Marks			
							CIA	Passing	EA	Passing
I	I		Language-I	Tamil –I	3	100	25	10	75	30
	II		Language-I	Communicative English-I	3	100	25	10	75	30
	III		Core: I	Food Production & Patisserie-I	3	100	25	10	75	30
	III		Core : II	Accommodation Operation-I	3	100	25	10	75	30
	III		Allied-I	Front Office operation-I	3	100	25	10	75	30
	IV			Value Education - Yoga	3	100	25	10	75	30
			Add on Course	Professional English for Life Sciences I	3	100	25	10	75	30
	III		Practical-I	Accommodation Operation-I	6	100	40	16	60	24
	III		Practical-II	Front Office operation-I	6	100	40	16	60	24
II	I		Language-II	Tamil –II	3	100	25	10	75	30
	II		Language-II	Communicative English-II	3	100	25	10	75	30
			Language	Proficiency for employability	3	100	25	10	75	30
	III		Core: III	Food & Beverage Service-I	3	100	25	10	75	30
	III		Allied-II	Food science & nutrition	3	100	25	10	75	30
			Add on course	Professional English for Life Sciences II	3	100	25	10	75	30
	IV			Environment studies	3	100	25	10	75	30
	III		Practical-III	Food Production & Patisserie-I	6	100	40	16	60	24
	III		Practical-IV	Food & Beverage Service-I	6	100	40	16	60	24
III	I		Language	Tamil -III	3	100	25	10	75	30
	III		Core	Bakery and Confectionery	3	100	25	10	75	30
	III		Elective	Hotel French	3	100	25	10	75	30
	III		Allied	Hotel Accounting	3	100	25	10	75	30
	III		SBEC	Travel & Tourism	3	100	25	10	75	30
	III		Practical	Bakery and Confectionery	6	100	40	16	60	24
	III		Project	Internship - Industrial Exposure Training Report and viva voce-I	3	100	-	-	100	40
	IV		NMEC	Front Office Management	3	100	25	10	75	30

1. NMEC-I –FRONT OFFICE MANAGEMENT
2. NMEC-II –PRINCIPLES OF TOURISM

Semester	Part	Course Code	Course	Title of the Paper	Exam Hrs	Max Marks	Marks			
							CIA	Passing	EA	Passing
IV	I		Language - IV	Tamil - IV	3	100	25	10	75	30
	III		Core – V	Food Production & Patisserie-II	3	100	25	10	75	30
	III		Core: VI	Food & Beverage Service-II	3	100	25	10	75	30
	III		Elective: II	Hotel Administration And Entrepreneurship	3	100	25	10	75	30
	III		Allied-IV	Front Office Operation-II	3	100	25	10	75	30
	III			Digital skills for employability	3	100	25	10	75	30
	III		Practical-VI	Food Production & Patisserie-II	6	100	40	16	60	24
	III		Practical-VII	Food and Beverage Service-II	6	100	40	16	60	24
	III		Practical-VIII	Front Office Operation-II	6	100	40	16	60	24
	IV		NMEC-II	Principles of Tourism	3	100	25	10	75	30
V	III		Core: VII	Food & Beverage Management	3	100	25	10	75	30
	III		Core: VIII	Accommodation Management	3	100	25	10	75	30
	III		Core: IX	Hotel Engineering	3	100	25	10	75	30
	III		Core: X	Event Management	3	100	25	10	75	30
	III		SBEC - III	Human Resource Management	3	100	25	10	75	30
	III		Practical – IX	Accommodation operation -II	6	100	40	16	60	24
	III		Practical-X	Hotel Engineering	6	100	40	16	60	24
	III		Project-II	Internship - Industrial Exposure Training Report and viva voce- II	3	100	-	-	100	40
VI	III		Core : XI	Food Production & Patisserie-III	3	100	25	10	75	30
	III		Core: XII	Food and Beverage Service-III	3	100	25	10	75	30
	III		Core XIII	Application of Computer in Hospitality and Tourism Industry	3	100	25	10	75	30
	III		Elective III	Hotel and Business Law	3	100	25	10	75	30
	III		SBEC- IV	Principles Of Management	3	100	25	10	75	30
			Add on course	Employability Readiness	3	100	25	10	75	30
	III		Practical-XI	Food Production & Patisserie-III	6	100	40	16	60	24
	III		Practical-XII	Food & Beverage Service-III	6	100	40	16	60	24
	III		Practical-XIII	Application of Computer in Hospitality and Tourism Industry	3	100	40	16	60	24
	V			Extension Activities						

Total credit 189
Total Marks – CIA-1420

Total

EA-3680

5100

5. OTHER REQUIREMENTS

Industrial Visit:

As a part of the curriculum, a minimum of two Hotels visit per year must be arranged for the students.

Industrial Training:

Objective:

It is a mandatory that a student must undergo industrial training in any of the reputed Hotels of Star category or a Restaurant for a period of 180 days which is split up in to two times. ie at the end of second semester for 90 days and at the end of fourth semester 90 days. The students are expected to have practical training to enable them to acquaint him / her with procedure, practice and operation of hotels.

Student may make their own arrangement in fixing the hotels for training. Students should submit two reports in not less than 30 typed written pages, during the first week of third and fifth semester, students should submit the training certificate from the hotels for having attended the training for 180 days cumulatively.

Industrial training report shall be prepared by students under the Supervision of the faculty of the department.

Industrial training report must contain the following:

Cover page

Copy of Training Certificate

Profile of business unit

Report about the work undertaken by them during the tenure of Training Observation about the concern

Findings

The candidate shall be required to produce two certificates of successful completion from the hotels concerned and to submit two copies of training report which will be evaluated at the end of third and fifth semester by the Internal and External examiners appointed by the University and the marks will be forwarded to the University.

Note: Students should submit training Report and make a brief oral presentation. The **internal** and **external** will see the demonstration and put some questions, based on these, marks will be awarded as follows

Dissertation –75 marks

Viva-Voce –25 marks

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 2017-2018, i.e. for students who are admitted to the first year of the programme, during the academic year 2017-2018 and thereafter.

12. TRANSITORY PROVISION

Candidates who were admitted to the U.G Programme of study before 2017 -2018 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 2021. Thereafter they may permitted to appear for the examination only under the regulation there in force.

SEMESTER –I
CORE –I
FOOD PRODUCTION AND PÂTISSERIE –I

Unit – I : Introduction To Cookery & Kitchen Organization

- Aims and objectives of cooking food
- Importance of personal hygiene
- Safety procedure in handling kitchen equipments
- Types of fuels used in Food production
- Kitchen equipment and classification
- Kitchen Organization chart for a five star Hotel
- Duties and responsibilities of chef de cuisine, sous-chef, Chef-de-partie and commis
- Inter relationship with other department

Unit – II : Preparation of Ingredients – Different styles of preparation

- Characteristics of raw materials-salt liquid, Sweetening agents, Raising agents, fats and oils, Thickening agent, Flavouring and seasoning
- Various Techniques used in the preparation of Ingredients.
- Methods of cooking – Boiling, Steaming, Stewing, Roasting, Grilling, Frying, baking
- Principles of each methods of cooking
- Care and precaution to be taken in each methods.

Unit – III :

- **Texture** - Definition and Types
- **Salads** – Types of Salads - Composition of salads
- **Salad dressings** – Types – preparation and uses
- **Vegetable cookery** – Classification of Vegetables – Cuts of vegetables, Storage and Selection of vegetables.
- **Fruits** – Classification of fruits ,Selection and Storage of fruits.

Unit – IV :

Stock

- Definition of stock – Types of Stocks and Uses.
- Characteristics of Good Stock.
- Recipes for One Liter of each type of Stock

Soup

- Definition of soup
- Classification of soups – example of each type
- Consommé styles – International soup – garnishes

Sauces

- Meaning - Types of sauces
- Recipes for 1 liter of foundation sauces
- Derivatives of each foundation sauces

Unit – V :

Egg Cookery

- Selection of Egg – Structure of Egg.
- Uses and storage

Poultry

- Meaning
- Classification of chicken
- Selection and cuts of chicken

Meat cookery

- Selection and cuts of Lamb - Mutton - Beef
- Cooking of meat

Fish Cookery

- Classification of fish with examples
- Selection of Fish and Storage
- Fish cuts and brief explanation of each

Reference Books

1. Krishna Arora – Theory of catering – Frank bros and publication limited
2. Thangam E.Philip – Modern cookery for teaching and trade Vol-I – Macmillians publication
3. R.Kilton Cesarani- Theory of catering – ELBS Publication
4. Parvinder.S.Bali – Oxford Publication

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SEMESTER –I

CORE –II

ACCOMMODATION OPERATION – I

Unit – I

Introduction: -Meaning and definition Importance of Housekeeping,

-Responsibility of the Housekeeping department, a career in the Housekeeping department.

Housekeeping Department: Organizational framework of the Department

(Large/Medium/Small Hotel), Staff Hierarchy, and duties responsibility. Coordination within & other Dept.

Unit – II

Cleaning Equipment: Types of Equipment, Operating Principles of Equipment,

Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Cleaning agents: types of cleaning agents, selection storage

Unit – III

The Hotel Guest Room: Layout of guest room (Type), Layout of corridor and floor pantry, Types of guest rooms, Guest Room Furniture, guest room supplies Items classified as Bed, Bath Linen and their sizes - Selection criteria for Linen items (Bed sheet, pillow slip, towels, bathmats, table cloth, and serviette)

Cleaning guest rooms: - Type of soil - Standard of cleaning - Cleaning procedure – Manual and Mechanized - Frequency of cleaning - The cleaning process - Bed making - Daily cleaning of guest room – occupied room – VIP room – Check out room blocked for arrival – Checkout room – occupied room with “Please make up my room” sign hang-up - Turn down service

Unit – IV

Linen/ Uniform: Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions, Maids Service Room: -Layout & Essential Features - Floor pantry – Uses - Organizing maids’ trolley - Keys – types – key Control

Unit – V

Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor), House Keeping Control Desk - Role of control desk - Forms Records and register used in Control Desk - Co- ordinations with other department

Reference Books

1. Sudhir Andrews – Hotel House keeping Training Manual – TMH publications
2. Margaret Lennox- hotel, Hostel and Hospital House Keeping – ELBS Publications
3. G.Raghubalan and SmriteeRaghubalan – Hotel Keeping operation and Management – Oxford Publication.

SEMESTER - I
ALLIED-I
FRONT OFFICE OPERATIONS-I

UNIT I

INTRODUCTION TO HOTEL INDUSTRY

- Defining hotel
- Classification of Hotels – (Size, star, location)
- Types of Rooms
- Tariff Structure
- Introduction of Front Office
- Lay out&-Equipment used

UNIT II

FRONT OFFICE ORGANIZATION

- Organization Structure
- Duties and responsibilities of front office personnel
- Front office coordination with other department
- Types of guest (FIT, GIT, SIT, Business Traveller, Domestic, and Foreigners etc.)
- Types of Meal plan
- Front office operations-Guest cycle

UNIT III

RESERVATIONS

- Modes of reservation-Sources of reservation-
- Systems and procedures of recording reservations-
- Check -in and check -out procedure-
- Registration formalities-C 'Form for Foreigners-
- Currency regulations

UNIT IV

REGISTRATION

- Introduction to the Registration
- Section Steps of registration with or without reservation
- Pre- registration activities.
- Registration [non automatic, semi, automatic]
- Processing VIP, Foreigners & group registration

UNIT V

INFORMATION AND BELL DESK OPERATION

- Introduction of Bell desk Equipments used in Bell desk
- Luggage handling, Paging,

- Scanty / Left Luggage procedure.
- Luggage handling, Mail and Message handling, Change of room etc.
- Forms and Format
- Telephone manners and Etiquettes, Telephone systems
- Key Control

REFERENCE BOOKS:

- 1. Sudhir Andrews – Hotel Front Office Training Manual – TMH PUB**
- 2. Paul.B.White and Helan Beckley – Hotel reception – Arnold Heinman Publication**
- 3. Dr.Jagmohan NEGI – Grading and classification of Hotel, tourism and restaurantprinciplesand practices – Kanishka publications.**

SEMESTER –I
PRACTICAL –I
ACCOMMODATION OPERATION –I

1. Identification of cleaning equipment: selection, use, mechanism, care and Maintenance, Use of different Brushes, brooms, mops,
2. Identification of cleaning agents – classification, use and care
3. Standard guest room supplies. (Amenities)
4. Maids Trolley: Set Up, Stocking and usage.
5. Identifying of linen, Classified as Bed, Bath Linen and their sizes
6. Step by step procedure for making bed/ Turn down services.
7. Guest room layout drawing.
8. Cleaning guestrooms
9. Room and public area inspection
10. Duty Rota preparation for housekeeping department.

SEMESTER –I
PRACTICAL– II
FRONT OFFICE OPERATION – I

1. Telephone handling procedures
2. Check –in and check- out procedures.
3. Receiving and registering the Guest.
4. Baggage handling procedures 1
5. Front office cashiering procedure.
6. Handling guest complaints and solving problems.
7. Knowledge of the City and surrounds
8. Knowledge of Tariff
9. Dealing with guest mail and messages, hotel mail, staff mail.
10. Modes of bill settlement.
11. Basis of charging, Rack Rates.
12. Tariff fixations.
13. Rates offered
14. Maintain and Use of the Guest Information Directory. Using the guest History System, Taking Messages
15. Knowledge of Source Modes and types of Reservation
16. Cancellation and amendments.
17. Pre-registration activity.
18. Preparation of Arrival and Departure Lists
19. General awareness of capitals, currencies and airlines of countries.
20. Cash less transactions

REFERENCE: Front Office training Manual-Sudhir Andrews

SEMESTER –II
CORE –III
FOOD AND BEVERAGE SERVICE I

UNIT I

INTRODUCTION TO FOOD & BEVERAGE SERVICE:

- Introduction and Evolution of Hotel Industry
- Different Types of Catering Establishments
 - A) Commercial B) Non-commercial
 - Different Outlets of F&B Service Coffee shop, restaurant, bar, room service, discotheque, barbeque, night clubs, banquets, outdoor catering.
- Staff Hierarchy of F&B Outlets
- Duties and responsibilities of each level of staff
- Attributes of service personnel
- Safety, hygiene, and attitudes (positive & negative)
- Inter Departmental Relation Ship
- Co-operation and co-ordination

UNIT II

Food Service Equipment

- Introduction
- Furniture: Tables, chairs, booster chairs, sideboards, reception desk.
- Linen: description and uses of Table cloth, Napkins, slip cloth, waiter's cloth, tray cloth, and buffet Cloth.
- Crockery: Meaning, uses and dimensions of crockery used, selection criteria.
- Glassware: Various types of glasses used and their dimensions, selection criteria
- Table ware: Cutlery and flatware, examples for cutleries, and their uses Special equipment used in the restaurant and their uses.

- MISE-EN-PLACE & MISE-EN-SCENE

UNIT III

ANCILLARY DEPARTMENTS:

- Still Room: still room functions, still room equipment, and still room control
- Silver room/ plate room: function, silver cleaning methods
- Pantry
- Hot plate

TYPES OF SERVICE

- Introduction
- Waiter Service: English, American, French, Russian, Gueridon, tray service explanation of each.
- Self-service: cafeteria service, Counter service, and vending- explanation of each.
- Assisted service: Buffet, car very- explanation of each

UNIT IV

MENU – Meaning

TYPES OF MENU - Ala carte, Table d' hote , Banquet menu

TYPES OF MEALS - Breakfast, brunch, lunch, hi-tea, dinner, supper. FRENCH CLASSICAL

MENU: courses and its accompaniments, cover, service. MENU PLANNING: Points to be considered while planning a menu

UNIT V

NON-ALCOHOLIC BEVERAGES

- Categories of non alcoholic beverage
- Method of taking food order: Check and Bill system, Service with order, Duplicate system, Triplicate checking system
- Circumstantial K.O.T
- Alcoholic Beverages Order

BILLING:

- Bill as a separate check, Separate Bill, Bill with order, Prepaid, Voucher, Deferred account.

REFERENCE BOOKS:

Text

- Food and Beverage Service: R.Singaravelavan- Oxford University Press Reference
- Food & Beverage Service – Dennis R.Lillicrap, John A Cousins
- Food & Beverage Service Training Manual – Sudhir Andrews (Tata Mc.GrawHill. Publications)

SEMESTER –II
ALLIED –II

FOOD SCIENCE AND NUTRITION

Unit - I

Concepts of Food and Nutrition

Definition of Food, Nutrition and Nutrients, Food groups, Functions of food to man. Balanced diet: Definition, meaning and importance

Meal planning: Factors affecting, Meal planning

Personal Hygiene, Kitchen hygiene and Food Hygiene

Unit - II

Water: Importance, Water balance, deficiency of oral dehydrations

Carbohydrates, Proteins and fat composition, classification, sources, functions and requirements, digestion and absorption, excess and deficiency.

Unit - III

Minerals: Calcium, Iron, sodium, Iodine-Functions, sources, daily requirements, excess and deficiency, digestion and absorption.

Vitamins: Classifications, function, sources, daily requirements, excess and deficiency of vitamins A, D, E, K, C & B vitamins.

Nutritional losses during cooking.

Unit - IV

Food Quality: Definition, quality attributes and its measurements.

Colors: Natural and Synthetic colors used in foods

Flavor: Types of flavor and synthetic flavor intensifier

Food adulteration and common food adulterants.

Unit - V

Role of Micro-organism in food industry and food spoilage,

Beneficial and harmful effects of microbial activity - Food poisoning and food inspections,
Food standards in India.

Preservation methods: Low temperature, High temperature

Reference Books

1. Sri Lakshmi,B, Nutrition Science, New Age International Publishing Company Limited, 2002
2. Frezier, W.C, Food Microbiology, Mc Graw Hill Publications, New York, 4th Edition, 1998.
3. Mahindra, S.N, Food Safety a techno legal analysis, Tata McGraw Company Publications, 2000.
4. Swaminathan, M, Advanced Text Book of Food and Nutrition, Vo1. I & II, Bappes Publishing Company, 1996

**SEMESTER –II
PRACTICAL –III
FOOD PRODUCTION & PATISSERIE –I**

1. Proper usage of a Kitchen Knife and Hand Tools.
2. Understanding the usage of small equipment.
3. Basic Hygiene practices to be observed in the Kitchen.
4. Safety practices to be observed in the kitchen: First Aid for cuts and burns.
5. Identification of Raw Materials.

A- Basic Indian Cuisine-Individual practical for students-10 sets of menu.

- i) Rice, cereals & pulses-(minimum of 10 varieties)
- ii) Various simple dal preparations (minimum of 10 varieties)
- iii) Wheat products like, chapattis, parathas, phulkas, pooris

B-Indian masalas- Composition of basic Indian masalas

- a) Green. White. Masala . Kadhai
- b) Preparation of these and incorporation in simple dishes such as Vindaloo, korma, tikka, safed mas, navrattan korma. (Minimum of 10 varieties)
- c) Thickening, coloring and souring agents. C-Indian sweets (minimum of 10 varieties)

INTRODUCTION TO COOKERY- II SEMESTER

1. Individual practical for students-10 sets of menu
2. Demonstration classes & simple application by students Basic
- 3 Western Cuisines

i. Vegetables

- A. Varieties of Vegetables
- B. Classification
- C. Cuts of Vegetables: Julienne Jardiniere Mignonnette Dices Cubes Macedoine
 - Paysanne Shred Concasse Mirepoix
- D. Blanching of Tomatoes & Capsicum
- E. Methods of Cooking Vegetables
 - Boiling (Potatoes, Beans, Cauliflower) Frying (Aubergine, Potatoes) Steaming (cabbage)

Baking (potatoes, turnip)

Braising (onion, leeks, cabbage) **ii. Stocks**

Demonstration and preparation of: White stock .Brown stock .Fish stock

ii. Stocks

Demonstration and preparation of: White stock .Brown stock .Fish stock

iii. Sauces

Demonstration & preparation of basic mother sauces and 2-3 derivatives of each Bechamel (+ cheese sauce, Mornay, mustard sauce, parsley sauce).

Espagnole (+ lyonnaise Madeira, charcutiere) Tomato (+ Creole, Italienne, piquante). Veloute (+supreme, allemande, normande).

Hollandaise (+ paloise, beamaise).

Mayonnaise (tartare, cocktail).

iv. Soups

Classification of soups Preparation of basic soups

Consomme, (royale, Carmen, Clermont, ambassadrice, julienne)

Cream (tomato, spinach, vegetables)

Puree (lentil, peas, carrot)

Cut vegetables (Scotch Broth, Minestrone)

Veloute (creme de volaille princesse, veloute dame blanche / marie-Iouise)

National soup (mulligatawny, French onion, ox tail)

Bisque (Prawn, Shrimp)

v. Egg Cookery

Preparation of varieties of egg dishes

Boiled (soft & hard)

Fried (sunny side up, double fried)

Poaches

Scrambled

Omlette (plain, stuffed)

En cocotte (eggs benedict) Starch (rice, pasta, potato)

vi. Fish Cookery

Identification & classification of fish e.g. flat fish (Pomfret, Black Pomfret and Sole)

Round fish (Surmai, Rawas, Mackerel)

Shellfish (Clams, Mussels, Shrimps, Crabs,

Lobsters) Cephalopods (Squid, Cuttle, Fish)

Cuts of Fish e.g., Fillet, Dame, Troncon, Paupiette, Goujons

Preparation of simple fish Dishes such as

Saumon grille

Pomfret Meuniere

Sole Momay

Fish Orly

Fish

Colbert

Fish a l'anglaise

vii. Poultry

A. Types of poultry or classification of poultry

B. Cuts of Poultry

C. Preparation and jointing of Chicken

D. Preparation of Simple Dishes such as

Poulet roti a l' Anglaise

Poulet grille diable

Poulet saute chasseur

Poulet saute Maryland

viii. Meat

A. Identification of various cuts

B. Preparation of Basic Cuts such as

Lamb Roast leg of Lamb Stew

Reference books:

1. Practical cookery - Ronald Kinton & Victor Ceserani - Hodder Starghton.
2. Theory of Catering - Ronald Kinton & Victor Cese rani - Hodder Starghton.
3. Modem cookery vol I & II for teaching and trade - Thangam E.Philip – Orient Longman.
4. Theory of Catering, Mrs. K.Arora, Frank Brothers
5. Herrings Dictionary of Classical & Modem Cookery, Walter Bickel
6. Chef Manual of Kitchen Management, Fuller, John
7. The Book of Ingredients, Jane Grigson
8. The Professional Chef [4th edition], Le Rol A.Polsom

SEMESTER –II
PRACTICAL –IV
FOOD AND BEVERAGE SERVICE-I

Enumeration of food service equipment (cutlery, crockery, miscellaneous equipment)

1. Napkin folding
2. Carrying light and heavy tray
3. Cleaning of glassware, cutlery and crockery
4. Setting up the side board
5. Laying the table cloth and relaying the table cloth
6. Carrying glassware
7. Carrying Bowls and cups and saucers
8. Carrying fresh plates
9. Placing of plates on table
10. Clearance of Soiled plates
11. Manipulating of service spoon and fork for various foods
12. Service of water
13. Service of Coffee and Tea
14. Continental and English breakfast Menu planning
15. Laying the continental breakfast cover
16. Laying the English breakfast Cover
17. Order taking for Breakfast in the restaurant
18. Service procedure for Continental and English breakfast in the Restaurant
19. Continental Breakfast tray set up
20. English breakfast Tray set up
21. Luncheon and Dinner table d'hote menu planning
22. A la carte menu planning
23. A la carte Cover Laying
24. Table d'hote Cover Laying
25. Presenting the A la carte menu and taking order
26. Service of appetizers
27. Service of soups
28. Service of Fish
29. Service of main course

30. Service of Sweets
31. Service of savory and cheese
32. Service of Dessert
33. Preparing finger bowl and presenting
34. Service of Coffee after the meal
35. Making of bill and presenting
36. Handling of various situations. (Role play)

TEXT

Food and Beverage Service: R.Singaravelavan- Oxford University Press

REFERENCE

- Food and beverage service: Dennis R. Lillicrap, John a cousins.
- Modern restaurant service, a manual for students & practitioners - john fuller Hutchinson.
- Food & beverage service training manual- Sudhir Andrews - Tata McGraw-Hill.

SEMESTER –III
CORE –IV
BAKERYAND CONFECTIONARY

UNIT - I

- Introduction
- Layout of Bakery
- Bakery equipment and Tools
- Identification and handling of Raw Materials
- Flour – Type of flour – uses
- Shortenings – types, meaning and characteristics of good shortenings
- Sugar – Types of sugar – their cooking of sugar at different temperatures
- Raising agent – types of Raising agent – role of raising agents

UNIT - II

Bread

- Types of Bread making
- Preparation of bread
- Role of Ingredients in Bread making
- Faults and reason in making bread
- Characteristics of good bread

Bread Rolls

- Soft and hard rolls
- Breakfast rolls
- Croissants – Brioche – Vienna – Danish pastry

UNIT - III

Sponges

- Types of Cake Making
- Preparation of different types of Cakes
- Role of Ingredients in Cake making
- Faults and reason in making Cakes
- Genoese sponge
- Fatless Sponge Recipes
- Characteristic as good sponge

Icing

- Uses of Icings
- Equipment used for Icing
- Varieties of Icings -Recipes

UNIT - IV

Milk And Milk Product

- Milk – Types of milk – uses of milk
- Cheese – Classification – uses of cheese
- Cream – types – uses of cream

Frozen Desserts

- Types and classification
- Methods of preparation of various icecreams
- Additives and preservatives used in ice cream

Chocolate Work

- Types of chocolate
- Tempering of chocolate
- Decorative work and display

UNIT - V

Pastry

- Types of Pastry
- Faults and Reason for each Pastries
- Names of Products made from each pastries
- Recipes for each pastries

Marzipan

- Equipment used for Marzipan
- Introduction of the Marzipan
- Preparation of Marzipan

Meringue

- Making of Meringue
- Types and uses of Meringue

Pastillage

- Equipment used for Pastillage
- Introduction of the Pastillage

Reference books:

1. Ronald Kinton & Victor Cesarani – Practical – Cookery – Holderstargntion
2. Ronald Kinton & Victor Cesarani – Theory of Catering – Hodder Starghton
3. K.Arora – theory of Cookery – Frank Brothers
4. Parvinders Bali – food Production – Operations – Oxford Publication

**SEMESTER –III
ELECTIVE –I**

HOTEL FRENCH

UNIT - I

Introduction to the languages
The letter of alphabet and their pronunciation Different accents used in written French
Self-introduction
Name, Age, Nationality, Profession, etc –
Presenting and introducing another person, Greeting - How to reply to greetings.

UNIT - II

Countries and their nationalities
Fruits, Vegetables, Meat, Egg, Fish, Etc. Utensils used in Kitchen and Restaurant
Name of the Personnel's in Hotel, Restaurant and Kitchen (Specialization from English to French term)

UNIT - III

Members of the family Numerical from 1 to 100 The time of the day.

UNIT - IV

Conversation related to Restaurant –Simple conversation asking for menu card, placing Order for food, asking for wine, Beer, Coffee, Tea, Conversation related to Front Office – Asking for room –enquiring for facilities, asking for rates of room –checkout time –No of Days.

UNIT - V

Menu items in French term for Breakfast, Lunch and Dinner Compilation of French menu for Breakfast, Lunch and Dinner Culinary terms in French - French to English - English to French.

REFERENCE BOOKS

1. Rajeswari Chandrasekar, Rekha Hangal, Chitra Krishnan - A Votre Service 1- General Book Deport, 1691, Delhi
2. S.Bhattacharya - French for Hotel Management and Tourism - Frank Bros and Co. publishers limited.

SEMESTER – III
ALLIED-III
HOTEL ACCOUNTING

UNIT - I

Accounting - Definition of Accounting and Book keeping - Concept and conventions - Preparation of trading, profit and loss account and balance sheet (simple problems only).

UNIT - II

Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,

UNIT – III

Costing – Definition and Preparation, Advantages and Limitations of Cost Accounting. Preparation of Stores Ledgers – FIFO, LIFO , Weighted and Simple Average Methods.

UNIT - IV

Budget and Budgetary control principles - methods types of budget (problems).

UNIT - V

Food and Beverage Accounts cost concept - Nature of food and beverage business Recipe costing - Menu costing and cost sheet. Classification of department based on revenue sales, Records and control of revenue producing department. Uniform system of accounting operation ratios.

Room occupancy percentage - Bed occupancy percentage - Double occupancy percentage - Percentage of food & beverage sales - Room sales percentage of other income to room sales, seat turnover and average spending power average, Rate/per guest.

REFERENCE BOOKS

1. R.L. Gupta - Advance Accounting
2. R.K. Sharma - Management Accounting - Sultan and Sons publication Ramachandran and Srinivasan - Management Accounting
- 3 Hospitality Management Accounting, Michael M Coltman
- 4 Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana
- 5 Hotel Accounting Earnest B. Horwath & Luis Toth5
- 6 Hotel Accounting & Financial Control By Ozi A.D' Cunha & Gleson O. D' Cunha Publisher: Dicky,s Enterprize, Kandivali, Mumbai
- 7 Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, River NewJersey
- 8 Accounting for Management, S K Bhattacharya, Vikas Publishing House
- 9 Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
- 10 Accounting in Hotel & Catering Industry – Richard Kotas- International Textbook Company
Double – Entry Book- Keeping, Rc. Chawla & C. Juneja 12 Introduction to Accountancy, T.S. Grewal

SEMESTER – III
SBEC-I
TRAVEL AND TOURISM

Unit I

- Definitions: Tourism, Tourist, Foreign Tourist, Domestic Tourist
- Components of Tourism: Attractions - Accessibility and Amenities
- Motivations for Tourism
- Types of Tourism

Unit II

- Elements of tourism
- Positive and Negative impacts of tourism
- Activities of Department of tourism
- Economic impact of tourism
- Geographical Components of Tourism

Unit III

- Indian cultural Heritage - Religions, Belief and their Practices.
- Music's in India
- Dances in India - Classical and Folk Dances.
- Fairs and Festivals in India
- Population status and Regional Languages in India

Unit IV

- International civil aviation organization (ICAO)
- Future of airline industry
- Airport authority of India (AAI)
- Computerized reservation system (CRS) - SABRE-GALILEO
WORLDSPAN AMADEUS

Unit V

- Government Organizations
- India Tourism Development Corporation (ITDC).
- Tamilnadu Tourism Development Corporation (TTDC)
- Private Organizations.
- International Air Transport Association (IATA)
- Travel Agents Associations of India (TAAI)
- Role of United Nations Organization in Tourism

REFERENCES

1. Bhatia A.K. – Tourism Development : Principles and Practices , Sterling Publishers, New Delhi , India
2. Bhatia A.K. – International Tourism, Sterling Publishers, New Delhi India
3. Kaul R.N – Dynamics of Tourism Past, Sterling Publishers, New Delhi India
4. Christopher Hooloway J – The Business of Tourism Bitman Publsihers Pvt. Ltd London
5. Burkhart A. and Medlik S.- Tourism Past, Present and Future, ELBS Publishers , London
6. Tourism Management - Pran Nath Seth - Sterling Publishers Private Limited. 7.Tourism Marketing Management - A.K.Bhatia - Sterling Publishers Private Limited,

SEMESTER –III
PRACTICAL -V
BAKERY AND CONFECTIONERY

1. Identification of Raw Materials.
2. Understanding the usage of small equipment and Large equipment
3. Proper usage of a Baking Oven
4. Safety practices to be observed in the Bakery

5. Bread Making

Demonstration and preparation of Simple and Enriched

- Bread Recipes
- Bread Rolls and Stick
- Brioche
- French Bread
- Croissants
- Danish Pastry
- Bread Loaf (White and Brown)

6. Cake Making

Demonstration and preparation of Simple and Enriched Cakes Recipes

- Sponge
- Fatless sponge
- Swiss roll
- Genoese
- Fruit cake
- Rich cakes
- Muffins
- Faults in baking cakes - Identification and Rectification
- Decorative - Non Decorative - Lemon sponge, Vanilla sponge, Chocolate sponge

7. Simple Cookies

Demonstration and preparation of Simple Cookies Recipes

- Nan Khatai
- Golden Cookies
- Melting Moments
- Swiss Tart
- Tri Colour Biscuits
- Chocolate chip
- Plain Cookies
- Chocolate Cream Finger

8. Pastries

Demonstration and preparation of dishes using varieties of Pastry

- Short crust pastry - Jam tart
- Choux pastry - Éclairs, cream
- rolls Flaky pastry
- Puff pastry

9. Icing

* Classification preparing and applying various types of icing

* Identification of Tools and equipments

10. Hot/Cold Desserts

- Lemon sponge
- Fruit Trifle
- Chocolate Mousse
- Pineapple Mousse
- Lemon Soufflé
- Fruit Jelly
- Butter scotch sponge
- Honey comb mould
- Bread and butter pudding
- Caramel Custard
- Christmas pudding
- Apricot pudding
- Steamed pudding
- Cabinet pudding

Reference books:

1. Practical cookery - Ronald Kinton & Victor Ceserani - Hodder Starghton.
2. Chef Manual of Kitchen Management, Fuller, John
3. The Professional Chef (4th edition), Le Rol A.Polsom
4. Modern cookery vol I & II for teaching and trade - Thangam E.Philip – Orient Longman.

**SEMESTER –III
PROJECT – I**

**INTERNSHIP
INDUSTRIAL EXPOSURE TRAINING REPORT AND VIVA VOCE –I**

Duration of Exposure: 90 DAYS

Training

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) Should be make. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (Refer to What to Observe Sheets for more details.)

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook.;
 2. Appraisal;
 3. A copy of the training certificate.
 4. IT Report in all four Departments.
 5. Power Point presentation on a CD, based on the training report.
 6. Attendance sheet.
 7. Leave card.
- For distribution of marks refer to details on Course structure/ Credit Distribution

During the tenure of Industrial Exposure, apart from carrying out the assigned jobs,

The learners are suggested to make the following observations in the departments of internship:

Food Production Operations Industry Exposure – WHAT TO OBSERVE FOOD PRODUCTION

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift

7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

Food and Beverage Service Operations Industry Exposure -I

Food & Beverage Service

BANQUETS

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chaffing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of 20 station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside thebar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same

10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bar tender

ROOM SERVICE/INROOM DINNING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

Accommodation and Front Office Operations Industry Exposure -I

WHAT TO OBSERVE ACCOMMODATION OPERATIONS ROOMS

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C , T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

THE CONTROL DESK

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

PUBLIC AREA

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area

3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

WHAT TO OBSERVE FRONT OFFICE

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer 22
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy
26. Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them
27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievance, requests etc

BELL DISK / CONCIERGE FUNCTIONS:

luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records,Errands made, briefings etc.

TRAVEL DESK:

coordination, booking, transfers etc.

SEMESTER –III
NON-MAJOR ELECTIVE COURSE-I

FRONT OFFICE MANAGEMENT

Unit –I

: Definition of Hotels

- Evolution and growth of Hospitality Industry in the world, Ancient Era, Grand Era, Modern Era.
- Evolution and growth of Hospitality Industry in India –Ancient Era, Grand Tour, Modern Era.
- Core areas of the Hotel
- Classification of Hotels and other types of Lodging

Unit –II

: Front Office Organization

- Functions of front office
- Sections and layout of Front Office
- Organization of Front Office Staff
- Duties and responsibilities of Front Office staff
- Inter relationship with other department

Guest services

- Handling guest mails
- Message handling
- Custody and control of keys
- Guest paging
- Safe deposit locker
- Guest room change
- Left luggage handling
- Wake up call
- Dealing with guest complains

Unit –III:

Room Tariff

- Factors affecting room tariff –Cost, level of service competition, target market, location, check-in, checkout (12 hrs & 24 hrs basis system) –Number of nights
- Room rates designation –Rack rate, corporate rate seasonal rate, Advance purchase rate, weekday/weekend rate, Day and Half day rate, group rate, Travel agent rate, Volume guaranteed rate, Air-line/Crew rate, Government rate, Educational rate, Membership rate, Compliment rate, Crib rate, Package rate (Meeting package, Meal package, Marriage package, Holiday package)
- Food plan / Meal plan –European, Continental, American, Modified American plan, Bed and Breakfast plan (B&B) or Bermuda plan.
- Room tariff card –uses

Unit –IV

: Guest Cycle and room Reservation

- Guest cycle –Pre arrival, Arrival, Stay, Departure and post departure.
- Reservation –Importance of Reservation –Types of Reservation (Tentative, Waitlisted, Confirmed, Guaranteed, Non-Guaranteed)

Scanty baggage guest, foreign guest

Checkout Settlement Process

- Departure procedure
- Mode of settlement of bills –Cash and Credit settlement
- Foreign exchange, credit card, Travelers cheque e, Personal cheque, Debit card, Credit card payment, Travel agent voucher, Corporate billing, Potential check out problems and solutions –Late checkout, long que at the cashier, Express checkout, Improper posting of charges.

- Front office terminology
- Mode of Reservation –Letter, Fax, Telex, E-mail, in person, telephone. Sources of reservation: - District Reservation, Central Reservations Affiliated systems, Non-affiliated system, Inter-sell agencies

Global distribution system –Amadeus, I.T, Galileo CRS Sabre, World span. Travel agencies, corporate bodies, Government sector, Hotel website.

UNIT –V

: Registration

- Types of Registration
- Pre. Registration
- Registration Record –Hardbound, Loose Leaf Register
- Guest Registration Card, (National Guest, foreign guest)
- Registration Process –Identification of Guest
- Formation of Registration Process
- Room and Rate assignment
- Establishment of mode as settlement Bill
- Completion of Check in procedure and issues of Room keys
- Rooming procedure of walk-in guest
- Reservation guest, VIP guest, Domestic and International Crew

Reference Books

1. Jatashankar.R Tewari –Hotel Front Office Operations and Management –Oxford Publication.
2. Sudhir Andrews –Hotel Front Office Farming Manual –TMH Publication
3. Dr.Jagmohan Negi –Grading and classification of Hotel, Tourism and Restaurant principles and practices – Kanishka Publication.

**SEMESTER –IV
CORE -V**

FOOD PRODUCTION AND PATISSERIE - II

UNIT – I

Indian Masala

- Indian cookery – Spices masalas and Condiments – Thickening agents.
- Tandoori – Tandoori preparation – Marination, Indian Breads – Tikkas – Kababs -Equipments and tools.
- Composition and Preparation of different Masala used in Indian cooking - Garam Masala, Chat ,Sambar , Rasam, Channa,Godha and Kolhapuri Masala etc.
- Indian gravies –Basic gravies – Yellow – Green – Red - Brown – White Gravy Examples of dishes made from these gravies

UNIT - II

Indian Cuisine

- Introduction of Regional Cuisines
- Geographic Location of Indian Cuisines
- Historical background of Indian Cuisines
- Availability Raw Material
- Factors affecting the eating habits
- Indian festivals and their dishes
- Indian Snacks and Indian Sweets and main dishes from
- States to be covered Tamilnadu, Kerala, Andrapradesh , Karnataka, Goa

UNIT - III

Indenting - Costing - Purchasing

- Principles of Indenting
- Quantities and portions for bulk production
- Food costing
- Food cost control
- Importance and relevance of food costing
- Purchasing system
- Purchasing specification
- Storage

UNIT - IV :

International Cuisine

Chinese Cuisine

- Introduction to Chinese cuisine
- Geographical Features of china
- Historic Moments of china
- Ingredient & Equipments Used
- Chinese Regions & their styles of cooking
- Chinese Dishes
- Recipe

UNIT - V

Thai Cuisine

- Introduction to Thai Cuisine
- Spices and herbs used in Thai Cuisine
- Fair and Festival in Thai
- Ingredient & Equipments Used
- Recipe

Italian Cuisine

- Introduction to Italian cuisine
- Geographical Features of Italian cuisine
- Various types Sauces, Pasta and Cheese used in Italian cuisine

- Fair and Festival in Italian Cuisine
- Ingredient & Equipments Used
- Recipe

Reference Books

:

1. Thangam.E.Philip – Modern cookery for teaching and trade – Macmillan Publication
2. R.Kinton & Cesarani – Theory of catering – ELBS Edition
3. MJLETO & WKH BODE – The larder Chef – Butter worth Heinmanth.
4. Parvinders.Bali – Food Production operation – Oxford publication. 5 V.C Crusius – Quantive Food Management – surjeet Publication
6. Indersingh Kolaras Pradeep das Gupta – Cooking with Indian Masters – Allied Publishers

SEMESTER IV
CORE –VI
FOOD & BEVERAGE SERVICE – II

UNIT I

INTRODUCTION TO BEVERAGES:

- Definition
- Classification of beverage
- Significance

WINES

- Definition of wine
- Classification of wine
- Grape varieties
- Production of table wine
- Service and storage

-WINES OF FRANCE - Classification of French wines - Wine producing regions of France
Bordeaux, Burgundy, Alsace, Champagne, Rhone valley, Loire Valley

-WINES OF GERMANY - Classification of German wines - Wine regions of Germany

-

WINES OF ITALY - Italian wine classification - Wine producing regions of Italy

- Other wine producing countries
- Table wine service procedure

UNIT –II

SPARKLING WINES

- Methods of making sparkling wines
- Service and storage

FORTIFIED WINES

- Production, Types, and brand names of Sherry, Port, Madeira, Marsala, and Malaga

VERMOUTH AND BITTERS - Production, types, and brand names of Vermouth - Meaning and uses of bitters, examples for bitters

- Wine & food: Wines served with different courses of the meal, suggestions for food & wines combination

UNIT III

BEER

- Definition b) Production c) Types of beer d) Service and storage

CIDER AND PERRY

- Production, types, and brands of Cider and Perry

UNIT IV

SPIRITS

- Definition
- Distillation - Pot still & Patent still
- Different spirits
- a) Brandy b) Whisky c) Gin d) Vodka e) Rum f) Tequila (Production, Types, Service and Storage)
- Other Spirits
- Liqueurs: Meaning, color, flavor & country of origin. Production of liqueurs

Unit-V

-Cocktail - Meaning, Methods of mixing cocktails, points to be observed while making cocktails, Recipes of Whisky, rum, Gin, Brandy, Vodka, Tequila based cocktails

-Mock tails - Meaning and recipes of famous mock tails)

Spirit coffee - Meaning, Method of preparation and examples of some spirit coffee

REFERENCE BOOKS

1. Food & Beverage service – Lillicrap & John cousins
2. Food & Beverage Service training manual- Sudhir Andrews
3. Food & Beverage service – Vijay Dhawan
4. Professional guide to alcoholic beverages- Lipinski
5. Beer- Michael Jackson
6. Public house & Beverage management – Michael Flynn
7. The world encyclopedia of wine- Stuart Walton
8. Food and beverage service – R.Singaravelan-oxford

SEMESTER –IV
ELECTIVE –II
HOTEL ADMINISTRATION AND ENTREPRENEURSHIP DEVELOPMENT

Unit I INTRODUCTION TO HOTEL ADMINISTRATION

Four Paths to Success in the Hospitality Industry
The Essential of Hospitality and Service
Preparing for a Successful Career in the Hospitality Industry
The Listening Fast Track
Developing and Managing Your Multinational Career

Unit II SUCCESS THROUGH OPERATION AND SERVICE
EXCELLENCE

Becoming a Leader in the Hospitality Industry
Understanding and Predicting Customer Choices
Guiding the Guest Experience
Harnessing the Power of Your Culture for Outstanding Service
A Scientific Approach to Managing Hospitality Operations

Unit III OUTSTANDING SERVICES, DEMAND MANAGEMENT &
REVENUE MANAGEMENT

Motivating Your Staff to Provide Outstanding Service
How to Build Service Quality into Your Operation
Demand Management
Revenue Management for Enhanced Profitability: An Introduction for Hotel Owners and Asset Managers
Competing Successfully with Other Hotels: The Role of Strategy

Unit IV INTRODUCTION TO ENTRPRENEURSHIP

The power of Entrepreneurship
The entrepreneurial process

Opportunity recognition, shaping, and reshaping
Understanding your business model and developing your strategy
Entrepreneurial marketing
Building the founding team
The business planning process

Unit V BUSINESS ENTERPRISE AND FINANCE

Building your pro-forma financial statements
Financing entrepreneurial ventures worldwide
Raising money for starting and growing businesses
Debt and other forms of financing
Legal and tax issues
Intellectual property
Entrepreneurial growth.

REFERENCES:

1. The Cornell School of Hotel Administration on Hospitality: Cutting Edge Thinking and Practice
Michael C. Sturman, Jack B. Corgel, Rohit Verma John Wiley & Sons, 31-Mar-2011

2. Hotel Management & Hospitality Administration Entrances 2015– 30 Jul 2014 by Arihant Experts (Author)
3. Hotel Management & Hospitality Administration Entrances 2016– by ExpertsCompilation (Author)
4. Entrepreneurship BY William Bygrave, Andrew Zacharakis - Hoboken, NJ: JohnWiley & Sons, c2008.
5. Entrepreneurship Robert D. Hisrich, Michael P. Peters, Dean A. Shepherd. Published: Boston : McGraw-Hill/Irwin, c2008.

SEMESTER –IV

ALLIED -IV

FRONT OFFICE OPERATION – II

UNIT I

The Lobby Manager's Desk

- Functions of the Lobby Manager,
- Forms and registers required,
- handling of any unusual event like theft, fire, accident, death, skippers, scanty luggage guests, etc.
- Handling of master keys, duplicate and original keys Handling guest complaints and problems

UNIT II

GUEST ACCOUNTING

- Job description of a front office cashier
- Guest Accounts-Folios-Vouchers-Ledgers
- Creation & Maintenance of Accounts
- Record keeping system: Manual, Semi - Automated, dully automated
- Credit monitoring - Floor limit, House limit, part settlement of in house guests
- ACCOUNT MAINTENANCE:-Charge purchase,- Account Correction,- Accounts allowance,
- Account transfer, -Cash advance.

UNIT III

NIGHT AUDITING

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

- UNIT- IV

Check Out Settlement Process

- Mode of settlement of bills
- Cash and credit settlement
- Foreign exchange, credit card, Travelers cheque, Personal cheque, Debit card, Credit card Payment, Travel agent voucher, Corporate billing.

UNIT- V

COMPUTER APPLICATION IN FRONT OFFICE

- Property Management Systems
- Property Management systems in Front Office
- Reservation Module
- Front desk module
- Cashier module
- Night Audit module

REFERENCE BOOKS

1. Jaiashankar.R. Tewari – Hotel Front Office – Operation and Management – Oxford Publication
2. Sudhir Andrews – Hotel Front Office Training Manual – TMH Publication.
3. Dr.JagmohanNegi – Grading and Classification of Hotel, Tourism and Restaurant –Principlesand practices – Kanishka Publication

**SEMESTER –IV
PRACTICAL -VI**

FOOD PRODUCTION& PÂTISSERIE - II

I. Demonstration on

1. Indian rice preparations
2. Indian gravies
3. Indian chaats
4. Indian breakfast preparations
5. Indian snacks preparations
6. Indian breads-naan, rotis, parathas, phulkas with variations
7. Indian pulaos
8. Indian Biryanis
9. Indian dal varieties
10. Tandoori marinations
11. Indian sweets

II. To Formulate 22 sets of menu consisting of 5 dishes from the following regions:

1. Andhra Pradesh.
2. Bengal
3. Chettinadu
4. Goa
5. Gujarat
6. Kashmir
7. Kerala
8. Maharashtra
9. Punjab
10. Rajasthan
11. Tamil Nadu.
12. The menu can be compiled by the respective colleges.

III. Chinese Practical Demonstration

13. Chinese rice preparations
14. Chinese noodles
15. Chinese meat & fish preparations
16. Chinese cooking styles:

IV. Dishes prepared in the following styles

1. Shanghai
2. Cantonese
3. Peking
4. Szechwan

V. Sri Lankan

1. Basic Sri Lankan gravies
2. Sri Lankan rice preparations
3. Sri Lankan curries
4. Sri Lankan Biryani

Reference Books :

1. Thangam.Philip – Modern cookery for Teaching and Trade / Volume-I – Macmillan Publication
2. Indersigh kolras pradeep Das gupta – Cooking with Indian Masters – Alliedpublication.

SEMESTER –IV
PRACTICAL –VII
FOOD AND BEVERAGE SERVICE –II

1. Recollecting I year portions.
2. Beverage order taking procedure.
3. Service of red wine.
4. Service of white wine.
5. Service of rose wine.
6. Service of Champagne
7. Service of Sherry, Port, Madeira and Marsala.
8. Service of vermouth
9. Service of Bitters.
10. Compiling a wine list.
11. Compiling a menu with wine suggestions.
12. Service of brandy.
13. Service of whisky.
14. Service of gin.
15. Service of vodka.
16. Service of rum.
17. Service of tequila.
18. Service of liqueur.
19. Service of bottled beer, canned beer and draught beer.
20. Service of Cigars and Cigarettes

Text

Food and Beverage Service: R.Singaravelavan- Oxford University Press

REFERENCE

Food and beverage Service: Dennis R. Lillicrap, John A Cousins

Modern Restaurant Service, A manual for students & Practitioners - John Fuller - Hutchinson.

Food & Beverage Service Training Manual- Sudhir Andrews - Tata McGraw-Hill.

The Beverage Book, John Cousins and Andrew Durkan

SEMESTER –IV
PRACTICAL –VIII
FRONT OFFICE OPERATION – II

1. Receiving Guest
2. Guest registration Procedures (F.I.T, Groups. V.I.P, V.V.I.P)
3. Knowledge of Check in and Check out
4. Registration records and procedures
5. Responding to questions about service and events
6. Making Booking (Airlines, Bus, Train, Theatres etc.)
7. Bell Desk
8. Errand cards
9. Handing Guests Baggage
10. Handling left luggage (Procedure and records maintaining)
11. Valet Service
12. Valet Parking (Procedure and Record maintaining)
13. Guest departure procedure
14. Encasing - foreign currency, Travelers Cheque, Handling debit and Credit Cards
15. Safety locker (Procedure and record maintained)
16. Study of countries, capitals, currencies, Airways.
17. Front office terminologies.

SEMESTER –IV
NMEC –II
PRINCIPLES OF TOURISM

Unit - I

Introduction to tourism.
Classification of travelers.
Factors influencing the growth of tourism
Types of tourism.
Basic components of tourism.

Unit - II

Elements of tourism.
Positive and Negative impacts of tourism.
Activities of Department of tourism.
Economic impact of tourism.
Geographical Components of Tourism.

Unit - III

Indian cultural Heritage - Religions, Belief and their Practices.
Music's in India.
Dances in India - Classical and Folk
Dances. Fairs and Festivals in India.
Population status and Regional Languages in India.

Unit - IV

Tourism Planning & Importance in planning, Steps in planning.
Planning Process.
Management levels &
skills. The role of Manager.
Forms of Organization.

Unit –V

International Co-operation and Collaboration Job Design

Job Analysis Job Description

Organization chart of the department of tourism in India

Reference Books

1. Akshay Kumar –Tourism Management
2. P.N.Seth –Tourism Management
3. Gun Clare –Tourism Planning
4. Kishore –Dance of India
5. Chitralk Singh –Hindus Festivals and Fairs and Fasts

SEMESTER –V
CORE – VII
FOOD AND BEVERAGE MANAGEMENT

UNIT I

Food Cost And Purchasing Control

- Introduction to Cost Control
- Define Cost Control
- The Objectives and Advantages of Cost Control
- Definition of Food costing
- Food Cost Cycle
- Purchasing Control
- Types of Food Purchase
- Job Description of Purchase Manager/Personnel
- Definition of Yield
- Definition of Standard Purchase Specification
- Periodical Purchasing
- Open Market Purchasing
- Standing Order Purchasing
- Centralized Purchasing
- Purchase Order Forms
- Ordering Cost
- Carrying Cost
- Economic Order Quantity

UNIT II

Receiving Control

- Aims of Receiving
- Job Description of Receiving Clerk/Personnel
- Equipment required for receiving
- Documents by the Supplier (including format)
- Delivery Notes
- Bills/Invoices
- Credit Notes
- Records maintained in the Receiving Department
- Goods Received Book
- Daily Receiving Report
- Meat Tags
- Receiving Procedure
- Blind Receiving

UNIT III

Storing & Issuing Control

- Storage Control
- Aims of Store Control
- Function of Store keeper
- Conditions of facilities and equipment
- Stock Ledger
- Two types of foods received – direct stores (Perishables/nonperishable's)
- Stock Records Maintained Bin Cards (Stock Record Cards/Books)

Issuing Control
Inventory Control
Transfer Notes
Perpetual Inventory Method
ABC analysis
Storage and Garbage disposal waste
Methods of Garbage disposal

UNIT IV

Production Control And Beverage Control

Aims and Objectives
Tools of Production Control
Definition of standards (Quality & Quantity)
Standard Recipe (Definition, Objectives and various tests)
Standard Portion Size (Definition, Objectives and equipment used)
Standard Portion Cost (Objectives & Cost Cards)
Definition Menu Merchandising
Importance and uses of Menu
Advantage and Disadvantage of Menu
Types of Menu
Factors affecting Menu Planning
Menu structure
Components of Menu-
Design Menu

UNIT V

Sales Control And Budgetary Control

Sales control
Sales Promotion
Personal selling
Advertising
Calculation of selling price
Billing procedure
Cash and credit sales
Cashier's Sales summary sheet
Definition of budget
Importance and uses budget
Objectives of budget
Types of budget
Define budgetary control
Budgetary control

REFERENCE BOOKS

1. Costas Katsigris, Mary Porter, Chris Thomson – The Bar & The Beverage Book – Johnwiley & Sons INC
2. Dr. Jagmohan Negi – Professional Food & Beverage Management
3. Bernad Daris and Sally Stone – Food & Beverage Management – ELBS
4. Brian Verghese – Professional Food & Beverage Management – FrancBros & Co. Ltd

SEMESTER –V
CORE – VIII
ACCOMMODATION MANAGEMENT

UNIT-I

TEXTILES - Classification and characteristics of Textile fibers
LAUNDRY OPERATION –Types of Laundry - Laundryequipment's - Laundry agent - Laundering process
STAINS - Types of stains – removal of stains - Dry cleaning - Handling of Guest Laundry - Preparation of Hot and Cold Towels

UNIT-II

UNIFORM, SEWING ROOM & PEST CONTROL - Importance of Uniform - Advantages to Management and employees - Uniform items - Selection and designing - Duties and Responsibilities of uniform room staff
SEWING ROOM - Activities in Sewing Room - Duties and Responsibilities & Seamstress and Tailors - Sewing Room equipment used
PEST CONTROL - Common pest found in hotels - Area of infestation - Prevention and Control - Responsibility of housekeeping in pest control

UNIT – III

Flower Arrangement - Flower arrangement in Hotels – Purpose - Equipment and material required - Different styles of flower arrangement - Principles of Flower arrangement - Containers used for Flower arrangement - Theme decoration – suspended, floor and wall

UNIT – IV

Planning and Organisation of House Keeping Department -Process of Job analysis -Job Description –Job specification -Duty Rosters -Induction Procedures- Training Programs- Capital & Operational Budgets -Planning a H/K budget -Methods of buying -Guidelines for purchasing -Stores & stock control

UNIT – V

Emergency situations -Fire Prevention -Fire Fighting- Safety Awards- Accident prevention
-First aid procedures -Administering first aid

DEALING WITH EMERGENCIES- Dealing with bomb threat, terrorism – fire etc. - Guest and employee theft prevention measures - Lost and found procedure

REFERENCE BOOKS

1. Sudhir Andrews – Hotel Housekeeping Training Manual – TMH publications
2. Margaret Lennox- hotel, Hostel and Hospital House Keeping – ELBS Publications
3. G.Raghubalan and Smritee Raghubalan – Hotel Keeping operation and Management – Oxford Publication.

SEMESTER – V
CORE –IX
HOTEL ENGINEERING

UNIT - I

Role and importance of Maintenance Department in hotel industry with emphasis on its relation with other departments of the hotel. Organizational chart of maintenance department. Duties and responsibilities of maintenance department.

Maintenance - Preventive and break-down maintenance.

Fuels used in catering industry: Types of fuel used in catering industry; calorific value; comparative study of different fuels, calculation of amount of fuel required and cost.

UNIT - II

Gas: Heat terms and units method of transfer, LPG and its properties; precaution to be taken while handling gas; low and high pressure burners, corresponding heat output, care and service of gas equipment, gas meter reading.

Electricity: Importance and its uses. Meaning of ampere, volt, ohms and their relations, ohms law, AC & DC their difference. Importance of NEC (National Electric Code), Underwriters laboratory, layout of circuits, calculation of power requirements, meter reading and bill calculations. Electric power rate schedules.

Earthing: Meaning and its importance and method of earthing.

UNIT - III

Water system management: Sources of water and its quality, distribution of water supply system and its storage. Hardness in water and its removal methods. Elements of water system.

Sanitary systems: Sink, basins, WC, inspection chambers, soiled pipes, water taps. **Waste disposal:** Solid and liquid waste, sullage and sewage, disposal of solid waste, sewage treatment.

UNIT - IV

Refrigeration: Principles and uses of refrigeration in catering industry. Basic scientific principles of different types of refrigeration systems and refrigerants. Walk-in coolers and freezers. Care and maintenance of refrigeration systems. Conditions for comfort: Air movement, humidity control, ventilation methods, ventilation rates for different rooms.

Air-conditioning: Types Energy conservation: Energy conservation barriers; methods of conserving electrical and water energy.

UNIT - V

Transportation systems: Passenger elevators, freight elevators, dumb waiters, escalators, side-walks -Operations and their maintenance.

Fire prevention and fire protection: Meaning of fire; different types of fire, fire hazards, fire extinguishers, fire alarm systems.

Pollution control: Water pollution, thermal pollution and sewage pollution.

REFERENCE TEXT BOOKS:

Hotel Engineering & Maintenance in Hospitality Industry - Frank M. Borsenik Van Nostrand Reinhold.

Principles of Hospitality Engineering - John D. Palmer - Van Nostrand Reinhold.

Theory of catering - Ronald Kinton & Victor Cesarani - ELBS

SEMESTER – V
CORE – X
EVENT MANAGEMENT

UNIT I

Introduction to Event Management - Categories & Definitions – functions of Event Management -Objectives of Event Management –role of the event manager- Creativity implications of Events

UNIT-II

Designing (a) Backdrop b) Invitation Card c) Publicity Material d) Mementos- Event Decoration - Guest and Celebrities Management - Making Press Release – Marketing communication - Media Research & Management - Participation according to the theme of the Event - Photography/ Videocoverage management

UNIT III

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

UNIT IV

Concept of Exhibition - Space Planning - ITPO - Sporting Events - Tourism Events- Leisure Events.

UNIT V

Training in hospitality Management- psychological approach- body languages- physicalaspects- Manners and behavior - aptitude & ethics

REFERENCE BOOKS:

1. Successful Event Management - Anton Shone & Bryn Parry, Publisher: Cengage Learning Business Press; 2 Edition (April 22, 2004) Isbn-1 0: 1844800768
2. Management of Event Operations (Events Management) - Julia Turn, Philippa Norton, J. Nevan Wright, Publisher: Atlantic Publishing Company (Ft); Pap/Cdr Edition (January 8, 2007)
3. The Complete Guide To Successful Event Planning - Shannon Kilkenny, Publisher: Wiley & Sons, India (May 1992)
4. Professional Event Coordination (The Wiley Event Management Series) – Julia Rutherford Silvers And Joe Goldblatt, Publisher: Wiley, John & Sons, Incorporated

SEMESTER – V
SBEC – III

HUMAN RESOURCE MANAGEMENT

UNIT - I

Human Resource Management - Meaning, nature, scope, and objective - Functions of Human Resource Department - The role of HR Manager - Organization of HR Department – HR policies & procedures.

UNIT-II

Manpower planning - Concept, organization & practice, Manpower planning techniques - Short term and long term planning.

Recruitment & Selection - Job analysis - Description - Job specification - Selection Process - Tests & Interviews- Placement & Induction.

UNIT-III

Performance appraisal - Job evaluation & merit rating - Promotion - Transfer and demotion - Human relations - Approaches to good human relations - Job satisfaction morale and discipline - Labour turnover – Punishment

UNIT-IV

Wages and salary administration - Development Sound Compensation structure. Direct & Indirect costs, Fringe benefits, CTC (Cost to Company) Concepts & its implications Regulatory provisions - Incentive system - Labour welfare and social security - Safety, health & security - retirement benefits to employees.

UNIT - V

Industrial relations - Trade unionism - Grievance handling - Developing Grievance Handling System - Managing conflicts - Collective bargaining and workers participation.

REFERENCE & TEXT BOOKS

1. Personnel Management - C.B.Mamoria - Himalaya Publishing House.
2. Personnel Management in Indian Organizations - Pramod Verma.
3. Personnel Management - Edwin B.Flippo - Tata McGraw Hill. .
4. Personnel Management & Industrial Relations - Tripathi - Sultan Chand & Sons.

**SEMESTER – V
PRACTICAL – IX**

ACCOMMODATION OPERATION - II

1. Identification of Table linen, Room linen and Bath linen Selection use, care and maintenance.
2. Procedure for exchange of linen from linen store - Floor pantry - Laundry.
3. Laundry - Basic Principles
4. In - house Laundry service procedure
5. Stain removal- identification of stains
6. Cleaning agents used for removal of stains - practice on removal of stains selection of cleaning agent-General-principles.
7. Flower arrangement-Basic principles. - Conditioning of plant materials - Styles of flower arrangement - Theme decorations
8. Pest control- Identification of various pests
9. Areas of infestation
10. Prevention and control procedure.

**SEMESTER – V
PRACTICAL – X**

HOTEL ENGINEERING

To get student acquainted with:

1. **Tools:** Pliers, Screw Driver, Spanner, Fixed ring box and adjustable spanner
2. **Cutters:** Nose pillar, Punch, Hammer Tester, Pipe Wrench die set, Chiseler, saw Accessories
3. **Electricals:** Electrical Switches (Different type) socket, two pins, three pinplugs, 5 amp & 15 amp multiple plugs.
4. **Fuses:** Re wire able, HRC cartridge type. Miniature circuit type breaker, bulb holder, adaptor, connector, ceiling rose, rose round block thermostat, wires, earthing wire.
5. **Plumbing System:** GI Pipes, Coupling elbow, nipple, reducer, union Plug, bottle traps, PVC valves, connector, stopcock, bib cock tap, pillar tap, waste tap, sink, wash basin, flush valves, flushing cisterns (Plunger type, bell type) float valve.
6. **Materials:** Galvanized Iron, aluminum stainless steel, mild steel, cast iron, porcelain fiber glass, PVC, granite, Kadappa stone, Kota Stone, As-bestos, Marble, rubber, Bakelite, laminated sheets, viner, sun control films, mosaic glazed tiles, brass and copper plates, black and white cement.

SEMESTER – V
PROJECT – II
INTERNSHIP
INDUSTRIAL EXPOSURE TRAINING REPORT AND VIVA VOCE –II

Duration of Exposure: 90 DAYS

Training

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) Should be make. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (Refer to What to Observe Sheets for more details.)

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook.;
2. Appraisal;
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure/ Credit Distribution

During the tenure of Industrial Exposure, apart from carrying out the assigned jobs,

The learners are suggested to make the following observations in the departments of internship:

Food Production Operations Industry Exposure – WHAT TO OBSERVE FOOD PRODUCTION

1. Area & Layout of the Kitchen

2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

Food and Beverage Service Operations Industry Exposure -I

Food & Beverage Service

BANQUETS

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chaffing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of 20 station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside thebar, Decorative arrangement to

liquor bottles

2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar

opens

15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bar tender

ROOM SERVICE/INROOM DINNING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

Accommodation and Front Office Operations Industry Exposure -I

WHAT TO OBSERVE ACCOMMODATION OPERATIONS ROOMS

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C , T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning

15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

THE CONTROL DESK

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

PUBLIC AREA

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

WHAT TO OBSERVE FRONT OFFICE

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer 22
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy
26. Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them

27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievance, requests etc

BELL DISK / CONCIERGE FUNCTIONS:

luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.

TRAVEL DESK:

coordination, booking, transfers etc.

**SEMESTER – VI
CORE – XI**

FOOD PRODUCTION & PATISSERIE - III

UNIT - I

LARDER

- Introduction of Larder work – Layout – Functions - Organization chart of Larder department - Duties and Responsibilities of Larder Chef - Equipment and tools used in Larder

FORCEMEAT

- Meaning - Types of Forcemeat - Styles of Forcemeat - Preparation of each types and uses

SAUSAGES

- Types and Varieties - Preparation method - Brine ,Cures & Marinades - Types and preparation of Brine
- Methods of Curving - Types and uses of Marinades

UNIT - II

GALANTINES

- Preparation of Galantine - Types of Galantine - Receptions for Chicken or Duck Galantine

PATES AND TERRINE

- Types of Pate - Preparation of Pate and Terrine

MOUSSE & MOUSSELINE

- Types of Mousse - Preparation of Mousse & MousseLine - Quenelles – Preparation of Quenelle

UNIT – III COLD SAUCES

- Chaud froid – Meaning - Types & Preparation of Chaud froid - Uses of Chaud froid - Aspic and Jelly preparation - Uses of Aspic and Jelly

Appetizer

- Classification of Appetizer - Types of appetizer – Example for each - Garnishes – garnishes used with fish, beef, veal poultry and game.

UNIT – IV – SANDWICHES

- Sandwiches – parts of sandwich - Types of breads used for sandwich - Types of spread and garnishes - Types of fillings - Types of sandwich - Sandwich preparation – Presentation - Storage of sandwich

UNIT – V KITCHEN STEWARDING

- Importance of kitchen stewarding - Organization of Kitchen stewarding department - Functions of kitchen stewarding department - Equipments used in kitchen stewarding - Garbage disposal - Sanitation

Non –Edible Display

- Ice carving –Equipment used –precaution to be taken - Tallow sculpture - Fruit and vegetable carving
- Thermo coal display - Jelly logo

REFERENCE

1. Cesarani and kinton – Practical cookery and Stoughton, London
2. William.J.Sultan – Practical baking – Van Nostrand – Rein hold, New York1992
3. Antony D.Reilly – The complete Cookery manual – Longman group ltd. U.K
4. Dantel R.Stephenson – Professional cookery – The process and approach – Stanly Horn publication limited
5. MJLETO & WKHBODE – The larder chef food preparation and presentation – Butterworth – Heinmann publication.

**SEMESTER –VI
CORE -XII**

FOOD AND BEVERAGE SERVICE – III

Unit I

- Brunch and Afternoon Tea
- Introduction
- Brunch: Meaning, Menu, service
- Afternoon Tea
- Full afternoon tea: Menu, cover, service sequence for full afternoon tea
- High Tea: Menu, cover, service sequence for high tea, India High Tea menu
- Buffet Tea: Buffet set-up, food and beverage arrangement, Staffing

Room Service:

- Introduction
- Location and equipment required for room service
- Room service procedure
- Mise-en-place for room service
- Order taking methods for room service
- Door knob card, Telephone, in person
- Execution of Room service order: decentralized and centralized system
- In-room facilities
- Guest satisfaction

Unit II

Gueridon Service

- Introduction
- Mise en place for gueridon.
- Special equipments used
- care & maintenance of equipment
- taking the order
- method of serving the dish at the table,
- carving and jointing at the table,
- dishes prepared on the gueridon, flambeing

Unit III – Banquet

Function catering

- Introduction
- Banquets
- Types of function
- Function Staff
- Staff requirement calculations
- Function Menus and wine list
- Service methods
- Function equipment
- Table plans and set-up
- Function Booking and Organization
- Organizing the function

- Service procedure for formal and informal function

UNIT-IV

Outdoor catering Meaning,

- Preliminary survey of the place and comfort of party,
- Hiring of service personnel,
- Making a list of service equipment required,
- Setting" up counters and allotting stations.
- Specialized forms of service: Hospital tray service, Airline service, Railway service

Unit - V

Dispense bar: Meaning,

- Glassware & equipment used in the dispense bar
 - Garnishes & Kitchen supplies used in dispense bar
 - Stocking of alcoholic beverages and bar control
- Bar: types of bar, bar design – parts & shapes of bar, bar frauds, bar routine

-Tobacco - Important tobacco producing countries of the world, production of tobacco, parts of cigar, strength, size of cigars, service method, storage & International brand names of cigars

REFERENCE TEXT:

1. Modern Restaurant Service, A manual for students & Practitioners - John Fuller - Hutchinson.
2. Food & Beverage Service - Dennis R. Lillicrap & John A. Cousins - ELBS.
3. Food & Beverage Service Training Manual - Sudhir Andrews - Tata McGraw-Hill.
4. Food & Beverage Management - Bernard Davis & Sally Stone - ELBS.
5. Food & Beverage Service: R.Singaravelavan – oxford universitypress

SEMESTER – VI
CORE - XIII

APPLICATION OF COMPUTER IN HOSPITALITY AND TOURISM INDUSTRY

Unit I :

Introduction to Computers: Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer,

Unit II:

Introduction to Computers Software: Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office

UNIT-III

MS Word: Introduction to word-Formatting text and documents-Working with header and footers, foot notes-Tabs-Tables and Sorting-Menus-Mail Merge

MS Excel: Introduction to Excel-Rearranging worksheets-Formatting work sheets-Functions- Excel chart Features-Working with Functions-Statistical-Math-Financial functions.

Power Point basics -editing text-Deleting slides-Working in outlines view-Using Design Templates-Adding Graphics-Adding organization Charts- Running Slide Show-Adding Special Effects.

Unit : IV

Internet & Applications: Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email

Unit V:

Social Media Applications and Hospitality: Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social Media Applications of e - Commerce, e - Tourism, e- Business

REFERENCE BOOKS:

1. MS office 2000 for every one- Vikas publishing House Pvt. Ltd., Sanjay Saxena
- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Date Communications & Compute4r Network, Thomson Learning, Bombay.
- Computers in Hotels – Concepts & Applications : Partho P Seal Oxford University Press

**SEMESTER - VI
ELECTIVE – III**

HOTEL & BUSINESS LAW

UNIT - I

Legislation of Catering Industry

Introduction - Salient features of catering establishment Act, 1958 - Interval for rest payment of wages act applicable to catering establishment - Notice of discharge or dismissal - penalties - Grant of registration certificates - procedures of death of a holder of the registration certificate changes of the festival specified display of statement by the catering establishment Maintenance of registers and records - Medical examination of persons prior to employment - Medical examination of employees - Scale of dress to be supplied to the employees, servers, cleaners, kitchen staff. Fire extinguishers and first aid boxes - Lien of Inn keeper - Features of Tamilnadu Tax on Luxury Act, 1981.

UNIT - II

Law Relating to Hotel Guest Relationship Hotel and Lodging rate control

Definition - Fair rates - Hotel and Lodging house - manager of a Hotel - Owner of a lodging house - Paying guest - premises - tenant - tenement - appointment of controller - fixation of fair rate - Refusal of accommodation - Eviction of guest from hotel room duties, rights and responsibilities of Inn keeper towards guest - Inn keeper lien.

Hotel and Restaurant Licenses

Licenses - Permits - procedure for obtaining - Renewing licenses - Suspension and termination - Licenses required to open and operate Hotel and Restaurant

UNIT - III

Food-Legislation, Prevention of Food Adulteration Act, 1954

Definition - Adulterant - Adulterated food - public analyst - Central food laboratory The central committee for Food Laboratory - The central committee for food standards Food Inspector - their powers and duties - procedure to be followed by food inspector Report to public analyst Notification of food poisoning. Consumer Protection Act, 1986.

Consumer Protection Council - Consumer dispute Redressal agencies - Appeal and Jurisdiction of state and National commission.

UNIT - IV

Factories Act, 1948

Definition - Factory - Manufacturing process Adult, Adolescent, Child, young person Calendar Year, Week, Provisions regarding health, Safety and Welfare - Non - Fringe benefits - Pension P.F.

UNIT - V

Contract of Insurance

Nature of Contract of Insurance - Principles of contract of insurance - Reinsurance. Double insurance subrogation and contribution General insurance practices.

REFERENCE BOOKS

1. E. Dharmaraj - Food and Hotel Legislation and policies - New Age International publishers
2. P.L. Malik - The Industrial Law - Eastern Book & Co, Lucknow
3. B.K. Chakraborti - Labour Laws of India - International Law book center, Calcutta
4. Dr. A.N. Sharma - Aspect of Labour Welfare and Social Security – Himalaya Publishing house Mumbai

SEMESTER –VI
SBEC- IV
PRINCIPLES OF MANAGEMENT

UNIT -I
INTRODUCTION

Evolution-Development-School of Management, Management defined
Role of manager- Managerial skill- Roles-Levels Management process.

UNIT -II

PLANNING

Planning and management process Mission-Objectives-goals
Plans Fail
Problem solving and decision making

UNIT -III

ORGANIZING

Organizing and organization structure Organization chart
Principles of Organization
Scalar Principles
Departmentation
Unityand Command
Span of control
Centralization and Decentralization
Authorityand Responsibility Delegation

UNIT -IV

LEADING AND MOTIVATION

Creating a committed Work force Basic Concept and
definition Theories of motivation Hierarchy of needs
Theory I and Y -Mc Greg or Hygiene theory Leadership-Meaning and type of leadership
styles.

UNIT -V

CONTROLLING

Basic Concept

Definition

Process and Techniques Communications Importance-Message components

Communication process

Verbal and non verbal communication

REFERENCE BOOKS:

1. Principles of management & Practices-C.B.Gupta
2. Principles of management-L.M.prasad
3. Principles of management-3 Authors (Reddy, Tripatti)
4. Principles of management-Dinkar Bagare

SEMESTER –VI
PRACTICAL – XI

FOOD PRODUCTION& PATISSERIE – III

DEMONSTRATION ON THE FOLLOWING:

Ice carving

Vegetable carving

Butter carving

Aspic Jelly preparation and presentation Forcemeat

Panades

Galantine

Ballotine

Pate terrine

CONTINENTAL CUISINE (INDIVIDUAL)

To formulate 20 sets of menu consisting of 6 dishes from the following courses mentioned below:

Hors-doeuvre - Simple or Compound

Soup Egg Pasta/rice Fish

Mutton/Veal/Beef/Pork Poultry/Furred game/Feathered game Potatoes Vegetables/Salads

Sweet Savory

International cuisine Menu

Sri Lankan - 2 set

Malaysian - 1 set

Japanese - 1 set

Italian - 2 set

Spanish - 1 set

Mexican - 1 set

Mediterranean -1 set

American - 1

REFERENCE BOOKS:

1. Practical cookery - Ronald Kinton & Victor Ceserani - 'Hodder Starghton.
2. The Professional Chef (IV Edition) - Le Roi A. Pdlson.
3. Larousse Gastronomique - Cookery Encyclopedia - Paul Hamyln.
4. Professional Cooking - Wayne Gisslen
5. The Complete Guide to Art of Modern Cookery - Escoffier.
6. The Cookery Year - Readers Digest Association Ltd.
7. Practical Professional Cookery -. Cracknell & Kaulmann.
8. Contemporary Cookery - Caserani & Kinton and Foskett.

SEMESTER –VI
PRACTICAL –XII
FOOD AND BEVERAGE SERVICE -III

1. Compiling brunch menu
2. Compiling High tea menu, laying the cover, and serving
3. Room service order taking
4. Execution of Room service order
5. Setting up of a trolley for different types of food
6. Gueridon service: Preparation of dishes on the Gueridon (dishes given in the text book)
7. Preparation of cocktails and mock tails (drinks given in the text book)
8. Service of cocktails
9. Preparing Function Prospectus
10. Attending enquiry for catering Function (Role Play)
11. Function Booking (Role Play)
12. Menu Planning for Functions
13. Various styles of table set up for various occasions
14. Top table and sprigs set up
15. Space calculations for accommodating table plan
16. Calculating Staff requirement
17. Briefing and allocation of Stations/tables to the waiters
18. Service procedure of meals during the formal function
19. Buffet Set up (Different styles)
20. Preparing check list for Out door catering

Text

Food and Beverage Service: R.Singaravelavan- Oxford University Press

REFERENCE

Food and beverage Service: Dennis R. Lillicrap, John A Cousins

Modern Restaurant Service, A manual for students & Practitioners - John Fuller - Hutchinson.

Food & Beverage Service Training Manual- Sudhir Andrews - Tata McGraw-Hill.

**SEMESTER –VI
PRACTICAL –XIII**

APPLICATION OF COMPUTER IN HOSPITALITY AND TOURISM INDUSTRY

1. Creating Table in MSWORD
2. Formatting Documents
3. Mail-Merge
4. Enter data, Changing row heights column width, Formatting the data, sorting the data.
5. Function in Excel (ABS, SQRT, LEN, SUM, ROUND, AVG, COUNT)
6. Inserting Charts, Inserting Pictures
7. Creating Simple presentations-Saving, Opening an existing presentation-creating a presentation using auto Content Wizard and Template.
8. Using Various Auto Layouts, Charts, Table, Bullets and Clip Art
9. Slide View-Outline View, Slide View, Slide show View and Slide sorter view
10. Creating Organization Chart for a Hotel Industry.

TRAINING PROJECT WORK GUIDELINES –SPECIMEN –I

TITLE OF THE PROJECT:

A project report submitted to the Periyar University in partial fulfillment of the requirements for the award of the degree of the **BACHELOR OF SCIENCE IN HOTEL MANAGEMENT AND CATERING SCIENCE.**

By

Name of the student

Reg. no.....

UNDER THE GUIDANCE OF

Name of the guide

Designation, department

College

College Emblem

Department, College Name and Place

Month and Year of Submission

TRAINING PROJECT WORK GUIDELINES –SPECIMEN –II

DECLARATION

I hereby declare that this project work titledSUBMITTED TO PERIYAR UNIVERSITY, SALEM in partial fulfillment of the requirements for the award of the degree B.SC., HM& CS. I declare that the work is an original one and has not been submitted earlier to the university or to any other institution for the award of any degree/diploma.

Date:

Place:

Candidate Signature

TRAINING PROJECT WORK GUIDELINES –SPECIMEN –II

CERTIFICATE

This is to certify that the project entitled Register no..... Under my supervision and fulfillment of and the requirements for the award of B.SC., HM& CS degree and the work is an original one and

has not formed basis for the award of any degree, diploma, associate ship, fellowship or any other similar title.

(HOD signature)

(Guide signature)

Project work evaluation viva-voce examination conducted on.....

Internal examiner

External examiner

B.Sc., HM & CS –Theory-Question Paper Pattern

Question paper pattern-75 marks

Time: 3 hrs

Max.Marks:75

Part-A: 15x 1= 15

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

**Part-B: 2x 5=10
(Answer any two Questions)**

(One question from each unit)

Part-C: 5x 10 =50

**(One question from each unit)
With internal choice**

B.Sc. HM & CS-Practical-Question Paper Pattern

PRACTICAL-I

ACCOMODATION OPERATION –I

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

Record - 10 marks
Written procedure - 10 marks
Dress code - 10 marks
Practical - 30 marks

PRACTICAL-II

FRONT OFFICE OPERATION –I

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

Record - 10 marks
Written procedure - 10 marks
Dress code - 10 marks
Practical - 30 marks

PRACTICAL-III

FOOD PRODUCTION & PASTISSERIE –I

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

Record - 10 marks
Indent Writing - 10 marks
Dress code - 10 marks
Practical - 30 marks

PRACTICAL-IV
FOOD & BEVERAGE SERVICE –I

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

Record - 10 marks
Written Procedure - 10 marks
Dress code - 10 marks
Practical - 30 marks

PRACTICAL-V
BAKERY AND CONFECTIONARY –I

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

Record -10 marks
Written procedure -10 marks
Dress code - 10 marks
Practical - 30 marks

PRACTICAL-VI
FOOD PRODUCTION & PÂTISSERIE–II

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

Record - 10 marks
Written procedure - 10 marks
Dress code -10 marks
Practical - 30 marks

PRACTICAL-VII
FOOD & BEVERAGE SERVICE-II

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

Record - 10 marks
Written procedure - 10 marks
Dress code - 10 marks
Practical - 30 marks

PRACTICAL –VIII
FRONT OFFICE OPERATION –II

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

Record - 10 marks
Written procedure - 10 marks
Dress code - 10 marks
Practical - 30 marks

PRACTICAL – IX
ACCOMMODATION OPERATION –II

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

Record - 10 marks
Written procedure - 10 marks
Dress code - 10 marks
Practical - 30 marks

PRACTICAL-X
HOTEL ENGINEERING

Time: 3hrs
Internal marks: 40
External marks: 60

Marks: 100

- | | |
|----------------------|------------|
| 1. Record | -10 marks |
| 2. Written procedure | -10 marks |
| 3. Dress code | - 10 marks |
| 4. Practical | - 30 marks |

PRACTICAL-XI
FOOD PRODUCTION & PÂTISSERIE-III

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

- | | |
|----------------|------------|
| Record | - 10 marks |
| Indent Writing | - 10 marks |
| Dress code | -10 marks |
| Practical | - 30 marks |

PRACTICAL -XII
FOOD & BEVERAGE SERVICE -III

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

- | | |
|-------------------|------------|
| Record | - 10 marks |
| Written procedure | -10 marks |
| Dress code | - 10 marks |
| Practical | -30marks |

PRACTICAL-XIII
APPLICATION OF COMPUTER

Time: 3hrs
Internal marks: 40
External marks: 60

Marks: 100

- | | |
|-----------|------------|
| Record | - 15 marks |
| Practical | - 45 marks |

KEY FOR CONDUCTING PRACTICAL EXAMINATION

PRACTICAL-I

ACCOMMODATION OPERATION –I

Time: 6 hrs

Internal marks: 40

External marks: 60

Marks: 100

- | | | |
|--|-------------------|-----------|
| 1. Practical record | - 10 marks | |
| 2. Written procedure | - 10 marks | |
| 3. Dress code | -10 marks | |
| 4. Practical | - 30 marks | |
| | | |
| a. Identification of cleaning agents & cleaning equipments | | - 05marks |
| b. Bed Making | | - 10marks |
| c. General Cleaning | | - 10marks |
| d. Viva voce | | - 05marks |

Note: Submission of Practical Records is Compulsory

PRACTICAL-II

FRONT OFFICE OPERATION –I

Time: 6hrs

Internal marks: 40

External marks: 60

Marks: 100

- | | | |
|---------------------------------------|------------|--|
| 1. Record | -10 marks | |
| 2. Written procedure | -10 marks | |
| 3. Dress code | - 10 marks | |
| 4. Practical | - 30 marks | |
| | | |
| a. Dealing with reservation enquiries | - 10 marks | |
| b. Registration procedure | - 10 marks | |
| c. Viva voce | - 10 marks | |

Note: Submission of Practical Records is Compulsory

PRACTICAL-III
FOOD PRODUCTION AND PATISSERIE-I

Time: 6hrs

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
2. Indent Writing -10 marks
3. Dress code - 10 marks
4. Practical - 30 marks

Preparation of Six Course Menu

- a. Rice-Any Rice Preparation -05 Marks
- b. Indian Bread- Poori / Parathas/ Chapattis Etc -05Marks
- c. N. Veg/veg .Curries-Fish/Meat/Chicken/Eggs -05 Marks
- d. Indian Sweets -05 Marks
- e. Presentation-05 Marks
- f. Viva voce -05 Marks

Note: Submission of Practical Records is Compulsory

PRACTICAL-IV
FOOD AND BEVERAGE SERVICE-I

Time: 6hrs

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
2. Written Procedure - 10marks
3. Dress code - 10 marks
4. Practical - 30 marks
 - a. Table Setting - 10 Marks
 - b. Identification of Service Equipments - 05Marks
 - c. Table Service - 05Marks
 - d. Clearance - 05Marks
 - e. Viva Voce - 05Marks

Note: Submission of Practical Records is Compulsory

PRACTICAL-V
BAKERY AND CONFECTIONARY

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

1. Record -10 marks
2. Written procedure -10 marks
3. Dress code - 10 marks
4. Practical - 30 marks
 - a. Preparation of Bread / Cakes - 5 marks
 - b. Preparation of Cookies/ Chocolates - 5 marks
 - c. Preparation of Hot/ Cold desserts
 - d. Identification of Bakery Equipments - 5 marks
 - e. Presentation - 5 marks
 - f. Viva voce - 5 marks

Note: Submission of Practical Records is Compulsory

PRACTICAL-VI
FOOD PRODUCTION AND PATISSERIE-II

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

1. Practical record -10 marks
2. Indent Writing -10 marks
3. Dress code -10 marks
4. Practical -30 marks

Preparation of Six Course Menu

- a. Rice-Any Rice Preparation -05 Marks
- b. Indian Bread- Poori / Parathas/ Chapattis -05 Marks
- d. N. Veg/veg .Curries-Fish/Meat/Chicken/ -05 Marks
- f. Indian Sweets -05 Marks
- g. Presentation -05 Marks
- h. Viva -Voce 05 Marks

Note: Submission of Practical Record is Compulsory

PRACTICAL-VII
FOOD AND BEVERAGE SERVICE-II

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

1. Practical record - 10 marks
2. Written Procedure - 10 marks
3. Dress code - 10 marks
4. Practical - 30 marks
 - a. Table Laying -10 Marks
 - b. Identification of bar Equipments -10 Marks
 - c. Service of alcoholic beverages -05 Marks
 - d. Viva Voce -05 Marks

Note: Submission of Practical Record is Compulsory

PRACTICAL-VIII
FRONT OFFICE OPERATION –II

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

1. Record -10 marks
2. Written procedure -10 marks
3. Dress code - 10 marks
4. Practical - 30 marks
 - a. Dealing with reservation enquiries - 10 marks
 - b. Registration procedure - 10 marks
 - c. Viva voce - 10 marks

Note: Submission of Practical Records is Compulsory

PRACTICAL – IX

ACCOMODATION OPERATION-II

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

1. Practical record - 10marks
 2. Written Procedure - 10 marks
 3. Dress code - 10 marks
 4. Practical - 30 marks
- a) Planning & organizing cleaning work - 10 marks
- or
- b) Interior Decoration –Room set up - 10 marks
- c) First Aid Treatment - 05 marks
- d) Viva –voce - 05 marks

Note: Submission of Practical Records is Compulsory

PRACTICAL-X

HOTEL ENGINEERING

Time: 3hrs
Internal marks: 40
External marks: 60

Marks: 100

1. Record -10 marks
 2. Written procedure -10 marks
 3. Dress code - 10 marks
 4. Practical - 30 marks
- a. Burner Cleaning/ Regulator Shifting - 10 marks
- b. Tube light fittings/ Electrical Switches - 10 marks
- c. Identification of Equipments - 5 marks
- d. . Viva voce - 5 marks

Note: Submission of Practical Records is Compulsory

PRACTICAL-XI
FOOD PRODUCTION AND PATISSERIE-III

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

1. Dress code - 10 marks
2. Practical Record - 10 marks
3. Indent Writing and Plan of Work - 10 marks
4. **PRACTICAL** (Preparation of Seven Course Menu) -30marks
 - a. Appetizer/SOUP - 05 Marks
 - b. Main Course - 05 Marks
 - c. Rice/ Bread/ Bread Rolls - 05 Marks
 - d. Vegetables/SALAD - 05 Marks
 - e. Dessert-any Hot/Cold Pudding - 05Marks
 - f. Food Presentation - 05 Marks

Note: Submission of Practical Record is Compulsory

PRACTICAL-XII
FOOD AND BEVERAGE SERVICE-III

Time: 6hrs
Internal marks: 40
External marks: 60

Marks: 100

- 1) Dress code - 10 marks
- 2) Practical Record - 10 marks
- 3) Written Procedure - 10 marks
- 4) Practical: - 30 marks
 - a) Table Plan/Arrangement for Setting up Buffer for Lunch - 10 Marks
(Or) Birthday Parties(Or) Conference(Or) Wedding Reception
 - b) Setting up a floating bar
 - Mock service -10 marks
 - c) Viva-voce -10 marks

Note: Submission of Practical Record is Compulsory

PRACTICAL-XIII

APPLICATION OF COMPUTER

Time: 3hrs
Internal marks: 40
External marks: 60

Marks: 100

1. Practical record -15 marks
2. Practical -25 marks
3. O/P (Print out) -20 marks

GRADUATION COURSES THEORY

University Examination (UE)	Internal Assessment (IA)
75 Marks	25 Marks

Question Paper Pattern:

Maximum Marks - 75 Marks

Section A (15 X 1 = 15)
(Answer all questions)

Section B (2 x 5 = 10)
(Any two)

Section C (5 x 10 = 50)
(Answer all questions)
(Internal choice)

Classification of Internal Assessment Structure:

Marks

Test	- 15
Assignment	- 5
Attendance	- 5

	25 Marks

Passing Minimum (IA) –40 %	- 10 Marks
Passing Minimum (UE) –40 %	- 30 Marks

Total Passing Minimum	40 Marks

PRACTICAL

University Examination (UE)	Internal Assessment (IA)
60 Marks	40 Marks

Passing Minimum (IA) –40 %	- 16 Marks
Passing Minimum (UE) –40 %	- 24 Marks

Total Passing Minimum	40 Marks

No classification of internal Marks.

SEMESTER –III
SBEC –I
HOSPITALITY COMMUNICATION - I

UNIT-I

BUSINESS COMMUNICATION

- A. Need
- B. Purpose
- C. Nature
- D. Models
- E. Barriers to communication
- F. Overcoming the barriers

UNIT-II

LISTENING ON THE JOB

- A. Definition
- B. Levels and types of listening
- C. Listening barriers
- D. Guidelines for effective listening
- E. Listening computerization and note taking

UNIT-III

EFFECTIVE SPEAKING

- A. Restaurant and hotel English
- B. Polite and effective enquiries and responses
- C. Addressing a group
- D. Essential qualities of a good speaker
- E. Audience analysis
- F. Defining the purpose of a speech, organizing the ideas and delivering the speech

UNIT-IV

NON VERBAL COMMUNICATION

- A. Definition, its importance and its inevitability
- B. Kinesics: Body movements, facial expressions, posture, eye contact etc.
- C. Proxemics: The communication use of space
- D. Paralanguage: Vocal behaviour and its impact on verbal communication
- E. Communicative use of artefacts – furniture, plants, colours, architects etc.

UNIT-V

SPEECH IMPROVEMENT

- A. Pronunciation, stress, accent
- B. Importance of speech in hotels
- C. Common phonetic difficulties

- D. Connective drills exercises**
- E. Introduction to frequently used foreign sounds**
USING THE TELEPHONE
- A. The nature of telephone activity in the hotel industry**
- B. The need for developing telephone skills**
 - C. Developing telephone skills**

Reference Books:

- 1. Business Communication**
 - 2. Communicative English**
- 3. Communication Skills for Hospitality Industry- Oxford Publication**
- 4. Developing Communicating Skills by Krishna Mohan**