

# SRTMU Nanded

## Syllabus of Bachelor of Science – Hospitality Studies

The Following abbreviation have been used here under

L= Lecture, P= Practical, T= Tutorial

Internal Continuous Assessment = Class Test

### B.Sc. (H.S.) 1<sup>st</sup> Year

#### 1<sup>st</sup> Semester

Subject Code	Subject	Teaching Scheme (Hours Per Week)			Examination Scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
101	Basic Food Production	2	8	1	40	30	30	100
102	Food & Beverage Service	2	3	1	40	30	30	100
103	Basic Room Division	2	3	1	40	30	30	100
104	Computer Fundamental	3	---	1	40	30	30	100
105	Catering Science	4	---	1	70	---	30	100
106	Communication Skill-I	3	---	1	70	---	30	100

#### 2<sup>nd</sup> Semester

Subject Code	Subject	Teaching Scheme (Hours Per Week)			Examination Scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
201	Food Production Principle	2	8	1	40	30	30	100
202	Food & Beverage Operation	2	3	1	40	30	30	100
203	Room Division Service	2	3	1	40	30	30	100
204	Travel & Tourism	3	---	1	70	---	30	100
205	Food Science	4	---	1	70	---	30	100
206	Communication Skill-II	3	---	1	70	---	30	100

## B.Sc. (H.S.) 2<sup>nd</sup> Year

### 3<sup>rd</sup> Semester

Subject Code	Subject	Teaching Scheme (Hours Per Week)			Examination Scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
301	Quantity Food Production	2	8	1	40	30	30	100
302	Beverage Service	2	3	1	40	30	30	100
303	Accommodation Service	2	3	1	40	30	30	100
304	Tourism Operation	3	---	1	70	---	30	100
305	Basic Principle of Account	4	---	1	70	---	30	100
306	Hotel Maintenance Service	3	---	1	70	---	30	100

### 4<sup>th</sup> Semester

Subject Code	Subject	Examination Scheme		Total Marks
		External	Internal	
401	Industrial Training 20 Weeks* 6 Days* 8 Hours=960Hrs	200	100	300
402	Project Report	200	100	300
Total		400	200	600

**B.Sc. (H.S.) 3<sup>rd</sup> Year****5<sup>th</sup> Semester**

Subject Code	Subject	Teaching Scheme (Hours Per Week)			Examination Scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
501	Specialized Food Production	2	8	1	40	30	30	100
502	Food & Beverage Service & Management	2	3	1	40	30	30	100
503	Accommodation Operation	2	3	1	40	30	30	100
504	Hotel Accounting	3	---	1	70	---	30	100
505	Marketing Management	4	---	1	70	---	30	100
506	Hotel Law	3	---	1	70	---	30	100

**6<sup>th</sup> Semester**

Subject Code	Subject	Teaching Scheme (Hours Per Week)			Examination Scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
601	Advance Food Production	2	8	1	40	30	30	100
602	Advance Food Service & Management	2	3	1	40	30	30	100
603	Accommodation Management	2	3	1	40	30	30	100
604	Tourism Management	3	---	1	70	---	30	100
605	Human Resource Development	4	---	1	70	---	30	100
606	Entrepreneurship Development	3	---	1	70	---	30	100

# **BASIC FOOD PRODUCTION**

**Subject Code: HS- 101**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>8</b>	<b>1</b>	<b>11</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

## **Chapter 1: Introduction to Professional Cookery**

- 1.1 Origin of modern cookery practices
- 1.2 Factors influencing eating habits, sectors of hospitality & catering industry.
- 1.3 Essential of continental food preparation.
- 1.4 Essential of Indian food preparation.
- 1.5 Hygiene and safe practices in handling food.
- 1.6 Aim and objective of cooking food.

## **Chapter 2: Professional Attributes**

- 2.1 Attitude towards your job.
- 2.2 Personal hygiene
- 2.3 Uniform
- 2.4 Care for your own health and safety
- 2.5 Safety practices and procedures.
  - 2.5.1 Accident, types, nature, classification
  - 2.5.2 Preventive measures for each type of accidents.
  - 2.5.3 Reporting accidents.
  - 2.5.4 First Aid- Meaning, importance and basic rules.
  - 2.5.5 Fire Prevention.

## **Chapter 3: Commodities used in the Catering Industry**

- 3.1 Relationship of the classification with food group studied
- 3.2 Introduction to commodities in term of source, types, nature  
Use, processing, by products, market forms available, modes of packing,  
Local market rate, storage principle and nutritive value for commodities  
And effect of heat and other factors on cooking (for the following)
  - 3.2.1 **Cereals and Pulses**
    - 3.2.1.1 Wheat, Rice and other millets in the region.
    - 3.2.1.2 Bengal gram, Green gram, Red gram.
    - 3.2.1.3 Soya beans, kidney beans, Double beans,  
Local available cereals and pulses.
  - 3.2.2 **Sweeteners** - Sugar, Honey, Jiggery and artificial sweeteners.
  - 3.2.3 **Fats & Oils:** Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads.
  - 3.2.4 **Dairy Products:-** Milk, Cream, Cheese, Curd.
  - 3.2.5 **Vegetables:** Types of vegetables- Root, stem, Leafy, Flowery, Fruity.

3.2.6 **Fruits:** Types of Fruits- Fresh, Dried, Canned.

3.2.7 **Egg**

3.2.8 **Spices, Herbs, Condiments and Seasonings:**  
(Used in Western and Indian Cooking)

#### **Chapter 4: Pigments in food:**

4.1 Types of pigments in vegetable, fruits and animal products.

4.2 Effect of heat, acid, alkali, oxidation and metal on pigment.

4.3 Precaution for enhancing and retention of color.

#### **Chapter 5: Introduction to Food Pre-preparation:**

5.1 Preparation methods:-

Washing, peeling, paring (fruits), cutting (cuts of vegetables), grating (Vegetables), mashing (vegetables and pulses), sieving (flours), steeping (Cereals, pulses-tamarind, lemon rind), evaporation (milk and gravies), Marinating (meat, fish, chicken), sprouting (pulses and legumes), blanching, Filleting of fish, deboning and jointing poultry.

5.2 Methods of mixing:-

Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, and Stirring.

#### **Practical:**

1. Introduction to various tools and their uses.
2. Introduction to various commodities (physical characteristics, weight and volume conversion, yield testing etc.)
3. Food pre- preparation methods.
4. Use of different cooking methods.
5. Basic Indian masalas and gravies (dry and wet).
6. Basic stocks, Soup and Sauces.

#### **Reference Books:**

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade vol I – Ms. Thangam Philip, OrientLongman
5. The Professional Chef (4<sup>th</sup> Edition)- Le Rol A, Polson
6. The Book of Ingredients- Jane Grigson
7. Food Commodities- Bernard Davis

# **FOOD & BEVERAGE SERVICE**

**Subject Code: HS -102**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

## **Chapter 1 The Food & Beverage Service Industry**

- 1.1 Introduction to Food & Beverage Industry.
- 1.2 Classification of catering establishment (Commercial and non-commercial)
- 1.3 Introduction to Food & Beverage operation (Types of F & B outlets).

## **Chapter 2 Food & Beverage Service Areas in a Hotel**

- 2.1 Restaurant, Coffee shop, Room Service, Bar, Banquets, Snack bar, Executive lounges, business centre, discotheques and night clubs.
- 2.2 Auxiliary areas

## **Chapter 3 Food & Beverage Service Equipment**

- 3.1 Types and usage of equipments- Furniture, Chinaware, Silverware and Glassware, Linen, Disposable.
- 3.2 Special Equipments
- 3.3 Care and maintenance

## **Chapter 4 Food & Beverage Service Personnel**

- 4.1 Food & Beverage Service organization structure- Job description and job Specifications.
- 4.2 Attitude and attributes of Food & Beverage personnel, competencies.
- 4.3 Basic Etiquettes
- 4.4 Interdepartmental relationship.

## **Chapter 5 Types of Food & Beverage service**

- 5.1 Table Service- English/ Silver, American, French, Russian.
- 5.2 Self Service- Buffet and Cafeteria
- 5.3 Specialized Service- Gueridon, Tray, Trolley, Lounge, Room etc.
- 5.4 Single Point Service- Take away, Vending, Kiosks, Food Courts and Bars, Automats
- 5.5 Mis-en-palce & Mis-en-scene

## **Chapter 6 Types of Meals**

- 6.1: Breakfast- Introduction, types, service methods
- 6.2: Brunch
- 6.3: Lunch
- 6.4: Hi-Tea
- 6.5: Dinner
- 6.6: Supper

## **Chapter 7 Menu Knowledge**

7.1: Introduction

7.2: Types- Ala Carte & Table D'hôte

7.3: Menu Planning, consideration and constraints

7.4: Menu Terms

7.5: Classical French Menu

7.6: Classical Foods and its Accompaniments with Cover

### **Practicals:**

1. Restaurants Etiquettes

2. Restaurants Hygiene Practices

3. Mis-en-palce & Mis-en-Scene

4. Identification of equipments

5. Laying & Relaying of Table cloth

6. Napkin Folds

7. Rules for laying a table

8. Carrying a salver/ Tray

9. Service of water

10. Handling the service gear

11. Carrying plates, glasses and other equipments

12. Clearing an ashtray.

13. Situations like spillage

14. Setting of table D'hôte & A la Carte covers

15. Service of hot & cold non alcoholic Beverages

16. Indian Cuisine- Accompaniments and Service

17. Breakfast Table Lay- Up and Service(Indian, American, English, Continental)  
Table D'hôte & A La Carte covers

18. Silver Service (Horsd'uree-(Classical and Horsd'oeuvres) varies to Coffee)

19. Crumbing, Clearing, Presenting the bill

### **Reference Books:**

1. Food & Beverage Service- Lillicrap & Cousines, ELBS

2. Modern Restaurants Service- John Fuller, Hutchinson

3. Food & Beverage Service Training Mannual- Sudhir Andrews, Tata McGraw Hill

# **BASIC ROOM DIVISION**

**Subject Code: HS 103**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

## **SECTION - I**

### **Chapter 1 :- Introduction to House Keeping**

1.1 Important & function of House Keeping

1.2 Guest Satisfaction & repeat business

1.3 House Keeping Areas – Front of the house & back of the house areas, guest Rooms, public areas, maids room, indoor & outdoor areas

### **Chapter 2:- Co-Ordination with Other Departments**

Departments like front office, engineering, F & B, Kitchen, Security, Purchases, HRD, Accounts.

### **Chapter 3:- Layout off House Keeping Departments**

3.1 Section Of the House Keeping Departments, their function and layout

### **Chapter 4:- Organization of House Keeping Departments**

4.1 Hierarchy in large, medium & small hotel

4.2 Attributes of staff

4.3 Job description and job specifications

### **Chapter 5:- Guest room**

5.1 Types

5.2 Amenities & facilities for standard & VIP guest rooms

### **Chapter 6:- Cleaning Equipment's**

6.1 Classification, used, care, storage

6.2 Selection & purchases criteria

### **Chapter 7:- Cleaning Agents**

7.1 Classification, used, care, storage.

7.2 Distribution & control

7.3 Selection criteria



**Practical: - Section I**

1. Introduction to the house Keeping Departments
2. Introduction to the Cleaning Equipment's
3. Introduction to the Cleaning Agent
4. Introduction to Guest Room & Suppliers & Placement
5. Sweeping & Mopping – Dry, Wet
6. Polishing of Laminated surface
7. Polishing of brass article
8. Polishing of EPNS article
9. Polishing of Copper Article
10. Cleaning of Glass Surface
11. Cleaning of Oil Painted surface
12. Cleaning of Plastic Painted surface
13. Mansion Polishing
14. Vacuum Cleaning
15. Bed Making.
16. Cleaning Of Different Floor Finishes & Use of Floor ScrubbingMachine.

**REFERENCE BOOKS SECTION I**

1. Housekeeping Training Manual- Sudhir Andrews, Tata McGraw Hill
2. Hotel, Hostel & Hospital House Keeping –

## **SECTION- II**

### **Chapter 1:- Introduction to hospitality Industry**

- 1.1 The term Hotel, Evolution & development of hospitality Industry & tourism, famous hotel; world wide
- 1.2 Classification of hotel (Based on various categories like size, location, Clientele, length of stay, facilities, ownership)
- 1.3 Organizational chart of hotel (large, medium, small)

### **Chapter 2:- Front office Departments**

- 2.1 Section & layout of Front Office
- 2.2 Organizational Chart of front office departments (small, medium, & large Hotel)
- 2.3 Duties & responsibilities of various staff
- 2.4 Attributers of front office personnel
- 2.5 Co- Ordination of the front office with other departments of the hotel
- 2.6 Equipment used (manual & automated)

### **Chapter 3:- Room, Type & Tariff**

- 3.1 Type of room
- 3.2 Food/ Meal plan
- 3.3 Type of room rate (Rack, FIT, Crew, Group, Corporate, Weekends etc.)

### **Chapter 4:- Role of front office**

- 4.1 Key Control & Key Handling Procedure
- 4.2 Mail & message Handling
- 4.3 Paging & luggage Handling
- 4.4 Rules of the house (for guest & staff)
- 4.5 Black List
- 4.6 Bell Desk & concierge

### **Practical: - Section II**

1. Telephone etiquettes & telephone handling
2. Handling room keys (issuing, receiving, missing keys, Computerized key card)
3. Handling guest mail (of guest who have checked out, In- house & expected)
4. Handling message & paging for guest
5. Luggage handling (along with left Luggage procedure)
6. Handling guest enquiries
7. Handling guest who are blacklisted
8. Situation on basis of changing
9. Bell Desk Activities

## **REFERENCE BOOKS SECTION II**

1. Check in Check out – (Jerome Vallen)
2. Hotel Front Office Training Manual- Sudhir Andrews, Tata McGraw Hill
3. Principles of hotel front office operation (Sue Baker P. Bradley, J. Huyton)
4. Hotel Front Office (Bruce Braham)
5. Managing front office operation (Michael Kasavana, Charles Steadmon)
6. Front office procedure & management (Peter Abbott)
7. Front Office Operation/ Accommodation Operation (Colin Dix)
8. Front Office Operations & Administration (Denis Foster)

## **SUGGESTED ASSIGNMENTS**

1. Countries, Capitals & currencies
2. Different Airlines with their codes Worldwide
3. Metro cities information (location, shopping facilities, restaurant, place of Interest, historical Monuments etc)
4. Beaches in India

# **COMPUTER FUNDAMENTALS**

**Subject Code: HS 104**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

## **Chapter 1:- Computer Fundamentals**

- 1.1 Features of computer System
- 1.2 Block Diagram
- 1.3 Hardware & software
- 1.4 Operating System (Overview = DOS, WINDOWS).
- 1.5 Application Software
- 1.6 Viruses and Their Types, Precautions to take – e.g. Trojans, Worms, (Names of anti-virus software) etc.
- 1.7 Networking Concept- Advantages, Topologies, Types

## **Chapter 2:- DOS – (Disk Operating System)**

Introduction, feature

Internal Commands- (DIR,CLS,CD, MD,RD,COPY,DEL,REN , TYPE, VER, VOL, DATE, TIME)

Wild Cards (?,\*), Directory code (,..And \ )

External Commands – FORMAT, ATTRIB, SCANDISK etc

## **Chapter 3:- WINDOWS**

- 3.1 Features
- 3.2 Terminologies – Desktop, Windows, Icons, etc
- 3.3 Explorer – (Assignment with files, folders)
- 3.4 Accessories- paint, notepad

## **Chapter 4:- MS –WORD**

File commands, print, page setup

Editing – cut, copy, paste, find, replace etc

Formatting commands, Spell check

Table, columns, drawing options

Hyperlinks, templates

## **Chapter 5:- MS- EXCEL**

- 5.1 Features, rows, columns, sheets, auto fill etc
- 5.2 Formulae, function (Math / stat, if )
- 5.3 Charts
- 5.4 Data bases (create, sort, auto filter, subtotal)

## **Chapter 6:- MS- POWER POINT**

- 6.1 Layouts, templates, clipart
- 6.2 custom animations, transitions etc

## **Chapter 7:- INTERNET / E-MAIL**

- 7.1 History, Dial up, Domains, Browsers etc
- 7.2 Services, E-Mail, Outlook Express
- 7.3 4 Hours Surfing By Students

## **Chapter 8:- DBMS-(Data Base Management System)**

- Data, data types, tables, records, field
- Creating table
- Working with the table, adding, editing, deleting, recalling records.

## **Chapter 9:- FOXPRO (DOS/ WINDOW BASED)**

- Simple Table Creation Commands
- Editing, Browsing, deleting the records
- Reports

## **Chapter 10:- MS- ACCESS**

- 10.1 Table creation, Editing, deleting the records
- 10.2 Forms

## **SUGGESTED PRACTICE ASSIGNMENTS**

1. To create files, directories, to make changes in existing file (dos)
2. Create folders, change date/time, change the desktop settings (Windows)
3. Kot, Logo, Students Resumes (Word)
4. Kot, Report Cards, Pass/Fail Results, Bills, Hotel Rooms, Charts, Database of employees Guests (Excel)
- 5 To download information from the internet as a topic (Internet)
- 6 To present the above information as a presentation (Power Point)
- 7 Create a database, edit, delete, recall, append records (FoxPro)
- 8 Create a form where all records can be displayed/ edited (Access)

## **RECOMMENDED BOOKS:-**

1. Computer Fundamentals – P.K. Sinha
2. A first course in Computers- Sanjay Saxena
3. DOS Guide- Peter Norton
4. Mastering In MS- Office- Lonnie E. Moseley & Davis M Boodey(BPB Publication)
5. Mastering FoxPro- Charlees Siegel (BPB Publication)

# **CATERING SCIENCE**

**Subject Code: HS 105**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>4</b>	<b>-</b>	<b>1</b>	<b>5</b>	<b>70 / 3 Hrs</b>	<b>-</b>	<b>30</b>	<b>100</b>

## **Chapter 1:- Introduction to Terminologies**

1.1 Food, Nutrition, Nutrient, Empty Calories, Health, Mal Nutrition, Edible Portion of food, balanced diet.

## **Chapter 2:- Carbohydrates**

2.1 Definitions, Compositions, Classifications, Food Sources( Good & poor Sources), Functions in Human Body, Recommended daily allowance in India (RDA),

2.2 Importance of fiber, effect of deficiency and excess intake, effect of heat on carbohydrates

## **Chapter 3:- Proteins**

3.1 Definitions, Compositions, Essentials and non essentials amino acids, protein quality( only concepts), Concept of supplementary value of proteins, Food source( Good and poor Source), RDA( Adolescents and adults), effect of deficiency,

3.2 Effect of heat on proteins, functions

## **Chapter 4:- Fats and Oils**

4.1 Definitions, Compositions, essential, saturated and unsaturated fatty Acids, hydrogenation of oils, Cholesterols (a brief note), Food sources of (fat, oil, Saturated fatty acid, unsaturated fatty acid, Cholesterols), rancidity of oil( concept & prevention), RDA( Adolescents and adults), effect of deficiency, excess functions.

## **Chapter 5:- Vitamins**

5.1 Definitions, Classification, Fat Soluble, Vitamins (A, D, K) Functions, Food Sources, RDA (Adolescents and adults), Name of the deficiency disease & symptoms.

5.2 Water soluble vitamins (B Complex & C ), Names of all B complex, B1, B2, Niacin and Vitamin C with reference to functions, sources, RDA (Adolescents and Adults), deficiency disease & symptoms.

## **Chapter 6:- Minerals**

6.1 Calcium, Irons, Iodine, Classification, Functions, RDA (Adolescents and Adults), Rich Food Sources, deficiency disease & symptoms.

6.2 Sodium Chloride- Importance and limitations, Food sources

**Chapter 7:- Water & its Importance to Health**

Water balance, dietary sources, dehydration & edema

**Chapter 8:- Basic Five Food Groups**

Food included in each group, serving size of foods under each group

**Chapter 9:- Balance Diet (Using Five Basic Food Groups)**

9.1 Menu planning for a day's diet for adolescents and adults, Vegetarian & non- Vegetarian, importance of avoiding fast/junk food.

**Chapter 10:- Important Food to B Avoided & Recommended For**

10.1 Diabetes mellitus, Heart related diseases (Cardio Vascular), Peptic Ulcer, Jaundice, Kidney diseases, Fever and infection, Diarrhea and constipation

**Chapter 11:- How to Preserve Nutrients While Cooking Food**

**REFERENCE BOOKS**

1. Handbook of Food & Nutrition- Dr. M S Swaminathan
2. Nutrition & Dietics- Shubhangi Joshi
3. Fundamentals of Food & Nutrition- Sumathi R Mudanbi & M B Rajgopal
4. Therapeutic Nutrition- Prond Fit & Robinson Normal
5. Nutritive Value of Indian Food- Dr. C Gopalan

# COMMUNICATION SKILL- I

Subject Code: HS 106

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
3	-	1	4	70 / 3 Hrs	-	30	100

## **Chapter 1:- The communication Process**

1.1 Sender, receiver ,message, channel, feed back

1.2 Massage conceive, massage encode, channel selected from Communication, massage perceived, massage decode, massage Understood & decoded, feedback

## **Chapter 2:- Barriers to effective Communication**

2.1 Inadequacy of massage design, physical appearance, selective Attention, prejudice, language difference, inadequate listening.

2.2 Lack of feedback, im perceptions, and mannerisms.

## **Chapter 3:- Listening**

3.1 Need for listening for content, critical listening, empathetic listening, Attentive listening.

## **Chapter 4:- Framework for planning business message**

Purpose, audience, structure, style.

## **Chapter 5:- Written Communication Skill**

5.1 Advantages & Disadvantages

5.2 Note making, written a long book

5.3 Comprehensive and précis writing

5.4 Letter writing (letter of enquiries, complaint, and apology

Order, application accompanied by bio-data, registration & Appreciation)

Short formal reports (incidents, events, visits)

5.5 Memos, notice, circulars

## **Chapter 6:- Oral Communication Skill**

6.1 Advantages & Disadvantages

6.2 Articulation & delivery

6.3 Making Speeches & Presentation

6.4 Telephone Etiquettes

6.5 Restaurant & hotel English

## **Chapter 7:- Non- Verbal Communication**

Understanding aspects of body language

## **REFERANCE BOOK:-**

1. Communication Skill – BV Pathak



2. Business communication - Sinha
3. Grammar & Composition – Wran& Martin

# **FOOD PRODUCTION PRINCIPLES**

**Subject code- HS – 201**

## **Teaching and Examination Scheme**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>8</b>	<b>1</b>	<b>11</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

### **Chapter 1:- Organization Structure in Kitchen**

- 1.1 Types of establishments
- 1.2 Classical kitchen Brigade (English) for a five star & three star
- 1.3 Duties and responsibilities of Executive chef & various chefs
- 1.4 Co-ordination with other allied department e.g. stores, purchases, Accounts, Services, housekeeping etc.

### **Chapter 2:- Cooking utensils & small equipments**

- 2.1 Classification- Knives kitchen tools, electric food, pre-preparation Equipment's, refrigeration equipment, food holding equipment's, Hot plates & heated cupboards
- 2.2 Properties advantages & disadvantages of different materials used in Tools & equipments

### **Chapter 3:- Fuels used in the kitchen**

- 3.1 Heat transfer principles
- 3.2 Classification, types, advantages & disadvantages

### **Chapter 4:- Introduction to methods of cooking**

- 4.1 Cooking as applied to all commodities studied in SEM 1
- 4.2 Classification & various silent features of cooking methods
- 4.3 Temperature precautions
- 4.4 Equipment's used & their maintenance
  - 4.4.1 Moist methods of cooking
    - 4.4.1.1 Steaming with pressure & without pressure
    - 4.4.1.2 Braising
    - 4.4.1.3 Poaching
    - 4.4.1.4 Boiling
  - 4.4.2 Dry methods of cooking
    - 4.4.2.1 Baking
    - 4.4.2.2 Roasting
    - 4.4.2.3 Grilling
    - 4.4.2.4 Tan door
  - 4.4.3 Frying
    - 4.4.3.1 Types of frying medium
    - 4.4.3.2 Sautéing

- 4.4.3.3 Shallow frying
- 4.4.3.4 Deep-frying
- 4.4.3.5 Combining the methods
- 4.4.3.6 Pressure frying
- 4.4.4 Microwave cooking

## **Chapter 5:- Stocks**

- 5.1 Definition
- 5.2 Classification
- 5.3 Rules of stock making
- 5.4 Recipes of 1 liter of various stocks (white, brown, fish, and vegetables)
- 5.5 Glazes & Aspic
- 5.6 Storage care

## **Chapter 6:- Sauces**

- 6.1 Classification & uses of sauces
- 6.2 Composition
- 6.3 Thickening agents
- 6.4 Recipes of mother sauces
- 6.5 Finishing of sauces (reducing, straining, de glazing, enriching & Seasoning)
- 6.6 Precautions & rectification, handling & storage
- 6.7 Derivatives
- 6.8 Pan Gravis
- 6.9 Flavored butters

## **Chapter 7:- Soups**

- 7.1 Aim of Soup Making
- 7.2 Classification of Soup – Cream, Puree, Veloute, Chowder, Consommé, National Soups

## **Chapter 8:- Texture Accompaniment & Garnishes**

- 8.1 Importance and Characteristics
- 8.2 Factors affecting textures in food
- 8.3 Desirable & Non Desirable texture with examples
- 8.4 Difference between Accompaniments & Garnishes

## **Chapter 9:-Introduction to Bakery & Confectionary**

- 9.1 Definition
- 9.2 Principles of Baking
- 9.3 Bakery Equipment (Small & Large)
- 9.4 Formulas & Measurement
- 9.5 Physical & Chemical changes during baking

## **Chapter 10:-Characteristics Function of Ingredients in Bakery & Confectionary**

10.1 Flour, Shortening Agents, Sweetening Agent, Raising Agents, Dairy Product, Egg, Sundry Materials.

## **Chapter 11:-Yeast Dough's (Fermented Goods)**

11.1 Role of Ingredients

11.2 Types (Rich / Lean)

11.3 Methods of Bread Making

11.4 Stages of bread making

11.5 Faults & remedies, Bread Disease, Bread Improvers.

## **Reference books**

1. Practical cookery- Victor caserne & Ronald kin ton, ELBS
2. Theory of catering- Victor caserne & Ronald kin ton, ELBS
3. Theory of catering- Mrs.k.arora, Frank brothers
4. Modern cookery for teaching & Trade vol 1- MsThangam Philip, orient Longman
5. The professional chef(4 edition) –Le rol A. Polson
6. The book of Ingredients- jane grigson
7. Success in principles in catering- Michael colleer & Colin saussams

# **FOOD & BEVERAGE OPERATION**

**Subject Code: HS 202**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>40 / 2 Hrs</b>	<b>30/2</b>	<b>30</b>	<b>100</b>

## **Chapter 1:- Non-Alcoholic Beverage**

- 1.1 Classification
- 1.2 Hot - Beverage – Type, Service
- 1.3 Cold – Beverage – Type, Service

## **Chapter 2:- Alcoholic Beverage**

- 2.1 Definition
- 2.2 Classification of Alcoholic Beverage
- 2.3 Fermentation

## **Chapter 3:- Beer**

- 3.1 Introduction
- 3.2 Ingredients used
- 3.3 Production
- 3.4 Type & Brands- Indian & International
- 3.5 Other fermented & Brewed beverage – Sake, Cider, Perry

## **Chapter 4:- Tobacco**

- 4.1 Type- Cigar & Cigarettes
- 4.2 Cigar Strength & size
- 4.3 Brands- Storage & Service

## **Chapter 5:- Control Method**

- 5.1 Necessity & function of control system
- 5.2 Billing Method- Duplicate & Triplicate system KOT's & BOT's, Computerized KOT's (Kitchen Order Ticket & Bar Order Ticket)
- 5.3 Flow Chart of KOT
- 5.4 Presentation of bill

## **Chapter 6:- Food & Beverage Cost Control**

- 6.1 Objective of Food & Beverage Control
- 6.2 F & B Control Cycle

## **Chapter 7:- Introduction to Sprites, Distillation Processes, Pot Still & Patent Still**

**Practical:-**

1. Side Board Organization
2. Taking Order – Food & Making KOT
3. Writing a Menu in French & Its equivalents in English
4. Revision of Practical from the First Semester.
5. Points to be remember while setting a cover & during service
6. Service of Beer

**Reference Book:-**

1. Food & Beverage Service- Lillicrap & Cousines, ELBS
2. Modern Restaurants Service- John Fuller, Hutchinson
3. Food & Beverage Service Training Mannual- Sudhir Andrews, Tata McGraw Hill
4. The Restaurant (from concept to operation) Lipinsik
5. Bar & Beverage Book – C. Latsigris, mary Porter

# **ROOM DIVISION SERVICE**

**Subject code- HS 203**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>8</b>	<b>1</b>	<b>11</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

## **Section I**

### **Chapter 1:- Cleaning routine of housekeeping department**

- 1.1 General principles of cleaning
- 1.2 Work routine for floor Supervisors and Chambers Maids
- 1.3 Rules of the floor

### **Chapter 2:- Cleaning routines of Guest rooms**

- 2.1 Daily cleaning of Occupied, departure, vacant, under repair & VIP rooms
- 2.2 Evening service & second service procedures
- 2.3 Weekly/periodic cleaning-special cleaning tasks to be carried out
- 2.4 Spring cleaning procedures

### **Chapter 3:- Cleaning routine of public areas**

- 3.1 Areas to be maintained
- 3.2 Daily, weekly and spring-cleaning
- 3.3 Procedures for various public areas such as Lobby/Lounge  
Restaurants, bar, Banquet halls, Swimming pool, Elevators and staircase  
Corridors

### **Chapter 4:- Key control**

- 4.1 Computerized keys
- 4.2 Manual keys
- 4.3 Key control procedures

### **Chapter 5:- Control desk**

- 5.1 Importance of control desk
- 5.2 Records maintained
- 5.3 Functions performed by C.D

### **Chapter 6:- Housekeeping supervision**

- 6.1 Importance of supervision
- 6.2 Checklist for inspection

### **Chapter 7:- Lost & Found procedure**

- 7.1 Procedure for guest articles
- 7.2 Procedure for lost hotel property
- 7.3 Records maintained

## **PRACTICALS:**

1. Equipping Maids Carte / Trolley
2. Bed Making – Day / Evening
3. Daily Cleaning of Guest rooms – Departure, occupied and vacant
4. Weekly / Spring Cleaning
5. Daily cleaning of Public Areas (Corridors)
6. Weekly Cleaning of Public Areas
7. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
8. Inspection records – Checklist
9. Monogramming
10. Mending, Sewing Machine
11. Linen Inventory – Stock Taking
12. Identification and construction of – plain, basket, figured, weaves, pile, satin, Twill and sateen.



## **Section II**

### **Chapter 1:- Reservations**

- 1.1 Importance of guest cycle (various stages, sectional staff in contact during Each page)
- 1.2 Modes and sources of reservation
- 1.3 Procedure for taking reservations (reservations forms, conventional chart, Booking diary with their detailed working and formats)
- 1.4 Computerized system (CRS, instant reservations)
- 1.5 Types of reservation (guaranteed, confirmed, groups, FIT)
- 1.6 Procedure for amendments, cancellation and overbooking.

### **Chapter 2:- Pre-arrival procedures**

- 2.1 Pre- Arrival activities (preparing an arrival list, notification etc.)
- 2.1 Procedure for VIP arrival
- 2.3 Procedure for group arrival (special arrangements, meal coupons etc.)

### **Chapter 3 Guest arrival**

- 3.1 Types of registration (register, loose leaf registration cards)
- 3.2 Receiving guests
- 3.3 Arrival procedure for various categories of guests (Foreigners along with C-forms walk in, with confirmed reservation)
- 3.4 Notification of guest arrival
- 3.5 Criteria for taking advice.

### **Chapter 4:- Guest stay**

- 4.1 Rooming a guest (introduction to hotel facilities, orientation of the rooms)
- 4.2 procedures for room change
- 4.3 Safe deposited procedure
- 4.4 Assigning guest with the all possible information and help(medicine etc.)

### **Chapter 5:- Guest departure**

- 5.1 Departure notification
- 5.2 Task performed at bell desk, cashier/reception.
- 5.3 Express checkouts

### **Chapter 6:- Methods of payment**

- 6.1 Credit card handling
- 6.2 Travelers cheques, personal checks
- 6.3 Handling cash Indian, foreign currency
- 6.4 other methods of payment

**Reference books**

1. Fiber & fabrics-Brenda piper
2. Housekeeping Training manual- Sudhir Andrews
3. Hotel, hostel & Hospital Housekeeping-Bronson & lanes

# **TRAVEL & TOURISM**

**Subject Code: HS- 204**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>3</b>	--	<b>1</b>	<b>4</b>	<b>70 / 3 Hrs</b>	--	<b>30</b>	<b>100</b>

## **Chapter 1:- The Tourism Phenomenon**

- 1.1 Definitions- Tourism, Tour, Tourist, Visitors, Excursionist, Domestic, International, Inbound, Outbound, Destination.
- 1.2 Growth of Tourism / History of Tourism & Present Status of Tourism In India Thomas Cook – Grand Circular Tour g

## **Chapter 2:- Constituents of Tourism Industry**

- 2.1 Primary Constituents
- 2.2 Secondary Constituents
- 2.3 The 4 A's of Tourism – Attraction, Accessibility, Accommodation Amenities.
- 2.4 Career Opportunities for Tourism Professionals

## **Chapter 3:- Infrastructure of Tourisms**

- 3.1 Role of transport in tourisms.
- 3.2 Modes of Transport: - Road, Rail, Air, Sea.
- 3.3 Types of Accommodations

## **Chapter 4:- Types of Tourism**

- 4.1 Types of Tourism – Various Motivators Holiday, Social & Cultural MICE Religious, VFR (Visiting Friends & Relative), Sports, Political, Health, Senior Citizen, Sustainable Tourism
- 4.2 Alternative Tourism:- ECO Tourism, Agro Rural Tourism.

## **Chapter 5:- Impact of Tourism**

- 5.1 Economic Impact:- Employment Generation, Foreign Exchange Earning, Multiplier effect, Leakage, Infrastructure development.
- 5.2 Social, Cultural & Political Impact – Standard of living, passport to peace,
- 5.3 International Understanding, Social Integration, Regional Growth, National Integration
- 5.4 Environmental Impact- Tourism Pollution & Control, Wild Life & Bird Sanctuaries & their protection for tourist industry.

## **Chapter 6:- The Tourism Organisation**

- 6.1 Objective, Role, & Function of Governmental Organization:- DOT, ITDC, MTDC, ASI, TFCI
- 6.2 Domestic Organization:- TAAI, FHRAI, IATO.

6.3 International Organization: - WTO, IATA, PATA. NGO: - Role of NGO in Making responsible tourists.

## **Chapter 7:- The Travel Agent**

7.1 Meaning & Definition of Travel Agent

7.2 Types of Travel Agent: - Retail & Wholesale

7.3 Function of Travel Agent

7.3.1 Provision of Travel Information

7.3.2 Ticketing

7.3.3 Itinerary Preparation

7.3.4 Planning & Costing

7.3.5 Setting of Account

7.3.6 Liaisons with service Providers

7.3.7 Role of Travel Agent in Promotion of Tourism

## **Chapter 8:- The Tour Operator**

8.1 Meaning & Definition

8.2 Types of Tour Operator:- Inbound, Outbound & Domestic

8.3 Tour Packaging:- Definition, Components of a tour Package

8.4 Types of Package Tour:-

8.4.1 Independents Tour

8.4.2 Inclusive Tour

8.4.3 Escorts Tour

8.4.4 Business Tour

8.5 Guides & Escorts:- Their role & function Qualities required to be Guide or escorts

## **Chapter 9:- Travel Formalities & Regulations**

9.1 Passport: - Definition, issuing, Authority, Type of passport, Requirements of Passport.

9.2 Visa: - Definition, issuing, Authority, Type of Visa, Requirements of Visa.

9.3 Health Regulation Vaccination, Health Insurance, Economic Regulation- Foreign Exchange.

## **Chapter 10:- Itinerary Planning**

10.1 Definition, steps to plan a tour, Route Map, Transport booking, Accommodation reservation, Food Facilities, Local guide / escort, Climate / Seasonality, Shopping & Cultural show, costing.

### **Tutorial:-**

1. Preparation of Itinerary- 2 Days, 7 days for well known tourist destination
2. Preparation of Passport, Visa, Requirements.
3. Field visit to a Travel Agency, Airport etc

**Reference Book:-**

1. Introduction to Travel & Tourism- Michael M. Cottman Van Nostrand Reinhold New York 1989
2. Travel Agency & Tour Operation Concept & Principles- jagmohan Negi – Kanishka Publishes Distributors, New Delhi 1997
3. International Tourism- Fundamentals & Practices- A.K. Bhatia –Sterling Publishers Private Limited 1996
4. A Text Book Of Indian Tourism – B.K. Goswami & G. Raveendra – Har – Anand Publications Pvt Ltd 2003
5. Dynamic Of Modern Tourism – Ratanadeep Singh - Kanishka Publishes Distributors, New Delhi 1998
6. Tourism Development, Principles & Practices – Fletcher & Cooper- ELBS

**FOOD SCIENCE**  
**Subject Code: HS 205**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
4	--	1	5	70 / 3 Hrs	--	30	100

**Chapter 1:- Importance of Hygiene in Catering Industry**

- 1.1 Introduction
- 1.2 Definition- Hygiene & Sanitation
- 1.3 Significance of hygiene & sanitation in food industry

**Chapter 2:- Food Microbiology**

- 2.1 Classification & Morphology of Micro Organism
- 2.2 Factor affecting growth of micro - organism.
- 2.3 Control of Micro – Organism In relation to food preservation
- 2.4 Harmful & Useful Micro – organism in the food industry
- 2.5 Role of Micro – organism in the production of fermented foods, Dairy products, bakery products, alcoholic beverages & vinegar.

**Chapter 3:- Food & Water Born Illnesses**

- 3.1 Food Poisoning & food infection, common intestinal Parities  
(Definition, sources of contamination of food, mode of transmission.  
Of food born illness, control of food borne illness)
- 3.2 Non- Bacterial metal poisoning
- 3.3 Natural Toxins presents in food

**Chapter 4:- Food Protection**

- 4.1 Hygiene storage- Dry, Refrigerated & Freezer Storage & Protective display
- 4.2 Danger Zone
- 4.3 Food spoilage – diction & prevention
- 4.4 Food Contamination & spoilage due to kitchen paste
- 4.5 Cross Contamination

**Chapter 5:- Personal Hygiene**

- 5.1Necessity of personal hygiene
- 5.2 Health of staff
- 5.3 Sanitation practices
- 5.4 Importance of rest. Recreation & exercise

## **Chapter 6:- Food Science Concept**

- 6.1 Basic S.I. units of length, area, volume, weight,  
Temperature (Conversion of Celsius scale to Fahrenheit scale)
- 6.2 Definition of density & relative density  
PH - definition & its relevance in food industry
- 6.3 Undesirable browning & its prevention, example of  
Desirable browning in food preparation.
- 6.3 Important Terminology (definition & relevance)  
Boiling point, boiling under pressure, melting point,  
Smoking point, flash point, surface tension, Osmosis, humidity,  
Evaporation, sol, Gel, emulsion & foam.

## **Chapter 7:- Food Additives**

- 7.1 Definition, types of food additives
- 7.2 limitations as per PFA Act.

## **Chapter 8:- Regulatory Agencies**

- 8.1 Food Standards in India
- 8.2 Common food adulterants & simple tests to detect food  
Adulteration in milk, sugar, turmeric, chilli powder,  
Tea, coffee, semolina, flour, ghee, butter, margarine & oil.

## **Chapter 9:- Hazards Analysis & Critical Control Point (HACCP)**

- 9.1 Importance, definition
- 9.2 Usages of HACCP

## **Demonstration / Field Visits**

- Demonstration 1 Ubiquity of Micro – Organism  
(Exposed food, personal habits & kitchen equipments)
- Demonstration 2 Spoilage organism seen in various food stuff
- Demonstration 3 Simple teste for Detection of Adulterants

## **Visits**

- State Public Health Laboratory
- Hotel kitchen, flight kitchen & industrial canteen to observed hygienic  
Standard maintained  
(A file has to be maintained to record the observation of the demonstration  
& the visits. Marks awarded can be included in the internal marks)

**Reference Book:-**

1. Food Hygiene & Sanitation – S. Roday
2. Food Microbiology – Frazier
3. Complete Catering Science – OFG Kilgour
4. Safe food handling – Michel Jacob
5. Prevention of food adulteration act 1954
6. The science of food - 3rd Edition – PM Garman & KB Sherrington



# **COMMUNICATION SKILL II (FRENCH)**

**Subject Code: HS - 206**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>3</b>	<b>--</b>	<b>1</b>	<b>4</b>	<b>70 / 3 Hrs</b>	<b>--</b>	<b>30</b>	<b>100</b>

## **Chapter 1:- General French**

1.1 Pronunciation

1.1.1 The Alphabet

1.1.2 The Access

1.2 Numbers (0 to 100 )

1.2.1 Cardinal

1.2.2 Ordinal

1.3 Time (Only 24 Hrs Clock )

1.4 Days of week

1.4.1 Month of the year

1.4.2 Date

1.5 Weight & Measurement

1.6 'Formulas de Politesse'

1.7 Conjugation of verbs in the present tense relevant to  
The hotel industry (only 'je' & 'vous' forms)

## **Chapter 2:- Food & Beverage Service**

2.1 Restaurant Brigade

2.2 Hot Plate Language

2.3 The French Classical Menu (17 course) with classic

Example of each course, terminology & meaning in brief

2.4 Wines

2.4.1 Wines of France

2.4.2 Wine Terminology

2.4.3 Reading a Wine Label

2.5 Laying a Cover

## **Chapter 3:- Food Production**

3.1 The Kitchen Brigade

3.2 Ingredients used in the kitchen

3.2.1 Dairy Products.

3.2.2 Vegetable

3.2.3 Fruits

3.2.4 Herbs & Spices

3.2.5 Poultry

3.2.6 Fish

- 3.2.7 Meat
- 3.2.8 Cereals
- 3.2.9 Seasoning
- 3.3 French Cheese
- 3.4 Culinary Terms in French

**Practical:-**

**Greeting / Introduction**

1. Dialogue / Conversion
  - At the front desk, travel & tourism enquiries
  - At the restaurants
2. French Classical Menu
  - Suggest a Menu
  - Read a given menu
  - Give example of dishes in a particular course
3. Wine
  - Read a wine label.
  - Wine terminology
4. Culinary Terms
  - Give the correct French culinary terms

**Reference Book**

1. Work Book
2. French for Hotel Management & Tourism Industry – S Bhattachary
3. F& B Service - Lillicrap & John Cousines, Robert Smith
4. Modern Cookery Vol \_I - Thangam Philip

# **QUANTITY FOOD PRODUCTION**

**Subject Code : - (HS- 301)**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>8</b>	<b>1</b>	<b>11</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

## **CHAPTER 1. Industrial and institutional catering.**

- 1.1 Parameters for quantity food menu planning
- 1.2 Hospital Catering

## **CHAPTER 2. Purchase Specification**

- 2.1 Standardize recipes
- 2.2 Convenience foods

## **CHAPTER 3. Storage of Food**

- 3.1 Principles of dry, wet & refrigerated storage
- 3.2 Layouts of stores

## **CHAPTER 4. Fish Mongery**

- 4.1 Introduction of fish
- 4.2 Classification of fish, cuts of fish,
- 4.3 Selection of fish, storage of fish,
- 4.4 cooking of fish (Effect of heat & suitability)

## **CHAPTER 5. Meat Cookery (Lamb/Beef/ Pork)**

- 5.1 Selection beef, mutton
- 5.2 Selection chicken, pork of - factors affecting quality & tenderness
- 5.3 Cuts of meat & their uses
- 5.4 Cooking of meat (effect of heat), Offals

## **CHAPTER 6:- Cake Making**

- 6.1 Role of ingredients
- 6.2 Methods
- 6.3 Cake Faults

## **Practical:-**

1. 22 quantity food production menu with stress on Indian regional cuisine snack & industrial menus
2. Cake using different methods

# **BEVERAGE SERVICE**

**Subject Code: - (HS-302)**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

## **Chapter 1. Alcohol**

- 1.1 Definition and history of alcohol
- 1.2 Classification of Alcoholic beverage

## **Chapter 2. Wines**

- 2.1 Definition and history of wines
- 2.2 Classification of wines ( still, sparkling, fortified)
- 2.3 Methods of manufacturing of wines ( still, sparkling, fortified)
- 2.4 Introduction to Principle wine producing areas of the world  
France, Italy, Portugal, Germany, Spain, new world wines
- 2.5 Storage and service of wines
- 2.6 Food and wine combination
- 2.7 Reading a wine label

## **Chapter 3 Beer**

- 3.1 Definition of beer
- 3.2 Types of Beer
- 3.3 Brewing process
- 3.4 Beer of the world

## **Chapter 4 Aperitifs**

- 4.1 Vermouth types
- 4.2 Campari, Byrrth, Angostura, Pernod, St Raphael

## **Chapter 5 Distilled Beverage**

- 5.1 Definition & origin of various spirits
- 5.2 Working of pot still & Patent Still
- 5.3 Manufacturing process of Whisky, Rum, Vodka, Brandy, Gin, Tequila
- 5.4 Other spirits Sake, Aquavit, and Tequira
- 5.5 Study of various domestic & international brand names

## **Chapter 6 Alcoholic Strength of Beverage**

- 6.1 Proof (G.L., British Proof, U.S. Proof)
- 6.2 Definition & Origin of Liqueurs

## **Chapter 7 Liqueurs**

7.1 Types of Liqueurs

7.2 Manufacturing Process of Liqueurs

## **Chapter 8**

8.1 Introduction to Bar, Layouts, bar equipments

8.2 Introduction to cocktails- Types cocktails Examples

## **PRACTICAL**

1. Menu Compilation (5-7 course) with appropriate wines
2. Service standards of various types of wine w r t serving temperature, glassware
3. Preparation of wine list
4. Service of beer
5. Service of specification of various distilled spirits
6. Service of liquers

## **Suggested Books**

1. Spirits & Liqueur – Rosalind cooper
2. AHMA Series II
3. The Book of Wine – Stuart Walton
4. Pocket wine book – Johnson hugh
5. Wine appreciation – Andrew Dukan
6. The Penguin Wine book – Pamela Vinoyka

# ACCOMMODATION SERVICES

**Subject Code: HS- 303**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

## **Chapter 1:- Flower Arrangement:-**

- 1.1 Different types of flower & foliage used, Conditioning of flower Material, equipment used
- 1.2 Points to be observed while making a good arrangement, Arrangements To suit various sites and occasions in the hotel.

## **Chapter 2:- Linen Room & Uniform Service**

- 2.1 Activities- Purchases, Storage, and linen control procedure, par stock,
- 2.2 Linen inventory, records designing, layout of linen room, & its ideal location.

## **Chapter 3:- Uniforms**

- 3.1 Selection, care, maintenance, designing, of uniforms.
- 3.2 Uniform selection- Activities & procedure, exchange, how many sets As Per the department.

## **Chapter 4:- Sewing Room**

Task to be done in the sewing room, equipment needed, sewing machine & its uses.

## **Chapter 5:- Textile (In Brief)**

- 5.1 Classification of Fibers & Fabrics
- 5.2 Properties of Fibers & Fabrics identification Weaves & Fabric Construction
- 5.3 Finishes & Characteristics of fabric used in hotel industry  
Care, Protection & Storage of fabrics

## **Chapter 6:- Laundry**

- 6.1 Organization & layout, knowledge of equipments & agents used  
Stain removal, laundering procedure for various fabrics.
- 6.2 Steps/ flow cycle in laundering
- 6.3 Dry Cleaning
- 6.4 Cleaning Agent & detergent used- Blue, Starch
- 6.5 Guest laundry procedure- control etc, computerized system billing.

## PRACTICAL:-

1. Identification of flowers & foliage used in flower arrangement
2. Basic flower arrangement
3. Recycling of potted plants- identification of indoor & outdoor garden plants. use of washing machine –
  1. Laundering procedure of various fabrics
  2. sorting of laundry
  3. starching,
  4. bluing & ironing
4. Monogramming & mending & patchwork Identification of fibers
5. Identification of Hotel Uniform Fabrics
6. Introduction to Laundry Equipments- Visits a hotel Laundry, Planning & Designing a laundry for different size of a hotel/organization
7. Stain removal procedure
8. Visit to hotel & various show rooms to familiarized student with different type of Fabric used. & functioning of house keeping section.

## REFERANCE BOOKS:-

1. Housekeeping management for Hotels & Residential Establishments- Rosemary Hurst.
2. Housekeeping manual – Sudhir Andrws
3. Fibers & Fabrics of today – Helen Thomson
4. Fibers & Fabrics – Bredon Piper
5. Textile Standard XII
6. Commercial Housekeeping – Jones L. & Philips C.

# **TOURISM OPERATION**

**Subject Code: HS - 304**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>3</b>	<b>--</b>	<b>1</b>	<b>4</b>	<b>70 / 3 Hrs</b>	<b>--</b>	<b>30</b>	<b>100</b>

## **Chapter 1:- Tourism Scenario in India**

### 1.1 Geography of India

#### 1.1.1 Ecological & Environmental Aspects

#### 1.1.2 Seasonality & Destination – Season & climate, Festival seasons.

## **Chapter 2:- Map & Chart Work**

### 2.1 Types of Maps & Charts

### 2.2 Maps Language & Terminology

### 2.3 Travel Map of World, India, Maharashtra (Nanded)

### 2.4 Important Tourist Zone- National & International.

## **Chapter 3:- Introduction to India Culture**

### 3.1 India's culture & heritage

#### 3.1.1 The historical context

#### 3.1.2 Conservation of culture

#### 3.1.3 Tourism & Culture

#### 3.1.4 Tribal Culture

#### 3.1.5 India's handicraft, Textile & Costumes

#### 3.1.6 India's Architecture & Sculpture, museums & Antiquities

#### 3.1.7 India's Fine Arts- Dance, Music & Paintings

#### 3.1.8 Popular Culture

#### 3.1.9 Indian Cuisine & Customs

## **Chapter 4:- Tourism Planning policy in India**

### 4.1 Need of Policy

### 4.2 Tourism & Planning Commission

### 4.3 National Action Plans

## **Chapter 5:- Infrastructure Development**

### 5.1 International Standards

### 5.2 Management of Infrastructure

### 5.3 Bottle Necks & Short Coming

## **Chapter 6:- Local Bodies, Official & Tourism**

### 6.1 Local Bodies in India

### 6.2 Short Coming & Measures for improvement



# **BASIC PRINCIPLES OF ACCOUNTING**

**Subject Code : HS - 305**

Teaching Skills/Week				Examination Skills			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
04	---	1	05	70/3 Hrs	---	30	100

## **Chapter 1 :-Introduction To Accounting**

- 1.1 Nature, Importance, Objectives & Advantages of accounting
- 1.2 Book-Keeping as an art & Science

## **Chapter 2 :-Double Entry Book – Keeping**

- 2.1 Principals & Applications
- 2.2 Nature
- 2.3 Advantages
- 2.4 Identifying the two accounts in the transaction
- 2.5 Classification of accounts
- 2.6 Applying debit & credit rules to identify the debit & credit Aspects.

## **Chapter 3 :-Recording transactions in the Journal**

- 3.1 Importance of journal & its format
- 3.2 Journalizing simple journal entries
- 3.3 Journalizing compound journal entries
- 3.4 Narrations
- 3.5 Exercises

## **Chapter 4 :-The Lodger**

- 4.1 Classification of ledger
- 4.2 Importance of ledger
- 4.3 Posting entries & balancing ledger accounts
- 4.4 Exercises

## **Chapter 5 :-Subsidiary Journals**

- 5.1 Advantages of subsidiary books
- 5.2 The different subsidiary books- sales book, purchase book, Return outward book, return inward book, cash book, Bills receivable book, Bills payable book, journal proper

## **Chapter 6 :-Bank Reconciliation Statement**

- 6.1 Purpose & advantages of preparing BRS
- 6.2 Method & form of preparing BRS
- 6.3 Exercises

## **Chapter 7 :-Trial balance & Rectification of Errors**

- 7.1 Importance, purpose & advantages
- 7.2 Trial Balance (gross, net & combined)
- 7.3 Types of errors
- 7.4 Suspense account
- 7.5 Rectification of one sided & Two sided errors

## **Chapter 8 :-Capital & Revenue Expenditure & Deferred Revenue Expenditure**

- 8.1 Nature of capital & revenue type of income & revenue type of Income & expenditure
- 8.2 Nature of Deferred Revenue Expenditure

## **Chapter 9 :-Final Accounts of Sole Traders (with adjustments)**

- 9.1 Importance, purpose & need for preparation of final Accounts
- 9.2 Exercises covering the following adjustments
  - 9.2.1 Closing stock
  - 9.2.2 Prepaid expenses
  - 9.2.3 Outstanding expenses
  - 9.2.4 Income receivable
  - 9.2.5 Depreciation & amortization
  - 9.2.6 Bad debts & provision for bad debts

### **References:-**

1. Elements of Account – T.S. Grawal – S. Chand & Co.
2. Business Accountancy – Franks Woods, Pitman Publishing
3. Elements of Accountancy – Artborry, Addison & Wesley

# **HOTEL MAINTENANCE SERVICES**

**Subject Code : 306**

Teaching Skills/Week				Examination Skills			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
4	---	1	5	70/3hrs	---	30	100

## **Chapter 1 :-Role & Importance of**

- 1.1 Organization Chart of Maintenance Department in 3/4/5Star Hotel
- 1.2 Duties & Responsibilities of Chief Engineer / other staff of Maintenance

## **Chapter 2 :-Types of Maintenance**

- 2.1 Preventive
- 2.2 Breakdown
- 2.3 Schedule
- 2.4 Planned
- 2.5 Emergency
- 2.6 Corrective

## **Chapter 3 :-Introduction to Fuel Used In Hotel Industry**

- 3.1 Heat, Temperature, Heat Units, Heat Calculations, Methods of Heat Transfer
- 3.2 Comparison of Various Fuels like Solid/ Liquid/ Gas/ Electricity

## **Chapter 4 :-Electricity**

- 4.1 Various terms used in Electricity and Their Units
- 4.2 Series And Parallel Circuits
- 4.3 Power And Energy Calculations
- 4.4 Open Circuit / Closed Circuit / short Circuit
- 4.5 Safety devices such as Fuses / Circuit breakers
- 4.6 Types of Electricity supply – Single / Three phases,
- 4.7 Method of connection etc. Importance of Earthing
- 4.8 Electric wire and types of wiring
- 4.9 Methods of Lightings / Different types of Lamps and their application / Illumination and their units
- 4.10 Calculations of Lumens requirements for various areas in the hotel

## **Chapter 5 :-Water supply and Sanitations**

- 5.1 Cold/ Hot water Circulations systems in large hotels
- 5.2 Various Plumbing fixtures used in water supply
- 5.3 Methods of water Softening
- 5.4 Types of water Closets / Flushing Cistern
- 5.5 Types of sanitary Traps and their Applications
- 5.6 Various bathroom fitting and fixtures

## **Chapter 6 :-Refrigeration and Air conditioning**

- 6.1 Definition and application of refrigeration
- 6.2 Basic principles of refrigeration
- 6.3 Compression / Absorption refrigeration cycle
- 6.4 Various refrigerant used in the system and their properties
- 6.5 Properties of Air
- 6.6 Window/ Split/ Central Air conditioning System used in hotel-  
Their functioning

## **Chapter 7 :-Energy Management**

- 7.1 Importance of energy conservation
- 7.2 Types of Contracts and their application

# **SPECIALIZED FOOD PRODUCTION**

**Subject Code: -(HS- 501)**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>8</b>	<b>1</b>	<b>11</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

## **Chapter 1. Charcutiere**

- 1.1 Sausages - introduction, classification, composition
- 1.2 Force meat – Types, preparation, uses
- 1.3 Ham/Bacon/ Gammon – Differentiate between, Processing and uses
- 1.4 Galantine/Pates/Terrines/Mousse/Mousselin – Types, Making, Uses

## **Chapter 2. Larder**

- 2.1 Introduction and Equipment used in larder section
- 2.2 Layouts of larder section, Essential of larder control
- 2.3 liaison with other department, preparation of cold buffet

## **Chapter 3. Hors D' Oeuvre**

- 3.1 Importance and Classification of Hors D' Oeuvre
- 3.2 classical Hors D' Oeuvre

## **Chapter 4. Salad**

- 4.1 Introduction, and classification of salad
- 4.2 Salad Dressing, classical salads

## **Chapter 5. Sandwich & Canapé**

- 5.1 parts of sandwich, types of bread used
- 5.2 Types of fillings, spreads and garnishes
- 5.3 Types of sandwich

## **Chapter 6. Pastries**

- 6.1 Role of Ingredients, classification
- 6.2 Preparation Methods, bakery
- 6.3 Culinary terms

## **Practical**

1. Individual food practical of 22 advance Indian and continental Food menu with bakery based dessert

# **F&B SERVICE MANAGEMENT**

**Subject Code : - (HS – 502 )**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

## **Chapter 1. Gueridon Service**

- 1.1 Introduction of gueridon service, Origin of gueridon service
- 1.2 Development of gueridon service,
- 1.3 Types of gueridon service
- 1.4 Special equipment
- 1.5 Special technique
- 1.6 Importance of gueridon service
- 1.7 Step by step Item prepare on gueridon service

## **Chapter 2. Bar Management**

- 2.1 Cellar records
- 2.2 Bar control
- 2.3 licenses and legal records

## **Chapter 3. Food & Beverage control**

- 3.1 Objectives and Obstacles of Food & Beverage control
- 3.2 Food & Beverage control cycle
  - 3.2.1 Planning cycle
  - 3.2.2 Operational cycle
  - 3.2.3 Post operational cycle

## **Chapter 4. Inventory Control**

- 4.1 Basic cost control
- 4.2 check list
- 4.3 ROL
- 4.4 ABC Analysis
- 4.5 EOQ

## **Practical's: -**

1. Mise-en-place for serving a dish from gueridon service
2. Showing various preparation technique  
(Carving, Joining, Filleting & Flambé)

## **Suggested Books**

1. Food and beverage service- lillicrap
2. Professional Table Service- Sylvia Meyer
3. Catering Management – R. S. Nathniel

# **ACCOMMODATION OPERATION**

**Subject Code : - (HS - 503)**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
2	3	1	6	40 / 2 Hrs	30	30	100

## **Chapter 1. Contract Cleaning**

- 1.1 Definition & Advantages & Disadvantages
- 1.2 Jobs to be done on Contract Window Cleaning
- 1.3 Pest Control, Florist & Carpet Shampooing
- 1.4 Dealing with Contractors

## **Chapter 2. Housekeeping Supervision**

- 2.1 Intra Departmental & Inter Departmental Communication
- 2.2 Cleaning Frequencies
- 2.3 Preparing Room for VIP & VVIP Guest
- 2.4 Special Events & Function
- 2.5 Guest Room Investigation

## **Chapter 3. Safety Security**

- 3.1 Housekeepers Role
- 3.2 Fire Prevention – Causes & Types
- 3.3 Accidents Prevention-Causes, First Aid, Theft, Death in a Room
- 3.4 Overall Security in the Hotel Room & Public Area, First Aid.

## **Chapter 4 Professionalism in Housekeeping Budgets & Budgetary Control & Budgeting Goal**

- 4.1 Types, Priorities, Capital Investment
- 4.2 Monthly Operating Expenditure
- 4.3 Labor & Cost Analysis – Computerized Working

## **Chapter 5. Staffing – Recruitment & Training**

- 5.1 Selection, Training – Training Program
- 5.2 Problem Solving- Absenteeism, Labor Turnover, Complain Handling, Poor Grooming & Performance
- 5.3 Motivation, Performance Appraisal, Memos, Duty Rotes, Time & Motion Studies, Work & \Methods Studies

## **Chapter 6. Human Relation & Communication in the Department**

- 6.1 Purchasing- **Procedure**-Methods, Records,
- 6.2 Dealing with Specialist & Consultants for Linen Purchase
- 6.3 Guest rooms Supplies & Amenities

## **Reference Books: -**

### **1) Hotel Housekeeping Operation & management**

#### **Section 2 Front Office**

##### **Chapter 1. Reception & Information**

1.1 Arrival & Departure Procedure for Individual & Group

##### **Chapter 2 Reception & Registration**

2.1 Receiving & Registration Procedure for individual & Group,  
Maintaining Arrival Records

2.2 Receiving Guest – Filling the guest registration Cards. Notification Slip,  
Various Forms, lists, records etc.

2.3 Used for the purpose of registration.

Ex- Information Rack, room rack, mail & key rack, posting machine.

2.4 Use of guest history cards, procedure for change guest room, dealing  
With Walk-ins & Scanty baggage arrival, dealing with crew arrivals &  
Lay over passengers, Over Booking

2.5 Handling of VIPs / VVIPs, groups, wake call, No Show

##### **Chapter 3 Luggage Control & Bell Boy Control**

3.1 Luggage handling

3.2 Left Luggage Procedure & baggage Handling Procedure. Other Duties of  
Bell Boy/ Caption

##### **Chapter 4 Information**

4.1 Handling Mail, Answering enquiries regarding guest

4.2 Paging, Co-ordination & Communication with reception & information  
Of back office,

4.3 Reservation, front office cashier, lobby manager, Bell Caption,  
Telephone exchange.

4.4 House Keeping Maintenance, handling guest complain & any usual  
Happening in the hotel,

4.5 Giving useful information about the hotel Department, people,  
Function in the hotel.

##### **Chapter 5. Keys**

5.1 Key Control, Mail & rack, handling of key by front Office,

5.2 Computerized Key.



**Reference Books: -**

- 1) Text Book of Front Office Management & Operation
- 2) Hotel Housekeeping Operation & Management
- 3) Front Office by M.H. Khan

# **HOTEL ACCOUNTING**

**Subject Code: - 504**

Teaching Skills/Week				Examination Skills			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
04	---	1	05	70/3 Hrs	---	30	100

## **Chapter 1 Company Accounting**

- 1.1 Preparation of company final accounts i e , Trading account , Profit & Loss Account, Profit & Loss Appropriation Accounts & Balance sheet with adjustment
- 1.2 In accordance with the provision of the companies Act

## **Chapter 2 Allowance And Visitors Paid Out**

- 2.1 What are Allowances?
- 2.2 What is Visitors Paid Out?
- 2.3 Differences between discount & allowance
- 2.4 Formats of allowance & visitors paid out voucher, Register, How to maintain and post in to the ledger

## **Chapter 3. The Guest Weekly Bill & Restaurant Bill**

- 3.1 Importance & Purpose
- 3.2 Layout & Format
- 3.3 Exercises
- 3.4 Visitor voucher ledger

## **Chapter 4 Night Audit & Daily Revenue Report**

- 4.1 Importance, Purpose, Advantages of Night Audit & Daily Revenue Report
- 4.2 Method of Performing the Night Audit
- 4.3 Preparation of the Daily Revenue Report
- 4.4 Night Auditors Report

## **Chapter 5 Uniform System of Accounting for the Lodging Industry**

- 5.1 Importance, Uses & Approach
- 5.2 Income Statement
- 5.3 Supporting schedules of only rooms, food beverage & department

5.4 Exercise

5.5 Balance sheet

5.6 Exercise

## **Chapter 6 Internal Control, Internal Audit & Statutory Audit**

6.1 Definition & Objectives of Internal Control

6.2 Characteristics

6.3 Implementation & Review of Internal Control

6.4 An Introduction to Internal Audit & Statutory Audit

6.5 Distinction between Internal Audit & Statutory Audit

6.6 Preparation & Review of Internal Control

# **MARKETING MANAGEMENT**

**Subject Code: - HS - 505**

Teaching Skills/Week				Examination Skills			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
04	---	1	05	70/3 Hrs	---	30	100

**Chapter 1** The Concept Of Marketing

**Chapter 2** Marketing Mix With reference to Products & Service

**Chapter 3** Features & Characteristics Of Services

**Chapter 4** Consumer Behavior 7 Factors Affecting It Market Segmentation

**Chapter 5** The Product Concept --- The Hotel as Product, Product Life Cycle,  
New Product Development

**Chapter 6** Pricing & Factors That Determine The Pricing Decisions

**Chapter 7** Promotional Mix –Advertising, personal Selling, Sales Promotion,  
Publicity & Public relations.

**Chapter 8** Marketing Organization in a Hotel – Duties & Responsibilities at  
Different Level

Reference:-

- 1) Market Management – Philip Kotler
- 2) Hotel Marketing – Jha
- 3) Hotel & Food Service Marketing – Francies Buttle

# **HOTEL LAW**

**Subject Code: - HS – 506**

Teaching Skills/Week				Examination Skills			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
04	---	1	05	70/3 Hrs	---	30	100

## **Chapter 1. Licenses and permits**

1.1 Necessary to start and operate business of hotel catering

## **Chapter 2 Shop & establishment act**

## **Chapter 3. PFA act**

## **Chapter 4. Law applicable to innkeeper**

4.1 What is inn?

4.2 Who is guest?

4.3 how is innkeeper guest relation establishment

4.4 When does it begin and when does it end

4.5 duties of innkeeper

4.6 hotelier liabilities for loss of guest property

4.7 Un wholesome food

4.8 innkeeper liabilities for loss of guest property

4.9 innkeeper lieu

4.10 nuisance and negligence

4.11 tress pass

## **Chapter 5. Tourism law and regulation**

5.1 inbound, outbound travel regulations

5.2 economic regulations

5.3 health regulation

5.4 law and order regulation

5.5 accommodation and catering regulation

5.6 national tourism policies

# ADVANCE FOOD PRODUCTION

**Subject Code:- HS - 601**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>8</b>	<b>1</b>	<b>11</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

## **Chapter 1 Kitchen layout and design**

- 1.1 factors affecting kitchen design
- 1.2 principles of kitchen design
- 1.3 placement of equipment

## **chapter 2 kitchen administration**

- 2.1 computersized maintaining of various records
- 2.2 registers , inventory, indents
- 2.3 forecast budgeting quality control

## **chapter 3 use of wine/ spirits in cooking**

- 3.1 compatibility of wine & food
- 3.2 use of spirits in flambe

## **chapter 4 frozen dessert**

- 4.1 ice-cream & sorbets types and classification
- 4.2 definition- bombe, parfait, lightened ice-cream frozen, souffle, mousse
- 4.3 methods of preparation and service
- 4.4 additives and preservative

## **chapter 5 bakery**

- 5.1 icing & toppings definition, classification, uses and recipe

## **chapter 6 chocolate**

- 6.1 introduction types, tempering, uses, white chocolate

## **chapter 7 international cuisine**

- 7.1 effect of geographical location and historical background on staple food
- 7.2 special equipments for Britain, France, Italy, Spain/ Portugal, middle east, oriental (Chinese and Thai) Mexican & German

## **Practical**

22 individual food practical and demonstration of advance French and international menu along with bakery products like bread and sponge or pastry based dessert

# **ADVANCE FOOD SERVICE AND MANAGEMENT**

**Subject Code: HS -602**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

## **Chapter 1 Banquet Operation**

- 1.1 Meaning
- 1.2 Organization
- 1.3 Importance of F&B
- 1.4 Booking formalities and confirmation
- 1.5 Table space, space calculation
- 1.6 Various seating plan
- 1.7 Menu planning for banquet
- 1.8 Various service methods
- 1.9 Toast masters & his responsibility
- 1.10 Order of service for a formal function
- 1.11 Service procedure at a wedding buffet reception

## **Chapter 2 Pricing**

- 2.1 Pricing methods
- 2.2 Pricing factor

## **Chapter 3 Menu Merchandising**

- 3.1 Menu planning
- 3.2 Menu designing

## **4. Cost and sales and profit relationship**

## **5. Types of service**

- 5.1 Room service
- 5.2 Lounge service
- 5.3 Home delivery
- 5.4 Air line catering
- 5.5 Railway catering
- 5.6 Sea catering
- 5.7 Institutional catering
- 5.8 Industrial catering

## **Practical**

1. supervision of various formal function
2. table plans and space calculation for formal function (conference)
3. revision of service of all beverages (wine list, BOT, order taking, services)
4. completion of menu for banquets, buffets, evening teas, special function
5. booking format banquet & conduction banquet

# ACCOMMODATION MANAGEMENT

**Subject Code: HS- 603**

Teaching scheme/per week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>40 / 2 Hrs</b>	<b>30</b>	<b>30</b>	<b>100</b>

## **Section - I**

### **Chapter 1 Interior design and art**

- 1.1 principle, elements of art
- 1.2 colour and colour scheme
- 1.3 application in hotel industry

### **Chapter 2 Lighting**

- 2.1 Lighting fixture
- 2.2 Types of lighting
- 2.3 Effects in room and public area in hotel

### **Chapter 3 Window and window treatment**

- 3.1 Types of curtain
- 3.2 Fabrics used
- 3.3 Selection and use of fabric
- 3.4 Care and maintenance of furnishing

### **Chapter 4 Floor finishes and floor coverings**

- 4.1 Carpet and rugs-types, fixing, care and maintenance
- 4.2 Different types of flooring

### **Chapter 5 Wall finishes**

- 5.1 types of wall finishes
- 5.2 effect of wall finishes

### **Chapter 6 Furniture**

- 6.1 Types
- 6.2 Arrangements in room
- 6.3 Restaurant, banquet hall, guest room and lobby
- 6.4 Accessories- types and placements

### **Chapter 7 Dealing with specialists and consultants**

- 7.1 Interior designer
- 7.2 Renovation
- 7.3 Refurnishing

### **Chapter 8 Layout and planning of Guest Room**

- 8.1 floor plan (in brief)

### **Chapter 9 Soft furnishing**

- 9.1 Upholstery



## 9.2 Bed furnishing

### **Chapter 10 Bathroom fixture**

10.1 metal

10.2 ceramic- ivory etc

#### **practical**

1. cleaning and polishing of rexine, leather, marbles, suede, granite, wood etc
2. layout and arrangement of guest room, floor plan
3. forming of colour scheme
4. project – topic used
5. visits to furnishing, and furniture shop to study types available and their cost
6. visit to various hotels for appreciation and evolution of decoration
7. calculation of electricity consumption with different light fitting working out electrical cost per room

## **Section - II**

### **Chapter 1 Front Office Billing and Departure Procedure**

- 1.1 Preparation & Presentation of Guest Bill & Setting of Account
- 1.2 FIT & Group departure Procedure
- 1.3 Credits in Hotels – Introduction and Credit Policy,
- 1.4 Modes of Bill Settlement Various Credit instruments used – Travelers  
Cheque,
- 1.5 Credit Cards etc. Precautions and Procedures for handling various types .
- 1.6 Payments of Hotel bills by foreigners Foreign Exchange Regulation Act  
Annexure A, FXA, FXC, FERA, FEMA Various Voucher used.

### **Chapter 2 Front Office Accounting**

- 2.1 Preparing bills, Entering Room rates, Taxes and other charges
- 2.2 Instance such as paid outs, allowance etc. to be deal with
- 2.3 Cash sheets, Credit entries, Credit card charge records and Travelers  
Cheque to be deal with
- 2.4 Postings of Vouchers, Tallying of cash and handling over to the next  
Shift

### **Chapter 3 Calculating Occupancy Statistic with The Help Of Given Formulas**

- 3.1 Room, Bed, Occupancy Percentage etc.
- 3.2 Position of the House and Forecast. Calculation of Average, Calculation  
Of Over Booking,
- 3.3 Computerized Management System of Front Office.

## **Chapter 4 Reports**

- 4.1 Occupancy Projection Room Status Report, Room History Report, Group Check in Report Room Revenue Report,
- 4.2 Daily Report Night Clerk Report Forecasted Revenue, Cash Report, Marketing Report,
- 4.4 Customer Profile Report, Night Audit Report, Analyzing Report.

## **Chapter 5 Night Auditing Procedure**

- 5.1 Purpose of Night Audit, Job of Night Auditor, Types of Audits – Manual, Machine Assisted, Computerized.
- 5.2 Night Audit Process – Steps Involved, Posting of Transactions, Canceling of Vouchers, Balancing the Departmental Sales journals, Preparation of Transcript, Error rectification, Operators daily Reports.

## **Chapter 6 Forecasting**

- 6.1 Room availability Forecast – 10 Day, 3 Day Forecast

## **Chapter 7 Controls**

- 7.1 Establishing targets, Monitoring Performance in order to attend the Target Taking Corrective action.

## **Practical**

1. Handling Check-Out Procedure
  - Dealing With express Check Out
  - Dealing with Late Bills
2. Calculation of Occupancy Statistics
3. Preparation of Report
4. Controls – Types of Control Voucher & Other Documents, to be collected & Compared Two Local Hotels.

# **TOURISM MANAGEMENT**

**Subject Code: HS- 604**

Teaching Skills/Week				Examination Skills			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
04	---	1	05	70/3 Hrs	---	30	100

## Chapter 1 Managerial practices in tourism

- 1.1 Tour operator & travel agencies
- 1.2 Setting up a company-recognition and approvals
- 1.3 Product knowledge & packaging
- 1.4 Costing & tour package
- 1.5 Preparing & issuing voucher
- 1.6 Caring for customers
- 1.7 Business correspondence
- 1.8 Briefings-the escort / guide
- 1.9 Liaison with principals

## Chapter 2 Hotel & tourism

- 2.1 Role & importance
- 2.2 Heritage hotels & ecotels
- 2.2 Guest services in relation to tourist expectation

## Chapter 3 Tourism marketing

- 3.1 Meaning
- 3.2 Marketing mix
- 3.3 Segmentation & target market – international & domestic
- 3.4 The service product
- 3.5 Product in tourism
- 3.6 Product design-pricing strategies
- 3.7 Product positioning-distribution strategies
- 3.8 Destination marketing
- 3.9 Marketing of local foods

## Chapter 4 Advertising & promotions

- 4.1 Introduction
- 4.2 Promotional events
- 4.3 Advertising
- 4.4 Publicity
- 4.5 Public relations

- 4.6 Personal selling
- 4.7 Merchandising
- 4.8 Role of media
- 4.9 Travel writing
- 4.10 Familiarization tour
- 4.11 Forecasting for tourism & its products

# **HUMAN RESOURCE DEVELOPMENT**

**Subject Code: -HS- 605**

Teaching Skills/Week				Examination Skills			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
04	---	1	05	70/3 Hrs	---	30	100

## **Chapter 1 Managing People at Work**

1.1 Meaning of Management

1.2 Functions of Management ---- Planning, Organizing, Staffing, Directing, Motivating, Controlling

1.3 Working in Groups

## **Chapter 2 Personal Management**

2.1 Job Description

2.2 Job Analysis

2.3 Selection & Recruitment

2.4 Induction & Placement

2.5 Performance & Appraisal

## **Chapter 3 Theories Of Motivation**

**Reference:** - Personal Management

# **ENTREPRENEURSHIP DEVELOPMENT**

**Subject Code: - HS- 606**

Teaching Skills/Week				Examination Skills			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
04	---	1	05	70/3 Hrs	---	30	100

Chapter 1 Introduction to Entrepreneurship Development , Concept of Entrepreneurship

Chapter 2 Qualities & Attributes Required for Entrepreneurship

Chapter 3 The Entrepreneurship Process (The 4 c's)

Chapter 4 Identifying the Opportunity (SWOT Analysis)

Chapter 5 Assessing the Market

5.1 Information gathering techniques

5.2 Principle of Market Survey

5.3 Analysis of Survey data

Chapter 6 Resource Mobilization

Chapter 7 Budgeting, Accounting & Control

Chapter 8 Principles of evaluation of quality control

Chapter 9 Preparation of a Project report

## **References :-**

- 1) Entrepreneurship Development – MSBTE
- 2) Innovation & Entrepreneurship – Peter Ducker
- 3) The Culture of Entrepreneurship – Berger