

BHARATHIARUNIVERSITY: COIMBATORE-641 046
B.Sc. HOSPITALITY AND HOTEL MANAGEMENT
(For the CCII students admitted from the academic year 2016-17 onwards)
SCHEME OF EXAMINATION - CBCS PATTERN

PART	Course Title	Ins Hrs/WEEK	EXAMINATION				CREDITS
			DUR.H	CIA	UNL. EXAM	TOTAL MARKS	
SEMESTER-1							
I.	Language-I	6	3	25	75	100	4
II.	English-I	6	3	25	75	100	4
III.	Core Paper I - Accommodation Operation I	6	3	20	55	75	3
IV.	Core Paper II - Front Office Operation I	5	3	20	55	75	3
V.	Core Practical I - Accommodation Operation I	6	3	40	60	100	4
VI.	Core Practical II - Front Office Operation I	6	3	40	60	100	4
VII.	Allied Paper I - Basics of Computer Science	6	3	25	75	100	4
VIII.	Allied Practical I - Basics of Computer Science	5	3	40	60	100	4
IX.	Environmental Studies #	2	3	-	50	50	2
SEMESTER-2							
I.	Language-II	6	3	25	75	100	4
II.	English-II	6	3	25	75	100	4
III.	Allied Paper II: Nutrition & Food Science	5	3	25	75	100	4
IV.	Core Paper III - Food & Beverage Production I	6	3	25	75	100	4
V.	Core Paper IV - Food & Beverage Service I	6	3	25	75	100	4
VI.	Core Practical III - Food & Beverage Production I	5	3	40	60	100	4
VII.	Core Practical IV - Food & Beverage Service I	5	3	40	60	100	4
VIII.	Value Education -Human Rights #	2	3	-	50	50	2
SEMESTER-3							
I.	Industrial Exposure Training (IET)	6	3	25	75	100	4
II.	Tamil @ / Advanced Tamil # (or) Non-Major Elective-I Yoga for Human Excellence # / Women's Rights # Constitution of India #	2	3		50	50	2
SEMESTER-4							
I.	Core Paper V-Food & Beverage Production II	6	3	25	75	100	4
II.	Core Paper VI-Food & Beverage service II- Bar Management	6	3	20	55	75	3
III.	Core Practical V- Food & Beverage Production II- Quantity Kitchen	6	3	40	60	100	4
IV.	Core Practical VI-Food & Beverage Service II	6	3	40	60	100	4

V.	Allied Paper III: Hotel Maintenance & Engineering	6	3	25	75	100	4
VI.	Skill Based Sub 1: Fundamentals of Travel & Tourism	6	3	25	75	100	4
VII.	Tamil @ / Advanced Tamil # (or) Non-Major Elective- II –General Awareness #	6	3		50	50	2
SEMESTER 5							
I.	Core Paper-VII –Food & Beverage Production III	5	3	25	75	100	4
II.	Core Paper-VIII- Food & Beverage Service III	5	3	25	75	100	4
III.	Core Practical- VII-Food & Beverage Production III	5	3	40	60	100	4
IV.	Core Practical- VIII-Food & Beverage Service III	5	3	40	60	100	4
V.	Core Paper IX- Bakery & Confectionery	5	3	20	55	75	3
VI.	Core Practical-IX Bakery & Confectionery	6	3	40	60	100	4
VII.	Skill Based Subject 2: Sales & Marketing	5	3	25	75	100	4
SEMESTER-6							
I.	Core Paper-X- Accommodation Operation II	5	3	25	75	100	4
II.	Core Paper-XI- Front Office Operation-II	5	3	25	75	100	4
III.	Core Practical-X- Accommodation Operation II	5	3	40	60	100	4
IV.	Core Practical-XI-Front Office Operation II	5	3	40	60	100	4
V.	Skill Based Subject 3: Human Resource Management	5	3	25	75	100	4
TOTAL						3500	140

\$ Includes 25% / 40% continuous internal assessment marks for theory and practical papers respectively.

@ No University Examinations. Only Continuous Internal Assessment (CIA)

No Continuous Internal Assessment (CIA). Only University Examinations

* Project work/Internship: For Report 80% Marks & Viva-Voce 20% Marks

SEMESTER-1

Core Paper-I **ACCOMMODATION OPERATION-I**

Objective

To induce in student a professional competence in providing accommodation to ordinary, VIP and VVIP guests in clean and well maintained rooms. To develop a comprehensive knowledge in layout room, interior decoration, planning and selection of Housekeeping articles. To make the student understand about the various cleaning materials and agents used and the hygiene and sanitation aspects of department.

Unit 1

The role of Housekeeping in hospitality operation. Types of hotels and service offered- types of rooms-organization chart for a large hotel-inter relation with other departments-co-ordination-co-operation-communication.

Unit 2

Cleaning equipments- manual- mechanical- use and care of equipment-cleaning agents-selection of cleaning agents-classification-water-hard, soft, soaps, detergent and the composition, alkalies, acids, solvents, abrasives, deodorizers, disinfectants, seals, polishes-distribution and control.

Unit 3

Staff requirement in housekeeping department, job allocation, work schedule, duty rosters, training, performance appraisals, and job procedures.

Unit 4

Daily cleaning rooms. Check-out room-occupied room-vacant room-evening services. Weekly cleaning, special cleaning, periodic cleaning, Standard supplies. Ordinary VIP and VVIP placement-guest special request-special cleaning program
Tasks schedule and records, public area cleaning, front /back area-work routine-guestroom inspection

Unit 5

Lost and Found procedure, housekeeping clerical work, lost and found register-lost and found enquiry file-mind report-house keepers report-handover records-guests special request register. Records of special learning-attendance record, stock record- VIP list.

REFERENCE BOOKS

1. Hotel, Hostel, Hospital Housekeeping – Joan Brown – ELTS Publishers (Book Power)
2. Hotel Housekeeping Training Manual- Sudhir Andrews – TATA McGRAW HILL Ltd, New Delhi
3. The professional Housekeeper...Medelin Schneider and Georgenta
4. A student hand book of house keeping – A. M Kaye
5. Catering housekeeping and front office – Jones
6. Accommodation Operation Management – s.kaushal – S .N.gowtham- Frank & co, New Delhi

Core Paper-II

FRONT OFFICE OPERATION – I

Objectives:

The student must understand the structure of hotel industry, importance and place of Front Office. Sections the task which is carried by each section, planning, tariffs, different types of reservation, processing and computerized reservation besides general awareness of international level.

Unit 1

Introduction to hotel industry-Front Office-layout of front office and different front office equipments-Front office organization, duties and responsibilities of personal- ideal qualities and attributes of front office staff- staff organization including uniformed staff-lobby and its staff.

Unit 2

Types of rooms, single, double, twin, suite, pent houses, Canada, cottages, studio duplex etc. Tariff-definitions-types of plans-European, continental, American, modified American plan.Lodging industry-back ground of hospitality industry- organization of hotels based on location, size, length of stay of guests and facilities they offer.

Unit 3

Classification of hotels-commercial hotels-airport hotels-resort hotels, time share and condominium conference and conventional centers. Heritage hotels, forest lodges, dark bungalows, traveler's bungalow, hospitals, youth hostels.

Types of ownership- sole proprietorship, partnership, companies etc

Unit 4

Affiliations-referral hotels, chain hotels, franchise management contract, lease agreement and apartment hotels. Organizational structure of small, medium, and large hotels.

Front Office equipments- manual system, semi automatic system, automatic system.

Unit 5

Reservation: importance of reservation-modes and sources of reservation-dealing with reservation enquiries-cancellation and amendments-computerized reservation-groupreservation-instant reservation-overbooking policies.

Reservation records, glossary of front office terms, general knowledge.

REFERENCE BOOKS

FRONT OFFICE

1. Hotel front office training manual – Sudhir Andrews – TATA McGRAW HILL Ltd.,New Delhi
2. Effective front office operation – S.Bhatnagar – Frank & co, New Delhi
3. Hotel front office – Bruce Braham -
4. Basic hotel front office procedure - Peter Franz Renner

Allied Paper – I
BASICS OF COMPUTER SCIENCE

Objective

To create an awareness among students use and application of computers and information technology in hospitality industry. To make them understand the use of computers in day today operation and to realize its advantages.

Unit 1

Introduction to computer- advantages and disadvantages-various types-network (LAN/MAN/WAN), linking (time sharing /ring /bus/star)
Hardware, software-application, components of a computer

Unit 2

Elements of computer system-central processing unit-input and output devices. Storage devices, ports (serial and parallel)
Key board operating –special symbols special keys monitor. Operating system- kinds of operating system-memory devices.

Unit 3

Introduction to MS-DOS-file name-directory display-creating directories (MD/CD/RD), formatting floppy.
Copy (within the directory) Floppy to hard disc and vice versa Disc copy –erase/del file (single file and wild file), rename.

Unit 4

Word processing-capabilities of word processing.
Introduction to Excel-rearranging work sheets, formatting worksheets.

Unit 5

Introduction to mail – MS mail and office application
Introduction to internet concepts.

REFERENCE BOOKS

1. Understanding M S DOS and work book on WS 4 – K. S. Nagaragan
2. Computer and common sense

PRACTICALS

Core Practical – I

ACCOMMODATION OPERATION-I

Identification of cleaning equipments, selection, use, mechanism ad maintenance Identification of cleaning agents, polishing (metals)
Cleaning and polishing (wood, plastic. Leather) Glass cleaning and polishing
Methods of cleaning (moping, wet moping, vacuums cleaning, sweeping, Bed making.

Core Practical – II

FRONT OFFICE OPERATION – I

Identification and familiarization of all stationary items in front office, Taking reservation, cancellation and change, processing reservations Telephone conversation

Charts showing availability of rooms, practice on room management system and idea about reception, information, cash counters, and activities

Allied Practical – I

BASICS OF COMPUTER SCIENCE

Create a document and edit it as follows

Find, replace options –cut copy – paste option –undo, and redo options Format- document, using, bold, italics-underlines, center, left align, right align Create work sheet copy, insert and delete, row and columns,

Format a work sheet (Bold style, Italian style)

Printing work sheets, opening a document, and typing text, saving spell check, copy a file, rename a file, I delete a file

Sending e mails save and print topics from internet

SEMESTER II

Allied Paper – II

NUTRITION & FOOD SCIENCE

Unit1

Energy-definition, energy requirements of different age groups, BMR definition, factors affecting BMR, SDK.

Unit 2

Water- importance, water balance, deficiency of oral dehydration. Balanced diet: Definition, meaning and importance of daily requirements. Balanced diet and simple diet.

Unit 3

Meal planning: Factors affecting meal planning
Planning and critical evaluation of meals and snacks.

Unit 4

Mal nutrition, over nutrition-obesity and its effects. Under nutrition-symptoms, causes, prevention, PCM, anemia, goiter, bleeding gum, night blindness, rickets.

Unit 5

Selection and storage-space, perishable, non perishable food. Selection of milk and milk products, milk processing, pasteurization, wheat, fruit and vegetables and food
Preparation, cooking cooling, cooling, re-heating, holding and serving. Food adulteration, food hygiene regulation.

REFERENCE BOOKS

FOOD HYGIENE AND NUTRITION

1. Essentials of food and nutrition – Vol. 1 - M. Swami Nathan
– PAPPCO PUBLICATION
2. Food sciences
new age international publishers
PUBLICATION
– srilakshmi –
- M. Swami Nathan – PAPPCO
4. Nutritive value of Indian foods
NIN PUBLICATIONS – HYDERABAD
- C. Gopalan, B. V. Rama Sastri –

Core Paper – III FOOD & BEVERAGE PRODUCTION-I

Objective

To develop a comprehensive knowledge of professional cookery in the hotel and catering industry. To induce in the student professional competence at commis de cuisine in any type of food production operation. To give a basic idea of Indian and other types of cookery and related matters

Unit 1

Introduction of cookery- definition – origin

Equipments used in kitchen- Safety procedures in handling equipments. The working environment.

Kitchen organization –Hierarchy and kitchen staffing.

Duties and Responsibilities of each staff – Role of executive chef Co-operation with other departments.

Unit 2

Cooking fuels –advantage and disadvantages Foundation ingredients

Action of heat on carbohydrates, fats, proteins minerals and vitamins Transference of heat to food by radiation conduction and convection

Unit 3

Aims and objectives of cooking food –Techniques used in preparation

Method of cooking food – roasting, frying, baking, poaching, boiling, stewing, braising steaming, grilling, microwave, pot roasting, spit roasting.

Care and preparation to be taken in each method Raw materials of cooking food.

Unit 4

Basic principles of food production- Effect of heat on vegetables, cuts of vegetables Vegetable: classification, importance in diet. Classification.

Fruits: classification, uses of fruits in cookery salads and salads dressing

Stock- definition, preparation of stock, recipes, storage of stock, uses of stock, care and precaution in stock making.

Soups- classification with example, basic recipe, consommé and accompaniments for soups.

Sauces-classification, recipe for mother sauces, derivatives, quality of good sauce, types of sauces.

Unit 5

Meat-cookery – introduction, cuts of beef, veal/ lamb / mutton / pork /chicken Fish– classification-with examples, cuts of fish, selection, shellfish, cooking of fish Egg- cookery, selection, uses, method of cooking

Shortening –fats and oils, advantages and disadvantages, role of shortening and variety
Quality of food production – equipments, classification, care and maintenance.

Modern developments in equipments manufacture

REFERENCE BOOKS

FOOD PRODUCTION.

Book Name	Author	Publishers
1. Theory of cookery--	Krishna Arora	Frank & co, New Delhi
2. Modern cookery-I,II&III	Thangam Philip	Orient Longman
3. Cookery and introduction- Kinton and cesrani		ELTS Publishers
4. Nutritive value of Indian foods – icmr New Delhi		National Institute of Nutrition
5. Practical professional cookery –crusknell&Kauffimann		ELTS Publishers
6. The complete guide to the art of modern cookery _ Escoffier.		
7. Flavours of spice coast	- K.M.Mathew	Penguin Books India
8 .Indian menu planner – welcome group chef.		
9..Theory Catering	Daviod Foslett Victor Cesrani Ronald Kinton	- ELTS Publishers (Book Power)
10.Larder Chef	M.j.leteo & W.K.H.BODE	Butterworth Heine Man,U.K
11.Baking	cathrin akin son	Foundry creative e Media Company Ltd.,UK
12. Creative Carving	kikkoy sihota	Roli Books New Delhi
13. Best of Chinese Cooking sanjeev Kapoor		Popular Prkasan Ltd., Mumbai
14 Food Safety &HACCP Manual for Hotel & Restaurant in India – shyam suir –FHRAI		

Core Paper – IV FOOD & BEVERAGE SERVICE-I

Objectives:

To develop a comprehensive knowledge and understanding of restaurant services in the hotel and catering industry. To enable a student to acquire professional competence at basic level with principles of food service and its related activities. To enable a student they acquire the requisite technical skill for competent service of food and beverages.

Unit 1

Introduction to the hotel and catering industry and the growth. Role of catering establishment in travel/tourism industry.

Type of F&B operation-(classification) commercial, residential, non-residential. Welfare: Industrial/Institutional/Transport (air, road, rail, sea) Structure of catering industry-a brief description of each type and career opportunity therein. Departmental organization and

staffing, Organization of the F&B departments of a hotel. Principal staff of various type of F&B operation. Duties & responsibilities of F&B staff, attributes of a good waiter, inter departmental relationship with in F&B and other departments.

Unit -2

Type of F&B outlets

Specialty restaurants, coffee shop, Banquets, room service, cafeterias, discotheque, nightclub-outdoor catering

Ancillary department- food pickup areas, stores, linen room, kitchen stewarding

Unit -3

F&B service equipments

Classification of equipments, familiarization of equipments-criteria for selection and requirement – cookery – tableware (silver and stain less)-glassware –linen including furnishes – other equipments-care and maintenance of equipments including silver polishing

Dining services: Methods and procedure

Mise-en-scene and mise-en-place (including arrangement of side board)

Laying tables for different meals and menus including lying, relaying table cloth and folding serviettes- restaurant reservation system, receiving the guests.

Method of service – English/silver/buffet/banquet/room service-trolley.

Unit -4(B.sc HHM A6-4)

Meals and menu planning

Origin of menu and menu planning objectives ,basic types of menus , general menu planning consideration and constrains – designing t he menu, menu sequences of courses and planning menus- French classical menu and table d’hote and a la carte , types of meals, Indian b/f, American b/f continental b/f- brunch, dinner, -afternoon high tea and supper

Non alcoholic beverages: Tea, coffee, its types and brands juices soft drinks, mineral and tonic water

Alcoholic beverages.

Unit -5

Restaurant planning –layout objectives of good layout ,planning a restaurant steps in planning , space allocation , staffing, equipments, furniture land linen ,cutlery, and cookery-requirement. Dining area, type of seating, table arrangement, restaurant costing elements of cost, cover turnover, sales per cover

Banquets –Duties and responsibilities of department booking procedure, banquet menu, table plans, -service, informal banquet, reception- cocktail parties-convention –seminar-outdoor catering –wedding, buffet, factors in planning area requirement type of buffet- sitting standing finger buffet, cold buffet breakfast buffet ,equipment required , check list, supervision.

REFERENCE BOOKS

FOOD AND BEVERAGE SERVICE

Book Name	Author	Publishers
1. Food & beverage service- Vijaydhawan		Frank Bros & co, New Delhi
2. Food and beverage service..Sudier Andrews		TATA McGRAW HILL ltd.,New Delhi
3. Food and Beverage service ...Dennis r. Lillicarp,Joh		n .A. Cousins ELTS Publishers
4. Professional F& B Service Mgt.Brian vergheese		Mc Millan India Ltd.,Chennai
5. Bar Tenders Guide	Peter bohrmann	Greenwich Edition London
6. Theory Catering	Daviod Foslett Victor Cesrani Ronald Kinton	- ELTS Publishers (Book Power)

PRACTICALS

Core Practical – III

FOOD & BEVERAGE PRODUCTION-I

Familiarization of kitchen equipment, handling equipments Familiarization of raw materials

Preparation of ingredients (demonstration) Preparations of stocks and sauces

15 MENUS (5 three course menu and 10 five course menu, continental menu-8, rest Indian and Chinese)

Core Practical – IV

FOOD & BEVERAGE SERVICE-I

Familiarization of equipments, types of knives, spoons, fork, etc.. Methods of cleaning ware-arrangements of side boards,

Laying and relaying of table cloth Mise-en-scene, mise-en-place

Laying up of various meals and menus Compiling simple menu

Different types of napkin folding- Laying a cover

Service of different types of food-cleaning and holding palates and cutleries changing ash trays

SEMESTER – III

INDUSTRIAL EXPOSURE TRAINING (IET)

SEMESTER – IV

Core Paper – V

FOOD AND BEVERAGE PRODUCTION –II

Unit 1

Beverages-stimulating – non stimulating and refreshing
Garnishes and accompaniments, flavorings.
Cereals-types and uses, pulses-used in Indian cooking

Unit 2

Menu planning and principles of menu planning.
Raising agents – recipes for bread roll, cakes, and bun and dough nuts, puff pastry. Sugar-boiling temperature of sugar, types of sugar.

Unit 3

Indian cuisine –Basic masalas, different masalas used in Indian cuisine Types of thickening agents.
Method of mixing food. Texture of food.
Ethnic dishes – Indian Chinese Middle East, nouvelle cuisine Salads and pastas

Unit 4

Sandwiches – types of sandwiches
Portion control – food cost
Cooking fuel
Food hygiene

Unit 5

Non alcoholic Beverages
(Mock tails, Coffee, Tea, Aerated beverages, mixing of fruit drinks) Basic principles of cooking Invalids
Principles of Food Storages Preservation of food
Menu planning Low calorie Diets Convenience foods

REFERENCE BOOKS

FOOD PRODUCTION.

Book Name

Author

Publishers

- | | | |
|---|----------------|--|
| 1. Theory of cookery-- | Krishna Arora | Frank & co, New Delhi |
| 2. Modern cookery-I,II&III | Thangam Philip | Orient Longman |
| 3. Cookery and introduction- Kinton and cesrani | | ELTS Publishers |
| 4. Nutritive value of Indian foods – icmr New Delhi | | National Institute of Nutrition
ELTS Publishers |

5. Practical professional cookery –crusknell&Kauffimann
6. The complete guide to the art
of modern cookery _ Escoffier.
7. Flavours of spice coast - K.M.Mathew Penguin Books India
- 8 .Indian menu planner – welcome group chef.
- 10.Theory Catering Daviod Foslett - ELTS Publishers (Book Power)
Victor Cesrani
Ronald Kinton
- 11.Larder Chef M.j.leteo & W.K.H.BODE Butterworth Heine Man,U.K
- 12.Baking cathrin akin son Foundry creative e Media Company Ltd.,UK
13. Creative Carving kikkoy sihota Roli Books New Delhi
14. Best of Chinese Cooking sanjeev Kapoor Popular Prkasan Ltd., Mumbai
- 14 Food Safety &HACCP Manual for Hotel & Restaurant in India – shyam suir –FHRAI

Core Paper VI **FOOD & BEVERAGE SERVICE-II – BAR MANAGEMENT**

Objectives: To develop a comprehensive Knowledge of the bar, and different types of bars and various alcoholic beverages in the hotel and catering industry – to introduce professional competence of opening and operating a bar at basic level, ensure alcoholic beverages and its related activities.

Unit1

Bar operation-types of bar-bar equipments-furniture-staffingLinen-layout-bar stock and in Ventry-bar control system-stack taking-
Goods received books-cellar stock register- bin card overage and shortage

Unit2

Alcoholic beverages-classification-production
Wines-classification, producing countries,
Food and wine combination, storage and service

Unit3

Spirit-production spirit, whisky rum, vodka, gin, brandy, tequila other spirits and services

Unit4

Liqueurs-definition –production-categories-cocktail s,cocktail bar-equipment, preparation and services, mocktail, specialty coffee, cigars and other tobaccos-manufacture, storage and brand names.
Simple control system-
Necessity and functions of a control system.-F&B control cycle- Making bills-
theft control system-record keeping

Unit5

Beer-type-storage -service
Planning of Bar –Types
Cocktail & Mock tail Exhibition

REFERENCE BOOKS

FOOD AND BEVERAGE SERVICE

Book Name	Author	Publishers
1. Food & beverage service- Vijaydhawan		Frank Bros & co, New Delhi
2. Food and beverage service..Sudier Andrews		TATA McGRAW HILL ltd.,New Delhi
3. Food and Beverage service ...Dennis r. Lillicarp,Joh		n .A. Cousins ELTS Publishers
4. Professional F& B Service Mgt.Brian vergheese		Mc Millan India Ltd.,Chennai
5. Bar Tenders Guide	Peter bohrmann	Greenwich Edition London
6. Theory Catering	David Foslett Victor Cesrani	- ELTS Publishers (Book Power)

Allied Paper - III **HOTEL MAINTENANCE & ENGINEERING**

Objective: To understand the function of the Engineering department and its integration in the overall integration and management of the hotel.

Unit 1

Maintenance-planned maintenance, unplanned maintenance, preventive maintenance, corrective maintenance, emergency maintenance, scheduled maintenance, condition based maintenance, contract maintenance, hotel engineering contract

Unit 2

Electricity-fundamentals of electric city, energy concepts, AC/DC, single phase and three phases and its importance. Electric circuit-open circuits and close circute,series and parallel,connection,short circute,fuses,MCB,earthing,reason for placing switches on live wire side,Calculation of electric energy, consumption of energy, types of lighting,

Unit 3

Water- water system, coldf water system in India, hardness of water, water softening, Hot water systems in hotels.Pollution and waste disposal

Waste disposal-solid. liquid and gaseous waste in hotels. Preventive method of waste disposal, recycling of waste and waste management

Pollution –Water pollution, sewage pollution, air p ollution, noise pollution, vehicular pollution, sewage treatment plants

Unit 4

Refrigeration and air conditioning – basic principles, vapor, compression system of refrigeration and refrigerants, vapor absorption system, care and maintenance of refrigerator
Use of air condition – window type A/C, central A/C, preventive and maintenance.

Unit 5

Fire fighting – fire prevention and fire fighting system, classes of fire method of extinguishers force.

Fire extinguishers – portable and stationary, fire décor and alarm Fire extinguishing devices

Energy conservation – Necessity, energy conservation programme in hotels,

Energy conservation in different areas of hotel, energy wastage in hotel, energy management

REFERENCE BOOKS

1. Service and Maintenance for Hotels and Residential Establishments – Rosemary Hurst, Heiman Landai
2. The Management of Maintenance and engineering systems in Hospitality Industry – Frank. G. Barsanik, John Wiley & Sons
3. Maintenance and Engineering for Lodging & Food Service Facilities – M. R. Frank D. Boronik
4. Managing Hospitality Engineering System – Michael H. Redli and David. M. Stinky
5. Energy and Water resource Management – Robert A ullah

Skill Based Subject 1 FUNDAMENTALS OF TRAVEL & TOURISM

Objectives

To make the student understand the close relationship between hotel industry and travel and tourism field. To develop in them a basic knowledge about the importance of travel and Tourism industries in the present scenario and its impact on the culture and development of a country.

Unit 1

Introduction to tourism-concept of tourism and tourists Importance and significance of tourism.
Growth of tourism.

Role of various agencies in growth of tourism-central government, state government, Private players

Unit 2

Positive and negative impact of tourism.

Impacts on economical, social, environmental and geographical fields. Domestic and international tourism.

Types of tourism-Heritage, historical, adventure, sports, conference, convention etc.

Unit 3

Tourist products-concept, difference from consumer products. Components of tourist products. Attraction, tourist destinations, places and tourist spots having tourist value from heritage or historic point of view, sports and recreational point of view, dance, festivals, trade fair.

Unit 4

Religion based tourism-Hindu, Muslim, Sikh, Jain, Buddhist, and Christian. Wild life sanctuaries, National parks, adventure, eco-tourism destinations. Facilities-Hotels, transport-air, rail, road, water.

Travel agencies and tour operators-meaning distinction between the two.

Unit 5

Star classification in hotels-in tourism industry.

Developments and achievements of tourism industry.

REFERENCE BOOKS

FUNDAMENTALS OF TRAVEL AND TOURISM

1. Tourism - Past, Present and Future - A. J. Burkhart, S. Medlik
2. Business of Tourism - The M & E Hotel, Hotel Catering & Tourism Service
3. Hotel Reception - Arnold Heinman
4. Hotel & Tourism Laws - Dr.Jagmohan negi - Frank Bros & co, New Delhi

PRACTICALS

Core Practical - V

FOOD AND BEVERAGE PRODUCTION –II- QUANTITY KITCHEN

QTK (Quantity Training Kitchen) 10 four course Indian menu

Core Practical - VI

FOOD & BEVERAGE SERVICE-II

Recollection and revision of previous topics, laying the table, taking order of wine, service of wine,

Spirit, beer, wine

Service of regional dishes, Service of alcoholic beverages in room, Banquet table arrangements

SEMESTER-V

Core Paper - VII

FOOD & BEVERAGE PRODUCTION- III

Unit1

Principles of invalid cookery – principles of food storage

The still room and pantry – preservation of food

Reheating of food - rechauffe cooking. Standardized recipe card

Unit2

Kitchen management – kitchen planning, portion control, kitchen organization and layout kitchen equipments and maintenance. Menu planning - industrial canteen, institutional catering, transport catering and hospital catering – diet menus.

Unit3

Industrial catering – diet menu.

Intending costing, purchasing - quantities and portions for bulk production – food costing, food cost control. Importance and relevance of food costing.

Purchasing system purchasing specification, storage. Types of institutional catering.

Scope of growth, industrial catering types.

Unit 4

Off premises catering – hiring of equipments.

Menu planning – theme parties.

Purchasing - duties of purchase manager – procedures.

Garde manger – duties and responsibilities.

Cold kitchen-cold cuts.

Carving - vegetables, fruits, ice.

Preparation of different type of cold food and setting of cold buffet

Cold meat, Cold fish, Stuffed meat

Leg of Lamb,

Stuffed roll meat and Force meat

Unit5

Factors affecting eating habits Heritage of Indian cuisine Differentiation of regional cuisine

Principles & Implementation of HACCP Manual and Food Safety in Different Outlets

REFERENCE BOOKS

FOOD PRODUCTION.

Book Name	Author	Publishers
1. Theory of cookery--	Krishna Arora	Frank & co, New Delhi
2. Modern cookery-I,II&III	Thangam Philip	Orient Longman
3. Cookery and introduction- Kinton and cesrani		ELTS Publishers
4. Nutritive value of Indian foods – icmr New Delhi		National Institute of Nutrition
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7. Flavours of spice coast	- K.M.Mathew	Penguin Books India
8 .Indian menu planner - welcome group chef.		
9..Theory Catering	Daviod Foslett	- ELTS Publishers (Book Power)
	Victor Cesrani	
	Ronald Kinton	
10.Larder Chef	M.j.letto & W.K.H.BODE	Butterworth Heine Man,U.K
11.Baking	cathrin akin son	Foundry creative e Media Company Ltd.,UK
12. Creative Carving	kikkoy sihota	Roli Books New Delhi
13. Best of Chinese Cooking sanjeev Kapoor		Popular Prkasan Ltd., Mumbai
14 Food Safety &HACCP Manual for Hotel & Restaurant in India – shyam suir -FHRAI		

Core Paper VIII
FOOD & BEVERAGE SERVICE- III

Unit 1

Specialized service – Lounge service, Organization of lounge service, Hospitality Tray service, Rail service

Unit 2

Function catering, types of function, function service staff and responsibilities, booking and organization of function, seating arrangements, banquet layout, order of service for wedding reception, and ordering of wines, buffet reception.

Unit 3

Planning for buffet-sit down buffet and fork buffet, facilities required for exhibition, seminars, fashion shows, trade fair.

Unit 4

ODC- preliminary survey of place and conduct of party, hiring of service personnel, making a list of service equipment required, setting up counters and allotting stations.

Unit5

Lay out of restaurant,
Staff organization and training, planning of training,
Restaurant – planning, area, décor, furniture, manufactures of crockery, cutlery and glass ware hollow ware in India

REFERENCE BOOKS

FOOD AND BEVERAGE SERVICE

Book Name

Author

Publishers

- | | | |
|---|---------------------|---------------------------------|
| 1. Food & beverage service- Vijaydhawan | | Frank Bros & co, New Delhi |
| 2. Food and beverage service..Sudier Andrews | | TATA McGRAW HILL ltd.,New Delhi |
| 3. Food and Beverage service ...Dennis r. Lillicarp,Joh | | n .A. Cousins ELTS Publishers |
| 4. Professional F& B Service | Mgt.Brian vergheese | Mc Millan India Ltd.,Chennai |
| 5. 5. Bar Tenders Guide | Peter bohrmann | Greenwich Edition London |
| 6. 6. Theory Catering | David Foslett | - ELTS Publishers (Book Power) |
| | Victor Cesrani | |
| | a. Ronald Kinton | |
| | Ronald Kinton | |

Core Paper - IX
BAKERY & CONFECTIONERY

Unit -1

Bakery organizational structure. Aims & objectives of bakery - Introduction of equipment & their uses. Raw materials used in bakery & patisserie –

Unit - 2

Flour: Composition of types grading, gluten. Types of flour yeast. Elementary knowledge: - Function and uses - Effects of flour under fermentation

Unit -3

Methods of cake making and faults in cake making.

Unit -4

Methods of Bread making and faults in Bread making.

Unit -5

Basic methods of pastry making.

Skill Based Subject - 2
SALES & MARKETING

Unit1

Concept of marketing, sales and marketing cycle, Identifying customer needs, selling and promotion, hospitality products

Unit 2

Marketing and sales function, stages involved I planning, sales & marketing, Market segmentation, concept, Relevance in hospitality industry.

Unit 3

Market research and method: Advertising methods Types of media, public relation, sales promotion, telemarketing, direct sales concept

Unit 4

Customer care, role of merchandizing, sales-methods, concepts, modes, sales techniques-strategies. Marketing Information system,

Unit 5

Marketing plan, planning for effective marketing, advantages and disadvantages of strategic marketing planning

Reference: Book

1. Principal of Hotel Marketing - Dr.Philip Kotler, Grey Armstrong
2. Marketing Management – Dr.Philip Kotler
3. Marketing for hospitality and Tourism-.Dr Philip Kotler, John Bowen

PRACTICALS

Core practical - VII

FOOD & BEVERAGE PRODUCTION- III

Cold foods preparation and different varieties Pate en croquet – 2 Varieties
Terrines – 2 Varieties, Bolontine – 2 Varieties, Ga lantines – 2 Varieties
Canapés – 2 Varieties, Aspics – 2 Varieties, Savory, Mouse, Mouse lines– 2 Varieties Salads,
Simple salads – 5 Varieties
Compound salad – 10 Varieties Cold sauces and Dressings
Carving made out of vegetable, fruit, Butter, Ice.
ATK (ADVANCED TRAINING KITCHEN)
10 MENUS (5 COURSE) REGIONAL CUISINE –INTERNATIONAL

Core Practical- VIII-

FOOD & BEVERAGE SERVICE III

1. Setting of Banquets
2. Setting of Buffet
3. Gueridon service
4. Compile 7 courses Menu with wine accompaniments
5. Restaurant planning
6. Convenience Food
7. Microwave cooking
8. Preparation of Purchasing Liquor from TASMAL
9. Preparation beverage control sheet
10. Preparation of cellar control sheet
11. Arrangement of service trolley and room service tray 12.Mock bar, bar service, champagne service and clearance 13.Cocktail demo – at least 10 cocktail
14. Event Management - Conduct Theme Dinner, Food festival, F& B Exhibition

Core Practical - IX

BAKERY & CONFECTIONERY

Bakery identification and handling of raw materials identification Pastry and bakery equipments
Methods of cake making –rubbing, creaming, bread ba king, cookies. Basic pastry creams- uses
of confectionary and care in preparation. Sponges - different types of sponge cakes.
Pastry recipes - puff pastry, short pastry, sweet pastry, choux pastry . Methods of Bread making
– types
4 courses of Pastries, bread rolls, cakes, puff pastry, cookies and Cold products (Total 15
Menus)

SEMESTER-VI

Core Paper X ACCOMMODATION OPERATION-II

UNIT 1

Hotel Linen –classification of linen items, selection criteria of linen items. Lay out of linen room – equipment-par stock calculation of linen requirement, recycling of linen.
Laundry- types of laundry, handling guest laundry – valet service – stain removal.

UNIT 2

Interior Decoration – Meaning of Interior design, elements of art, principles of design, Color-Color wheel – principles of color, color schemes, planning color scheme for a room.
Furniture- types of furniture, factors influencing the placement of furniture.
Wall Covering – windows-window treatment.
Floor finishes- carpets-lighting- lighting fixtures, Flower arrangement- principles of flower arrangement-types of flower arrangement in different locations.

UNIT 3

Budget – Types of budget- types of buying- Controlling expenses,Income Statement-Planning of Capital & Operational Budget.

UNIT 4

Types of Keys- Key control.
Safety awareness- fire fighting –accident prevention.

UNIT 5

Commonly used fabrics- types of weave
Identification and their use in industry.
Planning trends in Hotels
Facilities for Physically handicapped and disabled person.

Core Paper XI FRONT OFFICE OPERATION – II

UNIT 1

Receiving, Welcoming and greeting of guest
Front office selling tips
Telephone procedure
Flow of registration process

UNIT 2

Registration & Operation Module systems of registration
Group arrival
Types of Reservation
Group reservation
Cancellation

UNIT 3

Room selling techniques
Discount and fixation policy
Yield Management

UNIT 4

Guest Accounting
Forecasting Room availability & Room reservation
Guest Complaints

UNIT 5

Front office cashier
Foreign Exchange
Folio
Mail & Message handling
Luggage handling & bell desk activities.

Skill Based Subject 3
HUMAN RESOURCE MANAGEMENT

Objectives: At the end of the course the students will know about various operations in Personnel department and its nature of job.

Unit1

Introduction, Definition and Role of the HRD
Job Design, Job specification. Job Evaluations

Unit2

Recruitment, Selection. Induction of Training

Unit3

Performance appraisal, Promotion, Industrial relations
Public relations

Unit4

Discipline, Grievance Procedure, Employee Relations

Unit5

Punishment, Misconduct & Redundancy

REFERENCE BOOK

HR Development & management in Hotel Industry - Dr.Jagmohan Negi - Frank Bros & Co.,
New Delhi
HRD management - Ramakrishnan

PRACTICALS

Core Practical - X **ACCOMMODATION OPERATION-II**

Recollection and revision of previous portions,
Bed making, Flower arrangement, room cleaning,
Identification of various linen-stain removing procedure
Discrepancy reports, Room Checklists, Duty rosters

Core Practical - XI **FRONT OFFICE OPERATION – II**

Identification of various racks
Identification of various performs and use of them concerning the arrival of VIP, individual
and group receiving, greeting the guest,
Departure procedure
Handling of Credit card procedure
Practice on bill compilation presentation and settlement procedure.