

**REGULATIONS AND SYLLABUS  
FOR  
B.SC IN HOSPITALITY & HOTEL MANAGEMENT**

*Offered by*

**BHARATHIAR UNIVERSITY, COIMBATORE  
FROM 2007-2008**

*Under The*

**UNIVERSITY INDUSTRY INTERACTION AND  
CONSULTANCY SERVICE CENTER (UICSC)  
COLLABORATIVE PROGRAMME**

## **B.Sc in Hospitality & Hotel Management**

### **1. Description of the Course/Objective of the course:**

Understanding the ever increasing demand for talented and creative professional in tourism and hospitality industries which accelerate the economic development of a country, the BHARATHIAR UNIVERSITY has given approval for a university industry interaction program in Hotel Management and catering Technology in institutions where infrastructural facilities are available.

### **2. Eligibility for admission to the course:**

Any candidates who have passed 10+2/PUC/Std X11 or any other equivalent thereto are eligible for the course

### **3. Lateral Entry:**

The students having the required Entry Qualification of Two year Diploma or Equivalent of recognized University the Industry or Institute seek direct admission to the II B.Sc under lateral Entry scheme of the Bharathiar University

### **4. Duration of the course:**

The course shall extend over a period of three years comprising of annual pattern (calendar year from July to June ) including admission and examination period for each year excluding Sundays and other public holidays as declared by the state government. Earlier of the second year shall consist of training in any of the hotel classified under three or above category for a period of 22 weeks at the end of which they will submit a training /project report. Examinations shall be conducted at the end of every year for the respective subjects.

The medium of instruction in all the theory and practical subjects shall be in English

No candidate shall be eligible for the Graduation unless he/she has undergone the prescribed course of study for a period of 3 academic years (including practical training at hotel) in the institution and has passed the examination and fulfilled such conditions as have been prescribed therefore:

## 5. Course of study:

### 1<sup>st</sup> year papers

#### Subjects

#### Theory

Functional English 1  
Functional French 1\ Hindi 1\ Tamil1  
Food & Beverage Production 1  
Food & Beverage Service 1  
Accommodation Operation 1  
Front office operation 1  
Fundamentals of Travel & Tourism  
Basics of computer science  
Nutrition & food science

#### Practical

Food & Beverage Production 1  
Food & Beverage Service 1  
Accommodation operation 1  
Front office operation 1  
Basic of computer science

### 2<sup>nd</sup> Year Papers

## Industrial Exposure Training

#### Theory

Functional English 2  
Food & Beverage Production 2  
Bakery & Confectionery  
Food & Beverage Service 2  
Accommodation operation 2  
Front office operation 2  
Hotel Maintenance Engineering  
Hotel Accountancy

#### Practical

Food & Beverage Production 2  
Bakery & Confectionery  
Food & Beverage service 2  
Accommodation operation 2  
Front office operation 2

## **3<sup>rd</sup> Year papers**

### **Theory**

Functional French 2\Hindi 2  
Food & Beverage Production 3  
Food & Beverage Service 3  
Accommodation Operation 3  
Front office operation 3  
Hotel Law  
Computer Application  
Nutrition and food science  
Sales and marketing  
Human Resource Management

### **Practical**

Food & Beverage Production 3  
Food & Beverage Service 3  
Accommodation operation 3  
Front office operation 3  
Computer application  
Project (research report)

## **6. Requirement to Appear for the Examination:**

A candidate will be permitted to appear for the University Examination for any year if he / she secure not less than 90% of attendance in the number of instructional days/ practical at industry during the calendar year, failing which he / she should redo that course of study.

## **7. Examination & Scheme of Examination**

(A) The course will follow the yearly pattern with examinations being held in March/April of each year. There will be supplementary examinations in October/November for the benefit of those candidates who have failed in the examination. Examination will be conducted at the end of each academic year by the **Bharathiar University** and the end of each year by the institute. In addition there shall be two assessment tests in a year, conducted by the institute. These marks shall be recorded separately.

### **(B) Internal Assessment Marks.**

A total of 1880 marks are allotted for internal assessment. 40 marks for each theory paper and 50 marks for each practical paper. This assessment mark will be based on tests, assignments, and attendance in the proportion 40% for tests, 40% assignments and 20% for attendance. The performance of the students in the practical classes, including presentation records also will be counted for awarding the internal assessment marks. The teachers will maintain record of all marks awarded in respect of internal assessment.

The students can represent their grievances if any in respect of marks awarded to the head of institutions for clarification.

(C). every candidate shall be examined in the subjects according to the Syllabus and course outlines prescribed from time to time.

(D) The eligibility for attending the examination shall be only for those Students who:

A candidate will be permitted to appear for the University Examination for any year if he / she secure not less than 90% of attendance in the number of instructional days/ practical at industry during the calendar year, failing which he / she should redo that course of study.

(E) The minimum marks for a pass in the examinations shall be 40% in each Paper

**(F)Scheme of Examination:**

**1<sup>st</sup> year**

Sl. no	Subjects	Papers code	Marks		Total
			Internal Marks	External Marks	
1	Functional English 1	07 HHM 11	40	60	100
2	Functional French 1or Functional Hindi 1\Tamil 1	07 HHM 12\ 07 HHM13\14	40	60	100
3	Food & beverage production 1	07 HHM 15	40	60	100
4	Food &beverage service 1	07 HHM 16	40	60	100
5	Accommodation Operation 1	07 HHM 17	40	60	100
6	Front office operation 1	07 HHM 18	40	60	100
7	Fundamentals of Travel & Tourism	07 HHM 19	40	60	100
8	Basics of computer science	07 HHM 20	40	60	100
9	Nutrition & food science	07 HHM 21	40	60	100
	<b>Practical</b>	<b>Paper code</b>	<b>Internal Marks</b>	<b>External Marks</b>	<b>Total</b>
10	Food & beverage production 1	07 HHM 22	50	50	100

11	Food & Beverage service 1	07 HHM 23	50	50	100
12	Accommodation operation 1	07 HHM 24	50	50	100
13	Front office operation 1	07 HHM 25	50	50	100
14	Basic of computer science	07 HHM 26	50	50	100

## 2<sup>nd</sup> Year

	Theory	Papers code	Internal Marks	External Marks	Total
1	Industrial Exposure Training	07 HHM 27	50	50	100
2	Functional English 2	07 HHM 28	40	60	100
3	Food & Beverage Production 2	07 HHM 29	40	60	100
4	Bakery & Confectionery	07 HHM 30	40	60	100
5	Food & Beverage service 2	07 HHM 31	40	60	100
6	Accommodation operation 2	07 HHM 32	40	60	100
7	Front office operation 2	07 HHM 33	40	60	100
8	Hotel Maintenance Engineering	07 HHM 34	40	60	100
9	Hotel Accountancy	07 HHM 35	40	60	100
	<b>Practical</b>				
10	Food & Beverage Production 2	07 HHM 36	50	50	100
11	Bakery & Confectionery	07 HHM 37	50	50	100
12	Food & Beverage service 2	07 HHM 38	50	50	100
13	Accommodation operation 2	07 HHM 39	50	50	100
14	Front office operation 2	07 HHM 40	50	50	100

### 3<sup>rd</sup> YEAR

	Theory	Papers Code	Internal Marks	External Marks	Total
1	Functional French 2 \ Hindi 2	07 HHM 41\42	40	60	100
2	Food & Beverage production 3	07 HHM 43	40	60	100
3	Food & Beverage Service 3	07 HHM 44	40	60	100
4	Accommodation operation 3	07 HHM 45	40	60	100
5	Front office operation 3	07 HHM 46	40	60	100
6	Hotel Law	07 HHM 47	40	60	100
7	computer application	07 HHM 48	40	60	100
8	Nutrition and food science	07 HHM 49	40	60	100
9	Sales and marketing	07 HHM 50	40	60	100
10	Human Resource management	07 HHM 51	40	60	100
	<b>PRACTICAL</b>				
11	Food & Beverage production 3	07 HHM 52	50	50	100
12	Food & Beverage service 3	07 HHM 53	50	50	100
13	Accommodation operation 3	07 HHM 54	50	50	100
14	Front office operation 3	07 HHM 55	50	50	100
15	Computer application 3	07 HHM 56	50	50	100
16	Project (research report)	07 HHM 57	-	100	100
	<b>GRAND TOTAL</b>		<b>1880</b>	<b>2520</b>	<b>4400</b>

## **8. Uniform:**

Students shall arrange themselves the college uniform and tool kit for the kitchen as per specification for which college can assist them or they can buy it from the college office as per availability. However, uniform and tool kit are compulsory and the charges for the same are included in the fees prescribed above.

Uniform (minimum numbers): Blazer-1, white shirt-2, Black pant-2, Chef coat-1, Chef pant-1, apron full-1, apron half-1, half white shirt-1, scarf - 1, Napkin-1, tie-1, bow tie-1.

## **9. Medium of Instruction and Examinations:**

The medium of instruction and examination will be in English.

## **10. Passing requirements:**

i) A candidate shall be declared to have passed the examination in a subject if he/she secures not less than 40% of the marks both in the University Examinations and in the internals

ii) A candidate who successfully completes the course and passes the examinations prescribed in all the subjects of study shall be declared to have been qualified for the B.Sc Hospitality and Hotel Management. The candidate must secure the minimum 40% in each paper.

iii) If a candidate does not complete the course successfully within a period of 4 years from the date of his/her joining he/she will not be eligible to receive the B.Sc Hospitality and Hotel Management.

## **11. Classification of Successful Candidates:**

i) All candidates securing not less than 80% of the aggregate marks shall be declared to have passed in FIRST CLASS with DISTINCTION provided they have passed the examination in every subject in their first attempt at the earliest opportunity.

ii) All candidates securing not less than 65% of the aggregate marks shall be declared to have passed in FIRST CLASS provided they have passed the examination in every subject.

iii) All candidates securing not less than 50% of the aggregate marks shall be declared to have passed in SECOND CLASS provided they have passed the examination in every subject.



## **12. Conferment of the Degree:**

No Candidates shall be eligible for conferment of the Degree unless he/she has undergone the prescribed course of study for a period of not less than three years in an institution approved by University or has been exempted there from in the manner prescribed and has passed the examinations as have been prescribed therefore.

## **13. Question paper pattern**

Theory examination will be for 100 marks with the following components which will be converted into 60 marks.

- Multiple choice / one word answers :  $20 \times 1 = 20$  marks (no choice)
- Short notes (100 words/ one paragraph) :  $5 \times 6 = 30$  marks (either/or type)
- Elaborate (300 words or 1½ paper) :  $5 \times 10 = 50$  marks (either/or type)

### **Practical:**

For practical examination the chief examiner appointed by the Bharathiar University will set a question paper consisting of practical exercises for each subject

All facilities for the practical examinations will be provided by the participating institutions it self as per requirement, meeting the expenses from the examination fees collected.

## **14. INDUSTRIAL WORK EXPERIENCE:**

Beginning of the second year, students have to undergo Industrial Exposure Training in any leading Hotels through the Institution for a period of 22 weeks. After completion of Industrial Exposure Training, as they have to submit the IET Certificate and Training Report, **100%** marks will be awarded by the University after Completion of IET.

## **15. PROJECT REPORT**

The students will choose a particular subject relevant to hotel and catering industry and prepared an in-depth [project report of no less than 5000 words which will be handed over to head of the department, prior to the commencement of final examination for onward submission to the examiner along with the training certificate issued by the hotel where the students got trained. The report can include objective, scope of the project and detailed report.

**Total marks of 100 will be awarded on the project report (50 for report and 50 for presentation and viva)**

## **16. VALUATION**

The answer sheets will be valued under centralized valuation system and all expenses for the examination will be met from the examination fees collected.

The practical examination will held at the concerned institution itself and the result will be forwarded to the Bharathiar University.

## **17. PANEL OF THE EXAMINER**

The Examiner Panel will consists of both Industry and academic oriented Person .Industry oriented person means the examiner should be eligible for 3 Years in Industry and they have a minimum qualifications of any degree or Diploma. .Academic oriented person means the examiner should be eligible for 3 Years in academics and they have a minimum qualifications of any degree or Diploma. If the main examiner is not present at the movement alternatives of the examiner list also included and the panel will be approved by the Bharathiar University before commencing the Examination.

## FIRST YEAR -THEORY

### **1. Subject Title: Functional English**

**Subject code: 07 HHM 11**

**Period per week: 3**

**Total period: 132**

#### **Objective:**

To develop ability in the students to have precise self expressions both in verbal and written forms and in objective reporting to make students think creatively and analytically and to develop in them correct pronunciation.

#### **Unit 1 (B.sc HHM A1-1)**

Communication – barriers of communication, overcoming the barriers, listening barriers, guidelines for effective listening.

#### **Unit 2 (B.sc HHM A1-2)**

Effective speaking, English for restaurant and hotel  
Polite and effective enquiry, response to enquiry  
Manners and etiquette in communication

#### **Unit 3 (B.sc HHM A1-3)**

Addressing a group, essential qualities of a good speaker  
Delivering the speech, pronunciation  
Importance of speech in hotels

#### **Unit 4 (B.sc HHM A1-4)**

Using the telephone – nature of telephone activity in hotel industry  
The need for developing telephone skills. The telephone skills in hospitality industry  
Effective communication technique over telephone

#### **Unit 5 (B.sc HHM A1-5)**

Preparation of essay writing, report writing, precise, basic letter writing, comprehension of passages, memorandum, official letters

#### **REFERENCE BOOKS:**

**Communication skills - A Practical Approach**

Hema srinivsan – Frank bros- New Delhi

**2. Subject title: Functional French**

**Subject Code: 07 HHM 12**

**Period per week: 3**

**Total period: 132**

**Objective**

To enable the students to understand hotel and catering terminology through simple speaking and writing exercises: to develop correct pronunciation through simple grammar principles.

**Unit 1 (B.sc HHM A2 - 1)**

Introduction to language-letter of alphabet and their pronunciation. Distinction between vowels and constant words and the use of different accents.

**Unit 2(B.sc HHM A2-2)**

Conversation at the reception and restaurant in the hotel-Dialogue.

**Unit (B.sc HHM A2-3)**

List of names of (a) professions (b) Countries and their nationalities (c) Fruits and vegetables.

Numeric from 1 to 100. The time of the day. Member of the family.

**Unit 4 (B.sc HHM A2-4)**

Hotel and kitchen personnel in the French terms.

Grammar- Personal pronouns, conjunctions

**Unit 5 (B.sc HHM A2-5)**

Self introduction. Presenting and introducing another person.

Greetings-How to greet and reply to the greetings.

**REFERENCE BOOKS:**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
French for Hotel Management- & Hotel Industry	S.Bhattacharya –	Frank Bros - New Delhi

**3. Subject title: Functional Hindi**  
**Subject code: 07 HHM 13**  
**Period per week: 3**  
**Total period: 132**

**Objectives:**

To understand the Reading of Hindi, Listening of Hindi, By grammatical way used in Hospitality Industry

**Unit 1 (B.sc HHM A3 - 1)**

Introduction of Language based on subject

**Unit 2 (B.sc HHM A3 - 2)**

Numbers

Lesson 1 -10 (words, conversations)

Grammars

**Unit 3 (B.sc HHM A3 - 3)**

Types of letters

**Unit 4 (B.sc HHM A3 - 4)**

Alphabets – Types

**Unit 5 (B.sc HHM A3 - 5)**

Combination words

**REFERENCE BOOK**

Bharathi board (basic letters & Sentence Making)

Naveena hindi Botamala (Prose & Poems)

Anuvath abiyas (Part1&2) English Tamil to Hindi

Publishers: Bharath dakshna Hindi Prashar sabha

**4. Subject title: Functional Tamil**  
**Subject code: 07 HHM 14**  
**Period per week: 3**  
**Total period: 132**

**Syllabus as per University**

**5. Subject title: Food and beverage production 1**  
**Subject code: 07 HHM 15**  
**Period per week: 3**  
**Total period: 132**

**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 (B.sc HM 5.A1)**

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 (B.sc HHM 5.A2)**

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 (B.sc HHM 5.A3)**

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 (B.sc HHM 5.A4)**

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 (B.Sc HHM 5 A5)**

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, cares and maintains.

Modern developments in equipments manufacture

### **REFERENCE BOOKS**

#### **FOOD PRODUCTION.**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
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.leto & 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	

## **6. Subject title: Food & Beverage service 1**

**Subject code: 07 HHM 16**

**Period per week: 3**

**Total period: 132**

### **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 to acquire the requisite technical skill for competent service of food and beverages.

### **Unit 1 (B.Sc HHM A6-1)**

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(Bsc HHM A6-2)**

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(B.sc HHM A6-3)**

F&B service equipments

Classification of equipments, familiarization of equipments-criteria for selection and requirement – cookery – tableware (silver and stainless)-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 laying, 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 constraints – designing the 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(B.sc HHM A6-5)**

Restaurant planning –layout objectives of good layout ,planning a restaurant steps in planning , space allocation , staffing, equipments, furniture and 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 break fast buffet ,equipment required , check list, supervision.

### **REFERENCE BOOKS**

#### **FOOD AND BEVERAGE SERVICE**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
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,John .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)

## **7. Subject title: Accommodation operation 1**

**Subject code: 07 HHM 17**

**Period per week: 3**

**Total period: 132**

### **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 house keeping articles. To make the student understand about the various cleaning materials and agents used and the hygiene and sanitation aspects of department

### **Unit 1 (B.sc HHM A7-1)**

The role of house keeping 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 (B.sc HHM A7-2)**

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 (B.sc HHM A7-3)**

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

### **Unit 4 (B.sc HHM A7-4)**

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-guest room inspection

### **Unit 5 (B.sc HHM A7-5)**

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 Manuel- 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. Accomodation Operation Mangement – s.kaushal – S.N.gowtham- Frank & co,New  
Delhi

**8. Subject title: Front office operation 1**  
**Subject code: 07 HHM 18**  
**Period per week: 3**  
**Total period: 132**

**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 (B.sc HHM A8-1)**

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 (B.sc HHM A8-2)**

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 (B.sc HHM A8-3)**

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 (B.scHHM A8-4)**

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 (B.sc HHM A8-5)**

Reservation: importance of reservation-modes and sources of reservation-dealing with reservation enquiries-cancellation and amendments-computerized reservation-group reservation-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

**9. Subject title: Fundamentals of Travel & Tourism**  
**Subject code: 07 HHM 19**  
**Period per week: 3**  
**Total period: 132**

### **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 (B.sc HHM A9-1)**

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 (B.sc HHM A9-2)**

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 (B.sc HHM A9-3)**

Tourist products-concept, difference from consumer products.  
Components if 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 (B. sc HHM A9-4)**

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 (B.sc HHM A9-5)**

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

**10. Subject title: Basics of Computer application**

**Subject code: 07 HHM 20**

**Period per week: 3**

**Total period: 132**

**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 (B.sc HHM A10-1)**

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 (B.sc HHM A10-2)**

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 (B.sc HHM A10-3)**

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 (B.sc HHM A10-4)**

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

**Unit 5 (B.sc HHM A10-5)**

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



11. Subject title: Food Hygiene and Nutrition

**Subject code: 07 HHM 21**

**Period per week: 3**

**Total period: 132**

**Unit 1 (B.Sc HHM A11-1)**

Introduction-definition of nutrition, nutrients, classification of nutrients, food groups

**Unit 2 (B.Sc HHM A11 -2)**

Minerals: calcium, Iron, sodium, iodine, flour shine-functions, sources, daily requirement, excess and deficiency, digestion and deficiency.

Vitamins: Classification, functions sources, daily requirements, excess and deficiency of A, D, E, K, C, E, B2, B3, B12. Nutritional losses during cooking

**Unit 3 (B.Sc HHM A11 -3)**

Introduction - Classification & Food Material

Carbohydrate - Classification, Sources

Protein - Composition, Classification

Lipids - Composition, - classification

**Unit 4 (B.Sc HHM A11 -4)**

Classification. Vitamins - Classification,

Functions, Sources. Food production based on

Micro organism - Small-Scale fermentation of idly, dhokla, batura, naan & yogurt.

**Unit 5 (B.Sc HHM A11 -5)**

Introduction to Microbiological organism.

Contamination, preservation & spoilage of different foods. Food sanitation, control & inspection.

**REFERENCE BOOKS**

**FOOD HYGIENE AND NUTRITION**

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

# **Practicals**

## **12. Subject title: Food and beverage production 1**

**Subject code: 07 HHM 22**

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)

## **13. Subject title: Food and beverage service 1**

**Subject code: 07 HHM 23**

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

## **14. Subject title: Accommodation operation 1**

**Subject code: 07 HHM 24**

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.

## **15. SUBJECT: FRONT OFFICE OPERATION 1**

**SUBJECT CODE: 07 HHM 25**

Identification and familiarization of all stationary items in front office,  
Taking reservation, cancellation and change, processing reservations  
Telephone conversation  
Chart's showing availability of rooms, practice on room management system, idea about reception, information, cash counters, and activities

## **PRACTICAL**

### **16. Subject title: Basics of Computer application**

**Subject code: 07 HHM 26**

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, l delete a file

Sending e mails save and print topics from internet

## SECOND YEAR-THEORY

### **17. Subject Title: Industrial Exposure Training**

**Subject code: 07 HHM 27**

**Period of Training: 22 Weeks**

Beginning of the second year, students have to undergo Industrial Exposure Training in any leading Hotels through the Institution for a period of 22 weeks.

### **18. Subject Title: Functional English**

**Subject code: 07 HHM 28**

**Period per week: 3**

**Total period: 66**

**Objectives:** To impart the knowledge and develop and skills in communication Verbal and Written for bringing out the profile of the students in the Hospitality Industry.

#### **Unit 1 (B.sc HHM B1-1)**

ETIQUETTE AND MANNERS:

- 1.a) Importance of etiquette and manners
  - b) Importance of etiquette and manners in the Hotel. Industry
  - c) Speaking to superiors
  - d) Introduction
  - e) Speaking t a Celebrity
2. COMPRHENSIONS

#### **Unit 2 (B.sc HHM B1-2)**

3. LETTER WRITING

- a) Basic letter writing
- b) Planning letter
- c) Giving right look to letters
- d) Parts of a letter
- e) Types of social letter

#### **Unit 3 (B.sc HHM B1-3)**

4. ESSAY WRITING

- A) Classification of essays
- b) Five stages of essay writing

#### 5. PRECISE WRITING

- a) Requirement of a good precise
- B) Requirement of Essay writing

#### 6. REPORT WRITING

- a) Kinds of reports
- b) Steps in preparing reports
- c) Forms of presentation
- d) Memorandum
- e) Ingredient of a good business report

#### **Unit 4 (B.sc HHM B1-4)**

#### 7. SPEECHES

- a) Public speaking
- b) Preparing a speech
- c) Good diction and clarity
- d) How to introduce a speaker
- e) Handling Distractions
- f) Profile of a good speaker
- g) Guidelines for the beginners

#### **Unit 5 B.sc HHM B1-5)**

#### 8. PRESENTATION

- a) Presenting an award
- b) Accepting an award
- c) Debates
- d) Group discussion

#### REFERENCE BOOKS:

**Communication skills - A Practical Approach**  
Hema srinivsan – Frank bros- New Delhi

**19. Subject Title: Food and beverage Production 2**

**Subject code: 07 HHM 29**

**Period per week: 3**

**Total period: 66**

**Unit 1 (B.sc HHM B2-1)**

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

**Unit 2 (B.sc HHM B2-2)**

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 (B.sc HHM B2-3)**

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 (B.sc HHM B2-3)**

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

**Unit 5 (B.sc HHM B2-4)**

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.**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
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.	
10.Theory Catering	David Foslett Victor Cesrani Ronald Kinton	- ELTS Publishers (Book Power)
11.Larder Chef	M.j.leto & 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	

**20. Subject Title: Bakery & Confectionery**  
**Subject code: 07 HHM 30**  
**Period per week: 3**  
**Total period: 66**

**Unit -1(B.sc HHM B3-1)**

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

**Unit - 2(B.sc HHM B3-2)**

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

**Unit -3(B.sc HHM B3-3)**

Methods of cake making and faults in cake making.

**Unit -4(B.sc HHM B3-4)**

Methods of Bread making and faults in Bread making.

**Unit -5(B.sc HHM B3-5)**

Basic methods of pastry making.



**21. Subject Title: Food & Beverage Service (Bar Management)**

**Subject code: 07 HHM 31**

**Period per week: 3**

**Total period: 66**

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 (B.Sc.HHM B4-1)**

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

**Unit2 (B.Sc.HHM B4-2)**

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

**Unit3 (B.Sc.HHM B4-3)**

Beer-type-storage-service  
Production of beer-bottled and canned beer, draught beer-  
Spirit-production spirit, whisky rum, vodka, gin, brandy, tequila other spirits and services

**Unit4 (B.Sc.HHM B4-4)**

Liqueurs-definition –production-categories-cocktails, cocktail bar-equipment, preparation and services, mocktail,speciality coffee,cigars,and other tobaccos-manufacture,sorage 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 (B.Sc.HHM B4-5)**

Even management  
Planning of Bar –Types  
Cocktail & Mock tail Exhibition

## **REFERENCE BOOKS**

### **FOOD AND BEVERAGE SERVICE**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
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,John .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	- ELTS Publishers (Book Power)
	Victor Cesrani	
	Ronald Kinton	

## **22. Subject Title: Accommodation operation 2**

**Subject code: 07 HHM 32**

**Period per week: 3**

**Total period: 66**

**Objectives:** To understand the student after completion of the subject Linen Management, Fibers and Fabrics, Laundry management & Stain removal, Flower arrangements, Fire safety etc,

### **Unit 1(B.Sc HHM B5- 1)**

Hotel linen- Classification-bed linen, bath linen, table linen, Size selection criteria.  
Linen Room-function lay out and equipment, staff, calculation of linen requirement, records, recycling of linen, marking,  
Soft furnishing-curtain, bed spread, upholstery, cushions-selection

### **Unit 2(B.Sc HHM B5-2)**

Uniform-advantages-items, No. of sets, laundry and storage procedure, sewing room, Actives and equipments, laundry, duties and responsibilities of laundry staff, flow process, guest laundry, valet service  
Stain removal classification of stains stain removal agents  
Selection of fabrics

### **Unit 3(B.Sc HHM B5-3)**

Flower arrangement -purpose, equipment and materials styles, theme decoration,  
Pest control –Definition of pest, areas of infestation, prevention and control of Pest.

### **Unit 4(B.Sc HHM B5-4)**

Guest rooms-decorations-size of room and furniture, furniture arrangements principles of design, colour harmony and colour scheme  
Safety awareness-accident prevention –Fire safety-Fire fighting-fire fighting equipments-crime prevention

### **Unit 5(B.Sc HHM B5-5)**

Composition, care and cleaning surfaces.  
Metals, glass, plastic, ceramic, wood, floor finishers, wall finishers, Maids Service rooms –lay out and essential features. Organizing maids' trolley, keys, types of keys-computerized keys and control of key: key handling procedures, hotel bed making.

## **REFERENCE BOOKS**

### **ACCOMODATION OPERATION**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
1. Hotel, Hostel, Hospital Housekeeping –	Joan Brown -	ELTS Publishers (Book Power)
2. Hotel Housekeeping Training Manuel-	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. Accomodation Operation Mangement –	s.kaushal – S.N.gowtham-	Frank & co,New Delhi

**23. Subject title: Front office operation 2**  
**Subject code: 07 HHM 33**  
**Period per week: 3**  
**Total period: 66**

Objectives: To develop a comprehensive Knowledge of the Reception, Reservation, Cancellation, Foreign currency and procedures and record maintenance.

**Unit I –(B.Sc HHM B6- 1)**

- Receiving and greeting the guest
- Selling skills
- Types of registration
- Flow of registration process and document generated in registration process
- Registration and operation mode
- Group arrival

**Unit II – (B.Sc HHM B6- 2)**

- Types of reservation
- Discount and allowances
- Group reservation
- Forecasting of reservation
- Processing reservation Revision \ cancellation
- International hotel telegraphic codes

**Unit III – (B.Sc HHM B6- 3)**

- Cancellation
- FIT, GIT, Terms of Payment details
- Express check-out

**Unit IV – (B.Sc HHM B6- 4)**

- **Front office Cashier**
- Job description

**Unit V – (B.Sc HHM B6- 5)**

Foreign currency ,Rising of guest folios, manual tabular ledger, posting of voucher using mechanical ledger, billing and computerized system, night audit, discounts, allowance, closing the folio.

## **REFERENCE BOOKS**

### **FRONT OFFICE**

1. Hotel front office training manual - Sudhir Andrews - TATA McGRW 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

## **24. Subject Title- Hotel Engineering and Maintenance**

**Subject code: 07 HHM 34**

**Period per week: 3**

**Total period: 66**

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

### **Unit 1(B.Sc. HHM B7-1)**

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

### **Unit 2 (B.Sc HHM B7-2)**

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(B.Sc HHM B7-3)**

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 pollution, noise pollution, vehicular pollution, sewage treatment plants

### **Unit 4(B.Sc HHM B7-4)**

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(B.Sc HHM B7-5)**

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 conversation 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 Aullach



**25. Subject title :Hotel Accountancy**

**Subject code: 07 HHM 35**

**Period per week: 3**

**Total period: 66**

**Unit 1 (B.sc HHM B8- 1)**

Importance of accounting in hotel business , classification of accounts- accounting – equation , journalizing , posting and ledgers – balancing of ledger accounts – subsidiary journal , purchase book sales book cash book petty cash book closing if ledgers  
Trial balance preparation – trading accounts – profit and loss account balance sheet (simple) revenue and capital expenditure.

**Unit 2 (B.sc HHM B8- 2)**

Trial balance preparation – trading accounts – profit and loss account balance sheet (simple) revenue and capital expenditure.  
Preparation of operating cost variable expenses  
Room occupancy percentage – bed occupancy percentage – double occupancy percentage.

**Unit 3 (B.sc HHM B8-3)**

Percentage of food and beverage sales – room sales – percentage or other income to room, average rate room and rate – guest.

**Unit 4 (B.sc HHM B8-5)**

Inventory management - inventory valuation  
Financial statement – types – format of income statement and balance sheet

**Unit 5 (B.sc HHM B8 -6)**

Depreciation – meaning and methods of calculation.  
Auditing – meaning – uses and advantages – continuous type of auditing.

**REFERENCE BOOKS**

1. A systematic approach to accounting - Dr. K.G.C. Nair and Dr. Dipa
2. elements of hotel accountancy - Rawat G.S, Gupta

# **Practicals**

## **26. Subject Title: Food and beverage Production 2**

**Subject code: 07 HHM 36**

QTK (Quantity Training Kitchen)

10 four course Indian menu

## **27. Subject Title: Bakery & Confectionery**

**Subject code: 07 HHM 37**

Bakery identification and handling of raw materials

identification Pastry and bakery equipments

Methods of cake making –rubbing, creaming, bread baking, 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)

## **28. Subject Title: Food & Beverage Service (Bar Management)**

**Subject code: 07 HHM 38**

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

## **29. Subject Title: Accommodation operation 2**

**Subject code: 07 HHM 39**

Identifications of table linen room linen, bath linen-selection, use, care, and maintenance

Linen exchange procedure from store-floor-pantry-laundry

Laundry- basic principals

Stain removal-identification of stains and cleaning agents

Flower arrangement basic principals, conditioning of plants, Styles of flower arrangements-theme decorations.

Pest control

**30. Subject title: Front office operation 2**  
**Subject code: 07 HHM 40**

Identification of different types of rack

Reservation, Reception

Job description – Front office Cashier

Hotel credit, foreign currency

Guest folio, Allowances

Guest departure, Computer application in Front office

Capitals, Governors, Chief Minister of States

Heads of Important office

## THIRD YEAR-THEORY

**31. Subject title: Functional French 2**

**Subject code: 07 HHM 41**

**Period per week: 3**

**Total period: 132**

**Unit1 (B.Sc.HHM C1-1)**

To ask for a product and information about the there product

To ask/suggest, to do, accept/to refuse to do

**Unit2 (B.Sc.HHM C1-2)**

To buy/sell articles, commerce, money/

**Unit3 (B.Sc.HHM C1-3)**

To ask for a purpose, to ask for a product

To invite and to reply to an invitation.

To say about meals.

**Unit4 (B.Sc HHM C1-4)**

Vocabulary related to hotel, house, class room,

Numerals, numbers 1to100,

**Unit5 (B.Sc.HHM C1-5)**

Time of the day, members of the family, hotel and kitchen personnel

Conversation and revision of lessons

**REFERENCE BOOKS:**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
French for Hotel Management- & Hotel Industry	S.Bhattacharya –	Frank Bros - New Delhi

**32. Subject title: Functional Hindi 2**  
**Subject code: 07 HHM 42**  
**Period per week: 3**  
**Total period: 132**

**Unit1 (B.Sc.HHM C2-1)**

Publication  
Culinary Terminologies

**Unit 2(B.sc HHM C2 - 2)**

Asking for information  
Conversations – at Hotel/ The cash counter

**Unit 3 (B.sc HHM C2 - 3)**

Break Fast/ Lunch/ Dinner table – Conversations

**Unit 4 (B.sc HHM C2 - 4)**

Vocabulary – French to English & English to French  
Conversations related to ordering Meal

**Unit 5 (B.sc HHM C2 - 5)**

Prose & Poems

**REFERENCE BOOKS**

Bharathi board (basic letters & Sentence Making)  
Naveena hindi Botamala (Prose & Poems)  
Anuvath abiyas (Part1&2) English Tamil to Hindi  
Publishers: Bharath dakshna Hindi Prashar sabha

### **33. Subject title: Food and Beverage Production 3**

**Subject code: 07 HHM 43**

**Period per week: 3**

**Total period: 132**

#### **Unit1 (B.Sc.HHM C3-1)**

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 (B.Sc.HHM C3-2)**

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 (B.Sc.HHM C3-3)**

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.

#### **Unit4 (B.Sc.HHM C3-4)**

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 (B.Sc.HHM C3-5)**

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.**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
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.leto & 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	

**34. Subject title: Food and Beverage Service 3**

**Subject code: 07 HHM 44**

**Period per week: 3**

**Total period: 132**

**Unit 1 (B.Sc HHM C4-1)**

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

**Unit 2(B.sc HHM C4-2)**

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(B.Sc HHM C4-3)**

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

**Unit 4(B.sc HHM C4-4)**

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 (B.Sc.HHM C4-5)**

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

**REFERENCE BOOKS**

**FOOD AND BEVERAGE SERVICE**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
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,	John .A. Cousins ELTS Publishers
4. Professional F& B Service	Mgt.Brian vergheese	Mc Millan India Ltd.,Chennai
5. 5. Bar Tenders Guide	Peter bohrnann	Greenwich Edition London
6. 6. Theory Catering	David Foslett	- ELTS Publishers (Book Power)
	Victor Cesrani	
	a. Ronald Kinton	



**35. Subject title: Accommodation Operation 3**

**Subject code: 07 HHM 45**

**Period per week: 3**

**Total period: 132**

**Unit1 (B.Sc HHM C5-1)**

Budget and budgetary control

Budget process, planning capital budget, planning operational budget

Controlling expense income statement

Methods of buying-stock record issue and control

**Unit2 (B.sc HHM C5-2)**

Interior decoration, colour code, lighting and lighting fixtures,

Floor finishes-furniture and fittings-accessories

Decoration for special occasion

**Unit3 (B.sc HHM C5-3)**

Size of room, size of furniture, colour scheme

Wall/wall treatments-types of carpets harmony and colour

Manufacture-origin, types, weaves

**Unit4 (B.sc HHM C5-4)**

Commonly used fabrics-identification and their uses in industry.

Facilities for physically handicapped and disabled persons.

Types of fire and fire fighting techniques

Safety awareness and accident prevention

**Unit5 (B.sc HHM C5-5)**

Planning trends-Different building shapes

Planning in hotels, guest rooms, bath rooms, suites.

Lounges, cloak rooms, conference rooms. Leisure rooms, motels, utility rooms.

**REFERENCE BOOKS**

1. Hotel, Hostel, Hospital Housekeeping – Joan Brown - ELTS Publishers (Book Power)

2. Hotel Housekeeping Training Manual- Sudhir Andrews - TATA McGRRAW 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

**36. Subject title: Front Office Operation 3**

**Subject code: 07 HHM 46**

**Period per week: 3**

**Total period: 132**

**Objectives:** To develop a comprehensive Knowledge about managerial level of various operations such as Yield Management,

**Unit 1(B.Sc. HHM C6-1)**

Information - Controlling of Room Keys - Room selling techniques

Discount and Discount Fixation policy - Guest accounting - Settlement of Bill

Handling credit - Accommodation statistics - Yield management

Transcript

**Unit 2(B.Sc HHM C6-2)**

Accounting: guest accounting system, flow of accounting process, document generated, Non automated, semi automated, fully automated, guest accounting.

Check-out: cash changes and credit, cashiers report, handling credit card / cheque, settling of guest accounts, foreign exchange regulations, safety deposit facility.

Credit control: objectives, credit control policy, measures while check-in and while receiving reservations, preventing skippers.

**Unit 3(B.Sc.HHM C6-3)**

Forecasting room availability, useful data, and percentage of over stay/ under stay, forecasting room revenue.

Daily operation report, occupancy ratio and percentage, average daily rate, average rate per guest, average room revenue.

**Unit4 (B.Sc.HHM C6-4)**

Telephone procedures, telephone manners, assignment.

Foreign exchange regulation, foreign currency handling.

Types of guest problems, skills necessary skills necessary for dealing with problems.

Handling complaints, course of action to be taken

**Unit5 (B.Sc.HHM C6 -5)**

Registration-receiving and greeting the guest, types of registration, registration process, group arrival, rooming procedure.

Mail services, messages keys, bell desk, activities, luggage handling, door and car parking services. Flow of guest information between section of front office and other department

**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

**37. Subject title: Hotel Law**

**Subject code: 07 HHM 47**

**Period per week: 3**

**Total period: 132**

**Unit1 (B.Sc.HHM C7 -1)**

Introduction. Various laws applicable to catering establishments. Procurement of licenses/permit required to operate hotels, restaurants and catering establishments. Study of fixation of tariff for various taxes viz. luxury, expenditure, sales, surcharge.

**Unit2 (B.Sc.HHM C7 -2)**

Indian partnership act 1932 definition & nature of partnership foundation of partnership rights & duties. Power & liabilities of partner – minor & partner duration. Termination, termination & dissolution & winding of partnership. Registration contents of partnership deed.

**Unit3 (B.Sc HHM C7 -3)**

Labour law, definition and importance, working condition, welfare, health and safety measures, powers of inspectors,

Industrial dispute act 1947. Definition of strike, lock out. retrenchment, lay off award, settlement, authorities under the Act.

Definition: wages, workman, Industrial establishment, employment, employee, Factory rules for payment of wages, deduction allowed.

**Unit4 (B.Sc HHM C7 -4)**

Trade union Act 1926, scope, registration, Rights and privileges of registered trade union. The payment of wages Act 1936

The Employees state Insurance Act 1948, Scope Contribution benefits, rights and obligations of employee and employer.

The payment of Gratuity act 1972 – Rights and obligations of employer and employee

The workman compensation Act 1948 – Scope, liability of employers.

**Unit5 (B.Sc HHM C7 -5)**

Hygiene & Sanitation Regulations

International hotel Regulations

Tourism policies

Laws relating to the grant of License

**Reference: book**

1. Hotel & Tourism Laws - Dr. Jagmohan Negi - Frank Bros & Co., New Delhi

**38. Subject title: Computer application**

**Subject code: 07 HHM 48**

**Period per week: 3**

**Total period: 132**

**Unit 1 B.Sc HHM C8-1)**

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 (B.Sc HHM C8-2)**

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.

**Unit3 (B.Sc HHM C8-3)**

Introduction to MS-DOS-File name-directory display.

Creating directories (MD/CD/ RD) formatting floppy.

Copy (with in the directory) floppy hard disc and vice versa Disc copy-erase/del file (single file and wild life file), rename.

**Unit4 (B.Sc HHM C8-4)**

Word processing-capabilities of word processing.

Introduction To Excel-rearranging work sheets, formatting work sheets.

**Unit5 (B.Sc HHM C8-5)**

Introduction to mail-MS Mail and Office Application. Introduction to internet concepts.

**REFERENCE BOOK**

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

**39. Subject title: Nutrition and Food Science**

**Subject code: 07 HHM 49**

**Period per week: 3**

**Total period: 132**

**Unit1(B.Sc HHM C9-1)**

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

**Unit 2(B.Sc HHM C9-2)**

Water- importance, water balance, deficiency of oral dehydration.

Balanced diet: Definition, meaning and importance of daily requirements.

Balanced diet and simple diet.

**Unit 3 (B.Sc HHM C9-3)**

Meal planning: Factors affecting meal planning

Planning and critical evaluation of meals and snacks.

**Unit 4 (B.Sc HHM C9-4)**

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

**Unit 5 (B.Sc HHM C9-5)**

Selection and storage-space, perishable, non perishable food. Selection of milk and milk products, milk processing, pasteurization, wheat, fruit and vegetables. 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 – srilakshmi –  
new age international publishers
3. Hand book of food and nutrition - M. Swami Nathan –  
PAPPCO PUBLICATION
4. Nutritive value of Indian foods - C. Gopalan, B. V. Rama Sastri –  
NIN PUBLICATIONS - HYDERABAD

**40. Subject title: Sales and marketing**

**Subject code: 07 HHM 50**

**Period per week: 3**

**Total period: 132**

**Unit1 (B.Sc.HHM C10-1)**

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

**Unit 2 (B.Sc.HHM C10-2)**

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

**Unit 3(B.Sc HHM C10 -3)**

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

**Unit 4(B.Sc HHM C10 -4)**

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

**Unit 5(B.Sc HHM C10 -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

**41. Subject title: Human Resource management**

**Subject code: 07 HHM 51**

**Period per week: 3**

**Total period: 132**

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

**Unit1 (B.Sc HHM C11-1)**

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

**Unit2 (B.Sc HHM C11 -2)**

Recruitment. Selection. Induction of Training

**Unit3 (B.Sc HHM C11-3)**

Performance appraisal, Promotion, Industrial relations  
Public relations

**Unit4 (B.Sc HHM C11-4)**

Discipline, Grievance Procedure, Employee Relations

**Unit5 (B.Sc HHM C11-5)**

Punishment, Misconduct & Redundancy

**REFERENCE BOOK**

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

# **Practicals**

## **42. Subject title: Food and Beverage Production 3**

**Subject code: 07 HHM 52**

Cold foods preparation and different varieties

Pate en croquet – 2 Varieties

Terrines – 2 Varieties, Bolontine – 2 Varieties, Galantines – 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

## **43. Subject title: Food and Beverage Production 3**

**Subject code: 07 HHM 53**

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

## **44. Subject title: Accommodation Operation 3**

**Subject code: 07 HHM 54**

Recollection and revision of previous portions

Bed making, flower arrangement, room cleaning,

Identification of various linen – stains and removing procedure

Discrepancy reports, Room Checklists, Duty Rosters



**45. Subject title: Front Office Operation 3**

**Subject code: 07 HHM 55**

Identification of various racks

Identification of various performs and use of them concerning the arrival of VIP, individual and group receiving the greetings the guest.

Departure procedure

Handling of credit card procedure

Practice on bill compilation presentation and settlement procedure

**46. Subject title: Computer application**

**Subject code: 07 HHM 56**

Computerized reservation and practice.

Hotel Management Software Packages

**47. Subject title: Computer application**

**Subject code: 07 HHM 57**

The students will choose a particular subject relevant to hotel and catering industry and prepared an in-depth project report of no less than 5000 words which will be handed over to head of the department. The report can include objective, scope of the project and detailed report.

**48. Subject title: Project (Research Report)**

**Subject code: 07 HHM 58**

The students will choose a particular subject relevant to hotel and catering industry and prepared an in-depth [project report of no less than 5000 words which will be handed over to head of the department, The report can include objective, scope of the project and detailed report.

## **REFERENCE BOOKS**

### **FOOD PRODUCTION.**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
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.ieto & 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	

### **FOOD AND BEVERAGE SERVICE**

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
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,John .A. Cousins	ELTS Publishers
4.Professional F& B Service	Mgt.Brian verghese	Mc Millan India Ltd.,Chennai
5. Bar Tenders Guide	Peter bohrnann	Greenwich Edition London
6. Theory Catering	Daviod Foslett Victor Cesrani Ronald Kinton	- ELTS Publishers (Book Power)

## ACCOMODATION & OPERATIONS

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
1. Hotel, Hostel, Hospital Housekeeping – Joan Brown - ELTS Publishers (Book Power)		
2. Hotel Housekeeping Training Manuel- 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. Accomodation Operation Mangement – s.kaushal – S.N.gowtham- Frank & co,New Delhi		

### FRONT OFFICE

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
1. Hotel front office training manual - Sudhir Andrews - TATA McGRAW HILL ltd.,New Delhi		
2. Effective front office operation – S.Bhatnakar - Frank & co, New Delhi		
3. Hotel front office - Bruce Braham -		
4. Basic hotel front office procedure - Peter Franz Renner		

### REFERENCE BOOKS:

#### **Communication skills - A Practical Approach**

Hema srinivsan – Frank bros- New Delhi

### FUNDAMENTALS OF TRAVEL AND TOURISM

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
1. Tourism - Past, Present and Future - A. J. Burkart, S. Medlik		
2. Business of Tourism - The M & E Hotel, Hotel Catering & Tourism Service		
3. Hotel Reception - Arnold Heinman		

### HOTEL MAINTENANCE AND ENGINEERING

<b>Book Name</b>	<b>Author</b>	<b>Publishers</b>
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 Aullach		

## **BASICS OF COMPUTER APPLICATION**

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

## **Hotel accountancy**

1. A systematic approach to accounting - Dr. K.G.C. Nair and Dr. Dipa
2. Elements of hotel accountancy - Rawat G.S, Gupta