

**BHARATHIAR UNIVERSITY: COIMBATORE 641 046**  
**B. Sc. CATERING SCIENCE AND HOTEL MANAGEMENT**  
**(Revised for the candidates admitted from the academic year 2015-16 onwards)**

**SCHEME OF EXAMINATION**

Part	Study Components	Course Title	Inst.hrs/ week	Exam duration	Marks			Credits
					CIA	Univ. Exam	Total	
		<b>Semester I</b>						
I	Language	Language I	6	3	25	75	100	4
II	English	English I	6	3	25	75	100	4
III	Core	Paper I - Food Production & Patisserie I	3	3	20	55	75	3
		Paper II - Food & Beverage Service I	3	3	20	55	75	3
		Practical I Food Production & Patisserie I	3	-	-	-	-	-
		Practical II Food & Beverage Service I	3	-	-	-	-	-
	Allied	Paper I House Keeping Management I	2	3	20	55	75	3
		Practical House Keeping Management	2	-	-	-	-	-
IV		Environmental Studies #	2	3	-	50	50	2
		<b>Semester II</b>						
I	Language	Language II	6	3	25	75	100	4
II	English	English II	6	3	25	75	100	4
III	Core	Paper III - Food Production & Patisserie II	3	3	20	55	75	3
		Paper IV- Food & Beverage Service II	3	3	20	55	75	3
		Practical I Food Production & Patisserie I	3	4	40	60	100	4
		Practical II Food & Beverage Service I	3	3	40	60	100	4
	Allied	Paper II House Keeping Management II	2	3	20	55	75	3
		Practical House Keeping Management	2	3	20	30	50	2
IV		Value Education – Human Rights #	2	3	-	50	50	2
		<b>Semester III</b>						
III	Core	Paper V Food Production & Patisserie III	4	3	20	55	75	3
		Paper VI- Food & Beverage Service III	3	3	20	55	75	3
		Paper VII- Hotel Accounting	3	3	20	55	75	3
		Paper VIII- Tourism Marketing Management	3	3	20	55	75	3
		Practical III Food Production & Patisserie II	3	-	-	-	-	-
		Practical IV Food & Beverage Service II	3	-	-	-	-	-
	Allied	Paper III – Front Office Operations I	2	3	20	55	75	3
		Practical II Front Office Operations	2	-	-	-	-	-
	Skill based	Bakery & Confectionery I	2	3	20	55	75	3
		Bakery & Confectionery Practical	3	-	-	-	-	-
		Tamil@ / Advanced Tamil# (OR) Non-major elective-I (Yoga for Human Excellence)# / Women's Rights#	2	3	50		50	2
		<b>Semester IV</b>						
III	Core	Paper IX Food Production & Patisserie IV	3	3	20	55	75	3

		Paper X- Food & Beverage Service IV	3	3	20	55	75	3
	Elective	Elective I	3	3	25	75	100	4
		Paper XI- Computer Applications in Hotel Industry	2	3	20	55	75	3
		Practical III Food Production & Patisserie II	3	4	40	60	100	4
		Practical IV Food & Beverage Service II	3	3	40	60	100	4
		Practical V Computer Applications in Hotel Industry	2	3	20	30	50	2
	Allied	Paper IV – Front Office Operations II	2	3	20	55	75	3
		Practical II Front Office Operations	2	3	20	30	50	2
IV	Skill based	Bakery & Confectionery II	2	3	20	55	75	3
		Bakery & Confectionery Practical	3	3	30	45	75	3
		Tamil@ / Advanced Tamil# (OR) Non-major elective-II (General Awareness#)	2	3	50		50	2
		<b>Semester V</b>						
III		Industrial Exposure Training report					100*	4
		<b>Semester VI</b>						
III	Core	Paper XII- Food & Beverage Management	5	3	20	55	75	3
	Elective	Elective II	4	3	25	75	100	4
	Core	Paper XIII Food Production & Patisserie V	4	3	20	55	75	3
		Paper XIV- Food & Beverage Service V	3	3	20	55	75	3
	Elective	Elective III	4	3	25	75	100	4
		Practical VI Food Production & Patisserie III	3	4	40	60	100	4
		Practical VII Food & Beverage Service III	3	3	40	60	100	4
IV	Skill based	Bar Management	2	3	20	55	75	3
		Bar Management Practical	2	3	20	30	50	2
V		Extension Activities@	-	-	50	-	50	2
		Total					3500	140

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

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

List of Elective Papers (Choose any one of the paper as electives)		
Elective - I	A	Individual Project – topics related to hospitality industry*
	B	Food presentation
	C	Food Safety & Microbiology
Elective - II	A	Room Division Management
	B	Fast Food Operations
Elective - III	A	Human Resource management
	B	Statistics Management report
	C	Food service facility planning

**Note: The syllabus of the following papers for B.Sc. Catering Science and Hotel Management degree for the candidates admitted from the academic year 2015-16 is revised and there is no change in the syllabi of remaining papers.**

## **SEMESTER-1 PAPER –I FOOD PRODUCTION & PATISSERIE – I**

### **UNIT:I**

#### **Introduction to Cookery**

- (a) Levels of skills and experiences
- (b) Attitudes and behavior in the kitchen
- (c) Personal hygiene
- (d) Uniforms & protective clothing
- (e) Safety procedure in handling equipment
- (f) Culinary History- Development of the Culinary Art from the middle ages to modern cookery (the layout of 5 star hotel model kitchen.

**AIMS AND OBJECTIVE OF COOKING FOOD:** Aims and objective of foods, various textures, various consistencies, Techniques used in pre-preparation, Techniques used in preparation.

### **UNIT: II**

#### **Classification of cooking materials and their uses:**

- a) Foundation ingredients – Meaning, action of heat on carbohydrates, fats, proteins, minerals and vitamins.
- b) Fats and oils – Meaning and examples of fats and oils. Hydrogenation of oils, uses of fats and oils, quality for shortenings, commonly used fats and oils, their sources and uses.
- c) Raising agents – Functions of raising agents, chemical raising agents and yeast.
- d) Eggs – Uses of egg in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.
- e) Salt – Uses.
- f) Liquid –Water, stock, milk, fruit juices, etc., uses of a liquid.
- g) Flavorings and seasonings – Uses and examples.
- h) Sweetening agents – Uses and examples.
- i) Thickening agents.
- j) Condiments & spices
- k) Herbs – Uses of herbs.

### **UNIT:III**

**Preparation Of Ingredients:** Washing, Peeling and scraping, pairing, cutting (terms used in vegetable cutting, julienne, Brunoise, Macedoine, Jardiniere, Paysanne), grating, grinding, mashing, sieving, milling, steeping, centrifuging, emulsification, evaporation, homogenization.

Methods of mixing food - Beating, Blending, Cutting, Creaming, Folding, Kneading, marinating, Sealing, Stirring, Whipping, and Whisking

### **UNIT IV**

### **Equipments used in the kitchen**

**I.** Kitchen organization - Hierarchy Area Of Department And Kitchen. Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs. Co-ordination of food production department with other departments

**II.** Classification of kitchen equipment – manual, mechanical and their uses. Cooking fuels - Uses and advantages of different cooking fuels.

### **UNIT:V**

**Transference of heat to food** - radiation, conduction and convection. Magnetron waves meaning,

**METHODS OF COOKING FOOD** Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, Broiling, stewing, frying, microwave, pot roasting – explanation with examples.

Principles of each of the above Care and precautions to be taken Selection of food for each type of cooking

### **REFERENCE TEXT:**

1. Practical cookery – Ronald Kinton & Victor Ceserani – Hodder Starghton.
2. Theory of Catering – Ronald Kinton & Victor Ceserani – Hodder Starghton.
3. Modern cookery vol I & II for teaching and trade – Thangam E.Philip – Orient Longman.
4. Theory of Catering, Mrs. K.Arora, Frank Brothers
5. Food production operations – Parvinder S. Bali – oxford publication.
6. International cuisine & food production management - Parvinder S. Bali – oxford publication.

## **SEMESTER II PAPER –III FOOD PRODUCTION & PÂTISSERIE – II**

### **UNIT:I**

**Food commodities - RICE, CEREALS & PULSES** Introduction, Classification and identification cooking of rice, cereals and pulses, Varieties of rice and other cereals,

i) Flour Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour Uses of Flour in Food Production, Cooking of Flour (Starch)

- ii) Milk- Introduction, Processing of Milk, Pasteurization – Homogenization, Types of Milk – Skimmed and Condensed, Nutritive Value
- iii) Cream- Introduction, Processing of Cream, Types of Cream
- iv) Yoghurt – types and uses.
- v) Ice cream – basic ingredients used, production of ice cream.

## **UNIT – II**

### **BASIC PRINCIPLES OF FOOD PRODUCTION**

- i) **STOCKS** Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions
- ii) **SAUCES** Classification of sauces, Recipes for mother sauces, few derivatives for each
- iii) **SOUPS** Classification with examples, Basic recipes, Consommés, Garnishes and accompaniments

## **UNIT – III**

- iv) **VEGETABLE AND FRUIT COOKERY** Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Classification of fruits, Uses of fruit in cookery, Salads and salad dressings
- v) **EGG COOKERY** Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery Methods of cooking egg
- vi) **PASTA** – classification, colouring, types, names of various pasta's & cooking of pasta's

## **UNIT –IV**

- vii) **FISH COOKERY** A. Introduction to fish cookery, Classification of fish with examples, Cuts of fish, Selection of fish and shell fish, cooking of fish (effects of heat)
- viii) **MEAT COOKERY**  
A. Introduction to meat cookery, Cuts of beef/veal, Cuts of lamb/muttons, Cuts of pork, uses of various parts in cooking  
B. Types of steaks and description, meaning of ham, bacon, gammon.

## **UNIT –V**

- i) **Salads** – classification, parts, types of lettuce used, salad dressing, names & recipes for popular salads, salient features of preparing good salads.
- ii) **sandwich** – meaning, parts, types of bread used, fillings & spreads used and types of sandwiches (cold, grilled, toasted) – open, closed, conventional, buffet, continental, rolled, ribbon, bookmaker, double Decker, club, pinwheel. Modern approach to sandwiches in hotels.

## **REFERENCE TEXT:**

1. Practical cookery – Ronald Kinton & Victor Ceserani – Hodder Starghton.
2. Theory of Catering – Ronald Kinton & Victor Ceserani – Hodder Starghton.
3. Modern cookery vol I & II for teaching and trade – Thangam E.Philip – Orient Longman.
4. Theory of Catering, Mrs. K.Arora, Frank Brothers Herrings Dictionary of Classical & Modern Cookery.
5. Food production operations – Parvinder S. Bali – oxford publication.
6. International cuisine & food production management - Parvinder S. Bali – oxford publication.

## **PAPER V - FOOD PRODUCTION & PATISSERIE-III**

### **Unit I**

**QUANTITY FOOD PRODUCTION EQUIPMENT** Equipment required for mass/volume feeding,. Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture

**MENU PLANNING** Points to consider in menu planning for various volume feeding outlets, such as Industrial, Institutional, Mobile Catering Units, . Planning menus for - School/college students - Industrial workers - Outdoor parties - Theme dinners - cruise lines, airlines, railway

**INDENTING** Principles of Indenting for volume feeding, Portion sizes of various items for different types of volume feeding, Modifying recipes for indenting for large scale catering, Practical difficulties while indenting for volume feeding

**PLANNING** Principles of planning for quantity food production with regard to, Space allocation, Equipment selection Staffing

### **UNIT II**

#### **VOLUME FEEDING**

**A.** Institutional and Industrial Catering - Types of Institutional & Industrial Catering - Problems associated with this type of catering - Scope for development and growth

**B.** Off Premises Catering - Reasons for growth and development - Menu Planning and Theme Parties - Concept of a Central Production Unit - Problems associated with off-premises catering

**C.** Mobile Catering - Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) - Branches of Mobile Catering

### **UNIT III**

#### **REGIONAL INDIAN CUISINE**

**A.** Introduction to Regional Indian Cuisine -Heritage of Indian Cuisine -Factors that affect eating habits in different parts of the country

**B.** Regional Cuisine - Geographic location Historical background Seasonal availability Special equipment Staple diets

Regional cuisines of India-

1. Punjab, Kashmir, Bengal, Goa.

2. Maharastra, Parsi, Gujurathi, uttar Pradesh.

3. Kerala-Malabar,cheriyan, Christian ., Andhra- hyderabadi cuisine, Tamilnadu - chettinadu, Karnataka – ingredients used ,masalas, methods of cooking in Indian cuisine, Dishes with recipes.

### **UNIT IV**

Indian Breads, Introduction to Tandoori cooking, seasoning of Tandoori pot.

Tandoori marination – objectives and importance. Tandoori masalas, ingredient & role of tandoori marination Tandoori preparations - chicken, mutton, fish, prawns, cottage cheese, classical tikka & kabab - recipes and methods of preparation.

## Unit V

- I. Indian breakfast preparation-popular North and South Indian breakfast prep. With recipes-dosas, idlies, doklas, pathri,
- II. Indian snacks and chat preparation-Recipes and method of preparation.
- III. Indian festival dishes, Any ten Indian Sweet recipes and methods of preparation.

## REFERENCE TEXT

1. Prashad cooking with Indian masters by J.Indersingh Karla
2. Food Heritage of India by Vimala Patil...
3. Modern Cookery Vol – I

## PAPER IX FOOD PRODUCTION AND PÂTISSERIE –IV

### Unit-I

**Chinese cuisine** -characteristics, ingredients used , equipments used .Regional varieties Dishes – recipes & preparation method.

**Japanese cuisine:** characteristics, ingredients used , equipments used, Dishes with recipes & preparations method.

**Thai cuisine:** characteristics, ingredients used , equipments used, Dishes with recipes & preparation method.

### Unit-II

**Srilankan cuisine:** characteristics, ingredients used , equipments used, Dishes with recipes & preparation method.

**Malaysian cuisine:** characteristics, ingredients used , equipments used, Dishes with Recipes & preparation method.

**Indonesian cuisine-** characteristics, ingredients used , equipments used.

### Unit- III

**Spanish cuisine:** characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

**Mediterranean cuisine** characteristics, ingredients used, equipments used, Dishes with recipes & preparation method

**Greek** – characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

### Unit –IV

**Scandinavian cuisines:** Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

**Mexican cuisine:** characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

**American cuisine:** characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

### **Unit –V.**

**Fusion cuisine:** Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

**Eclectic cuisine-**Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

**World marche** - Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

### **Reference Text:**

1. Food production operations – Parvinder S. Bali – oxford publication.
2. International cuisine & food production management - Parvinder S. Bali – oxford publication.
3. The Asian cook book by Charmie Solomon Text books: La rouse gastronomique
4. Theory of catering by Ronald kinton, Victor cesrani, and David fosket.

## **SEMESTER-VI PAPER-XIII FOOD PRODUCTION & PATISSERIE - V**

### **UNIT-I**

Larder: Essentials of larder control, Importance and functions of larder in main kitchen, relationship with other section of main kitchen, Duties and responsibilities of Larder chef, Equipments and tools used in larder, Floor plan or layout of a larder.

### **UNIT-II**

#### **CHARCUTIERIE**

I. SAUSAGE Types & Varieties

II. FORCEMEATS A. Types of forcemeats B. Preparation of forcemeats

III. BRINES, CURES & MARINADES A. Types of Brines B. Preparation of Brines C. Types of Marinades

IV. HAM, BACON & GAMMON A. Cuts of Ham, Bacon & Gammon.

V. GALANTINES A. Making of galantines B. Types of Galantine C. Ballotines

VI. PATES A. Types of Pate

VII. MOUSE & MOUSSELINE A. Types of mousse B. Preparation of mousse C. Preparation of mousseline

VIII. CHAUD FROID A. Meaning of Chaud froid B. Making of chaud frod & Precautions C. Types of chaud froid

### **UNIT-III**

IX. ASPIC & GELEE A. Definition of Aspic and Gelee

X. QUENELLES, PARFAITS, ROULADES Preparation of Quenelles, Parfaits and Roulades

XI. NON Force meat: Meaning, uses & types and recipes.

PANADA: Meaning, uses, types and recipes.



Garnishes: Importance, names of garnishes used with soup, fish, beef, veal, poultry and game.  
Cold Preparation: Galantine, Ballotine, terrine, Pate terrine, mousse, souffle, mousselines, quenelles etc. Recipes for the above.

Ice carving: Equipment, ice preparation, making a template, melting effects, storage.

#### **UNIT-IV**

Kitchen organization: Allocation of work - Job description/Duty rosters, production planning production scheduling, production quality & quantity control, forecasting, budgeting. Kitchen stewarding: Importance of kitchen stewarding, Organization of the kitchen stewarding department, equipments found in kitchen stewarding department, work flow in kitchen stewarding, garbage disposal.

#### **UNIT-V**

Kitchen Management: Objectives, Meal production, indenting, purchasing, storing, cost control, yield, and portion control. Standard Recipe - Importance of standard recipe. Advantages and disadvantages. Left over utilization.

#### **REFERENCE TEXT:**

1. Food production operations – Parvinder S. Bali – oxford publication.
2. International cuisine & food production management - Parvinder S. Bali – oxford publication.
3. Practical cookery - Ronald Kinton & Victor Ceserani - Hodder Starghton.
4. Theory of Catering - Ronald Kinton & Victor Ceserani - Hodder Starghton.
5. Food & Beverage Management - Bernard Davis & Sally stone - ELBS.

## **SKILL BASED PAPER I - BAKERY AND CONFECTIONERY - I**

### **UNIT I:**

General Information- Conversion tables, temperature for different products, Raw materials used in Bakery and their role, equipments & types of oven used in bakery

### **UNIT II:**

Yeast dough, Types of dough, steps in Yeast dough production, types of dough making process, Controlling fermentation, yeast calculation, Bread faults and their causes

### **UNIT III:**

Biscuits- meaning and preparation Cookies\_ Production, Sandwich Cookies, Ice box Cookies, bar Cookies, macaroons, wafers and lace cookies, assorted cookies, baked meringues- procedure for making meringues.

### **UNIT IV:**

Different types of Paste: Short crust, Sweet crust, Rough puff, puff paste, choux paste, Suet paste\_ preparation, faults and products of the above pastes, Strudel& phylo- preparation.

### **UNIT- V**

Pies- Introduction, production of pies. Rolling a pie dough and lining pans, preparation of fillings for pies. Production of fruit pies and common problems with fruit pies, preparation of cream and chiffon. Common problems. Tarts and tartlets- procedure for making tarts shells, variations.

### **REFERENCE TEXT**

1. The new International Confectioner. Edited by Wilfred J.France. F.Inst.BB. (Unit V)  
Pub: Virtue and company
2. Practical baking\_ William J Sultan (Unit III) Pub: Van Nostrand Reinhold
3. Professional baking\_ Wayne Gisslen (Unit I & II) Pub: John Wiley and Sons
4. Practical cookery\_ Kinton and Ceserani (Unit IV) Pub: Hodder and Stoughton

## **SKILL BASED PAPER II BAKERY AND CONFECTIONERY - II**

### **Unit-I**

Sponges-Basic preparation methods- types of sponges- petit fours-preparation of syrups & glazes-steps involved in preparing large cakes- Wedding cakes, birthday cakes, gateaux basic preparation

### **UNIT -II**

Cake making methods- cake formula balance- common faults in cakes, Cake decoration- colour-design-templates- texture- equipment- wedding cake proportion

### **UNIT III**

Icings, Fillings and Glazes\_ Different types of Icings, - casting moulds- monogram- lettering- stencils- modern cake decoration with royal icing, Fillings and Glazes and their uses.

### **Unit IV**

Chocolate and Sugar Confectionery, Liqueur Chocolate, toffees and boiled sweets, fudges, pulled sugar, blown sugar, pastilles .

### **Unit V**

Hot sweets-Charlottes, fritters, pancakes, puddings, dumplings., Cold sweets-Bavarois, mousse, fruit dessert - method of preparation. Savoury goods- basic preparation- toppings- fillings- piping- examples of piping equipment & procedures.

### **REFERENCE TEXT**

1. The new International Confectioner. Edited by Wilfred J.France. F.Inst.BB. (Unit V)  
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4. Practical cookery\_ Kinton and Ceserani (Unit IV) Pub: Hodder and Stoughton

## ALLIED

### SEMESTER – I

#### PAPER-I HOUSE KEEPING MANAGEMENT – I

##### UNIT –I

**Introduction to Housekeeping Department** - Objective, Importance, Types of establishments; organizational structure of housekeeping department (small, medium, large); Attributes of HK staffs, Duties and Responsibilities of housekeeping personnel.

##### **Functions of Housekeeping Department:**

Desk control – records, registers, keys – types and control of keys; interdepartmental coordination; guest room supplies.

##### UNIT – II

##### **Cleaning and maintenance of guest rooms/areas**

**Cleaning equipment** (Manual & Electrical) – selection, use, mechanism, care and maintenance  
**Cleaning agents** – Selection, classification, use, care and storage; Composition, care and cleaning of various surfaces (metals, glass, leather, plastic, ceramics, Care & cleaning of wall finishes...)

**Types of cleaning** - Special cleaning programs, periodical cleaning, spring cleaning, public area cleaning; making up of a guest room – occupied room, vacant room, departure room; Turndown service ; guest room inspection, neglected areas,(an over view)

##### UNIT – III

##### **Managing linen and uniforms.**

Classification of linen, sizes, selection criteria for the linen items; activities of the linen room; location, equipment and layout of a linen room (basic rules) purchase of linen/linen hire – quality and quantity; storage and inspection; issuing of linen to floors and departments – procedure and records, stock taking – procedure and records condemned linen

**Uniforms** - Designing a uniform, Number of sets, Issuing & Storage of uniforms, Advantages of providing Staff uniforms.

##### UNIT – IV

##### **Beds & Bedding** - Types of Bed & Sizes

**Mattresses** - Types & Sizes, selection of mattresses, care & cleaning of mattresses.

**Fibres:** Definition, classification, characteristics & use in hotel Industry

**Stain Removal:** Definition, Identification, classification of stains & stain removing methods, General rules on stain removing.

### **UNIT-V**

**Laundry: Types**, advantages & Dis-advantages of laundries, Duties and responsibilities of laundry staffs (laundry manager and shift – in – leader, dry cleaning supervisor, spotter, compressor, laundry clerks, valet runner, laundry attendant)  
Importance and principles flow process of industrial laundering,  
Stages in wash cycle. Equipment, layout and planning of laundry (basic rules) Role of laundry agents, classification of laundry agents ( explain briefly) Dry cleaning guest laundry – services offered, collection and delivering , care in laundering guest articles.

### **REFERENCE TEXT:**

1. Housekeeping Training Manual – Sudhir Andrews
2. Hotel Housekeeping Operations & Management – Raghubalan & Smirtee Raghubalan
3. Hotel, Hostel and Hospital Housekeeping – John C.Branson & Margaret Lennaux – Edward Arnold.
4. Housekeeping Supervision- Jane Fellows – Macdonald & Evans Limited.
5. Professional Housekeeper.-Madelin Schneider& Georgina Tucker

## **ALLIED SEMESTER II PAPER- II HOUSE KEEPING MANAGEMENT -II**

### **UNIT: I**

**Procedure and Cleaning**-front-of-the-house, back-of-the-house, cleaning windows, public rest room, **Safety & Security**-Fire prevention, Accident prevention, Security measures.  
**Pest control**- Different types of pest found in hotels, Prevention & control of pests.  
**Contract service** - Types and procedure of contract services, Guidelines for hiring contract services. Advantages & disadvantages of contract services

### **UNIT: II**

#### **Interior Decoration**

**Lights** – Types, Principles of lighting

**Colour & colour schemes** –Qualities of colour, classification, factors affecting colour scheme. Role of colour in interior design.

**Floor** - Types of floor and floor finishes and their treatment. Advantages & Dis advantages

**Wallpapers**- Selection, types, uses, care, Advantages & Dis advantages

**Carpets** – care & maintenance, Uses, Advantages & Dis advantages

### **UNIT: III**

#### **Interior Designing & Flower Arrangement**

**Design** - Basic elements and principles of design.

**Windows** – Types, Window treatments & Selection criteria.

**Curtains** – Types & Uses.

**Flower Arrangements** - Principles of flower arrangement,

Styles of flower arrangement – Western, Japanese, Free style arrangement, **Purpose** of flower arrangement, Equipment required, Condition of plant material.

#### **UNIT IV**

##### **PLANNING AND ORGANISING HOUSE KEEPING DEPARTMENT**

Area inventory list, Frequency schedules, Performance and Productivity standards

Time and Motion study in House Keeping operations.

Determining staff strengths & selecting employees in HKD

Team work and Leadership in House Keeping Department

**Training** – Benefits & Types of training.

#### **UNIT V**

**BUDGET**- Types, Budget and budgetary controls, budget planning process,

Planning capital budget & operational budget.

Controlling expenses – income statement. Forms and formats used in budgeting.

Purchasing – Principles, Stages & Types of purchasing.

#### **REFERENCE TEXT:**

1. Housekeeping Training Manual – Sudhir Andrews
2. Hotel Housekeeping Operations & Management – Raghubalan & Smirtee Raghubalan
3. Housekeeping Supervision – Jane Fellows – Macdonald & Evans Limited.
4. Professional Housekeeper.

### **SEMESTER –III**

#### **ALLIED**

#### **PAPER-III FRONT OFFICE OPERATIONS-I**

##### **UNIT – I**

**Introduction to Hotel Industry** - Hospitality and its Origin/ Defining Hotel, Hotels evolution and growth. **Classification of Hotels** Size, Star, Location / Clientele, Ownership basis, Length of stay, Level of service Management and Affiliation.

**Types of Rooms and Room Rates** - Single, Double, twin, suites, etc, Basis of changing room tariff. Tariff fixation / calculating room tariff.

**Types of room tariff:** Rack rate, discounted rates, Etc

**Types of Meal plan** used in the hotel industry.

**Types of guests:** FIT, GIT, SIT, Business travelers, Domestic, Foreigners, etc

##### **UNIT – II**

##### **Front Office Organization**

Organizational / Hierarchy Chart. F.O co-ordination with other Departments

Front office functional area. Duties and Responsibilities of F.O Persons. F.O layout and Equipment.

**Front Office Operations**-Guest cycle Front Office Systems: Non Automated / Semi -Automated / Fully Automated

**UNIT – III**

**Information and Bell desk operation**

Introduction of Bell desk, Equipments used in Bell desk, Functions of Bell desk [Scanty, Left Luggage procedure. Luggage handling, Paging, Mail and Message handling, Change of room etc]

Forms and Formats used in bell desk,  
Function of information department, role of information assistant

**UNIT –IV**

**Reservations** – Types [Guaranteed, non Guaranteed etc], Importance & Functions, Modes & Sources of reservation – corporate clients, group travelers, pleasure travelers, current guests, travel agents, airline, central reservation system, intersell agencies, property direct, group reservations. Guest Cycle.

**Systems of reservations** [non automatic, Semi, Fully automatic],  
Processing Reservation requests- Reservation Inquiries, Accepting or Denying reservation, Cancellations and Amendments.

Processing Individual & Group reservations

**Computer Based reservation System**

a) Global Distribution System b) Inter-Sell agencies c) CRS d) Reservation through the internet

**UNIT- V**

**Registration**

Introduction to the Registration section, Basic check-in and check – out activities, Steps of registration [with or without reservation]

Pre- registration activities. Registration [non automatic, semi, automatic]

Processing VIP, Foreigners & group registration. Types of folios used, Allowance, Paid outs, over booking, no – show etc.

**REFERENCE TEXT**

1. Front Office training Manual-Sudhir Andrews
2. Hotel Front Office Operations & Management – Jatashankar.Tewari

**SEMESTER – IV**  
**ALLIED PAPER- IV**  
**FRONT OFFICE OPERATIONS –II**

**UNIT – I**

**Front Office Salesmanship:** Upgrading; Front office reception as a sales department: guidelines to selling – by telephone, face to face; selling to the business person, conference and group business.

**Guest relation and social skills:** The role of Guest relations officer; types of guest problems; Skills necessary for dealing with problems; solving problems; handling complaints; course of action to take when handling problems; follow up action; telephone handling skills.

**UNIT II**

**Safety & Security** - Introduction to security systems, Types of security Key control, Safe deposit, lost & found, Handling emergency situations

**UNIT – III**

**Night Auditing** -Importance & functions of night audit,

**Operating modes:** Non automated, semi-automated, automated. Night audit process , the night audit reports –generations& utility. Verifying the night audit.

**UNIT – IV**

**Check out & Accounts Settlement:** Meaning of Check Out, Types of Check out.

Various modes of accounts settlement by the guest [Guest ledger, city ledger, Guest weekly bill, V.T.L Guest ledger, city ledger, Guest weekly bill, V.T.L, Vouchers Presentations and settlement of Bills, Travelers Cheque], Guest Accounting cycle. Introduction, Functions of cash sections,

**UNIT –V**

**H.I.S** - The HIS concept, HIS terminology, HIS software module –Reservation, Guest A/C, Room Management, General Management.

**Yield management** - Introduction & concepts of YM, Components of yield management Measuring yield Potential average single rate, differential rates - Potential average double rate, Multiple occupancy percentage, Identical yield, Rev PAR, Occupancy ratio, Calculating rooms availability

**REFERENCE TEXT:**

1. Basic hotel front office procedures – Peter Renner – Van Nostrand Reinhold.
2. Managing front office operation – Michael L. Kasavana – Education Institute AHMA.
3. Principles of Hotel Front Office Operations – Sue Baker, Pam Bradley & Jeremy Huyton
4. Front office Procedures, social skills and management – Petrabbol & Sue Lowry – Butterworth Huneman.
5. Hotel Front Office Operations & Management – Jatashankar.Tewari