



**B.Sc.,
HOTEL AND CATERING MANAGEMENT**

**Curriculum and Syllabus
(Based on Choice Based Credit System)**

Regulation 2018-2019

**Department of Hotel and Catering Management
School of Hotel and Catering Management**

**DEGREE OF BACHELOR OF SCIENCE IN HOTEL & CATERING MANAGEMENT
CBCS – CHOICE BASED CREDIT SYSTEM (B.Sc., HCM)
SEMESTER SYSTEM**

Regulation and Syllabus (Effective from the Academic Year 2018-2019)

The curriculum and syllabus for the B.Sc. Hotel and Catering Management Program conforms to outcome based teaching learning process. In general, several outcomes have been identified and the curriculum and syllabus have been planned in such a way that each of the courses meets one or more of these outcomes. Student outcomes illustrate what the students are expected to know and be able to do by the time of graduation. These relate to the skills, understanding, and behaviours that students acquire as they progress through the program. Further each course in the program brings out clear instructional objectives which are mapped to the student outcomes.

Appropriateness of the program to be conducted to acquire specific skills and competence. It enriches the students with required skills, technical knowledge and the professional acumen to discharge their responsibilities in the hospitality sector. The course structure has been designed keeping in view the basic program objective of the Hotel & Catering Management program which is

PROGRAM EDUCATIONAL OBJECTIVES (PEO)

- PEO1:** To meet the demand for trained and professional people in the hospitality industry of our country.
- PEO2:** To provide opportunities to the students within the institution, for developing necessary operating skills, values and attitudes to occupy key operational positions in the hospitality sector.
- PEO3:** Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.
- PEO4:** Apply ethical principles and commit to professional ethics and responsibilities and norms of the hospitality practice.
- PEO5:** Identify, formulate, research literature, and analyze complex hospitality problems reaching substantiated conclusions using principles of management

PROGRAM OUTCOME (PO)

- PO1:** Performs work activities effectively and efficiently to the standards expected in the operation required in the hospitality sectors.
- PO2:** Undertakes tasks, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.
- PO3:** Analyses situation, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and accommodation operations.

- PO4.** Exhibit the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.
- PO5:** Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.
- PO6:** Display awareness, understanding and skills necessary to live and work in a diverse world.
- PO7:** Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

PROGRAMME SPECIFIC OUTCOME (PSO)

- PSO1:** Utilize interpersonal skills to lead/manage first-level employees in a hospitality setting.
- PSO2:** Comprehend and articulate written and oral communication as appropriate for hospitality environments.
- PSO3:** Demonstrate ability to apply policies for managing diverse, multicultural hospitality.
- PSO4:** Exhibit awareness of professional and ethical responsibility in all aspects of conduct
- PSO5:** Demonstrate an ability to manage the professional preparation, presentation, and service of quality food and beverages.

2. Title of the Program

This degree shall be called Bachelor of Science in Hotel & Catering Management.

3. Course Duration

The B.Sc. HCM (Hotel and Catering Management) Course of School of Hotel and Catering Management, VELS Institute of Science Technology and Advanced Studies shall be spread in to three year duration with six semesters. Each semester shall comprise of a minimum of 18 instructional weeks of 5 days each 6 hours a day (Total contact hours 540). Continuous Internal evaluation referred to as CA (Continuous assessment) during the course period and university examination at the end of the each semester shall be conducted.

4. Medium of Instructions

The medium of instruction and examinations shall be English

5. Eligibility for Admission

5.1. A pass in the higher secondary or equivalent examinations conducted by boards/departments recognized by the University with a mark not less than 50% in aggregate including language.

5.2. Usual concession for minimum marks as stipulated by University and the State Government from time to time shall apply to SC/ST, OBC, and Other Categories of candidates.

6. Admission Procedure:

An admission Committee is constituted at the department level for administering the admission for B.Sc. Hotel and Catering Management every year subject to the approval of honorable Vice - Chancellor. The entire admission process will be monitored by the committee.

The admission shall be based on the following two components.

- a. Qualifying examination at Plus two level – 50% of total marks.
- b. Interview

7. COURSE OF STUDY, CREDITS AND SCHEME OF EXAMINATION

Credit Assignment Each course is assigned certain number of credits based on the following: Contact period per week CREDITS

1 Lecture Period	-	1 Credit
1 Tutorial Period	-	1 Credit
2 Practical Periods	-	1 Credit

(Laboratory / Seminar / Project Work / etc.)

8 REQUIREMENTS FOR PROCEEDING TO SUBSEQUENT SEMESTER

8.1 Eligibility: Students shall be eligible to go to subsequent semester only if they earn sufficient attendance as prescribed there for by the Board of Management from time to time.

8.2 Attendance: All Students must earn 75% and above of attendance for appearing for the University Examination. (Theory/Practical)

8.3 Condonation of shortage of attendance: If a Student fails to earn the minimum attendance (Percentage stipulated), the HODs shall condone the shortage of attendance up to a maximum limit of 10% (i.e. between 65% and above and less than 75%) after collecting the prescribed fee towards the condonation of shortage of attendance. Such fees collected and should be remitted to the University.

8.4 Non-eligibility for condonation of shortage of attendance: Students who have secured less than 65 % but more than 50 % of attendance are NOT ELIGIBLE for condonation of shortage of attendance and such Students will not be permitted to appear for the regular examination, but will be allowed to proceed to the next year/next semester of the program

8.5 Detained students for want of attendance: Students who have earned less than 50% of attendance shall be permitted to proceed to the next semester and to complete the Program of study. Such Students shall have to repeat the semester, which they have missed by rejoining after completion of final semester of the course, by paying the fee for the break of study as prescribed by the University from time to time.

8.6 Condonation of shortage of attendance for married women students: In respect of married women students undergoing UG programs, the minimum attendance for condonation (Theory/Practical) shall be relaxed and prescribed as 55% instead of 65% if they conceive during their academic career. Medical certificate from the Doctor together with the attendance details shall be forwarded to the university to consider the condonation of attendance mentioning the category.

8.7 Zero Percent (0%) Attendance: The Students, who have earned 0% of attendance, have to repeat the program (by rejoining) without proceeding to succeeding semester and they have to obtain prior permission from the University immediately to rejoin the program.

8.8 Transfer of Students and Credits: The strength of the credits system is that it permits inter Institutional transfer of students. By providing mobility, it enables individual students to develop their capabilities fully by permitting them to move from one Institution to another in accordance with their aptitude and abilities.

8.8.1. Transfer of Students is permitted from one Institution to another Institution for the same program with same nomenclature. Provided, there is a vacancy in the respective program of Study in the Institution where the transfer is requested. Provided the Student should have passed all the courses in the Institution from where the transfer is requested.

8.8.2. The marks obtained in the courses will be converted and grades will be assigned as per the University norms.

8.8.3. The transfer students are not eligible for classification.

8.8.4. The transfer students are not eligible for Ranking, Prizes and Medals.

8.8.5. Students who want to go to foreign Universities up to two semesters or Project Work with the prior approval of the Departmental/College Committee are allowed to get transfer of credits and marks which will be converted into Grades as per the University norms and are eligible to get CGPA and Classification; they are not eligible for Ranking, Prizes and Medals

**9. List of courses for B. Sc. HCM Program
Regulation 2018 - 2019**

SEMESTER I				Hours/Week			
Sem	Category	Sub Code	Title of the Course	Lecture	Tutorial	Practical	Credits
I	SEC	18LBHM11	Communicative French – I	4	0	0	2
I	AEC	18BHEN11	English Paper – I	2	0	0	4
I	DSC	18CBHM11	Basic Front Office Operations	2	0	0	2
I	DSC	18CBHM12	Basic Food Production – I	2	0	0	2
I	DSC	18CBHM13	Basic Food and Beverage Service - I	2	0	0	2
I	DSE	18DBHM11	Food Science	2	0	0	2
I	DSC	18PBHM21	Practical - Basic Food Production	0	0	4	
I	DSC	18PBHM22	Practical - Basic Food and Beverage Service	0	0	4	
I	DSC	18PBHM23	Practical - Accommodation Operations –I	0	0	4	
I	DSC	18PBHM24	Practical - Basic Front Office Operations	0	0	4	
TOTAL				14	0	16	14
SEMESTER II							
II	SEC	18LBHM21	Communicative French – II	4	0	0	4
II	AEC	18BHEN21	English Paper – II	2	0	0	2
II	DSC	18CBHM21	Accommodation Operations - I	2	0	0	2
II	DSC	18CBHM22	Basic Food Production – II	2	0	0	2
II	DSC	18CBHM23	Basic Food and Beverage Service - II	2	0	0	2
II	DSE	18DBHM21	Nutrition	2	0	0	2
II	DSC	18PBHM21	Practical - Basic Food Production	0	0	4	4
II	DSC	18PBHM22	Practical - Basic Food and Beverage Service	0	0	4	4
II	DSC	18PBHM23	Practical - Accommodation Operations –I	0	0	4	4
II	DSC	18PBHM24	Practical - Basic Front Office Operations	0	0	4	4
TOTAL				14	0	16	30
SEMESTER III							
III	DSC	18CBHM31	Food and Beverage Management	2	0	0	2
III	DSC	18CBHM32	Quantity Food Production	2	0	0	2
III	DSC	18CBHM33	Bar and Beverage Operations	2	0	0	2
III	DSE	18DBHM31	Principles of Management	2	0	0	2
III	SEC	18DBHM32	Principles of Accounting	2	0	0	2
III	DSE	18DBHM33	Hotel Maintenance and Engineering	2	0	0	2
III	AEC	18ENVS31	Environmental Studies and Field Trip	2	0	0	2
III	SEC	18UGE511	Personality Development	2	0	0	2
III	DSC	18PBHM41	Practical - Quantity Food Production			4	
III	DSC	18PBHM42	Practical - Bar and Beverage Operations			4	
III	DSC	18PBHM43	Practical - Front Office Operations			2	
III	DSC	18PBHM44	Practical - Accommodation Operations – II			2	
III	DSE	18PBHM45	Practical - Hotel Maintenance & Engineering			2	
TOTAL				16	0	14	16

SEMESTER IV				Hours/Week			
Sem	Category	Sub Code	Title of the Course	Lecture	Tutorial	Practical	Credits
IV	DSC	18PBHM41	Practical - Quantity Food Production	0	0	4	5
IV	DSC	18PBHM42	Practical - Bar and Beverage Operations	0	0	4	5
IV	DSC	18PBHM43	Practical - Front Office Operations	0	0	6	4
IV	DSC	18PBHM44	Practical - Accommodation Operations–II	0	0	6	4
IV	DSE	18PBHM45	Practical - Hotel Maintenance and Engineering	0	0	6	4
IV	SEC	18IBHM41	Industrial Exposure Training (Four Months)	0	0		6
TOTAL				0	0	26	28
SEMESTER V							
V	DSC	18CBHM51	Advanced Food Production - I	2	0	0	2
V	DSC	18CBHM52	Advanced Food and Beverage Service	2	0	0	2
V	DSC	18CBHM53	Advanced Front Office Operations	2	0	0	2
V	DSC	18CBHM54	Facility Planning	2	0	0	2
V	DSE	18DBHM51	Hotel Law	2	0	0	2
V	SEC	18DBHM52	Hotel Financial Management	2	0	0	2
V	DSE	18UGE529	Event Management	2	0	0	2
V	DSC	18PBHM61	Practical - Advanced Food Production			4	
V	DSC	18PBHM62	Practical - Advanced Food and Beverage Service			4	
V	DSC	18PBHM63	Practical-Advanced Front Office Operations			4	
V	DSC	18PBHM64	Practical - Accommodation Operations III			4	
TOTAL				14	0	16	14
SEMESTER VI							
VI	DSC	18CBHM61	Advanced Food Production - II	2	0	0	2
VI	DSC	18CBHM62	Advanced Accommodation Operations	2	0	0	2
VI	DSE	18DBHM61	Marketing and Sales Management	2	0	0	2
VI	DSE	18DBHM62	Application of Computer	2	0	0	2
VI	DSE	18DBHM63	Research Methodology	2	0	0	2
VI	DSC	18PBHM61	Practical - Advanced Food Production	0	0	4	4
VI	DSC	18PBHM62	Practical - Advanced Food and Beverage Service	0	0	4	4
VI	DSC	18PBHM63	Practical –Advanced Front Office Operations	0	0	4	4
VI	DSC	18PBHM64	Practical - Accommodation Operations III	0	0	4	4
VI	DSE	18PBHM65	Practical - Application of Computer	0	0	4	2
VI	DSC	18RBHM61	Project	0	0	0	10
TOTAL				10	0	20	38

TOTAL CREDITS = 140
DSC- Discipline Specific Core
SEC - Skill Enhancement Elective
DSE - Discipline Specific Elective
AEC - Ability Enhancement Core

10. Course Calendar

Date of commencement of course will be done by the university. The course calendar published by the university shall be followed for ensuring timely conduct of the course, examination and publication of results.

11. Scheme of the course

B.Sc. Hotel & Catering Management will have 6 semesters. Each Course carries 100 marks (Internal 40 and external 60) excepting for Industry training and Project Report. An internal viva voce examination will be conducted at the end of the 6th semester. In the fourth semester there will be industry training for a period not less than 16 weeks.

12. Scheme of examination and Results

Assessment of students for each course will be done by continuous evaluation both internal and external. Internal evaluation shall be conducted by the faculty handling the course. End semester examinations of all subjects will be conducted by the university.

The split up of the Continuous Assessment Marks are as follows

CA Class tests	3X5= 15
Class Assignment	1X5= 05
Model Examination	1X5= 05
Attendance	1X5= 05
Aptitude of the student	1X5= 05
Faculty assessment (by teacher)	1X5= 05
Total	40

The split up of the Continuous Assessment Marks for Practical are as follows

Record work	1X10= 10
Class Assignment	1X5= 05
Model Practical	1X10= 10
Attendance	1X5= 05
Aptitude of the student	1X5= 05
Faculty assessment (by teacher)	1X5= 05
Total	40

- The internal assessment marks shall be awarded by the concerned faculty members in charge of the course based on the guide lines as follows.
- Each faculty member shall maintain record of performance of each candidate and it shall be made available to the Head of the Department at the end of each semester.
- The same should be put on the notice board and students can make their representations if any. However the student shall file an appeal to the Head of the Department on his grievances in awarding the internal assessment within 3 days from the date of display of internal marks on the notice board. Head of the Department should take an appropriate decision within 5 days from the date of receipt of such appeal.
- No minimum marks are required in the internal assessment for both theory and practical. The student has to secure a minimum of 40% (24 marks out of 60) in the semester end examination and a total of 40% (40 marks out of 100) for a pass in the respective subject.
- Eligibility for appearing in examination a candidate shall attend 75% of the number of classes actually held for each of the courses in a semester will be eligible for appearing for examinations conducted by the university. However, the University may condone of 10% after collecting a condonation fee from the students who have secured 65% to 74% of attendance
- The students who have secured less than 65% attendance are not eligible to write the respective semester examination. He /She has to rejoin and redo the respective semester course in the next academic year by paying the prescribed tuition fee.
- Candidates who pass all the examinations prescribed for the course in the first appearance itself alone are eligible for Ranking/Distinction

13. Industrial Exposure Training Report

1. Every student should undergo Industrial Exposure training for a period not less than four months. This training will start during the fourth semester. Student should choose a star hotel (not below a four star hotel category) for this training. A certificate from the respective organization stating the completion of training shall be incorporated in the report. The report will be evaluated by two examiners and one of the examiners is duly appointed by the university from outside. If any student failed to secure minimum of 50% marks for project report he/she shall resubmit the revised project training report along with the immediate junior batch.

14. Commencement of the regulation

The regulation shall take effect from the academic year 2017-2018, i.e. for students who are admitted to the first year of the program, during the academic year 2018-2019 and thereafter.

15. MAXIMUM PERIOD FOR COMPLETION OF THE PROGRAMS TO QUALIFY FOR A DEGREE

A Student who for whatever reasons is not able to complete the programs within the normal period (N) or the Minimum duration prescribed for the program, may be allowed two years period beyond the normal period to clear the backlog to be qualified for the degree. (Time Span = N + 2 years for the completion of program)

16. REVISION OF REGULATIONS, CURRICULUM AND SYLLABI

The University may from time to time revise, amend or change the Regulations, Curriculum, Syllabus and Scheme of examinations through the Academic Council with the approval of the Board of Management.

17. Pattern of Question Paper

10 out of 10 questions	Part – A (30 words) 10 X 2 marks =	20 marks
5 out of 8 questions	Part – B (200 words) 5x 4 marks =	20 marks
2 out of 4 questions	Part – B (500 words) 2x 10 marks =	20 marks
	Total	<u><u>60 marks</u></u>

LIST OF DISCIPLINE SPECIFIC CORE COURSES

SUBJECT CODE	DISCIPLINE SPECIFIC CORE COURSES
18CBHM13	Basic Food and Beverage Service-1
18CBHM11	Basic Front Office Operations
18CBHM12	Basic Food Production-1
18CBHM204	Accommodation Operations-1
18CBHM33	Bar and Beverage Operations-
18CBHM31	Food and Beverage Management
18CBHM32	Quantity Food Production
18CBHM51	Advanced Food Production-1
18CBHM53	Advanced Front Office Operations
18CBHM52	Advanced Food and Beverage Service
18CBHM54	Facility Planning
18CBHM62	Advanced Accommodation Operations
18CBHM61	Advanced Food Production-2
18RBHM61	Project Viva

LIST OF DISCIPLINE SPECIFIC ELECTIVE COURSES

SUBJECT CODE	DISCIPLINE SPECIFIC ELECTIVE
18DBHM11	Food Science
18DBHM21	Nutrition
18DBHM31	Principles of Management
18DBHM33	Hotel Maintenance and Engineering
18DBHM51	Hotel law
18DBHM61	Marketing & Sales Management
18DBHM63	Research Methodology
18DBHM62	Application of Computer

LIST OF ABILITY ENHANCEMENT COMPULSORY COURSE

SUBJECT CODE	ABILITY ENHANCEMENT COMPULSORY COURSE
18LENG11	English Paper – I
18LENG21	English Paper – II
18ENVS31	Environmental Studies and Field Trip

LIST OF GENERIC ELECTIVES

SUBJECT CODE	GENERIC ELECTIVES
10X60308	Wireless Sensor Networks
10X20304	Food Adulteration
18UGE511	Personality Development
18UGE529	Event Management
10XDHM01	Food and Beverage Management
10XDHM03	Tourism Management
10XDHM02	Front Office Operations

LIST OF SKILL ENHANCEMENT COURSE

SUBJECT CODE	SKILL ENHANCEMENT COURSE
18LBHM11	Communicative French -I
18LBHM21	Communicative French -II
18DBHM32	Principles of Accounting
18UGE51	Personality Development
18IBHM41	Industrial Exposure Training
18DBHM52	Hotel Financial Management

I YEAR - I SEMESTER

COURSE OBJECTIVE:

Much of the Continental cuisines adopt French expressions in their cuisines, so to enable students to understand hotel and catering terminology through simple speaking and writing exercises: to develop correct pronunciation through basic grammar principles.

UNIT – I INTRODUCTION TO LANGUAGE**8**

Introduction to language-letters of the alphabet and vowel - Self introduction and introducing the family to the friends -Welcoming – Conjugation of verbs – Present Tenses / Past Tense

UNIT – II ARTICLE**4**

Indefinite article, Definite article - Because of / As / In my opinion

UNIT -III DIALOGUE**6**

Dialogue- at the reception desk of the hotels - Verbs – to buy / to sell / to pay? -More / No... more

UNIT –IV NUMBERS**6**

Numbers- from 1 to 100 - Names of the fruits and vegetables. -Imperative sentences

UNIT – V TRANSLATION**6**

Translation from French to English - Translation from English to French

Total Hrs.30**COURSE OUTCOME:****On successful completion of this course learners will be able to:**

- CO1: Use definite and indefinite articles
- CO2: Conjugate verbs in French
- CO3: Write number names, fruits and vegetables.
- CO4: At minimum read and comprehend texts.
- CO5: Translate sentences from French to English and vice versa

REFERENCE BOOKS:

1. A VÔtre Service-1, Français pour l'hôtellerie et le tourisme, By Rajeswari Chandrasekar, Chitra Krishnan, Rekha Hangal, Asha Mokaski and Claude le Ninan
2. Long man French course by T.H. Bertenshaw

COURSE OBJECTIVE:

In view of short duration of study stretching only to 2 semesters there is need to infuse seriousness in teaching English Communication. Hence exposit practical situations are needed. Hence the syllabus is framed to confirm to pragmatic needs

UNIT – I	6
<ol style="list-style-type: none"> 1. Resume and CV Writing 2. Structure 3. Complaint Letter 4. Social Correspondence 5. Letter of Enquiry 6. About Hotels & Tourism 	
UNIT-II	6
<ol style="list-style-type: none"> 1. Short Essay Writing 	
UNIT-III	6
<ol style="list-style-type: none"> 1. Explaining Proverbs 	
UNIT-IV	6
<ol style="list-style-type: none"> 1. Use of Prepositions 	
UNIT-V	6
<ol style="list-style-type: none"> 1. Synonymous Words 	
Total: 30 Hours	

COURSE OUTCOME:**On successful completion of this course learners will be able to:**

- CO1: Create a CV and write letters effectively.
- CO2: Apply techniques of essay writing.
- CO3: Explain the meanings of proverbs.
- CO4: Use prepositions skillfully.
- CO5: Demonstrate a significant increase in word knowledge.

Prescribed Book

1. For Unit I - V Effective English Communication for You – V. Syamala Emerald Publishers, Chennai- 600 008.

COURSE OBJECTIVE

The student would understand the evolution growth and structure of hotel industry, its importance and relationship with Travel and Tourism Industry. Classifications of hotels and Types of Room, Layout of Front Office Sections and Front office organization, staff and their task. Bell desk and Concierge procedures and how front office coordinates with other departments of hotel, Reservation and Registration procedures.

UNIT- I INTRODUCTION TO HOTEL INDUSTRY**5**

Evolution of Hotel Industry in India & abroad, Growth and development of Hotel in India, Inter-relationship between travel, tourism and hospitality, Role of travel agents and airlines, Basic knowledge of city and knowledge of historical places of India, Classification of hotels, Departments of the hotel and Hotel Organization.

UNIT-II HOTEL FRONT OFFICE**8**

Front office-Basic Functions-Sections of front office and their main tasks, Layout of front office, Front office Systems Non –automated/semi-automated/&fully-automated system, Guest cycle, Front desk front office Equipment, Competencies of front office staff- Telephone Etiquette Front office Organization, Hierarchy chart : Small, medium and Large hotels, Job description and Job specification Duties and responsibilities of different front office personnel including uniformed service, Basic information for front desk agents, Communicating with various sections verbal, written. Coordination with other departments

UNIT-III LOBBY & BELL DESK CONCIERGE, INFORMATION & GRE**6**

Introduction-lobby desk-essentials of a lobby-Lobby organization-lobby manager- lobby terminology. Bell desk procedures Introduction Role of Concierge Duties and responsibilities Handling messages, Handling Mail Provide information City information functions in the hotel, Guest rack.GRE, Organization of GRE Importance of GRE General Duties and responsibilities GRE Log book, FAM tours

UNIT-IV RESERVATIONS**6**

Meaning and importance Types of reservations-Sources & Modes of reservation- Reservation Terminology-Different types of rooms-Numbering of rooms and food plan-Basic of charging a guest: Tariff, Rates, Discounts & policy -Facilities available in Hotels: Brochure & Tariff Card –Reservation procedures-Reservation records-contents of reservation form.

UNIT-V RECEPTION**5**

Introduction –Role of Receptionist, Basic role of reception, Reception Terminology, Arrival procedure, identification of guest, registration card, method of payment, room assignment, rooming the guest, automated systems, registration-options--self-registration, selling, up-selling, upgrades. The morning shift

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1: Understand the origin & growth of Hospitality Industry.

CO2: Basic Functions of the sections in the front office and its organizational structure.

CO3: Execute the procedures and functions of front office and be familiar with front office Terminology.

CO4: Register and reserve guest at hotel front office

CO5: Manage the guest during check in and check out

REFERENCE BOOKS

1. Sudhir Andrews. Hotel Front Office- A Training Manual, McGraw Hill Education Private Limited.
2. Jatashankar R.Tewari. Hotel Front Office--Operations and Management, Oxford University press, Second Edition.
3. Michael L. Kasavana Richard M, 2007. Brooks Managing Front Office Operation Educational Institute of the American Hotel and Lodging Association.
4. James A.Bardi. Hotel Front Office Management, Wiley India pvt.ltd, Fifth edition.
5. Colin Dix Chris Baird. Front Office Operations, Dorling Kindersley (India) pvt.ltd. Licensees of Pearson Education in South Asian, Fourth edition

COURSE OBJECTIVE:

To develop comprehensive knowledge of professional cookery in the Hotel and Catering industries. To induce in the student professional competence at commies de cuisine in any type of food production operation with grounding basic continental and other types of cookery as all related subjects

UNIT-I HISTORY**5**

History and evaluation of cookery * Personal and Kitchen hygiene * Aims & objectives of cooking food, presentation of food * various textures and consistencies * Preparation of ingredients * Classical cuts of vegetables * HACCP, Mise en place, Weights & measures.

UNIT- II KITCHEN BRIGADE**5**

*Classical Brigade & Modern staffing in various category hotels * Role of Executive Chef, Duties & responsibilities of various chefs * Functioning of various sections of the kitchen * Layout of a kitchen – factors to be considered.

UNIT-III METHODS OF COOKING**5**

Methods of cooking: Principles of different methods of cooking – roasting, baking, frying, boiling, poaching, steaming, stewing, braising, broiling, grilling * Basic rules of each method and selection of food for each.

UNIT –IV EQUIPMENT AND TOOLS**6**

Equipment & tools – small and large equipment used in the kitchen – their types and uses * Heat production equipment * Cold production equipment * Ancillary equipment – knives, utensils, pots & pans * Pastry & bakery equipment * Cleaning equipment.

UNIT – V STOCKS**9**

Stocks: Definition, Types, Preparation (Recipes), storage, uses, care in preparing * Thickening agents: Types & uses * Sauces: Classification of sauces, Recipes, Derivatives of mother sauces, Miscellaneous sauces, Butter sauces * Salads & Dressings * Soups: Classification with examples, Basic recipes, Garnishes & Accompaniments * Vegetables & Fruits: Classification and Uses * the three types of browning in cookery.

Total Hrs.30**COURSE OUTCOME:****On successful completion of this course learners will be able to:**

- CO1: Practice kitchen hygiene and personal hygiene.
- CO2: Explain the functions of the kitchen sections and be familiar with the kitchen brigade.
- CO3: Discuss the methods of cooking food and the rules for selecting food.
- CO4: Plan and prepare raw materials and use appropriate equipment for various cooking methods.
- CO5: Prepare, store and use stocks, sauces garnishes and accompaniments correctly.

REFERENCE BOOKS:

1. Krishna Arora, Theory of cookery, Frank Bros, 2001
2. Ronaldkinton, David Forkett, Victor Cessarani, Theory of Catering, 2nd Revision, Hodder & Stoughton Educational, 1970.
3. Jerald W.Chesser, the Art of Science of Culinary Preparation, Educational Institute of American Culinary Federation, 1992.
4. ThangamE.Philip, Modern Cookery for Teaching Trade Volume -1, 6th Revised Edition, Orient Black Swan, 2010.

COURSE OBJECTIVE:

To introduce students to the food and beverage service department of the hotel and catering industry. To facilitate aspirants to acquire comprehensive knowledge and skills pertaining to restaurant operations. To assist a student to define common types of food menus, describe dining service staff positions and list equipment items used by food service personnel.

UNIT –I THE FOOD AND BEVERAGE SERVICE INDUSTRY**3**

Introduction to the Food and Beverage Industry- Classification of Catering - establishments (Commercial and Non-Commercial)- Introduction to Food and Beverage Operations (Types of F&B Outlets)

UNIT –II FOOD AND BEVERAGE SERVICE AREAS IN A HOTEL**3**

Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive - Lounges, Business Centers, Discotheques & Night Clubs. -Ancillary department.

UNIT -III FOOD AND BEVERAGE SERVICE EQUIPMENT**3**

Types and Usage of Equipment- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables. - Special Equipment -Care & maintenance

UNIT-IV FOOD AND BEVERAGE SERVICE PERSONNEL**6**

Food & Beverage Service Organization Structure - Job Descriptions - Attributes of Food and Beverage personnel. - Basic Etiquettes - Interdepartmental relationship

UNIT-V TYPES OF FOOD AND BEVERAGE SERVICE**5**

Mise-en-place & Mise-en-scene - Table Service –English / Silver, American, French, Russian - Self Service – Buffet & Cafeteria -Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc. - Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Vending machines.

UNIT–VI TYPES OF MEALS**5**

Breakfast – Introduction, Types, Service- Methods, - Brunch - Elevenses
Lunch- Afternoon tea and High Tea - Dinner - Supper

UNIT–VII MENU KNOWLEDGE**5**

Introduction - 7.2. Types –Ala Carte and Table - d’hôte, Cyclic, Banquet.

7.3. Menu Planning, considerations and constraints - 7.4. Menu terms. - 7.5. Classical French Menu. - 7.6. Classical Foods & its Accompaniments.

Total Hrs.30

COURSE OUTCOME:**On successful completion of this course learners will be able to:**

- CO 1: Develop general knowledge on the origins and development of food service in hotels, restaurants, and hospitality institutions.
- CO 2: Explain the layout of all service areas and the function of each service area.
- CO3: Identify the roles of the food and beverage service staff and use equipment in the restaurant appropriately.
- CO 4: Demonstrate knowledge of all the menu items and non-alcoholic beverages which are on offer in the outlet.
- CO 5: Perform the correct service requirements of all food and beverage items, discuss the limitations on customization of meal menus and take guests food and beverage orders effectively.

REFERENCE BOOKS:

1. R. Singaravelavan, Food & Beverage Service, 1st Edition, Oxford University Press 2011.
2. Dennis Lillicrap, John Cousins, Food & Beverage Service, 8th Edition, Hodden Education, 2010.
3. Vara Prasad, Gopi Krishna, Food & Beverage Simplified, 1ST Edition, Dorling Kindersley, Noida, UP, 2013.
4. Sudhir Andrews, Food & Beverage Service A Training Manual, 3rd Edition , Tata Mc Graw Hill Education, Noida, UP, 2015

COURSE OBJECTIVE:

To enable students to obtain knowledge of different food groups and their contribution to nutrition. To enable them gain knowledge of beverages and its uses with attention to the preservation of their nutritive value - oriented to Traditional Indian beverages. To help them understand the food additives and food laws and standards governing the food adulteration.

UNIT I: Introduction to Food Science

Selection, nutritional contribution and changes during cooking of the following food groups:

15

- Cereals - Pulses - Fruits and vegetables - Milk & milk products - Eggs
- Meat, poultry and fish - Fats and Oils

UNIT II: Spices and Condiments

3

- Brief history of spices and condiments
- Uses
- Differences between spices and condiments

UNIT III: Beverages

4

- Changes of Nutritive Value on processing of beverages
- Storage
- Traditional Indian beverage (Garam-Chai, Lassi, Chach, Sharbat, Thandai, Shikanjami, Kanj, or even sweetened milk)

UNIT IV: Food Additives

4

- Leavening agents, shortenings, stabilizers, flavouring agents and food substitutes.

UNIT V: Food Adulteration

4

- Types of adulteration - methods of detection, food laws and standards

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1: Identify different foods, effects of heat changes, its storage and its nutrient contribution.

CO2: Explain origin of spices, its properties and its significance in the field of Ayurveda and medical applications.

CO3: Prepare various beverages and preserve their nutritive value.

CO4: Discuss the additives in food and the role they play in the colours and textures of food.

CO5: Identify physical, chemical contaminants in foods and comply with current Food regulations and Food laws governing the food additives and food adulteration

REFERENCES

1. Lowe, B. 1955. Experimental Cookery, John wiley & Sons Inc., New York.
2. Hughes, O and Bennion, M. 1970. Introductory Foods, 5th ed., the macmillan Co., New York.
3. Griswold, R.M. 1962. Experimental Study of Foods, Houghton mifflin company, Boston.
4. Ghose, R.L.M., Ghate, MB. and Subramaniam, V. 1960. Rice in India. ICMR, New Delhi.
5. Eckles, G.H., Combs, W.S. and Macy, H. 1951. Milk and Milk Products, RMB Publishing Co., Ltd., New Delhi.
6. Ireson, A.G. and Limscomb, S.F. 1978. Foods for One or Two or More, Hoghton Mifflin Co., Boston.
7. Fisher, P. and Bender, A. 1971. The Value of Foods. Oxford University Press, London.
8. Birch, G.C. and Cameron, AG. And Spencer, M. Food Science, 3rd ed., Perganon Press, Oxford.
9. Sweetman, M.D. and Mackellar, I. 1954. Food Science and Preparation. 4th ed., John wiley & Sons Inc., New York.
10. Paul, P.C. and Palmer, H.H. 1972. FoodTheory and Application, 1st ed., JohnWiley & Sons, Inc., New York.

I YEAR - II SEMESTER

COURSE OBJECTIVE:

To build the student's confidence to communicate in simple French terms and to be able to understand what a guest might need when attending to French guests.

UNIT- I VERBS**5**

Verbs- Regular Verbs and Irregular Verbs - Tenses- Conjugations

UNIT – II SENTENCES**6**

Sentences- Affirmative Sentences and Négatives Sentences - Complétez les phrases – Information about a Product

UNIT –III DIALOGUE**5**

Dialogue- Related to Restaurant/ Front Office - Conjugation – futur tense

UNIT -IV CONSTRUCTION OF DIALOGUE**8**

Construire – Des dialogues - Reconstituer – Les Dialogués - To ask for / propose a product – to accept / refuse - To invite and reply to an invitation

UNIT – V DIALOGUE WRITING**6**

Dialogue Writing - Translation from French to English - Translation from English to French

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

CO1. Conjugate regular and irregular verbs.

CO2. Satisfy requirement of everyday situations.

CO3. Demonstrate good comprehension.

CO4. Take food and beverage orders and take part in simple exchanges in French.

CO5. Frame simple sentences in French

REFERENCE BOOKS:

1. A Votre Service-1Français pour l'hôtellerie et le tourisme

- by RajeswariChandrasekar, ChitraKrishnan, Rekha Hangal,Asha mokaski and Claude le ninan

2. Long man French course -byT.H. Bertenshaw

COURSE OBJECTIVE:

To improve the comprehension and expression of oral and written ideas in English. To enable hotel management students to develop the ability to use English with fluency

UNIT I

What is Communication?

Objectives of Communication

Types of Communication

UNIT II

Importance and benefits of effective Communication

Communication at work place

Components and process of communication

UNIT – III

Barriers to Communication

Principles of Communication

UNIT – IV

a) Report Writing

b) Writing Advertisements

c) Précis Writing

d) Letter Writing

UNIT – V

Group Discussion

Better Public Speaking and Presentation

Preparing for Job Interviews

Time Management

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Understand communication and its goals.

CO2. Display no hesitation in communication.

CO3. Speak effectively and politely.

CO4. Master the art of writing letters.

CO5. Develop interview skills

REFERENCE BOOKS:

1. Essentials of Business Communication – Rajendra Pal and J S Korlabli.

2. Business Communication – M S Sehgal and Vandana Khetarpal

COURSE OBJECTIVE:

To enable to have an insight into the importance of the Housekeeping Department. To know about the various personnel and their duties and responsibilities. To understand the activities in the Housekeeping Desk. To develop a comprehensive knowledge of the public areas and the guest room cleaning process.

UNIT I - Importance of Housekeeping: 3

Hospitality industry hotel industry definitions.

Departments in hotels Introduction to accommodation Operation

Organization Structure& Layout: 3

Organization structure of Accommodation Operation Department in small, large and medium hotels.

Layout of Accommodation Operation Department in small, large and medium hotels

UNIT II -Areas & Cleaning procedure in Housekeeping 6

Areas under the control of accommodation operation department, Guest areas and public areas, Definition and Dimensions of the public area

Lobby, F&B Outlets, swimming pool, Rest room, lounge, Definition and Dimension of the

Public areas Banquet halls, Guest lift areas, patio areas, corridor, and shopping arcade

Rooms – Double, Turin, Double, Deluxe, studio, interconnectivity, adjacent, executive, duplex, suite, presidential suite, pent house, cabana, Hollywood parlor etc.,

UNIT III - Duties and Responsibilities of Housekeeping Staff 6

Executive housekeeper –Deputy -Floor supervisor – morning shift, general shift, evening shift, night shift, break shift

Houseman; rooms public areas all -Desk controller - Linen room –Laundry

Co-ordination with other departments: Front Office, F&B Service, Maintenance, Security, Stores, Purchase, Accounts, Human resources

UNIT IV - Housekeeping inventory: 6

Classification and types of equipment with diagram - Mechanical, Electrical, How to use the above equipment -Safety procedures

Classifications and Types of Cleaning Agents.

Water, soap, detergent, alkali, acid, solvent, absorbs, deodorants, -disinfectants, polishes, seals -

Use, care storage - Distribution and inventory control

UNIT V- FLOOR OPERATION AND SAFETY PRACTICES 6

Lost and found, missing, damaged procedure and records, Babysitting, valet service, Floor Operation

Personal Hygiene, Rules on Rooms and Public area, Key and Key Control

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Realize the role of the housekeeping department in hotels and its responsibilities.

CO2. Draw the organizational structure and the functional layout of housekeeping departments in various sized hotels.

CO3. Co-ordinate with other departments in the hotel.

CO4. Suggest the types of cleaning agents for different level of cleaning.

CO5. Practice and create safe work environment.

REFERENCE BOOKS:

1. Sudhir Andrews Hotel House keeping a Training Manual – 2nd edition-Tata Mcgraw hill – 2009
2. G.Raghubalan&SmritaRaghubalan Hotel Housekeeping Operations andManagement - 2nd edition -Oxford University Press 2009.
3. Ursula Jones Cassell - Hotel & Catering Management – 2nd edition-Octopus Publishing Group Limited, 1997.
4. John C. Bronson and Margaret Lennox Hotel Hostel Hospital Housekeeping-5th edition– Edward ArnoldTaylor & Francis Group -1988.

COURSE OBJECTIVE:

To enable the student to impart knowledge in various cuts of meat, cooking methods, different cereals and pulses, usage of shortening and dairy products.

To understand the basic needs, in order to know the concepts in Bakery.

UNIT- I MEAT COOKERY**6**

Introduction, Cuts, uses & selection of Beef, Veal, Mutton, Lamb & Pork * Cuts, uses & selection of chicken * Processed meats – types & uses * Seafood: Introduction, Classification with examples, cuts of fish, selection of fish & shellfish. Effects of cooking * Egg: Introduction, structure, selection tests, uses in cookery.

UNIT – II CEREALS & PULSES**6**

Introduction, classification, types, uses, cooking * Flour: Different types of flour & their uses in cooking * Types of Pastas * Raising Agents: Classification, uses & reactions during cooking.

UNIT- III FATS & OILS, SUGAR AND FLAVOURING AGENTS**6**

Definition, types of fatty acids, types of fats & oils, effects of cooking, storage & nutritional concerns * Sweetening agents: types & uses of sweetening agents, types & uses of sugar, stages of cooking sugar * Flavoring agents: Seasonings, spices, herbs & other flavoring agents and their uses.

UNIT – IV DAIRY PRODUCTS**6**

Introduction, processing, types, cooking & uses of milk, cream, butter & cheese * Culinary terms: Western & Indian.

UNIT – V BREADS**6**

Ingredients, straight Dough method – kneading, fermentation, proofing, knock back, baking, bread faults * Sponges: Ingredients, types – fat sponge & fatless sponge, cake faults * Cookies & Biscuits: Ingredients, types – rubbing in, foaming, creaming, all in one process * Pastries: Ingredients, types – short crust, puff / flaky, choux, filo, Danish, pastry faults.

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

CO1. Store processed meats.

CO2. Demonstrate practical skills and techniques to prepare pastas using raising agent that yields correct texture and consistency.

CO3. Distinguish the stages of sugar and seasonings used in the culinary industry.

CO4. Explain the benefits and uses of dairy products and its preparations.

CO5. Use basic ingredients and methods in the preparation of breads, puff pastry, cookies and biscuits.

REFERENCE BOOKS:

1. Philip Dowel, Advian Bailey. The Book of Ingredients, Penguin Group – London, 1980.
2. J. Indhersinghkalra, Pradeep Das Gupta, Prashad. Cooking with Indian Masters, Allied Publishers Private Ltd., 1986.
3. MadhurJuffery, a Taste of India, Wiley, 1988.
4. MadhurJuffery, Flavours of India, West One Hundred Seventy Five, 1998.

COURSE OBJECTIVE:

To provide students the knowledge of how a room service operation is organized and executed. The students will be able to categorize various types of banquets and procedures to organize a function. To classify nonalcoholic and alcoholic beverages and describe the method of beer production and service.

UNIT-I ROOM SERVICE/ IN ROOM DINING SERVICE**6**

Introduction, general principles, Cycle of Service, scheduling and staffing Forms and Formats - Order Taking, Suggestive Selling, and breakfast cards Time management- lead time from order taking to clearance.

UNIT-II BANQUETS & CATERING EVENTS**6**

Organization structure, duties and responsibilities of staff - Banquet functions prospects and function form, contract letter of agreement - Types of functions and buffet setup, seating arrangements - Menu planning for Banquet events -2.5 Off premises catering

UNIT -III CONTROL METHODS**5**

Necessity and functions of a control system, Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized- KOTs (Kitchen Order Ticket, Beverage Order Ticket). Flow chart of KOT. Presentation of bill.

UNIT- IV NON – ALCOHOLIC BEVERAGES**3**

Classification - Hot Beverages – Types, Service - Cold Beverages – Types, Service

UNIT- V ALCOHOLIC BEVERAGES**4**

Definition - Classifications of Alcoholic Beverages - Fermentation Process

UNIT - VI BEERS**6**

Introductions - Ingredients used - Production - Types and Brands – Indian and International. Other fermented and brewed beverages – Sake, Cider, Perry

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

CO1. Respond to room service orders.

CO2. Advise on menu selection.

CO3. Set up banquet halls for functions.

CO4. Exercise control in food and beverage operations.

CO5. Prepare and serve non-alcoholic and other fermented beverages.

REFERENCE BOOKS:

1. Dennis Lillicrap & John Cousins, Food & Beverage Service –, 8th Edition, Hodden Education, 2010
2. Vara Prasad, Gopi Krishna, Food & Beverage Simplified, 1st Edition, Dorling Kindersley, Noida, UP, 2013
3. Singaravelavan, Food & Beverage Service, 1st Edition, Oxford University, 2011.
4. Lendal H Kotschevar, Mary L. Tanke, Managing Bar & Beverage Operations, 8th Edition, Educational Institute of the American Hotel & Lodging Association, Lansing, Michigan, USA. 2009

COURSE OBJECTIVE:

To familiarize students with fundamentals of food, nutrients and their relationship to health. To create awareness with respect to deriving maximum benefit from available food resources.

UNIT-I BASIC CONCEPTS IN FOOD AND NUTRITION 4

- Basic terms used in study of food and nutrition
- Understanding relationship between food, nutrition and health
- Functions of food Physiological, psychological and social

UNIT-II ENERGY 4

Energy units – Kilocalories, Mega joules, Basal metabolism – definition, factors affecting BMR energy requirements for various types of activities and for different use groups.

UNIT-III MACRO NUTRIENTS 9

- Functions, dietary sources and clinical manifestations of deficiency / excess of the following nutrients- Carbohydrates, lipids and proteins.

UNIT-IV MICRO NUTRIENTS 9

- Fat soluble vitamins – A, D, E and K
- Water soluble vitamins – thiamin, riboflavin, niacin, pyridoxine, folate, vitamin B12 and Vitamin C
- Minerals – calcium, iron and iodine

UNIT-V WATER 4

- Functions
- Water Balance
- ORS/ORT
- Water Retention

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Learn the basic terms related to food and nutrition and relate food, nutrition and health and their functions.
- CO2. Define energy, learn energy units and associate knowledge on factors affecting BMR with their deficiencies and understand energy requirements for various types of activities and for different use groups.
- CO3. Associate knowledge of macronutrients with their deficiencies.
- CO4. Apply knowledge of micronutrients with their deficiencies.
- Co5. Comprehend the functions of water with health and apply the knowledge in treating dehydration with ORS/ORT.

REFERENCES:

1. Davidson C.H. Normal and Therapeutic Nutrition. Oxford IBH Publishing. Calcutta 1986.
2. Krause. M.V. Horsch, M.A., and Maham, F – Food Nutirtion and Diet theraphy W.R. Saunder.
3. Company, Philiadepha 1986
4. Srilakshmi B. Dietetics, wiley Eastern Limited Machas, 1993
5. M. Swamination – Essentials of Food & Nutrition.

I YEAR – II SEMESTER – PRACTICAL

COURSE OBJECTIVE:

To develop the perfect basic skills in handling food stuffs and using dry and moist heat methods of cooking. To make the students learn continental cuisines in 14 application menus.

Menu – I Potage Madras, Poisson a la meunière, Pommes persillées, Haricot vert au beurre, Bread roll and Crème caramel.

Menu – II Crème de tomates, Steak au poivre, Baked Jacket potatoes, Petit pois a la française, French Bread and Bread & Butter Pudding.

Menu –III Crème de volaille princesse, Poulet á la King, Croquettes de pommes de terre, Ratatouille niçoise and Nankhatai.

Menu – IV Scotch broth, Suprême de volailles à la crème, Riz pilaf, Chou-fleur Mornay, French bread and Genoese au chocolat.

Menu – V Minestrone, Fillet de Pomfret bonne femme, Pommes duchesse, Epinards au beurre and Queen of Puddings.

Menu – VI Plain rice, Drumstick sambar, Naattukozhivaruvai, Tomato rasam, Potato masala and Semiyapayasam.

Menu – VII Oeuf Farci, Poulet rôti, Beignets d’aubergines, Pommes de Terre Rôti and Jam Tarts.

Menu – VIII Consommé brunoise, Spaghetti napolitaine, Pommes pontneuf, Vichy carrots and Strawberry mousse.

Menu – IX Crème d’asperges, Navarin Printanier, Chou-fleur polonaise, Pommes layonnaise and Macedoine de fruits.

Menu– X

Waldorf salad, Potato & leeksoup, Poulet poché avec sauce suprêmes, Pommes allumettes, Tomates grillées and plain sponge.

Menu– XI Gazpacho, Salade russe, Fillet de pomfret grillées, Epinards à la crème, Pommes de terre anna, and Fruit trifle.

Menu– XII Jeera pulao, Chicken butter masala, Phulka, Vegetable Jalfraizi, and Shahithukra.

Menu– XIII Hot & sour egg drop soup, Vegetable fried rice, Chili chicken, Sweet & sour vegetables and Beijing Toffee bananas

Menu– XIV Cocktail de crevettes, Poulet sauté chasseur, Pommes hongroise, Soufflé d'epinards, Swiss roll.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Apply the appropriate cooking methods for different constituents.
- CO2. Prepare assorted French menus with the appropriate ingredients.
- CO3. Demonstrate practical skills and techniques to prepare stocks and soups.
- CO4. Present the menu consisting of soups, main course and desserts.
- CO5. Calculate the yield of various foods.

COURSE OBJECTIVE:

To acquire the terms used for service equipment in a restaurant. To learn the skills in serving guests with food and beverages, Take orders, while applying the sequence of service and skills of suggestive and up selling.

- I. Restaurant Etiquette
- II. Restaurant Hygiene practices
- III. Mis-en-place & mis-en-scene
- IV. Identification of Equipment
- V. Laying & Relaying of Table cloth
- VI. Rules for laying a table
- VII. Carrying a Salver / Tray
- VIII. Service of Water
- IX. Manipulation of Service spoon and fork for platter service
- X. Carrying Plates, Glasses & other Equipment
- XI. Clearing an Ashtray
- XII. Service of nonalcoholic beverages
- XIII. Setting of Table d'hôte & A La Carte covers.
- XIV. Breakfast Table Layout & Service (Indian, American, English, Continental)
- XV. Crumbing, Clearing, Presenting the bill
- XVI. Side board Organization
- XVII. Taking an Order –Food & Making a KOT
- XVIII. Napkin Folds
- XIX. Points to be remembered while setting a cover and during service
- XX. Silver Service (Classical menu - Hors D'oeuvres varies to Coffee)
- XXI. Service of Hot & Cold Non-Alcoholic Beverages
- XXII. Indian Cuisine- Accompaniments & Service
- XXIII. Service of Beer (Bottled, Canned and Draught).
- XXIV. Exercises for planning different menus.
- XXV. Room Service- Tray and trolley layup, breakfast hanger & service procedure.
- XXVI. Mini bar- format and operational procedures.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Prepare the restaurant for service.
- CO2. Greet, seat and take food and beverage orders.
- CO3. Suggest items on the menu.
- CO4. Carry out table service of guest orders and clear tables
- CO5. Execute room service orders and clear room service trays.

COURSE OBJECTIVE:

To discuss the types, use, storage and selection procedures of cleaning equipment and cleaning agents. To give a in-depth knowledge on standards of cleaning and principles of cleaning in guest rooms and public areas in a hotel.

- I. Identification of equipment and cleaning agents
- II. Basic cleaning: Dusting, sweeping, mopping, scrubbing, polishing, vacuuming, spot cleaning.
- III. Organizing cleaning: Individually groups.
- IV. Cleaning Frequency: Daily, weekly, periodically
- V. Cleaning various surfaces: Metals, Flooring, Leather, Wood, and Glass.
- VI. Guest Room Cleaning and Public areas, Bed making, Room cleaning, Bathroom cleaning, evening service.
- VII Room Inspection / Public area inspection prepare checklist. Job orders.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Identify housekeeping equipment and cleaning agents.
- CO2. Clean guest rooms according to hotel standards.
- CO3. Organize cleaning schedules.
- CO4. Prepare job orders and carry out inspections.
- CO5. Prepare a checklist of tasks to be carried out in public areas.

COURSE OBJECTIVE:

To learn how to use front office stationery, Grooming Standards Registration, Reservation, Amendment and Cancellation procedure, Bell desk and Concierge activities and develop general knowledge on countries capital currencies and language, tourism attractions, airports airlines and hotel chains.

TOURISM & GENERAL KNOWLEDGE FOR FRONT OFFICE

- I. Major tourist attractions in India.
- II. Major airports in India.
- III. International airlines.
- IV. International hotel chains
- V. World - countries, capitals and currencies.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Man the reception and reservation counter and use front office stationery.
- CO2. Carry out standard front office operating procedures.
- CO3. Take reservations; make amendments in Reservations, cancellation.
- CO4. Prepare room availability charts
- CO5. Use telephonic Conversations with standard phrases, manners, do's & don'ts
- CO6. Communicate with concierge for guest requests.

II YEAR - III SEMESTER

COURSE OBJECTIVE:

To explore the nature of the foodservice product, gain an insight into service quality and quality management issues and set standards for food and beverage operations.

UNIT – I FOOD AND BEVERAGE SECTORS**6**

Origins & sectors of F&B Operations: * Commercial operations – Origin, present scenario, types and future * Non – commercial operations – Origin, present scenario, types and future * Responsibilities of Food & Beverage Management towards primary and secondary groups.

The fundamentals of management: * Definition of management * Resources available * the seven tasks of Management: Planning, Organizing, Coordinating, Staffing, Directing, Controlling and Evaluating * other management tasks like communicating, delegating, motivating, scheduling and disciplining.

UNIT – II MARKETING**6**

Food & Beverage Marketing: * Marketing – definition * Market analysis * marketing plan * Tools of Marketing: Sales, Advertising, Public relations & publicity.

Budgeting & Budgetary Control: * Objectives * types of budget: Department budgets, master budgets, long term & short term budgets, sales budgets, sales forecasting, production budgets, purchase budgets, other budgets * Budgetary controls.

Menu planning: * Menu pricing styles * Types of menu * components of operation influencing menu planning * Knowing the needs of the guest * Selection of menu items * Menu balance * Evaluating the menu.

UNIT-III FOOD AND BEVERAGE CONTROLS**6**

Definition of control * The Control process – establishing standards, measuring actual operating results, comparing actual results with standards, taking corrective action, reviewing the corrective action * Considerations in designing a control system.

Purchasing & purchase controls: *Introduction *the purchasing process * Aims of purchasing * Qualities of a purchaser * standard purchase specifications * Sources of supply *Selection of supplier *Purchasing procedures *Methods of purchasing *purchase requisition & purchase order.

UNIT-IV RECEIVING CONTROL**6**

Aims *Staff * Equipment *Documents handled – Bills, invoice, delivery note, Credit note, GRB etc., *Bind Receiving * Fraud in Receiving *Hygiene & Cleanliness.

Stores management & control: *Location, size and equipment used *Functions of stores *Material control – FIFO, causes of food spoilage * Records maintained – bin card, meat tag, Cardex, stock card, stock ledger, etc. *Inventory control – perpetual and physical inventory systems *Issuing procedure.

Introduction, *Forecasting *various standards – standard yield, yield testing, standard recipe, standard portion size * Records maintained – stores issued note, indent cum issue note, inter departmental transfers, production sheet, food cost sheet *Meat costing.

Food & Beverage service & Control: * Food sales – service charge, cash sales, credit sales, credit to residential guests * Room service * Banquet sales * KOT, Bills, ECR, POS & Cashier summary sheet * Special concerns for control in beverage sales.

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Understand the commercial and non-commercial sectors in Food & Beverage operations
- CO2. Plan, prepare and present quality food and beverage for a variety of hospitality environments.
- CO3. Use marketing concepts, market research, social networks, sales and revenue management strategies, relationship management skills and product knowledge to promote and sell hospitality services, products and guest experiences.
- CO4. Apply skills to support the effective management and control of food and beverages operations of a variety of organizations.
- CO5. Comply with relevant organization and workplace systems, processes, policies, standards, legal obligations and regulations with regard to receiving, storing and issuing of products.

REFERENCE BOOKS:

1. Jack D. Ninemeier, Food and Beverage Management, 3rd Edition, Educational Institute of the American Hotel & Motel Association, 2000
2. Jagmohan Negi, Professional Hotel Management, 3rd Edition, S. Chand Publishing, 1997
3. Peter Jones with Paul Merricks, The management of foodservice operations, Cassell, 1994
4. David Foskett and Victor Ceserani, Theory of Catering, 11th Edition, Dynamic Learning, 2007.

COURSE OBJECTIVE:

To acquire skills in the preparation of Indian cookery. To indent for bulk food production. To learn the origin of traditional foods and to use equipment and techniques for quantity cooking.

UNIT –I INDIAN COOKERY:**6**

Introduction to Indian food – various ingredients – spices – dry and green – condiments – herbs and flavourings – thickening agents – blending of spices – masalas – wet and dry composition of different masalas. Special masala blends – Indian gravies.

UNIT-II CLASSICAL INDIAN NATIONAL COOKERY INTRODUCTION TO REGIONAL COOKING**6**

Factors affecting the food habits – topography – historical back ground - invasion – climate – special crops – spices – seasonal availability – religious – people staple diet – methods of cooking – equipment and fuel – festivals.

States to be covered – Kerala, Tamilnadu, Andhra Pradesh, Karnataka, Goa, Maharashtra, Gujarat, Rajasthan, Punjab, Kashmir, Uttar Pradesh, Madhya Pradesh, North Eastern states, Bengal, Pondicherry - Main meals – breakfast – Indian breads and Indian sweets.

UNIT –III QUANTITY FOOD PRODUCTION:**6**

Introduction to Industrial, Institutional, Welfare and transport catering.

Staff organization – kitchen layout - equipment – menu planning – storage facility – preparation – holding and service of cooked food – for various categories such as – schools/ colleges – industrial canteens – hospitals – services – camps – airways – sea catering – railways – high way catering – mobile catering – theme dinners.

UNIT – IV MENU PLANNING AND INDENTING**6**

Principles of menu planning – emphasis on quantity food production outlets, Industrial, institutional, transport and fast food services. - Principles of Indenting: Quantities required for quantity production - practical difficulties involved in indenting.

UNIT -V ADAPTING RECIPES**6**

Standard recipe card - Objective and purpose - Sources – Competition - Costing and cost control

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

CO1. Exhibit skills in national cookery.

CO2. Compile menus involving dishes based on various states.

CO3. Plan the layout of the quantity kitchen and menu for various categories- schools, colleges, Airlines, Hospitals etc.

CO4. Indent for ingredients based on requirements.

CO5. Adapt recipes, to control costs of ingredients and overheads.

REFERENCE BOOKS:

1. Purohi Babbar, Rotis & Naans of India, Lorier Books Ltd, 2000
2. Welcome Group Chefs, The Indian Menu Planner, RoliBooles, 2005.
3. Kinston Cessarani, Practical Cookery, Hodder Arnold Hands, 2000
4. Cliva Finch, Food Preparation, Pearson Education –Canada, 1999.

COURSE OBJECTIVE:

To create a comprehensive understanding of the fermented and distilled alcoholic beverages, their production and service in the hotel and catering industry. To introduce students to tobacco and the various forms of their presentations.

UNIT-I WINES**6**

Introduction, definition of Wines, Classification, Viticulture & Viticulture Methods, Vinification, Categories of wines - Still, Sparking, Aromatized & Fortified Wines, Vine Diseases

UNIT-II WINES OF THE WORLD**6**

France, Italy, Spain, Portugal, Germany, New World Wines (South Australia, USA, Hungary & India) – Categories, Regions, Important Wines with their qualities, Food & Wine Harmony, Wine glasses and equipment, Storage and service of wine.

UNIT-III APERITIFS**4**

Definition - Types- Wine based & spirit based

**UNIT -IV INTRODUCTION TO SPIRITS, DISTILLATION PROCESS,
POT STILL & PATENT STILL****8**

Whisky Brandy, Rum, Vodka, Gin & Tequila, Production, Types, Brands- Indian and International. – Other Alcoholic Beverages- Absinthe, Ouzo, Aquavit, Slivovitz, Arrack, Fenny, Grappa, Calvados & other fruit brandies

UNIT –V LIQUEURS**3**

Types - Productions - Brands & Service- Indian and International

UNIT –VII TOBACCO**3**

Types – Cigars & Cigarettes - Cigar strengths and sizes - Brands – Storage and service

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

CO1. Understand the process of modern wine production and the production of different types and styles of wine with their storage.

Co2. List wines of different regions of the world and suggest wines to accompany foods.

Co3. Use the right equipment and glassware for preparation and service of alcoholic beverages.

CO4. Describe the production of spirits and liqueurs, its service and terminology.

CO5. Discuss cigars and cigarettes of varying strengths, storage and method of serving them.

REFERENCE BOOKS:

1. Singaravelavan, Food & Beverage Service, 1st Edition, Oxford University, 2011.
2. Lendal H Kotschevar, Mary L. Tanke, Managing Bar & Beverage Operations, 8th Edition, Educational Institute of the American Hotel & Lodging Association, Lansing, Michigan, USA. 2009
3. Dennis Lillicrap & John Cousins, Food & Beverage Service –, 8th Edition, Hodden Education, 2010.
4. Vara Prasad, Gopi Krishna, Food & Beverage Simplified, 1st Edition, Dorling, Kindersley, Noida, UP, 2013.

COURSE OBJECTIVE:

To provide a strong foundation of managerial concepts and to address the behaviour of people as individual and as groups.

UNIT –I INTRODUCTION**6**

Meaning, definition of Management, Features of Management, importance of management, difference between administration & management, role of managers, GROUP CONCEPT, levels of management, managerial Skills.

UNIT –II PLANNING AND ORGANIZING**6**

Decision making, introduction, meaning, definition, characteristics, steps in planning process, methods of planning limitation, essential of good planning, process of organizing, departmentalization, types of decision, steps.

UNIT –III STAFFING**6**

Training of development, introduction, definition, elements, functions of staffing advantages, recruitment, need for training, on the job training, off the job training, characteristics of good training

UNIT -IV COMMUNICATION**6**

Introduction, meaning, definition, importance, effects of communication objective, barriers, overcoming barriers, characteristics of effective communication

UNIT –V COORDINATION**6**

Need and importance steps in effective coordination , motivation, Maslow’s hierarchy of needs, Hertzberg two factor theory- leadership- styles management grid theory of leadership

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

- CO1. Describe what management is and explain the primary functions of management.
- CO2. Explain the stages of the planning cycle.
- CO3. Describe effective strategies for recruiting, selecting qualified job applicants and training approaches.
- CO4. Demonstrate the ability to communicate well.
- CO5. Apply effective management strategies for productive coordination.

REFERENCE BOOKS:

1. B.S. Moshal, Principles of Management, Ane Books Pvt. Ltd., 2009
2. K. Ravichandran, S. Nakkiran, Principles of Management, Avinash Paper Backs, 2009
3. Gupta C.B., Management Theory and Practice, 14th Edition, Sultan Chand & Sons, 2009.
4. HeroltKoontez, Principles of Management, 1st Edition, Tata Mcgraw Hill, 2004

COURSE OBJECTIVE:

To handle accounting procedures in the hotel and hence a strong foundation in accountancy will help in the long run. Classification of accounts- Journalizing, posting and ledgers – balancing of ledger accounts – subsidiary journal , purchase book sales book cash book petty cash book closing of ledgers Trial balance preparation – trading accounts – profit and loss account balance sheet are of prime importance.

UNIT – I MEANING AND SCOPE OF ACCOUNTING**4**

Basic Accounting Concepts and Conventions - Objectives of Accounting - Accounting Transactions

UNIT – II ACCOUNTING TRANSACTIONS**8**

Double Entry Book Keeping - Journal, Ledger, Preparation of Trial Balance - Preparation of Cash Book - Petty Cash book - Imprest system - analytical petty cash book.

UNIT – III DEPRECIATION**4**

Meaning, Causes, Types - Straight Line Method - Written Down Value Method.

UNIT – IV COST ACCOUNTING**6**

Cost Sheet - Inventory valuation – The FIFO, LIFO.

UNIT – V AUDITING**8**

Auditing: Meaning, Advantages, and Types - Continuous, Periodical Machines & Accounting.

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

- CO1. Acquire conceptual knowledge of basics of accounting
- CO2. Identify events that need to be recorded in the accounting records.
- CO3. Develop the ability to use accounting concepts, principles, and frameworks to analyze and effectively communicate information to a variety of audiences.
- CO4. Demonstrate knowledge of accounting for cash, receivables, inventory long-term assets, current liabilities, and long-term liabilities.
- CO5. Explain the importance of auditing in reducing information risk.

REFERENCE BOOKS:

1. Financial accounting - T.S. Reddy & A.Moorthy, Margham Publications, Chennai.
2. Cost accounting - Reddy & Hari Prasad Reddy, Margham Publications, Chennai.
3. Double entry book keeping - T.S. Grewal
4. Financial accounting - Jain & Narang.
5. Practical Auditing- Dr. Radha, Prasanna Publications, Chennai.

COURSE OBJECTIVES:

To enable the student to comprehend the basics of the engineering and maintenance department which is adopted in hotels industry and create awareness to real situation.

UNIT -I INTRODUCTION AND SCOPE IN HOTELS**6**

Types of maintenance - Maintenance Program- Role and importance in the hotel industry& its relation with other department - Organization chart - Duties and responsibilities of maintenance department

UNIT -II ELECTRICITY**6**

Sources and use - Fundamentals of electricity - Alternative current and direct current -Signs and symbols - Single phase and 3 phase - Electricity circuits - Series and parallel connections - Fuses MCB - Short circuits – Earthing - Switches and sockets -Calculation of electric energy consumption - Precaution to be taken while using electric appliances - Electrical maintenance equipment- Energy conservation Techniques

UNIT -III FIRE FIGHTING SYSTEM**6**

Introduction - Fire prevention - Fire detection - Class of fire - Fire notification - Methods of extinguishing fires.

UNI –IV HEATING, VENTILATION, AIR-CONDITIONING AND REFRIGERATION 6

Introduction -Heat – Definition - Human Comfort Standards -Designing Building as to control Heat and Heat transfer - Ventilation - Its need - Different types of ventilation - Air-conditioning - Cooling systems operation and maintenance - Air-conditioning conditions for comfort- Window air conditioner - Central air conditioning – Refrigeration-Basic scientific principle of refrigerators -Principles of refrigeration -Refrigeration cycle - Refrigerants- Types of refrigerant units

UNIT -V AUDIO VISUAL EQUIPMENT**6**

Introduction - Various audio visual equipment used in hotel - Care and cleaning of OHP, slide projector, LCD and power point presentation - Maintenance of computer - Care and cleaning of PC, CPU, modem, UPS, printer, Laptops - Sensors – various sensors used in different location of hotel, types uses and cost effectiveness

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

- CO1. Understand the importance of maintenance and engineering department in hospitality industry and appreciate support of other departments in satisfying guest demand and be instrumental in maintaining the profit level of hotels.
- CO2. Relate concepts of electricity to operation of equipment.
- CO3. Understand the classes of fire and adept with the working principle of fire extinguishers and follow the fire safety measures required in the hospitality industry.
- CO4. Understand the comfort levels of heating, ventilation and air conditioning in the establishment.

CO5. Practice to handle and care of audio visual equipment.

REFERENCE BOOKS:

1. Sujit Ghosal, Hotel Engineering, Oxford University Press, 2011
2. Dr. K.C. Arora &Dr. N.C. Goyal, Hotel Maintenance Standard Publishers Distributors, 2006.
3. M. R. Frank D. Boronik, The Management of Maintenance and engineering systems in Hospitality Industry, John Wiley & Sons, 2010.

COURSE OBJECTIVES:

To gain knowledge with regard to the present issues and environmental problems and to know their responsibilities.

UNIT -I INTRODUCTION TO ENVIRONMENTAL STUDIES**3**

Introduction - Definition - Types of Environment - Scope and Importance of Environmental Studies

UNIT -II NATURAL RESOURCES**3**

Types of Natural Resources - Case Studies - Role of an individual in Conservation of Natural Resources - Equitable use of Resources for sustainable life style - Field study of local area

UNIT -III ECOSYSTEMS**5**

Concept of ecology and ecosystem - Types of ecosystem - Structure of ecosystem - Function of an ecosystem - Energy flowing ecosystem - Ecological succession - Food chain
Food web - Ecological pyramids -Field study of simple ecosystems

UNIT -IV BIODIVERSITY**4**

Significance of Biodiversity - Classification of biodiversity - Threats to biodiversity - Conservation of biodiversity

UNIT -V ENVIRONMENTAL POLLUTION**4**

Types of environmental pollution - Role of an individual in prevention of pollution - Solid waste management - Case studies

UNIT -VI DISASTER MANAGEMENT**3**

Floods- Cyclones – Landslides – Earthquakes –Tsunami - Case Studies - Field study

UNIT -VII SOCIAL ISSUES IN THE ENVIRONMENT**5**

Urban problem related to energy - Water conservation - Method of water conservation - Resettlement and rehabilitation of people -Climate - Greenhouse effect -Acid Rain -Ozone layer depletion -Nuclear Accidents -Waste land reclamation -Consumerism and was products -Issues involved in enforcement of environmental legislation -Public awareness

UNIT -VIII HUMAN POPULATION AND THE ENVIRONMENT**3**

Population Growth and explosion - Family welfare programme-Environmental and human health- Human rights -Value education -HIV / AIDS-Women and child welfare -Role of information technology in environment and human health - Case studies

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Understand the interdisciplinary nature of environment and need for public awareness.
- CO2. Gain knowledge on types of natural resources and relate them human use and exploitation of natural resources and learn to conserve them.
- CO3. Define the ecosystem, classify them and understand the ecological concepts, possible solutions and sustainable practices.
- CO4. Gain knowledge on important approaches and practices in biodiversity conservation and management.
- CO5. Identify common pollution and adverse impact on biotic communities, soil, water, and air quality and suggest sustainable strategies to mitigate these impacts.
- CO6. Create appropriate planning, preparation and response during disaster like Floods, Cyclones, Landslides, Earthquakes and Tsunami.
- CO7. Relate to social issues in the environment and understand their responsibilities.

REFERENCE BOOKS:

1. Kathlyn. *Saving the environment: debating the costs*. New York, Franklin Watts, 1996.
2. Thomas R., and Robert C. Mebane. *Environmental experiments about life*. Hillside, N.J., Enslow Publishers, 1993.
3. Nick. *Atlas of environmental issues*. New York, Facts on File, 1989.
4. William G., Thomas B. Daugherty, and Carla Kirts. *Managing our natural resources*. 3rd -Albany, N.Y., Delmar Publishers, 1997.

II YEAR - IV SEMESTER

COURSE OBJECTIVE:

To introduction to quantity Food Production emphasizing regional Indian dishes, Indian breads and sweets.

MENU – I

Plain Rice - Avial –Sambar-MeenVarathathu-Nenthra Kai Chips-Inji Puli Kari-ParippuVadai – Prathamam

AttukalSoup-Plain Rice-VeechchuParotta-ChettinaduChicken Curry-MoolaiMuttaVaruval UrundaiKuzhambu-BeetrootKaraporiyal-Curd Rice-Kesari

MENU – III

Tomato Bath-Kholapuri Mutton Masala-Potato Vadai-Chappathis-Jallebi

MENU - IV

Kitchidi-Tomato Baingan Ambal-Dal Philani-Macher Jal-Loochi-GulabJamun

MENU - V

BisbellaHullianna-Baesserattu-Mysore Bonda-Manglore Fish Fry-Potato Fry-Appalam Mysore Pak

MENU - VI

Chicken Biryani-Vegetable Biryani-Baghara Baingan-Onion Raitha-SemiyaPayasam

MENU - VII

Jeera Pulao-Dhal Makhani -Aloo Capsicum-Fish Amritsari-Phulka-Beetroot Halwa

MENU - VIII

Coconut Rice-Ven Pongal-Meat ball curry-Cabbage and Carrot foogath-Curd rice-Rose cookies

MENU IX

Plain Rice

Mutton Vindaloo-Ambiachi Dhal-Mix Vegetable Chilly Fry-Curd Rice-Bean, Kajoo& Coconut - Burfi

MENU – X

ChettinadamuttonBiryani-Cheruva-Kallu Dosa-Vadai Curry-Curd Rice KuzhiPaniyaram

MENU - XI

Mutter Pulao-Bhaturas-Peshawari Chole-Palak Ghost-Aloo Gobi-GajarkaHalwa

MENU – XII

Kachchi Biryani-MirchiKaSalan-Nellore Mutton Curry-Kulcha-Double KaMeetha

MENU - XIII

Yakhni Pulao-Aloo Paratha-Mutton Do Piazza-Dal Palak-Phirnee-

MENU - XIV

Ghee Bhat –Kachori-Doi Mach-Aloo Pos to-BaigunBhaja-Rasogulla-

MENU - XV

Tandoori Naan-Tandoori Murg-Sheek Kabab-Paneer Tikka-Tandoori Pomfret

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Prepare assorted Indian foods in bulk quantities.

CO2. Demonstrate the techniques of preparation of dishes from states of India.

CO3. Incorporate the spices and condiments that are unique to each province.

CO4. Prepare Indian breads and their variations.

CO5. Create desserts with correct texture and consistency.

COURSE OBJECTIVE:

To enable students to develop proficiency in identifying alcoholic and nonalcoholic beverages and the right means of serving each drink.

- I. Conducting Briefing / De- briefing for Food and Beverage outlets
- II. Taking an order for Beverages
- III. Service of aperitifs
- IV. Wine bottle, Identification, Glasses, equipment, required for service
- V. Reading a wine labels (French, German)
- VI. Types of Glasses & equipment used in the bar
- VII. Service of Sparkling, Aromatized, Fortified, still wine
- VIII. Menu planning with wines and service of food & wine
- IX. Service of cigars and cigarettes
- X. Service of spirits – rum, gin, vodka, whisky, brandy, tequila etc.,

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Take orders for beverages.
- CO2. Suggest cocktails and wines to accompany foods.
- CO3. Prepare conventional cocktails.
- CO4. Read wine labels of various countries and open and serve champagnes and wines.
- CO5. Serve cigar and cigarettes applying proper techniques.

COURSE OBJECTIVE:

To learn Standard Operating Procedures in Front Office Functions of front office during check – out and settlement, methods of settlement and check-out options. To study Front Office Accounting procedures and Night Audit. Log Book, Handling Guest Complaints and Basic Courtesy Conversation with Guest at Front Office.

STANDARD OPERATING PROCEDURE IN FRONT OFFICE

- I. Checkout and Settlement – Functions of Front Office during Check – out and Settlement, Departure Procedure, Methods of Settlements – Foreign Exchange, Traveller’s Cheque, Debit Card, Credit Card Charge Card, Travel Agent Voucher, Corporate Billing / Bill to company. Late Check – out, late charges, Check out Options – Express Check out, Self-Check-out-in-room and Self-Check-out Terminals.
- II. Front Office Accounting Fundamentals – Functions of F.O. Accounting – types of Accounts – Guest & Non- guest Accounts, Folio, Posting, Types of Folio Vouchers, POS, Ledgers – Types, Accounting Systems – Non-automated, Semi – Automated and Fully Automated. Guest Accounting Cycle Creation of Accounts, Maintenance of Accounts and Settlement of Accounts Methods.
- III. Internal Controls and Tracking Transactions – Cash payments, Charge Purchase, Accounts Correction, Accounts Allowance, Accounts Transfer Cash Advance, Cash Bank, Front Office Cash Sheet.
- IV. Night Audit – Function of Night Audit, Night Auditor Duties and Responsibilities, Night Audit Process – Establishing the end of the Day, Complete Outstanding Posting and Verify Transactions, Reconciling Transactions, Verifying No- Shows, Preparing Reports.
- V. Log Book and Information Directory
- VI. Situation Handling and Guest Complaints
- VII. Basic Courtesy Conversation with Guest at Front Office.

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Perform standard operation procedures in the front office.
- CO2. Do checkouts and settlements.
- CO3. Perform front office accounting.
- CO4. Maintain log book.
- CO5. Handle guest situation in front office and Communicate effectively.

COURSE OBJECTIVE:

To induce in students the types of weaves in the Industry and a in depth knowledge on the finishes and fabrics used in the Hotel Industry. To inculcate the activities procedures followed in linen department. To make flower arrangements in various shapes. To organize a theme decoration.

PRACTICALS

- I. Fabric weaves
- II. Linen laundering
- III. Uniform pressing
- IV. Fabric stain removal
- V. Floor stain removal
- VI. Flower arrangement
- VII. Theme Decoration

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Identify fabric weaves.
- CO2. Plan the physical layout of an on-premises laundry operation,
- CO3. Develop procedures for laundering different fabrics,
- CO4. Organize the flow of linens through the laundering process
- CO5. Treat diverse stains.
- CO6. Create floral arrangements and theme decorations.

18PBHM45 HOTEL MAINTENANCE AND ENGINEERING – PRACTICAL 0084

COURSE OBJECTIVE:

To provide students with hands on training, to achieve minimum breakdown and to keep machinery in good working condition at the lowest possible cost. To increase safety of guests and employees of the hotel.

Practical:

- I. Identification of tools and accessories
- II. Replacement of fluorescent tubes and incandescent bulbs
- III. Replacing tap washer
- IV. Testing of supply system
- V. Plug and socket wiring

Demonstration

- I. Air conditioner and Refrigeration system
- II. Firefighting extinguisher

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Use appropriate tools for various repairing activities.
- CO2. Replace lights and carry out plumbing procedures.
- CO3. Test the supply system.
- CO4. Care and maintenance of Air-conditioners and refrigerators.
- CO5. Operate portable fire extinguishers.

III YEAR - V SEMESTER

COURSE OBJECTIVE:

To acquire Supervisory skills in Kitchen Organization and also specialize in Bakery and Confectionery.

UNIT – I KITCHEN SUPERVISION**5**

Kitchen supervisor – supervisory functions - Technical – administrative & social functions - Elements of supervision – forecasting, planning

UNIT – II KITCHEN MANAGEMENT**5**

Organizing – commanding – co-coordinating controlling responsibilities of supervisor – delegating - Motivating – welfare understanding and communicating

UNIT – III BAKERY**5**

Introduction - Layout & equipment-Heavy and ancillary – cleaning & maintenance.-Ingredients used in bakery.

UNIT – IV BREAD MAKING**5**

Bread – recipe – different methods of preparations – different types of bread.- Faults in bread making – rectification and prevention

Cakes & Frostings: - Cakes – recipe – different methods of preparation – different types -Faults in cake making – rectification and prevention - fondant, butter cream, Foam, Fatty types – Glace, Royal, Fudge

UNIT – V PASTRY MAKING**5**

Introduction & meaning, Breakfast rolls – Introduction, Types of pastry - Short crust, Choux, Puff, Danish, Croissants, Brioche -Frozen Desserts: -Ice creams – Sorbets – Parfait – Bombes - Frozen Mousse.

UNIT –VI DECORATIVE WORK**5**

Chocolate work – Cutouts, Curbs, and Shavings – Marzipan – Pastillage – Nougat -Sugar – Spun, Pulled & Blown Jelly works

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

- CO1. Exhibit supervisory skills in kitchen organization.
- CO2. Demonstrate skills in manning the kitchen effectively.
- CO3. Display skills in Bakery and confectionery.
- CO4. Apply standard procedures involved in pastry preparations.
- CO5. Display creativity in cake decorations.

REFERENCE BOOKS

1. Wayne Gisslen, Professional Baking, Wiley, 2008.
2. Kinston Cessarani, Practical Cookery, Hodder Arnold Hands, 2000
3. Anthony D roily, The Complete Cookery Manuel, 1993
4. William J Sultan, Practical Baking, John Wley& sons, 1989

COURSE OBJECTIVE:

To develop a comprehensive knowledge of a bar, the types of bars and their layouts. The students will be able to know how Champagne is produced and served. To prepare and 1 cocktail and learn table side service using the gueridon trolley and execute in a professional manner.

UNIT- I THE BAR**7**

Definition of Bar- Bar and its layout - Types of bar - Classification of bar - Cellar Management - Bar Control

UNIT- II Banquets**8**

Organization structure, Duties & Responsibilities of banqueting staff
 Administrative Procedures, Formats Maintained
 Banquet Function Prospectus
 Types of Functions (Formal and Informal)
 Menu Planning (Indian, Continental, Theme, conference, cocktail, others)
 Seating Arrangements
 Off Premise/ outdoor catering..

UNIT – III COCKTAILS & Mocktails**7**

Introduction, History, Methods of Mixing cocktails - Rules of mixing cocktails - Classic Cocktails- Recipes, innovative cocktails & mocktails (at least 5 from each base) - Cocktail Bar Equipment, garnishes, decorative accessories.- Definition of other mixed drinks – eg. Cobblers, Daisies, Daiquiris, flips, etc.

UNIT -IV GUERIDON SERVICE**8**

Origin and definition - Types of Trolleys and layout - Special equipment - Service Procedures - Service of important classical dishes

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

- CO1. Plan, coordinate and execute food and beverage service requirements for a Bar, bar control and cellar management.
- CO2. Operation the banquet functions include interaction with a crew of people tasked with providing a smooth event.
- CO3. Apply the principles of preparing classic and innovative cocktails and mocktails in food and beverage service outlets.
- CO4. Demonstrate carvings, filleting, flambéing and preparing dishes on the gueridon trolley.

REFERENCE BOOKS:

1. Vara Prasad, Gopi Krishna, Food & Beverage Simplified,- 1st Edition, Dorling Kindersley, Noida, UP,2013
2. Lendal H Kotschevar, Mary L. Tanke Managing Bar & Beverage Operations, 8th Edition, Educational Institute of the American Hotel & Lodging Association, Lansing, Michigan, USA. 2009
3. LendalH .Kotschevar& Ronald F. Cichy, Managing Beverage Service, 1st Edition, Educational Institute of the American Hotel & Lodging Association, Lansing, Michigan, USA. 2004
4. Robert A. Lipinski & Kathleen A. Lipinski, Professional guide to alcoholic beverages Van Nostrand Reinhold, 2nd Edition, 1989. 3. Stuart Walton ,The New York Bar Tenders Guide to Cocktails & Mixed Drinks, 3rd Edition, Hermes House, 2008

COURSE OBJECTIVE:

To develop a comprehensive Knowledge about managerial level of various management functions like Planning and Evacuating Front Office Operations such as Establishing Room Rates, Budgeting, Forecasting Room Availability and Daily Operations Report, Income Statements and Budget Reports ,Yield Management, Property Management Systems, Hotel Security and Guest Quality Service Budgeting for operations-Forecasting rooms revenue - Estimating expenses

UNIT - I PLANNING & EVALUATING FRONT OFFICE OPERATIONS 6

Management objectives - (Planning, organizing, staffing, directing, controlling, coordinating, evaluating) - Planning for front office operations - Establishing room rates - Market condition approach - II Rule of thumb approach – III – Hubbart’s formula approach- Forecasting room availability Budgeting for operations Forecasting rooms revenue Estimating expenses

UNIT - II YIELD MANAGEMENT 6

Concept - Applicability to Rooms’ division. (Capacity management, discount allocation, duration control) - Basic formulation in measuring yield - Potential high & low demand tactics. –

UNIT – III COMPUTER APPLICATION IN FRONT OFFICE OPERATION 6

Role of information technology in the hospitality industry - Factors for need of a PMS in the hotel Factors for purchase of PMS by the hotel - PMS applicants and Interface –

UNIT –IV FRONT OFFICE SECURITY 6

Importance, organization of security department - In house security service, verses contracts security services - Key safety & fire safety - Hotel safety committee - Emergency procedure -Code of conduct for safe and Honorable tourism

UNIT – V QUALITY GUEST SERVICE 6

Quality control, quality assurance and TQM - Documenting systems and procedures -ISO -Quality guest services and moments of truth in hotels

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Plan and evaluate functions of front office.
- CO2. Calculate yield using the formulae. Adopt tactics and strategies of yield management.
- CO3. Operate property management systems.
- CO4. Implement hotel safety and security procedures.
- CO5. Maintain quality guest service.

REFERENCE BOOKS:

1. Sudhir Andrews, Text book of Front Office Management & Operations, Tata McGraw Hill Education Private Limited, 2009
2. JatashankarR.Tewari, Hotel Front Office--Operations and Management, Oxford University Press, 2009.
3. Michael L. Kasavana Richard M Brooks, Managing Front Office Operation, AH&LA, 2007.
4. Gary K-Vallen Jerome J. Vallen, Check in Check Out – Managing Hotel Operation, Indian edition published by Dorling Kindersley India pvt.ltd, 8th Edition, 2009.

COURSE OBJECTIVE:

To make the students understand the importance of the facility planning in the various departments of a hotel. To develop their knowledge in the designing, planning and executing the projects in the hotels. To create an awareness among the students about the eco-friendly procedures in the building operations.

UNIT - I DESIGN CONSIDERATION**6**

Guest room, suites, physically challenged - The lobby, portico, business centers, car parking Administration Offices - Back of the house areas -The project planning team – planning, organizing, & executing.

UNIT – II PROJECT PLANNING AND DEVELOPMENT**6**

The systematic layout - Planning consideration - Flow process and flow diagram - Procedure for determining space relationship - Architectural consideration - Difference between carpet area and plinth area - Approximate cost of construction estimation - Approximate operation areas in budget - Approximate budget for other operating areas per guest room - Approximate water - electrical power consumption requirement – estimation

UNIT –III F&B OUTLET DESIGN**6**

Physical layout - Objectives of a good layout - Planning a restaurant, banquet hall, lounge, coffee shop etc., - Decision prior to planning - Steps in planning – Location - Space allocation -Staffing - Equipment and erecting – Furniture – Linen - Cutlery and Crockery requirement - Types of seating - Table arrangement – Assistants - Restaurant Costing – Performance measure

UNIT – IV KITCHEN DESIGN**6**

Physical layout - Objectives of a good layout - Layout of commercial kitchen - Sample layout Space requirements - Work area requirement - Equipment requirement for commercial kitchen - Specification of kitchen equipment - Planning of various supporting service - Kitchen safety - Stores, stewarding, receiving and ancillary area, planning and design

UNIT - V DESIGNING AN ECO FRIENDLY HOTEL**6**

Evolution of an eco-friendly hotel. - Steps involved saving environment – in project stage. - Waste management in the entire department - Energy Efficiency Measures. -Waste conservation. - Safe environment & public awareness.

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

CO1: Determine the space requirement for 100 to 1000 rooms' hotel property.

CO2: Estimate the project cost. Study the blueprint of various facilities with their features.

CO3: Plan and design a Food and Beverage outlets at start property.

CO4: Layouts of commercial Kitchen.

CO5: Develop and design Eco Friendly concepts in Hotel Facility Planning

REFERENCE BOOKS:

1. Hotel Facility Planning- Tarun Bansal Oxford university Press Oxford university press
YMCA library building jaisingh road New Delhi 110001
2. Hospitality Facilities Management Design -David M.Stipnauk American Hotel And
lodging association 2113 North high street Lansing,Michigan 48906-4221
3. Developing Hospatilaty Properties And Facilities- Joseph Ransley - Butterworth Heinemann
Butterworth Heinemann Hadyn Ingram
4. Supervision in the hospitality industry - Raphael R.Kava / Naugh /Jack D.Nivnler -
Educational Institute American Hotel and Location association

COURSE OBJECTIVE:

To enable the students to understand the intricacies of Hotel Law that impact business in present trends.

UNIT - I INTRODUCTION**5**

Law & Society - Classification of Laws - Important points for management - Mercantile -and Industrial Law - Civil and Criminal Law - Constitutional Law -Taxation Law –

UNIT -II LAW OF CONTRACTS**5**

Law of contracts - Definition of a contract - Essential of a contract - Express and implied – contracts - Bilateral and unilateral contracts - Void and void able contracts - Time and place of performance - Contracts of bailment and pledge

UNIT -III LICENSES**5**

List of licenses and permit required for operating hotels restaurants and other catering establishments under various local state and union law. Procedure of procurement, renewal; suspension and termination of Licenses.

UNIT -IV INDIAN CONTRACT ACT**5**

Indian contract act 1872 - Sales of goods act 1930 - MRTP act 1969 - Consumer Protection Act 1986 - Negotiable Instrument act 1881 - Insurance act 1938 - Essential commodities act 1995- Carriage of goods act 1979.

Evolution of Industrial Law - List of various acts dealing with industrial law - Factories act 1948 - Industrial disputes act 1947 - Industrial employment act 1946 - Salient provision regarding opening and closing hours - Employment of women, children and young pension - Health and safety and hygiene provision - Penalties for defaulters.

UNIT –V DISCRIMINATION**5**

Sex discrimination -Age discrimination - Religious discrimination -Maternal origin - discrimination - Marital status discrimination - The civil rights act of 1991 - Sexual -Harassment of employees - Discrimination in advertising for employment.

UNIT -VI CONTROL**5**

General nature of control by state - Application for and issuance of licenses - General restriction on licenses - Hour and premises of sale

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Describe the key areas of hotel legislation.

CO2. Define contracts and identify the legislation that affects the hospitality facilities.

CO3. List the licenses required for operating catering establishments and its procedure of procurement and renewal.

CO4. Discuss and select appropriate courses of action when faced with legal problems

CO5. Explain the legal issues involved in discrimination in the hotel industry.

REFERENCE BOOKS:

1. Kapoor N.D. Elements of Mercantile, 29th Edition, Sulthan Chand & Co., 2009
2. Saravanavel P & Sumathi, Legal Systems in Business, 8th Edi, Himalaya Pub House, 2009.
3. Kushal, Business Law, 3rd Edition, Vikas Publication, 2009
4. Akhileshwar Pathar, Legal Aspects of Business, 4th Edition, Tata Mehr Hill, 2009.

COURSE OBJECTIVE:

To impart the skills required for Financial and Management Accounting in the hospitality industry.

UNIT – I TYPES OF BUSINESS ORGANIZATION**6**

Sole proprietorship, Partnership, Joint Stock Companies, Co-operative Society Formation, Registration & Management of Business organization

UNIT – II FINANCIAL MANAGEMENT**7**

Objectives of Financial Management, Optimum Financial decision making - Profit maximization approach - wealth maximization approach - scope and functions of financial management, Investment decision making

UNIT – III TYPES OF RATIOS**5**

Definition - Types of Ratio and how to calculate them

UNIT – IV COST BENEFIT**6**

Meaning - Principles of measuring costs and benefits - break even analysis and cost / profit / volume - break even chart - Angle of incidence - Margin of safety cash break even chart - profit volume ratio - assumption advantages and limitation of cost, volume, profit, analysis problems and review questions.

UNIT – V BUDGET & BUDGETARY CONTROL**6**

Capital Structure - importance of working capital - need for working capital - conference of working capital - relevant methods of control projection of working capital.

Total Hrs.30**COURSE OUTCOME:****On successful completion of this course learners will be able to:**

- CO1. List the types of business organizations and determine the procedure for registration of a business.
- CO2. Apply precautions when making financial decisions.
- CO3. Use financial ratios.
- CO4. Calculate the costs and benefits of a business.
- CO5. Prepare budgets and the relevant methods of control.

REFERENCE BOOKS:

1. Financial Management- S. N. Magheswari, Sultan Chand Sons, New Delhi.
2. Financial Management- A. Moorthy, Margham Publications, Chennai.
3. I.M. Pandey - Financial Management
4. C.B. Gupta - Business Organization.

III YEAR - VI SEMESTER

COURSE OBJECTIVE:

To prepare foods using methods that conserve nutritional value. To exhibit ability to prepare and serve many foods of international cuisines attractively and efficiently. To select and use appropriate advanced techniques in planning, storing, and serving foods.

UNIT-I BRIEF STUDY ON INTERNATIONAL CUISINE**6**

Factors affecting the various cuisines – Location, Historical background, Availability of ingredients & cooking methods

- French Cuisine - Italian Cuisine - Chinese Cuisine

UNIT-II INTERNATIONAL CUISINES**6**

Japanese cuisine -Thai Cuisine- Oriental Cuisine - Mediterranean Cuisine - Nouvelle Cuisine

UNIT-III GRADE MANGER**6**

Introduction, Layout, Equipments, Location, Space requirements -Functions of the larder - department - Duties and responsibilities of larder chef - Butchery – Cuts of pork, beef, chicken & fish, steaks

UNIT- IV LARDER CONTROL**6**

Butchery control sheet – yield calculation - Yield control – larder the center of food cost control
Larder Preparations: - Sandwiches – parts, preparation, lipid scoring, storage - short term & long term - \Cold appetizers – garnishes – cold sauces - Salad dressings & compound butters - Carvings – vegetable, fruits, ice & butter

UNIT-V CHARCUTERIE**6**

Force meats - types, preparation & uses - Sausages - types, casings, fillings, - Additives& preservatives - Ham, Bacon & Gammon – preparation, uses and differences - Galantines, Pâtés, Terrines and Mousses - Aspic & jelly – preparation, uses and difference

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

CO.1. Prepare foods using methods that conserve nutritional value.

CO2. Demonstrate the skills and techniques in preparation of foods of International cuisines.

CO3. Carry out Gardemanger duties.

CO4. Prepare, display and store force meats.

CO5. Exhibit professionalism in the Organizing the kitchen.

REFERENCE BOOKS:

1. Practical cookery-Kinton &Cessarani –Hodder &Strouhton Educational, London
2. The Complete Cookery Manual – Anthony D Reilly – Longman Group Ltd., UK.
3. Food Preparation – Clive Finch
4. Practical Professional Catering – Cracknell

COURSE OBJECTIVE:

To enable the students to gain practical exposure in Accommodation Operation and also to motivate them to do the Job in a proper manner.

UNIT-I PLANNING & ORGANIZING THE ACCOMMODATION OPERATION

DEPARTMENT **5**

Area Inventory List - Frequency Schedule - Performance Standard - Productivity Standard - Equipment & Supply Inventory Level

UNIT-II MOTIVATING AND TRAINING **5**

Definition- Types - Methods- Evaluating

UNIT-III CONTROLLING EXPENSES **5**

Budget process, types - Using operating budget as a control tool - Powering budget and income statement - Room division income statement - Budgeting expenses : salaries and wages - Employee benefit outside service - In house laundry, linen, operating supplies uniforms

UNIT-IV INTERIOR DECORATION **5**

Important of design, patterns, art & décor - Decorating the various public areas of the hotel - Importance & study of colours - Types of furniture - Lights & lighting – energy saving - Door & window - Walls & Ceilings - Designing physical challenged rooms.

UNIT-V HOUSEKEEPING -HOSPITALS **5**

Hostel- Guest Houses - Contract Services -Control Services - Multinational Company - Airlines

Unit-VI ECOTEL **5**

Energy and Water Conservation in Housekeeping Operation

Total Hrs.30

COURSE OUTCOME:**On successful completion of this course learners will be able to:**

- CO1: Develop area inventory list, frequency schedule, performance and productive standards
- CO2: Prepare training modules for the staff in the departments
- CO3: Plan and budget housekeeping expenses.
- CO4: Exhibit the importance in design, pattern, colors in the rooms
- CO5: Execute housekeeping in other outlet than hotels, Energy and Water conservation Practices

REFERENCE BOOKS:

1. Hotel, Hostel and Housekeeping – John C Bronson and Margaret Lennox
2. Hotel & Catering Studies – Ursula Jones
3. Managing Housekeeping Custodial Operation – Edwin B. FeldmanProfessional
4. Professional Management of Housekeeping Operations (2ndEdn) Robert J Martin & Thomas J.A. Jones.

COURSE OBJECTIVE:

To provide and understanding on the process of marketing and sales management and gain additional exposure.

UNIT-I MARKET**6**

Overview of service sector and hospitality - Definition of market, marketing and selling - The marketing concept - types - marketing environment - Market segmentation - Differences between consumer behaviour and buyer behavior.

UNIT- II CONCEPT OF MARKETING MIX**6**

Product - The hotel product and its components - New product development - brand names - overview of a marketing plan - product life cycle - product differentiation in Hotel and catering industry.

UNIT-III PLACE**6**

Distribution - Scope of distribution - channel functions and flow - organizational patterns in hospitality marketing channels - location of services - current trends in hotel and catering industry- Definition of pricing - types of pricing - policy - importance of pricing in hotel industries. - Promotion - promotional mix- kinds of sales promotion advertising salesmen - selection, training - advertising agency - media selection type of media sales promotion.

UNIT-IV ADVERTISING AND PROMOTION**6**

The role of promotion - promotion mix in terms of advertising / selling / sales promotion / direct mail / sponsorship / merchandising / public relations / publicity - advertising - communication problems - budgeting the promotion mix. - Sales promotion, direct sales, Advantages & disadvantages - sponsorship management:

UNIT-V INTERNATIONAL MARKETING**6**

Emergence of global marketing - significance of international marketing for developing countries - liberalization role of foreign MNC. Marketing of services - Business - goals of business - growth of service marketing - classification of service marketing business ethics current trends in marketing.

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

- CO1. Recognize organizational markets and buyer behavior.
- CO2. Understand the marketing mix and identify market segments and targets.
- CO3. Formulate pricing strategies for products and services.
- CO4. Analyze advertising, sales promotion and public relations.
- CO5. Implement interactive and multichannel marketing and List ways to reach global markets.

REFERENCE BOOKS:

1. Dr.Varshney R.L &Bhattacharya.B , International marketing management 22nd edition Sultan chand& sons 2009.
2. S.A. Sherlekar marketing management Meerapandey 2006.
3. Sudhir Andrews, Sales & marketing Tata Mcgraw hill 2006.
4. Philip Kotler, Marketing management, Pearson Ltd 2012.

COURSE OBJECTIVE:

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

UNIT- I FUNDAMENTALS OF COMPUTERS 6

Introduction to computers – History of computers – Definition – Generation of computers – types of computers – uses – advantages.

UNIT-II COMPONENTS OF COMPUTERS 6

Hardware – Software – Types of S/W – Input and Output Devices – CPU – ALU – Memory – Types of memory – Files – Types of files.

UNIT-III FUNCTIONS OF COMPUTERS 6

Data types – architecture of computers – organization of computers
Network – types of network – topologies – operating systems – types of operating system

UNIT-IV PROGRAMMING 6

Introduction to programming languages – types of programming languages – uses
DBMS – Advantages – RDBMS – Multimedia – Uses.

UNIT- V INTERNET 6

Introduction to Internet – Uses of Internet – types of internet – Intranet – Extranet – ISP – Types of Email, Chatting, Browsing. WWW – Webpage, Web browser, Web server – uses – advantages – search engines.

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Understand the types of computers and distinguish Hardware and Software components of a computer system.
- CO2. Explain the functions of a computer
- CO3. Identify the various input and output units and explain their purposes
- CO4. Explain the program languages and their uses.
- CO5. Use the internet.

REFERENCE BOOKS:

1. Alexis Leon – ORACLE The Application Development Handbook – Comdex computer publishing, 1996.
2. Rajaraman.V – Computer programming in C – Prentice Hall of India, 2008.
3. Taxali.R.K. – PC software – Tata McGraw Hill, 2001.

COURSE OBJECTIVE:

To make the students to gain knowledge with regard to research and apply in terms of doing the research.

UNIT- I INTRODUCTION**6**

Meaning of research - Objective of research - Motivation of research -Types of research - Research approaches - Significance of research - Research methodology - Research process - Criteria of good research

UNIT -II RESEARCH PROBLEM**6**

Defining the research problems - meaning - importance of selecting a research problem

UNIT-III RESEARCH DESIGN**6**

Meaning - need for research design - Sampling design - Census and sample survey - implications of a sample design - Steps in sampling design

UNIT- IV DATA COLLECTION**6**

Methods of data collection - primary & secondary data - Observation method- other methods.

UNIT-V REPORT WRITING**6**

Analysis of Data Preparation of Report – Rough Draft and Final Report – Types of Report – Bibliography.

Total Hrs.30**COURSE OUTCOME:**

On successful completion of this course learners will be able to:

- CO1. Define research and develop understanding on various types of research, objectives of doing research, research process, and criteria of good research.
- CO2. Have basic knowledge on research problem and identify specific research problem.
- CO3. Understand research design and sampling design.
- CO4. Have basic knowledge on data collection methods.
- CO5. Understand the purpose of different sections of a report and write in an appropriate style for an academic or scientific report

REFERENCE BOOK:

1. K.N. Krishnaswamy , Research methodology, Darling Kindersley 2009.
2. Uma sekaran, Research methodology, John wiley 2012.
3. Roger Bougle, Research methodology, John wiley 2012.

III YEAR - VI SEMESTER - PRACTICAL

COURSE OBJECTIVE: To acquaint with and to develop skill in advanced continental and international cuisines.

MENU – I

Consomme Carmen -Poulet Saute Chasseur-Pommes Lorette-Haricots Verts-Salade de Betterave
Brioche-Baba au Rhum

MENU – II

Bisque D' Crevisse-Escalope De Veau Viennoise-Pommes Bataille-Courge Provençale-Epinard
au Gratin-Croissants-Gateau De Ananas

MENU – III

Crème Dubarry-Darne De Saumon Grille-Sauce Polonaise-Pommes Fondant-Petits Pois A la
Flammande-French Bread-Banana Tart

MENU – IV

Veloute Dame Blanc-Côte De Porc Charcuterie-Pommes De Terre A La Crème-Carottes Glace
Au Gingembre-Salade Verte-Harlequin Bread-Chocolate Cream Puffs

MENU –V

Cabbage Chowder-Poulet à la Rex-Pommes Marquise-Ratatouille-Salade De Carottes Et Celeri
Clover Leaf Bread-Savarin Des Fruits

MENU –VI

Barquettes Assortis-Stroganoff De Bœuf-Pommes Persilles-Salade De Concombre-Garlic Rolls
Crepe Suzette

MENU –VII

Duchesse Nantua--Poulet Maryland-Croquette Potatoes-Salade Nicoise-Brown Bread-Pate Des
Pommes

MENU –VIII

Kromeskies-Filet De Sole Walweska-Pommes Lyonnaise-Champignon au beurre-Bread Sticks
SouffleMilanaise

MENU –IX

Vol-Au-Vent De Volaille St. Jambon-Crab Thermidor-Salade Waldorf-Vienna Rolls-Mousse Au
Chocolat.

MENU –X

Crabe En Coquille-Quiche Lorraine-Salade de Viande-Pommes Parisienne-Foccacia
Crème Brulee

PLUS 4 BUFFETS:

Cold Buffet-Hot Continental-Indian Regional

CHINESE MENUS:**MENU – I**

Prawn Ball Soup-Fried Wantons-Sweet & Sour Pork-Hakka Noodles-Apple Toffee

MENU – II

Hot & Sour Soup-Beans Szechwan-Stir Fried Chicken & Peppers-Chinese Fried Rice
Bananas Cooked in coconut milk

MENU – III

Sweet corn soup-Shao Mai-Tung-Po Mutton-Yangchow Fried Rice-Fried Ice cream

MENU – IV

Wanton Soup-Spring Rolls-Stir Fried Beef & Celery-Chow Mein-Lychees with Ice cream

MENU – V

Prawns in Garlic Sauce-Fish Szechwan-Hot & Sour Cabbage-Steamed Noodles-Sweet peanut
Dumplings

INTERNATIONAL MENUS:**SPAIN**

Gazpacho-Pollo En Pepitoria-Paella-Fritata De patata-Pastel De Mazana

ITALY:

Minestrone-Ravioli Arabeata-Fettucine Carbonara-Pollo Alla Cacciatore-MedanzaneParmigiane
Grissini-Tiramisu

GERMANY:

Linsensuppe-Sauerbraten-Spatzlle-Kartoffel Potato Salad-Pumpernickel-Apfel Strudel

U.K.

Scotch Broth-Roast Beef-Yorkshire Pudding-Glazed Carrots & Turnips-Roast Potato-Yorkshire
Curd Tart-Crusty Bread

GREECE:

Soupe Avogolemeno-Moussaka A La Greque-Dolmas-Tzaziki-Baklava-Harlequin Bread

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Prepare global cuisine dishes.

CO2. Show the skills and demonstrate the techniques in International cuisines.

CO3. Display the techniques involved in continental & International cuisines.

CO4. Prepare, display and store force meats.

CO5. Carry out Gardemanger duties

COURSE OBJECTIVE:

To facilitate the setup of a restaurant. To handle banquet mock bookings and deal with food and beverage controls.

Practical:

- I. Filling of Banquet function prospectus, Menu Planning & Service (International menus - French, Chinese, Mexican & Italian)
- II. Formal banquets (Seating arrangements and service procedures)
- III. Banquet seating styles, formal banquet service
- IV. Setting up of bar with glasses & equipment
- V. Mise-en-place for serving a dish from Gueridon Trolley & Service of dishes
- VI. (flambé & salads)
- VII. Setting up of buffets and service procedures.
- VIII. Guest Situation Handling
- IX. Planning a restaurant (Specialty, fast food, and coffee shop) .
- X. Planning of a bar with the factors mentioned in theory
- XI. Preparation of duty rosters in restaurants and function catering
- XII. Menu planning – Indian and International with wines
- XIII. Formats of records maintained in restaurants and bars (booking, Diary,
- XIV. KOT, Sales summary sheet, Guest comments, Log Book, etc.)
- XV. List of restaurant equipment manufacturers (Assignment)
- XVI. List of licenses required (Assignment)
- XVII. Compiling Beverage lists

COURSE OUTCOME:**On successful completion of this course learners will be able to:**

- CO1. Fill up the function prospectus and plan seating arrangements for diverse banquet functions.
- CO2. Set up a buffet and organize service.
- CO3. Handle guest situations.
- CO4. Prepare duty rosters for restaurants and banquet functions
- CO5. Maintain formats of records for in restaurants and bars

COURSE OBJECTIVE:

To practice the students will gain knowledge with regard to Front Office department in the Hotel and to know the advantages and disadvantages of the department.

- I. Field visits (self) assignments to observe Cashiers Desk in classified Hotels and small hotels.
- II. Log book and information director
- III. Situation handling
- IV. Basic conversations with guest at front office
- V. Foreign exchange regulation awareness
- VI. Package tours and itinerary
- VII. Costing of tour
- VIII. Hands on front office computer package

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1. Execute Managerial Skills in Front office Procedures.
- CO2. Handle guest requests and complaints effectively.
- CO3. Make log book entries.
- CO4. Plan tours and itineraries.
- CO5. Use front office software.

COURSE OBJECTIVE:

To enable the students to gain knowledge with regard to Housekeeping department in terms of fulfilling the department needs.

- I. To calculate the labour cost in housekeeping department
- II. To calculate the staffing requirement
- III. To calculate the monthly consumption of the department
- IV. To budget for renovation, refurnishing, redecoration.
- V. Assignment with power point presentation skills
- VI. To budget for linen, cleaning agents and cleaning equipment for a housekeeping department

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1: Estimate the labor cost and staff requirement
- CO2: Make monthly indent and budget for housekeeping department
- CO3: Prepare the linen budget for the department
- CO4 Prepare the budget for the operational expenses
- CO5: Renovation procedures and practices at hotel industry.

COURSE OBJECTIVE:

To gain computer knowledge and to use computers knowledgably in hotel operations to perform the managerial functions efficiently.

MS – OFFICE:**I. MS-Word**

Create a document - Open a document-Alignment-Colour / Font-Usage of spell check- Usage of find & replace-Insert functions-Mail merge

II. MS-Excel

Create a worksheet-Open a worksheet-Alignment-Usage of formula-Usage of charts- Insert functions

III. MS-Power Point

Create a presentation- Open a presentation- Layout / Design-Usage of Insert function- Run a presentation

IV. Internet

Create an Internet Account-Access of Email, chatting, browsing- Sending, attachment files-Searching and down loading

COURSE OUTCOME:

On successful completion of this course learners will be able to:

CO1. Generate a word document.

CO2. Make an excel worksheet and use formulae.

CO3. Create and present a basic PowerPoint presentation complete with headings, bullet points and pictures.

CO4. Create an email, compose a message, attach files, download and use the internet effectively.

