



**UNIVERSITY OF CALICUT**

**Abstract**

B.Sc in Hotel Management & Catering Science -CUCBCSS UG 2014-Scheme and Syllabus revised w.e.f 2017 Admissions- Approved -Implemented- orders issued

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**G & A - IV - J**

U.O.No. 9738/2017/Admn

Dated, Calicut University.P.O, 04.08.2017

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*Read:-*1.U.O.No. 6922/2014/Admn Dated,17.07.2014.

2.Minutes of the meeting of Board of Studies in Catering Science and Hotel Management(Single Board) held on 29.06.2017, Item No.1.

3. Minutes of the Faculty of Science held on 10.07.2017 item. No.5.

4. Extract of the item No.II.H of the minutes of the meeting of the LXXVI meeting of the Academic Council held on 17.07.2017.

5. Orders of the Vice Chancellor in the file of 191466/GA IV/J1/2013/CU dated 27.07.2017

**ORDER**

Vide paper read first above, the Scheme and Syllabus of B.Sc in Hotel Management & Catering Science under CUCBCSS UG Regulations 2014 was implemented with effect from 2014 admission onwards.

Vide paper read second above, the Board of Studies in Catering Science and Hotel Management(Single Board) has decided to make revision in syllabus of B.Sc in Hotel Management & Catering Science under CUCBCSS UG 2014 from 2017 academic year onwards.

Vide paper third above, the Faculty of Science has resolved to approve the minutes of the Board of Studies in Catering Science and Hotel Management (Single Board) held on 29.06.2017.

Vide paper read fourth above,the meeting of the LXXVI meeting of the Academic Council held on 17.07.2017 has resolved to approve the minutes of the meeting of the Faculty of Science alongwith the minutes of the meetings of the the Board of Studies coming under the Faculty.

Vide paper read fifth above,the Vice Chancellor has accorded sanction to implement the Academic Council resolutions.

Accordingly orders are issued to implement the modified syllabus of B.Sc in Hotel Management & Catering Science Programme under CUCBCSS UG Regulations 2014 with effect from 2017 admission onwards.

Orders are issued accordingly.

(Revised Syllabus is enclosed herewith)

Ajitha P.P

Joint Registrar

To

The Principals of affiliated Colleges.

Controller of Examinations,JCE4,Ex Section.

Forwarded / By Order

Section Officer

# **Bachelor of Science (B.Sc)**

## **HOTEL MANAGEMENT AND CATERING SCIENCE**

*(UNDER THE FACULTY OF SCIENCE, UNIVERSITY OF CALICUT)*

### **CHOICE BASED CREDIT SEMESTER SYSTEM (CBCSS-2014)**

**RESTRUCTURED SYLLABUS FROM 2017 ADMISSION ONWARDS**

#### **1.0 TITLE OF THE PROGRAMME**

This DEGREE shall be called BACHELOR OF SCIENCE IN HOTEL MANAGEMENT AND CATERING SCIENCE (Language Reduced Pattern –LRP) under the Faculty of Science.

#### **2.0 ELIGIBILITY FOR ADMISSION**

Any candidate who has passed the Plus Two of the Higher Secondary Board of Kerala or Pre Degree of Calicut University or that of any other University or Board of Examinations in any state recognized as equivalent to the Plus Two of the Higher Secondary Board in Kerala, with not less than 45% marks in aggregate is eligible for admission, However, SC/ST, OBC and other eligible communities shall be given relaxation as per University rules.

#### **3.0 DURATION OF THE PROGRAMME**

The programme shall be six semesters distributed over a period of 3 Academic years. The odd semesters (1, 3, 5) shall be from June to October and the even semesters (2, 4, 6) shall be from November to March. Each semester shall have 90 working days inclusive of all examinations.

#### **4.0 MEDIUM OF INSTRUCTION**

The medium of instruction and examination shall be English.

#### **5.0 COURSES OF STUDY**

Total number of courses for the whole BSc HM&CS Programme is 38 which are spread through 120 credits. The main courses shall be divided into 4 categories as follows.

Courses namely:-

1. Common courses
2. Core courses
3. Complementary courses and
4. Open course.

**5.1 Common Courses:** There shall be 10 Common courses (Total 38 Credits) for completing the programme. These Common Courses 1-6 shall be taught by the English teachers and 7-10 by the teachers of Additional Language and general courses by the teachers of departments offering core courses concerned. The additional language offered in this programme is French. The candidates will not get any chance to opt other languages as their additional language, other than French.

**5.2 Core Courses:** Core courses are the courses in the major subject of the programme. These are offered by the parent department. The number of core courses are 19 including Project work.

**5.3 Complementary Courses:** These courses cover the subjects related to the core subject and are distributed in first four semesters.

**5.4 Open Courses:** This Course shall be open to all students in the institution except the students in the parent department.

All the Core, Complementary and Open courses for the programme shall be taught by the Hotel Management faculties.

## **6.0 COURSES IN THE PROGRAMME**

### **6.1. Common courses**

1. The Four Skills for Communication.
2. Modern Prose and Drama.
3. Communication Skill in the languages other than English (French).
4. Inspiring Expressions.
5. Readings on Society.
6. Translation and communication in Language other than English (French).
7. Basic Numerical Skills.
8. General Informatics.
9. Entrepreneurship Development.
10. Banking and Insurance.

### **6.2 Core courses**

- |    |             |  |
|----|-------------|--|
| 11 | BSH/C1B01   | Introduction to Hospitality Industry.    |
| 12 | BSH2B02     | Accommodation Operation.                 |
| 13 | BSH2B02 (P) | Accommodation Operation- (Practical)     |
| 14 | BSH3B03     | Food Production –I                       |
| 15 | BSH3B03 (P) | Food Production –I (Practical)           |
| 16 | BSH3B04     | Food and Beverage Service-I              |
| 17 | BSH3B04 (P) | Food and Beverage Service-I (Practical)  |
| 18 | BSH4B05     | Food and Beverage Service-II             |
| 19 | BSH4B05 (P) | Food and Beverage Service-II (Practical) |
| 20 | BSH4B06     | Food Production –II                      |
| 21 | BSH4B06 (P) | Food Production –II (Practical)          |
| 22 | BSH5B07     | Industrial Exposure Training and Report  |
| 23 | BSH5B08     | Comprehensive Self Study                 |
| 24 | BSH6B09     | Front Office Operation-                  |

25	BSH6B09 (P)	Front Office Operation- (Practical)
26	BSH6B10	Accommodation Management
27	BSH6B11	Rooms Division Management
28	BSH/C 6B12	Food and Beverage Management
29	BSH6B13	Project Report and Viva

### 6.3 Complimentary Courses

30	BSH/C 1CO1	Sales and Marketing
31	BSH/C 1CO2	Travel and Tourism
32	BSH/C2CO3	Event Management
33	BSH/C 2CO4	Management Principles and Practices
34	BSH/C 3CO5	Nutrition Hygiene and Sanitation
35	BSH/C 3CO6	Facility Planning
36	BSH/C 4CO7	Hotel Laws
37	BSH/C 4CO8	Human Resource Management

### 6.4 Open Courses

38	BSH/C 5DO1	Tourism and Hospitality Management
	BSH/C 5DO2	Basics in Culinary.
	BSH/C 5DO3	Introduction to Banquets and Buffets

## 7.0 SEMESTER WISE DISTRIBUTION OF COURSES

### Semester I

SL NO	COURSE TYPE & CODE	SUBJECT	CRE DIT	HOURS /WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common A01	Transactions : Essential English Language Skill	4	4	3	80	20	100
2	Common A02	Ways with words: Literature in English	3	4	3	80	20	100
3	Common FL (F)1A0	Communicative Skills in French	4	4	3	80	20	100
4	Core BSH/C 1B01	Introduction to Hospitality Industry	4	5	3	80	20	100
5	Complimentary BSH/C 1CO1	Sales and Marketing	3	4	3	80	20	100
6	Complimentary BSH/C 1CO2	Travel and Tourism	3	4	3	80	20	100
Total for semester I			21	25		480	120	600

## Semester II

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS /WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common A03	Writing for Academics and Professional Success	4	4	3	80	20	100
2	Common A04	Zeitgeist : Reading on Contemporary Culture	3	4	3	80	20	100
3	Common FL (F)1A0	Translation and Communication in Language other than English	4	4	3	80	20	100
4	Core BSH 2B02	Accommodation Operation	4	4	3	80	20	100
5	Core BSH 2B02 (P)	Accommodation Operation- (Practical)	2	2	2	40	10	50
6	Complimentary BSH/C 2C03	Event Management	3	3	3	80	20	100
7	Complimentary BSH/C 2C04	Management Principles and Practices	3	4	3	80	20	100
Total for semester II			23	25		520	130	650

## Semester III

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS /WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common A11	Basic Numerical Skills	4	4	3	80	20	100
2	Common A12	General Informatics	4	4	3	80	20	100
3	Core BSH3B03	Food Production –I	3	3	3	80	20	100
4	Core BSH3B03 (P)	Food Production –I (Practical)	3	3	3	80	20	100
5	Core BSH3B04	Food and Beverage Service-I	3	3	3	80	20	100

6	Core BSH3B04 (P)	Food and Beverage Service-I (Practical)	3	2	3	80	20	100
7	Complimentary BSH/C 3CO5	Nutrition Hygiene and Sanitation	3	3	3	80	20	100
8	Complimentary BSH/C 3CO6	Facility Planning	3	3	3	80	20	100
Total for semester III			26	25		640	160	800

## Semester IV

SL NO	COURSE TYPE & CODE	SUBJECT	CRE DIT	HOURS /WEEK	EXAM HOURS	EXTE RNAL	INTE RNAL	TOT AL
1	Common A13	Entrepreneurship Development	4	4	3	80	20	100
2	Common A14	Banking and Insurance	4	4	3	80	20	100
3	Core BSH4B05	Food and Beverage Service-II	3	3	3	80	20	100
4	Core BSH4B05 (P)	Food and Beverage Service-II (Practical)	3	2	3	80	20	100
5	Core BSH4B06	Food Production-II	3	3	3	80	20	100
6	Core BSH4B06 (P)	Food Production-II (Practical)	3	3	3	80	20	100
7	Complimentary BSH/C 4CO7	Hotel Laws	3	3	3	80	20	100
8	Complimentary BSH/C 4CO8	Human Resource Management	3	3	3	80	20	100
Total for semester IV			26	25		640	160	800

## Semester V

SL NO	COURSE TYPE & CODE	SUBJECT	CRE DIT	HOURS /WEEK	EXAM HOURS	EXTE RNAL	INTE RNAL	TOT AL
1	Core BSH5B07	IndustrialExposure Training And Report	3	18	Viva Voce	80	20	100
2	Core BSH5B08	Comprehensive self-Study	2	5	2	100		100
8	Open Course		2	2	3	40	10	50

Total for semester V	7	25		220	30	250
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## Semester VI

SL NO	COURSE TYPE & CODE	SUBJECT	CRE DIT	HOURS /WEEK	EXAM HOURS	EXTE RNAL	INTE RNAL	TOT AL
1	Core BSH6B09	Front Office Operation	4	5	3	80	20	100
2	Core BSH6B09 (P)	Front Office Operation- Practical	2	2	2	40	10	50
3	Core BSH6B10	Accommodation Management	3	4	3	80	20	100
4	Core BSH6B11	Rooms Division Management	3	4	3	80	20	100
5	Core BSH/C 6B12	Food and Beverage Management	3	5	2	80	20	100
6	Core BSH6B13	Project Report and Viva	2	5	Viva Voce	40	10	50
Total for semester VI			17	25		400	100	500

### 8.0 CREDITS

Each course shall have certain credits for passing the BSc HM&CS programme, the student shall be required to achieve a minimum of 120 credits of which 38 (14 for common English courses + 8 for common language other than English+ 16 credits for general common courses) credits shall be from common courses, a minimum of 2 credits for project and 2 credits for open courses. 62 credits from core courses, 16 credits from complimentary courses. So minimum credits required for core, complimentary and open course put together are 82 (Including minimum 2 credits for each Practical, i.e., 2X4=8 credit for all the practical). In all other matters regarding the BSc HM&CS programme under Choice Based Credit Semester System which is not specified in this regulation, the common regulation CBCSS 2014 will be applicable.

### 9.0 ATTENDANCE

A student shall be permitted to appear for the semester examination only if he/she secures not less than 75% attendance for theory classes and practical classes actually held for each of the course in a semester. If the candidate has shortage of attendance in any course in a semester, he/she shall not be allowed to appear for any examination in that semester. However the University may condone shortage if the candidate applies for it as laid down by the



University common regulations for CBCSS 2014 and if the Vice Chancellor is satisfied with the reason cited by the candidate for the absence in classes.

## **10. COMPREHENSIVE SELF STUDY**

In the fifth semester, the candidates have to face an examination with multiple choice questions. The credit for this course is Two. It is a two hour examination with 100 marks and there is no any internal mark for this course. Out of 120 questions, 100 questions must be answered. The questions will be selected from a question pool, prepared by the board of studies. The evaluation of answer scripts will be done externally.

## **11.0 PROJECT REPORT**

During the sixth semester every student shall do a project .The student may choose any topic from the subjects he/she has studied. The candidate shall prepare and submit a project report to the department. The report shall be in manuscript / typed and bound with not less than 50 A4 size pages. The project report should be submitted to the Department one month before the last working day of the sixth semester.

### **11.1 Project work shall have the following stages:**

- Project proposal presentation
- Field work and data analysis
- Report writing
- Draft project report presentation
- Final project report submission

The project should be done individually. The work of each student shall be guided by one Faculty member. The candidate shall prepare at least two copies of the report: one copy for submission to the Department and one copy for the student which he/she has to bring with him/her at the time of viva voce. More copies may be prepared if the organization or the guide or both ask for one copy each.

The duration for project work is 3 weeks. A certificate showing the duration of the project work shall be obtained from the supervising teacher or from the organization for which the project work was done and it shall be included in the project report.

Research Methodology course should be taught in beginning of this semester before students start their project work. This will help the students to get awareness about the research and its importance. The five hours per week allotted for project work can be utilised for this purpose. There should not be any external examination for this course, but the institute can conduct internal examination and the marks can be considered while assessing internal marks.

### **11.2 Structure of the report:**

- Title page
- Certificate from the organization (If the project work is done under an organisation)
- Certificate from guide
- Acknowledgements
- Contents
- Chapter I: Introduction (Organization profile, Research problem, Objectives of the study, Research methodology etc.)
- Chapter II: Review of literature
- Chapters III and IV: Data Analysis (2 or 3 chapters)
- Chapter V: Summary, Findings and Recommendations.
- Appendix (Questionnaire, specimen copies of forms, other exhibits etc ;)
- Bibliography (books, journal articles etc. used for the project work)

### **11.3 Evaluation of Project.**

- The project evaluation shall be conducted at the end of sixth semester.
- 20% of marks are awarded through internal assessment.
- A Board of two examiners (One Internal and One External) appointed by the University shall evaluate thereport.
- Evaluation of project should involve submission of report with and project based viva-voce.
- A Viva voce based on the project report shall be conducted individually by theBoard of Examiners.
- The total credits for Project work is 2.
- The Maximum Marks for evaluation of the report shall be 50 distributed among the following components.
  - Introduction (Organization profile, Research problem, Objectives of the study, Research methodology etc.) - 5 Marks
  - Review of literature- 5 Marks
  - Data Analysis (2 or 3 chapters)- 10 Marks
  - Summary, Findings and Recommendations- 5 Marks
  - Viva-Voce – 15 Marks
  - Internal – 10 Marks
  - Total- 50 Marks

## **12.0 EVALUATION AND GRADING**

**12.1.** Mark system id followed instead of direct grading for each question. For each course in the semester the letter grade, grade point and % of marks are introduced in 7-point indirect grading system as per the guidelines of the Universityof Calicut CBCSS 2014.

**12.2.** The evaluation scheme for each course shall contain two parts.

- 1) Internal Assessment
- 2) External Evaluation.

**20% weight shall be given to the internal assessment. The remaining 80% weight shall be given for the external evaluation.**

### 12.3 INTERNAL ASSESSMENT

20% of the total marks in each course are for internal examinations. The internal assessment shall be based on a system, involving written tests/assignments/seminars/ viva and attendance in respect of theory courses and lab involvements/ records and attendance in respect of practical courses.

Internal assessment of the project will be based on its content, method of presentation, final conclusion and orientation to research aptitude.

The components with the percentage of marks of internal evaluation of theory courses are:

Attendance -25%, Assignment/ Seminar/ Viva- 25%, and Test paper- 50%.

(If a Fraction appears in internal marks, nearest whole number is to be taken).

Attendance of each course (Including Practical) will be evaluated as below:

Above 90% attendance	100 marks allotted for attendance.
85 to 89%	80%
80 to 84%	60%
76 to 79	40%
75%	20%

**12.4 Internal Assessment for Practical:** 20% of total marks are internal assessment. It should be done by the department based on the performance of the student in the practical Lab.

The components with the percentage of marks of internal evaluation of practical courses are:

Attendance- 25%, Record- 50% and Lab involvement- 25%.

(If a Fraction appears in internal marks, nearest whole number is to be taken).

**12.5 External Evaluation:** External evaluation carries 80% of marks. The external examination in theory courses is to be conducted with question papers set by experts. The evaluation of the answer scripts shall be done by examiners based on well-defined scheme of evaluation by the University. The external examination in practical courses shall be conducted by two examiners- one internal and external, appointed by the university. The project evaluation and viva can be conducted by the external examiners appointed by the university.

**12.6** After external evaluation, only marks are to be entered in the answer scripts. All other calculations including grading are done by the University.

### 12.7. External Evaluation for Practical Courses.

- The practical evaluation shall be conducted at the end of the concerned semester.
- 20% of marks are awarded through internal assessment.
- A Board of two examiners (One Internal and One External) appointed by the University shall conduct the evaluation.
- Evaluation of practical should involve submission of record.
- A viva voce based on the practical shall be conducted individually by the Board of Examiners.
- The Maximum Marks for evaluation of the practical shall be distributed among the following components.

Practical Knowledge – 50% of total external marks.

Viva Voce- 25% of total external marks.

Practical Record- 15% of total external marks.

Personal Grooming- 10 % of total external marks.

**12.7** Revaluation: In the new system of grading, revaluation is permissible. The prevailing rules of revaluation are applicable to CUCBCSSUG 2014. There is no revaluation facility available for practical.

### **13.0 QUESTION PAPER;**

The pattern of question paper should be as follows,

<b>Question Type</b>	<b>Total No Of questions</b>	<b>No of question to be answered</b>	<b>Marks for each Question</b>	<b>Total Marks</b>
Multiple Choice/ Fill in blanks/ True or False	10	10	1	10
Short Answer	10	8	2	16
Short Essay	8	6	4	24
Long Essay	3	2	15	30
			Grand Total	80

In case of courses, which are having 40 marks as maximum for external evaluation, correct proportion of the above pattern can be taken.

### **14.0 AWARD OF DEGREE.**

The successful completion of the courses (Common, Core, Complimentary and Open courses) prescribed for this programme with E- grade (minimum 40% -for external and 40% for internal) shall be the minimum requirement for the award of degree.

**14.1 CREDITS:** Each course shall have certain credits for passing the BSc HM & CS programme, the student shall be required to achieve a minimum of 120 credits of which 38 (14 for common English courses + 8 for common language other than English+ 16 credits for general common courses) credits shall be from common courses, a minimum of 2 credits for open courses, 56 credits from core courses and 24 credits from complimentary courses. So minimum credits required for core, complimentary and open course put together are 82 (Including practical).

In all other matters regarding the BSc HM & CS programme under Choice Based Credit semestersystem which are not specified in this regulation, the common regulation CBCSS 2014will be applicable.

### **15.0 FACULTY QUALIFICATIONS**

Candidates, who are having graduation in Hotel Management / Hotel Administration with Masters Degree in Hotel Management or in Tourism or in MBA in Tourism and / or Hotel Management with NET in that subject, can teach in this Programme. (If NET is not conducted by

UGC, then the UGC norms in Faculty appointment and Calicut University Order 3696/GA-1/F1-2013/CU dated 26/02/2014 will be applicable.)

Candidates, who are having PhD as the basic qualification instead of NET, should have their PhD in the discipline of Tourism and/or Hotel Management.

The industry experiences should also be considered (In addition to basic qualification said above) while appointing teachers for programmes.

## **16.0 WORK LOAD FOR THE PROGRAMME.**

All the matters related with the work load, should be as per the rules and regulation laid by the university and other authorities.

But in fifth semester of this programme, the students have to undergo Industrial exposure training. In this semester, the students have to face two written examinations in Comprehensive self study and Open course. Though the students are in the training, they are not available in the campus, and it will not affect the work load of the teachers in that semester. That is, in this semester also, the teachers teaching workload should be calculated as 25 hours per week.

The students, who are in training, are grouped as per the strength of teachers and students and one teacher training coordinator should be appointed for each group. The teacher coordinator manages and supervises all the needs for the training, of the candidate and should be done in a very effective way by frequent visits in the training properties and evaluating the training logbook twice in month. Regular contact with the properties should be ensured to monitor student's attendance, behaviour and benefits of training etc, by the teacher coordinator.

## **17.0 INDUSTRIAL TRAINING**

**17.1.** Exposure to Industrial Training is an integral part of the 5<sup>th</sup> semester curriculum. The 20 weeks/ 5 months industrial training would be divided into four weeks each in the four key areas of Food Production, Food & Beverage Service, and Accommodation Operations & Front Office Operations.

**17.2.** Attendance during the training would be calculated separately. Industrial Training will require an input of 120 working days i.e. (20 weeks x 06 days = 120 days). A student can avail leave to a maximum of 10% (12 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (12 days) on production of a medical certificate.

**17.3.** Evaluation of Industrial Exposure Training and report: The Maximum Marks for external evaluation of the Industrial Exposure Training and report shall be distributed among the following components.

Presentation of the training report – 25% of total external marks.

Viva Voce- 25% of total external marks.

Training Report- 25% of total external marks.

Personal Grooming- 25% of total external marks.

Internal Marks- 20% of total marks. (Including External and internal marks)

**17.3.1** Internal marks for IET and report, will be based on the feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training.

**17.3.2** The University will appoint a Board of two examiners (One Internal and One External) to conduct the external evaluation of Industrial Exposure Training and report,

**17.4.** Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.

**17.5.** Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

## **COURSES DETAILS**

### **CORE COURSES**

## BSH/C 1B01 INTRODUCTION TO HOSPITALITY INDUSTRY

Module	Topic	Content
1	<b>Introduction to the Hospitality industry</b>	<ul style="list-style-type: none"> <li>a. The origin of hospitality</li> <li>b. History of travel -in India and international –early times, Persian, Macedonian times, Mayurian empire ,the Mugal Empire, The Muslim Empire, English Raj, Post Independence</li> <li>c. Hospitality –Guest relation, customer satisfaction</li> <li>d. Types of hospitality</li> <li>e. Hospitality ethics and standards</li> <li>f. Traits of hospitality employees</li> <li>g. Evolution and growth of hotel industry in India</li> </ul>
2	<b>History of Hotels ,Resorts and Motels</b>	<ul style="list-style-type: none"> <li>a. Inns of early times</li> <li>b. History of hotels in America</li> <li>c. History of motels and it's features</li> <li>d. Advent of hotel chains</li> </ul>
3	<b>Types of hotels, Hotel Organization And Job Description</b>	<ul style="list-style-type: none"> <li>a. Small, medium and Large hotels</li> <li>b. Revenue Departments</li> <li>c. Non revenue departments</li> <li>d. Minor revenue departments</li> <li>e. Uniformed services of hotel</li> <li>f. Organisation chart</li> <li>g. Job description and job specification of front office employees</li> </ul>
4	<b>Customer service and Understanding guest service</b>	<ul style="list-style-type: none"> <li>a. What is customer service</li> <li>b. Why is customer service is important</li> <li>c. Who is the customer</li> <li>d. Creating excellent mindset</li> <li>e. Customer relationship management</li> <li>f. Difference between service and physical products</li> </ul>
5	<b>Areas of Hospitality industry</b>	<ul style="list-style-type: none"> <li>a. Basis of classification of hotels: resorts, commercial hotels, floating hotels, motels, casino hotels, time share, condominiums, boutique hotels and supplementary accommodations</li> <li>b. Air lines</li> <li>c. Railway</li> <li>d. Limousines, luxury Cruise lines,</li> <li>e. Fast food restaurants, Institutional catering, Theme park, welfare catering and outdoor catering.</li> </ul>

### REFERENCE BOOK

Sl.No	Book Name	Author
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1	Hospitality reception and front office procedures and systems	Dr.JagmohanNegi
2	Introduction to tourism &hospitality industry	Sudhir Andrews
3	Hotel front office operations and management	Jatashankar. R.Tewari
4	Front office management	S.k.Bhatnagar
5	Training manual for front office operations	Sudhir Andrews

## BSH2B02ACCOMMODATION OPERATIONS

Module	Topic	Content
1	Housekeeping	<ul style="list-style-type: none"> <li>a. Introduction – What is Housekeeping?</li> <li>b. Classifications of hotels.</li> <li>c. Importance of housekeeping in hospitality industry.</li> <li>d. Responsibilities of housekeeping Department.</li> <li>e. Personal attributes of housekeeping staff.</li> </ul>
2	Organizational Framework of the department	<ul style="list-style-type: none"> <li>a. Organizational structure of housekeeping department. (small, medium, large)</li> <li>b. Job description, job specification, job list, job breakdown and job procedures.</li> <li>c. Duties and responsibilities of housekeeping personnel. (EHK, Deputy Housekeeper, Desk control supervisor, Room and public area supervisor, guest room and public area attendants)</li> <li>d. Types of rooms and room status.</li> <li>e. Coordination with other department.</li> </ul>
3	Cleaning Procedures & Types of cleaning	<ul style="list-style-type: none"> <li>a. Principles of cleaning, cleaning agents, cleaning equipment's.</li> <li>b. Frequency of cleaning.</li> <li>c. Spring cleaning</li> <li>d. Sequence of guest room cleaning- entering the guest room, removal of soiled linen, making the bed, cleaning the bathroom, replenish the supplies servicing VIPs room.</li> <li>e. Second service, turndown service, guest floor practices, Room report.</li> </ul>
4	Housekeeping Procedures	<ul style="list-style-type: none"> <li>a. Daily routine system in housekeeping.</li> <li>b. Housekeeping control desk, forms formats and registers maintained in control desk.</li> <li>c. Types of Keys and key handling.</li> <li>d. Lost and found procedures.</li> <li>e. First Aid&amp; Fire safety procedures</li> </ul>
5	Public Area Cleaning	<ul style="list-style-type: none"> <li>a. Entrance, lobbies, front desk,</li> <li>b. Elevators, stair case, guest corridors,</li> <li>c. Public rest rooms,</li> <li>d. Banquet halls, restaurants</li> </ul>



		e. Leisure areas.
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## REFERENCE BOOKS

Sl.No	Book Name	Author
1	Hotel Housekeeping Operations & Management	G.Raghubalan, Smartee Raghubalan
2	Housekeeping Theory & Practices	Dr.Jagmohan Negi
3	Professional Management of Housekeeping Operations	Robert.J.Martin
4	Hotel Housekeeping	Milani Singh
5	Hotel Housekeeping Training Manual	Sudhir Andrews
6	Accommodation Operation Management	S.K .Kaushal, S N Gautham

## BSH2B02 (P) ACCOMMODATION OPERATIONS (PRACTICAL)

Sl.No	Topic	Method
1	Cleaning Equipment's	Demo
2	Cleaning Agents	Demo
3	Cleaning of Different Surface	Demo & Practice
4	Bed Making	Demo & Practical Session
5	Daily Cleaning of Guest Rooms	Demo /Practice
6	Standard Supplies	Demo
7	Periodical Cleaning & Special Cleaning	Demo/Practice
8	Public area cleaning	Demo/Practice
9	Guest Room inspection	Demo /Practice
10	Maids cart , different types of trolleys	Demo
11	Turn down service , Second service	Demo/Practice
12	Folding of Linen	Demo/Practice
<b>REFERENCE BOOKS</b>		

Sl.No	Book Name	Author
1	Hotel Housekeeping Operations & Management	G.Raghubalan, Smartee Raghubalan
2	Housekeeping Theory & Practices	Dr.Jagmohan Negi
3	Professional Management of Housekeeping Operations	Robert.J.Martin
4	Hotel Housekeeping	Milani Singh
5	Hotel Housekeeping Training Manual	Sudhir Andrews
6	Accommodation Operation Management	S.K .Kaushal, S N Gautham

### **BSH3B03 FOOD PRODUCTION –I**

Module	Topic	Content
1	INTRODUCTION TO COOKERY	Levels of skills and Experience- Attitudes and Behavior in the Kitchen- Personal Hygiene- Safety Procedure in Handling Equipment-Aims and objectives of cooking food-Variety textures- Basic Culinary terms. HIERARCHY AND DEPARTMENT STAFFING; Classical Brigade- Modern staffing in various category hotels-Role of Executive Chef-Duties & Responsibilities of various chef-Co-operation with other Departments. KITCHEN ORGANIZATION & LAY OUT; General layout of kitchen in various organization-Layout of Receiving Areas- Layout of storage Area- Layout of service and wash up- Various Fuels used- Advantages & Disadvantages.
2	BASIC PRINCIPLES OF FOOD PRODUCTION;	Introduction, Classification of vegetables- Effects of heat on vegetables- Cuts of vegetables- Classification of fruits- Uses of Fruit in Cookery- Salads & Salad dressing stocks- Definition of Stock- Types of Stocks- Preparation of stock- Storage of Stocks - Uses of Stocks –Soups -Classification of soups with examples- Basic recipes- Consommés- Garnishes and accompaniment for Soups - Classification of Sauces- Recipes for mother Sauces- Derivatives.
3	MEAT, RICE & PULSES	Meat; Introduction- Cuts of Beef/Veal- Cuts of Lamb/Mutton- Cuts of Pork - Variety meats (Offal). Fish; Classification of fish with examples - Cuts of fish - Selection fish and & shellfish- Cooking of fish. Egg; Introduction of Egg Cookery- Structure of an egg- Selection of egg- Uses of egg in Cookery. Rice; Introduction - Classification and Identification - Cooking of rice, cereals & pulses - Varieties of rice & other cereals.

4	METHODS OF COOKING FOOD;	Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling. BASIC COMMODITIES; Flour; Types of wheat- Types of flour -. Uses of flour in food production- Shortening- Role of shortening- Varieties of shortenings- Advantages & Disadvantages of using different shortenings- Fats & Oil - Types, varieties -Raising agents -Classification of raising agent- Role of raising agents. Sugar; Importance of sugar- Types of sugar- Cooking of sugar- (various stages)- Uses of sugar.
5	BEVERAGES, MILK & MILK PRODUCTS	Tea; Types of tea available- Preparing tea for consumption- Popular brand. Coffee; Types of coffee- Preparing coffee- Varieties of coffee- blends Chocolate- Manufacture of chocolates- Types of chocolates - Tempering of chocolates. Milk; Pasteurization, Homogenization, Types of milk. e.g. skimmed condensed.- Nutritive value. Cream; Processing of cream - Types of cream- Butter - Processing of butter- Types of butter. Cheese; Processing of cheese- Types of cheese- Classification of cheese- Cooking of cheese- Uses of cheese. USES OF HERBS AND WINES IN COOKERY.

#### REFERENCE BOOKS

Sl.No	Book Name	Author& Publisher
1	Practical Cookery, .	Victor Ceserani & Ronald Kinton, ELBS
2	Theory of Catering,	Victor Ceserani& Ronald Kinton, ELBS
3	Theory of Catering,	Mrs. K.Arora, FrankBrothers
4	Modern Cookery for Teaching & Trade	Vol. I, Ms. ThangamPhilip, Orient Longman
5	Herrings Dictionary of Classical& Modern Cookery,	Walter Bickel
6	Chef Manual of Kitchen Management,	Fuller, John

#### BSH3B03 (P) FOOD PRODUCTION – I (PRACTICAL)

I.No	TOPIC
1	Identification and cuts of vegetables
2	Preparation of stocks – White, Brown and Fish
3	Preparation of Sauces
4	Soups: Cream – vegetable, spinach, tomato greenpeas Consomme – Royale, Celestine c National –

	Vichyssoise, cabbage chowder
5	Eggs – boiled, fried, poached, scrambled, omelettes.
6	Fish – Fisho’rly a la nglaise, Colbert, poached, saumon grille,Florantine, mornay, pomfretmeuniere, fish fingers.
7	Poultry – jointing chicken, poulet roti a l anglaise, poulet sautéchasseur, poulet Maryland, roast chicken, chicken a la king
8	Meat - Fillet steak, tournedos, escalope, lamb stew, hot pots, grilled steak.
9	Potatoes – French fries, lyonnaise, sauté, mashed, cream, parsley, parsienne
10	Vegetable – Veg. cooking, boiled, glazed, fried, stewed, braised.
11	Salads and sandwiches – coleslaw, Russian salad, potato salad,carrot, salad nicoise , fruit salad, waldrof salad, sandwiches varieties Sweets – honey comb mould, trifle, chocolate mousse, lemon soufflé,bread and butter pudding, caramel custard, albert pudding, Christmaspudding.
12	Indian Dishes a. Snacks – dhokla, uppama, idly, wadas, samosa, paltice, cutlets b. Breads – chappaties, poories, parathas, bhaturas, missie roti,roomali roti, baki roti c. Rice – jeerapulao, veg. pulao, lime rice, alukithahari, yakhinipulao, prawnpulao, peas pulao, chicken biryani, muootn biryani, prawns biryani,veg. biryani, hyderabadi biryani, kashmiripulao d. Gravies ( veg/ non veg ) – khorma ( chicken, mutton veg. ) shajahani, jalfraize, rogini chicken, rogan josh, chicken / mutton do pyaz,chicken chettinad, paneermalaikofta, palakpaneer, butte chicken, aloogobi, fish moilee, goan fish curry, macherjhol, dal makhani, dal thadka, mixed veg curry, pepper chicken, kadaichicken, mutton vindaloo, e. Dry (veg./ non veg.) - salads, raitas, foogath, bhaaji, bhujjia, kuchumber, friedbhindi, avail, brinjalbhurta, masala fried fish, karimeenpollichudhu f. Sweets – Gajjarhulwa, sheera, gulabjamun, boondhiladoo,semiyapayasam, pal payasam, badam/carrot kheer,jangri, shahitukra, mysorepak, kesari, rasagullas, pumpkin hulwa. g. Tandoor – Naan, kulcha, roti, chicken tikka , fish tikka, sheek kebab,tandoori chicken, hariyali chicken/ fish tikka, tangdikebab.

### BSH3B04 FOOD ANDBEVERAGE SERVICE-I

Module	Topic	Content
1	<b>Introduction to catering</b>	Introduction to the Hotel Industry and growth of the hotel Industry in India Catering establishments: Definition and structure Role of catering establishment in the travel/tourism industry Classification of the catering industry

2	<b>Department organization and staffing</b>	<p>Organization of Food and Beverage department of hotel</p> <p>Principal staff of various types of F&amp;B operations, duties and responsibilities</p> <p>French terms related to F&amp;B staff.</p> <p>Inter-departmental relationships (Within F&amp;B and other department)</p> <p>Attributes of a waiter- Personal hygiene, punctuality, personality, attitude towards guests, appearance, salesmanship and sense of urgency</p> <p>Types of restaurants: overview and key characteristics - coffee shop, continental restaurants, specialty restaurants, pubs, night clubs, discotheques, snack and milk bar.</p>
3	<b>Operating equipments</b>	<p>Classification of crockery, cutlery, glassware, hollowware, flatware and special equipments</p> <p>Restaurant linen and furniture</p> <p>Dummy waiter- arrangement and uses during services.</p> <p>Ancillary departments: Pantry, still room, silver room, wash-up and hot-plate.</p>
4	<b>Menu</b>	<p>Origin of menu, Objectives of Menu Planning, Types of menu- table d'hôte menu, a la carte menu (Cover and layout)</p> <p>French classical menu with examples</p> <p>Food and their usual accompaniments</p> <p>Breakfast: Types, menu for each type, terms used in the service of continental breakfast</p> <p>Cover laying for continental and English breakfast.</p> <p>Order taking procedures: In-person, telephone and door hangers.</p>
5	<b>Types of service</b>	<p>Different styles of service, advantages and disadvantages.</p> <p>Restaurant service: Misen scene, Misen place.</p> <p>Points to be remembered while laying a table,</p> <p>Do's and don'ts in a restaurant</p> <p>Sequence of service</p> <p>Floor / Room service: Meaning, Full &amp; Partial room service, Breakfast service in room, tray &amp; trolley set-up for room service</p> <p>Lounge service: Meaning, organization of lounge service.</p> <p>Tea service: Afternoon tea and high tea, order of service.</p> <p>Banquets and buffets – Types and layout.</p>

## REFERENCE BOOKS

Sl.No	Book Name	Author& Publisher
1	Food and Beverage Service	Dennis Lillicarp, Hodder and Stoughton Educational
2	Food and Beverage Service	John Cousins, Hodder and Stoughton Educational
3	Food and Beverage Service	Sudhir Andrew , Tata McGraw Hill Education
4	Food and Beverage Service	JagmohanNegi, Frank Brothers & Co .Ltd, Delhi
5	Food and Beverage Service	Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

## BSH3B04 (P) FOOD AND BEVERAGE SERVICE -I(PRACTICAL)

Module	Topic	Content
1	<b>Food and Beverage service areas</b>	Induction and familiarization of F & B service areas Ancillary F & B service areas –Induction and profile Familiarization of F& B Service equipment-cutlery, crockery, glassware, flatware, hollowware, linen and miscellaneous equipments Care & Maintenance of F&B Service equipment Cleaning / polishing/wiping /storing of F & B service equipments-cutlery, crockery and glassware.
2	<b>Basic technical skill</b>	Waiter's tool kit Arrangement of sideboard Handling/ storing cutlery, crockery, glassware, flatware, hollowware Manipulating service spoon and fork for serving various courses Laying and relaying of table cloth Serviette folds
3	<b>Menu</b>	Practice of simple menu compilation. Types of menu -Table lay up for different menu - A La Carte, Table d'hôte, French classical Menu

		Points to be remembered while laying a table for a menu
4	<b>Food and Beverage service</b>	<p>Restaurant service -Organizing Mise-en-scene,OrganizingMise-en-Place. Opening, Operating &amp; Closing duties</p> <p>Restaurant vocabulary – English and FrenchDifferent forms of service in a restaurant- Russian, American, French, Silver and English. Service of water</p> <p>Carrying a Tray /Salver</p> <p>Carrying glasses</p> <p>Service of various forms of a meal courses: Hors d' oeuvres, Potege, Poisson, Entrée, Releve (main), Sorbet, Roti, Legumen, Entrement, Savoury, Desserts and Cafe.</p> <p>Clearing soiled plates/Clearing of a meal (course by course)Sequence of service-Receiving and seating of guests, presenting the menu, taking orders, serving courses, bill presentation and seeing off the guest.</p>
5	<b>Breakfast service</b>	<p>Breakfast –Types</p> <p>Breakfast Menu (English, American Continental, Indian, buffet)</p> <p>Breakfast table setting - Continental breakfast cover and tray set up.English breakfast cover and tray set up. Buffet</p> <p>Service of non – alcoholic drinks, tea and coffee</p>

#### REFERENCE BOOKS

Sl.No	Book Name	Author& Publisher
1	Food and Beverage Service	Dennis Lillicarp, Hodder and Stoughton Educational
2	Food and Beverage Service	John Cousins, Hodder and Stoughton Educational
3	Food and Beverage Service	Sudhir Andrew , Tata McGraw Hill Education
4	Food and Beverage Service	JagmohanNegi, Frank Brothers & Co .Ltd, Delhi
5	Food and Beverage Service	Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

#### BSH4B05FOOD ANDBEVERAGE SERVICE-II

Module	Topic	Content
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1	<b>Beverages</b>	<p>Classification of beverages: Types of beverages, preparation of common non-alcoholic Beverages. Examples tea, coffee, milk based drinks, juice, squash and aerated water, other bar non-alcoholic drinks used in dispense and main bar.</p> <p>Alcoholic beverage: Meaning, classification of alcoholic beverages.</p>
2	<b>Dispense bar</b>	<p>Introduction and definition</p> <p>Bar layout – physical layout of bar</p> <p>Bar stock – alcohol &amp; non alcoholic beverages</p> <p>Bar equipment</p>
3	<b>Wines</b>	<p>Common grape varieties used in making wines, factors affecting the quality of wines, Manufacturing process of table wines (red, white and rose ), brand names, Wine producing regions of France, Grape varieties, popular red and white wines.</p> <p><b>Champagne:</b> Manufacturing process of Champagne, styles, brand names and bottle sizes</p> <p>Wine producing regions of Germany and Italy, grape varieties and brands.</p> <p><b>Fortified wines:</b> Sherry, Port and Madeira – Production methods, and styles, Cider &amp; Perry: Meaning.</p> <p><b>Aperitifs</b> - Introduction and Definition, Types of Aperitifs, Vermouth (Definition, Types &amp; Brand names), Bitters (Definition, Types &amp; Brand names)</p>
4	<b>Liqueurs</b>	<p>Meaning, color, flavor &amp; country of origin of Absinthe, Advocaat, Abricotine, Anisette, Aurum, Benedictine, Cointreau, Crème de menthe, crème de moka, all, curacao, Drambuie, Glavya, Goldwasser, Grandmarnier, Kahlua, Sambuca, Tia Maria, etc</p> <p><b>Beer:</b> Manufacturing process, types of beer and popular brands.</p> <p><b>Cocktail-</b> Meaning, types of Cocktails, Methods of making cocktails, points observed while making cocktails, Recipes of Whisky, rum, Gin, Brandy, Vodka, Tequila, Champagne based cocktails. ( Given in reference text only) Mock tails- Meaning and recipes of famous mock tails.</p> <p>Specialty coffee – meaning and examples</p>
5	<b>Spirits</b>	<p>Spirit production methods - pot still and patent still</p> <p>Manufacturing process of Spirits (Whisky, Rum, Gin, Brandy, Vodka and Tequila), styles and brand names</p>



		<p>Checking, control &amp; Billing: Introduction &amp; checking systems, Types of checks, copies, triplicate system and duplicate system, checking for wines &amp; other drinks</p> <p>The Bill - method of making a bill &amp; settlement of accounts</p> <p>Tobacco - Important tobacco producing countries of the world, quality of cigars &amp; cigarettes strength &amp; size of cigars, service method.</p> <p>Menu Engineering: Meaning</p> <p>Menu Merchandising: Methods of pricing menus, Shape and design of menu, Size of menu, Type &amp; colour of paper or card, Layout, printing &amp; reprinting.</p>
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#### REFERENCE BOOKS

Sl.No	Book Name	Author & Publisher
1	Food and Beverage Service	Dennis Lillicarp, Hodder and Stoughton Educational
2	Food and Beverage Service	John Cousins, Hodder and Stoughton Educational
3	Food and Beverage Service	Sudhir Andrew , Tata McGraw Hill Education
4	Food and Beverage Service	Jagmohan Negi, Frank Brothers & Co .Ltd, Delhi
5	Food and Beverage Service	Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

#### BSH4B05(P) FOOD AND BEVERAGE SERVICE-II(PRACTICAL)

Module	Topic	Content
1	<b>Dispense Bar– Organizing Mise-en-place</b>	<p>Wine service equipment</p> <p>Beer service equipment</p> <p>Cocktail bar equipment</p> <p>Liqueur / Wine Trolley</p> <p>Bar stock - alcoholic &amp; non-alcoholic beverages</p> <p>Bar accompaniments &amp; garnishes</p> <p>Bar accessories &amp; disposables</p>
2	<b>Planning and Operating Food &amp;</b>	<p>Class room Exercise</p> <p>Developing Hypothetical Business Model of Food &amp; Beverage</p>

	<b>Beverage Outlets</b>	<p>Outlets</p> <p>Case study of Food &amp; Beverage outlets - Hotels &amp; Restaurants</p> <p>Function Catering – Banquets</p> <p>Planning &amp; organizing Formal &amp; Informal Banquets</p> <p>Planning &amp; organizing Outdoor caterings</p> <p>Function Catering – Buffets</p> <p>Planning &amp; organizing various types of Buffet</p>
3	<b>Cocktails and Mixed drinks</b>	<p>Definition and History</p> <p>Classification</p> <p>Recipe, Preparation and Service of Popular Cocktails:</p> <p>- Martini – Dry &amp; Sweet - Manhattan – Dry &amp; Sweet - Dubonnet - Roy-Roy - Bronx - White Lady - Pink Lady - Side Car - Bacardi - Alexandra - John Collins - Tom Collins - Gin FIZZ - Pimm’s Cup – no. 1,2,3,4,5- Flips - Noggs- Champagne Cocktail - Between the Sheets - Daiquiri - Bloody Mary - Screw Driver - Tequilla Sunrise - Gin-Sling - Planters Punch - Singapore Sling - Pinacolada - Rusty Nail</p> <p>- B&amp;B - Black Russian- Margarita - Gimlet – Dry &amp; Sweet - Cuba Libre- Whisky Sour- Blue Lagoon- Harvey Wall Banger</p> <p>- Bombay Cocktail</p>
4	<b>Alcoholic Beverages</b>	<p><b>Service of Wines</b> -Service of Red Wine, white/Rose Wine, Sparkling Wines, Fortified Wines, Aromatized Wines, Cider, Perry &amp; Sake, Aperitifs,Bitters, Vermouths, Beer,</p> <p><b>Service of Spirits</b> - Service styles – neat/on-the-rocks/with appropriate mixers - Whisky, Vodka, Rum, Gin, Brandy, Tequila</p> <p><b>Service of Liqueurs</b> - Service styles – neat/on-the-rocks/with cream/en frappe</p>
5	<b>Matching Wines with Food</b>	<p>Menu Planning with accompanying Wines - Continental Cuisine and Indian Regional Cuisine</p> <p>Table laying &amp; Service of menu with accompanying Wines - Continental Cuisine and Indian Regional Cuisine</p>

#### REFERENCE BOOKS

Sl.No	Book Name	Author& Publisher
1	Food and Beverage Service	Dennis Lillicarp, Hodder and Stoughton Educational
2	Food and Beverage Service	John Cousins, Hodder and Stoughton Educational

3	Food and Beverage Service	Sudhir Andrew , Tata McGraw Hill Education
4	Food and Beverage Service	JagmohanNegi, Frank Brothers & Co .Ltd, Delhi
5	Food and Beverage Service	Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

## BSH4B06 FOOD & BEVERAGE PRODUCTION –II

Module	Topic	Content
1	<b>INDIAN COOKERY</b>	Introduction to Indian foods . <b>CONDIMENTS AND SPICES</b> ; Spices used in Indian Cookery - Role of spices in Indian cookery - Indian equivalent of spices (names). <b>BASIC MASALAS</b> ; Blending of spices and concept of ‘masala’- Different masalas used in Indian Cookery - Wet masalas - Dry masalas - Composition of different masalas - Varieties of masalas available in regional areas - Special masala blends. <b>THICKENING AGENTS</b> ; Role of thickening agents in Indian cuisine - Types of thickening agents
2	<b>QUANTITY FOOD PRODUCTION</b>	<b>EQUIPMENT</b> - Quality of equipment used - Specification of equipment - Care & maintenance of equipment - Heat and cold generating equipment - Modern developments in equipment manufacturing.
3	<b>MENU PLANNING</b>	Basic menu planning – recapitulation, Special emphasis on quantity food production, planning of menus for various categories, such as; School/college students, industrial Workers Hospitals, canteens, outdoor, party’s theme dinners, Transport/mobile catering, Parameters for quantity food menu planning. <b>INDENTING</b> : Principles of indenting - Quantities/portions for bulk production - Translation of recipes for indenting - Practical difficulties involved in indenting.
4	<b>INTERNATIONAL CUISINE</b>	British, Middle East, Spanish, French, Italian, Oriental And Mexican. <b>SANDWICHES</b> : Parts, Filling, Spreads And Garnishes, Types, Making And Storing. <b>CHARCUTIERE</b> ; - Sausages - Forcemeats - - Marinades, Cures, Brines- Bacon, Ham, Gammon- Galantines - Pates And Terrines - Mousses And Mousselines - ChaudFroid - Aspic Jelly - Non Edible Displays. <b>APPETIZERS AND GARNISHES</b> ; - Classification

		- Examples, Different Garnishes.
5	<b>BAKERY</b>	Short Crust – Laminated – Choux- Hot Water/Rough Puff - Recipes and methods of preparation - Care to be taken while preparing pastry - Role of each ingredient - Temperature of baking pastry. BREADS; Principles of bread making - Simple yeast breads - Role of each ingredient in bread making - Baking temperature and its importance. PASTRY CREAM; Basic pastry creams. Uses in confectionery. ICING AND TOPPINGS; FORZEN DESSERTS

#### REFERENCE BOOKS

Sl.No	Book Name	Author& Publisher
1	Practical Cookery, .	Victor Ceserani & Ronald Kinton, ELBS
2	Theory of Catering,	Victor Ceserani& Ronald Kinton, ELBS
3	Theory of Catering,	Mrs. K.Arora, FrankBrothers
4	Modern Cookery for Teaching & Trade	Vol. I, Ms. ThangamPhilip, Orient Longman
5	Herrings Dictionary of Classical& Modern Cookery,	Walter Bickel
6	Chef Manual of Kitchen Management,	Fuller, John

#### BSH 4B06 (P)FOOD & BEVERAGE PRODUCTION – II (PRACTICAL)

FRENCH MENUS	
<b>MENU 1</b> Consommé Carmen PouletSaute Chasseur Pommes Lorette Haricots Verts Salade de Betterave Brioce Baba au Rhum	<b>MENU 6</b> Barquettes Assort is Stroganoff De Boeuf Pommes Persilles Salade De Chou-Cru Garlic Rolls Crepe Suzette
<b>MENU 2</b> Bisque D'ecrevisse Escalope De Veaviennoise Pommes Battaille CourgeProvencale Epinardsau Gratin. Gateau De Peche	<b>MENU 7</b> Duchesse Nantua Poulet Maryland Croquette Potatoes SaladeNicoise Brown Dread Pate Des Pommes

<b>MENU 3</b> Crème Dubarry Darne De Saumon Grille Sauce Poloise Pommes Fondant PetitsPois A La Flammande French Bread Tarte au fruit	<b>MENU 8</b> Kromeskies Filet De Sole Walweska Pommes LyonnaiseFunghi Marirati Bread SticksSouffléMilanaise
<b>MENU 4</b> Veloute Dame Blanche Cote De Pore Charcuterie Pommes De Terre A La Crème Carottes Glace Au GingembreSalade Verte Harlequin Bread ChocolateCream Puffs	<b>MENU 9</b> Vol-Au-Vent De Volaille et Jambon HomardThermidor Salade Waldorf Vienna Rol1s Mousse Au Chocolate
<b>MENU 5</b> Cabbage Chowder Poulet A La Rex Pommes Marquise Ratatouille SaladeDeCarottes et Celeri CloverLeaf Bread SavarinDesFruits	<b>MENU 10</b> Crabe En Coquille Quiche Lorraine Salade de Viande Pommes ParisienneFoccacia Crème Brulee

## **BSH5B07 INDUSTRIAL EXPOSURETRAINING AND REPORT**

Industrial Exposure Training is an in integral part of the curriculum. Student has to undergo industrial training minimum 22 weeks at a single stretch. They will be awarded 100 marks ( 80 marks external evaluation and 20 marks internal evaluation) for the industrial training & report and for viva voce.

- 1) For award of 100 marks of IET would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students responsibility to get this feed-back/assessment form completed form all the four departments of the hotel for submission to the institute at the end of IndustrialTraining.
- 2) Responsibilities of institute, hotel, the student/trainee with aims & objectives have been prescribed for adherence.
- 3) Once the student has been selected / deputed for Industrial Training by the Institute,he/she shall not be permitted to undergo it elsewhere. In case students make directarrangements with the hotel for Industrial Training, these will necessarily have to

be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

### **INDUSTRIAL EXPOSURE TRAINING**

Objective of industrial Exposure Training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial Training is also expected to provide the students the basis to identify their key operational area of interest.

### **RESPONSIBILITIES OF THE TRAINEE**

1. Should be punctual
2. Should maintain the training logbook up-to date
3. Should be attentive and careful while doing work
4. Should be keen to learn to learn and maintain high standards and quality of work
5. Should interact positively with the hotel staff.
6. Should be honest and loyal to the hotel and towards their training.
7. Should get their appraisals signed regularly from the HODs or training manager.
8. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
9. Should attend the training review sessions / classes regularly
10. Should be prepared for the arduous working condition and should face them positively
11. Should adhere to the prescribed training schedule.
12. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
13. Should on completion of industrial Training, hand over all the reports, appraisal, logbook and completion certificate to the institute.

### **RESPONSIBILITIES OF THE INSTITUTE**

1. Should give proper briefing to students prior to the industrial training
2. Should make the students aware of the industry environment and expectations.
3. Should notify the details of training schedule to all the students.
4. Should coordinate (emergencies) with the hotel especially with the training manager
5. Should visit the hotel wherever possible, to check on the trainees
6. Should sort out any problem between the trainees and the hotel
7. Should take proper feedback from the students after the training
8. Should brief the students about appraisals, attendance, marks, logbook and training report.
9. Should ensure trainees procure training completion certificate from the hotel before joining institute.

### **RESPONSIBILITIES OF THE HOTEL**

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills

young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and in all probability - their own careers in the industry.

**Hotels:**

1. Should give proper briefing session! Orientation / induction prior to commencement of training.
2. Should make a standardized training module for all trainees.
3. Should strictly follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should coordinate with the institute regarding training programme
6. Should be strict with the trainees regarding attendance during training
7. Should check with trainees regarding appraisals, training report, log book, etc.
8. Should inform the institute about truant trainees
9. Should allow the students to interact with the guest
10. Should specify industrial training "Dos and Don'ts" for the trainee
11. Should ensure issues of completion certificate to trainees on the last day of training

**BSH 5B08 COMPREHENSIVE SELF STUDY**

The aim of this course is to assess the student's knowledge of the entire programme in which he/she has gone through. It will be assessed by conducting a Multiple Choice Questions (MCQ) examination with two hours duration. 120 multiple choice questions will be asked, out of which 100 questions must be answered, in the examination. The answer scripts will be sent for external evaluation.

The main objectives of this course are,

1. To understand the student capacity of theoretical knowledge in which they studied in all the previous semesters.
2. To analyse the student capacity to solve the questions within the stipulated time.
3. To improve the observing and listening capacity of students in the class rooms and the other learning areas, including training.

**BSH6B09 FRONT OFFICE OPERATION**

Module	Topic	Content
1	Introduction to Hospitality industry	f. Introduction – What is Hospitality g. Classifications of hotels. h. Hotel organisation-Hospitality ethics and standards i. Hospitality Ethics in practice j. Traits of Hospitality employees
2	Front office organization	f. Functional areas, sections and Layout of front office g. Organization of front office staff

		<ul style="list-style-type: none"> <li>h. Duties and Responsibilities of some front office personnel</li> <li>i. Qualities of front office personnel</li> <li>e. Importance of Organization</li> </ul>
3	Room Tariff	<ul style="list-style-type: none"> <li>f. Introduction of Room tariff</li> <li>g. Room rate designation</li> <li>h. Meal plans, Room tariff card, Room tariff fixation, Guest cycle</li> <li>i. Reservations, Types of reservation, Modes of Reservation sources of reservation, reservation reports and importance of reservation</li> <li>j. Registration, pre-registration, form, passport, visa, registration records, Check in procedures for Individual, Group and crew arrivals, very important persons in a hotel.</li> </ul>
4	Guest services	<ul style="list-style-type: none"> <li>f. Handling Guest mail, Message handling</li> <li>g. Custody and control of keys, Guest paging, safe deposit locker</li> <li>h. Guest room change, left luggage handling, wake up call</li> <li>i. Guest complaints, Types of Guest complaint, Handling Guest complaint</li> <li>j. Check out and settlement, departure procedure, Mode of settlement of bills, foreign exchange, cash settlement, credit settlement, potential check out problems and solutions, late check out, improper posting of charges in guest folio, control of cash and credit, Credit limit for customers.</li> </ul>
5	Front office accounting	<ul style="list-style-type: none"> <li>f. Introduction of front office accounting</li> <li>g. Types of Accounts</li> <li>h. Vouchers</li> <li>i. Folios and ledger</li> <li>j. Front office accounting cycle and Night audit process</li> </ul>

#### REFERENCE BOOK

Sl.No	Book Name	Author
1	Hotel front office operations and Management	Mr Jatashankar R Tewari
2	Hospitality Reception and front office procedure and system	Dr. Jagmohan Negi
3	Front office Management	Mr S.K Bhatnagar
4	Training manual for front office operations	Mr Sudhir Andrews
5	Managing front office operations	Mr Michael L Kasavana



**BSH6B09 (P)FRONT OFFICE OPERATIONS (PRACTICALS)**

<b>PRACTICALS</b>		
<b>Sl.No</b>	<b>Topic</b>	<b>Method</b>
1	Reservation	Demo in PMS Lab
2	Registration	Demo in PMS Lab
3	Guest history	Demo in PMS Lab
4	Telephones	Demo & Practical Session
5	Housekeeping	Demo in PMS Lab
6	Daily transactions	Demo in PMS Lab
7	Front office accounting procedures	Demo/Practice
	(a)Manual accounting	Demo/Practice
	(b)Machine accounting	Demo /Practice
8	(c)Payable, Accounts receivable, Guest history.	Demo
9	Role play	Demo/Practice
10	Situation handling	Demo/Practice
<b>REFERENCE BOOK</b>		
<b>Sl.No</b>	<b>Book Name</b>	<b>Author</b>
1	Hotel front office operations and Management	MrJatashankar R Tewari
2	Hospitality Reception and front office procedures and system	Dr.JagmohanNegi
3	Front office Management	Mr S K Bhatnakar

4	Hotel Front office training manual	Sudhir Andrews
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## **BSH6B10 ACCOMMODATION MANAGEMENT**

Module	Topic	Content
1	<b>Linen and Uniform room management</b>	<ul style="list-style-type: none"> <li>a. Layout, responsibilities of linen room supervisor, and attendant.</li> <li>b. Type's storage and exchange of linen, par stock and linen control.</li> <li>c. Purchase of Linen.</li> <li>d. Issue and exchange procedures of linen.</li> <li>e. Advantage of providing staff uniforms.</li> </ul>
2	<b>Laundry Operations</b>	<ul style="list-style-type: none"> <li>a. Types of laundry and laundry equipment's.</li> <li>b. Wash cycle</li> <li>c. Dry cleaning</li> <li>d. Stain removal.</li> <li>e. Layout of laundry, on premises laundry – location &amp; planning.</li> </ul>
3	<b>Interior design &amp; flower arrangements</b>	<ul style="list-style-type: none"> <li>a. Objectives types and principals of design.</li> <li>b. Types / styles of flower arrangements.</li> <li>c. Equipment's and types of flower used for the arrangements</li> <li>d. Flower arrangements at various locations.</li> <li>e. Care and Conditioning of flowers.</li> </ul>
4	<b>Housekeeping supervision</b>	<ul style="list-style-type: none"> <li>a. Importance of supervision.</li> <li>b. Check list for guest room inspection.</li> <li>c. Types of guest complains</li> <li>d. Handling of guest complaints</li> <li>e. Guest floor reportable and guest floor rules.</li> </ul>
5	<b>Contracts and out sourcing in Housekeeping</b>	<ul style="list-style-type: none"> <li>a. Contracts –contract services in housekeeping, hiring contract providers, Contract specification, pricing contract.</li> <li>b. Out sourcing</li> <li>c. Changing trends in housekeeping</li> <li>d. Pest control – types and methods</li> <li>e. Waste management- collection segregation and disposal</li> </ul>

### **Reference Books:**

Sl.No	Book Name	Author
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1	Hotel Housekeeping Operations & Management	G.Raghubalan,SmarteeRaghubalan
2	Housekeeping Theory & Practices	Dr.JagmohanNegi
3	Professional Management of Housekeeping Operations	Robert.J.Martin
4	Hotel Housekeeping	Milani Singh
5	Hotel Housekeeping Training Manuel	Sudhir Andrews
6	Accommodation Operation Management	S.K .Kaushal, S N Gautham

## BSH 6B11 ROOMS DIVISION MANAGEMENT

Module	Topic	Content
1	<b>Computer applications in front office</b>	<ul style="list-style-type: none"> <li>h. Property Management system</li> <li>i. Different types of Modules in PMS</li> <li>j. Different property management system</li> <li>k. Interface</li> <li>l. Self service terminal and information kiosk</li> </ul>
2	<b>Yield Management</b>	<ul style="list-style-type: none"> <li>e. Yield Management and forecasting</li> <li>f. Measuring yield in the industry</li> <li>g. Yield management in the hotel industry</li> <li>h. Elements of yield management</li> <li>i. Benefits of yield management, yield management strategies, challenges or problems in yield management, Measuring yield,forecasting,benefits of forecasting, Data required for forecasting, record required for forecasting room availability, yield management prospects .</li> </ul>
3	<b>Evaluating Hotel performance</b>	<ul style="list-style-type: none"> <li>h. Methods of measuring hotel performance</li> <li>i. Occupancy ratio</li> <li>j. Average daily rate and average room rate per guest</li> <li>k. Revenue per available room</li> <li>l. Market share index and evaluation of hotels by guest</li> </ul>
4	<b>Overview of soft skills for hospitality</b>	<ul style="list-style-type: none"> <li>g. Introduction</li> <li>h. Job opportunities and their skill requirement</li> <li>i. Definition of Hard and soft skills</li> <li>j. Role of National skill development corporation</li> </ul>

		k. Soft skill requirements for the service industry and teaching soft skills
5	<b>Total Quality Management</b>	a. Guests perception of quality b. Introduction to total Quality Management c. Practices in total quality management d. Japanese 5 s practice e. Business process Re-engineering, Quality control circles,kaizen,Benchmarking,Benefits of total quality management

## REFERENCE BOOKS

Sl.No	Book Name	Author
1	Hotel front office operations and management	Jatashankar. R.Tewari
2	Hospitality reception and front office procedures and systems	Dr.JagmohanNegi
3	Front office management	S.k.Bhatnagar
4	Managing front office operations	Michael. L.kasavana
5	Soft skills for hospitality	Amitabh Devendra

## BSH/C 6B12FOOD AND BEVERAGE MANAGEMENT

Module	Topic	Content
1	<b>Cost &amp; Sales Dynamics</b>	Cost & Cost Accounting - Elements of Cost - Classification of Cost - Sales Concept - Uses of Sales Concept
2	<b>Inventory Control</b>	Importance, Objectives, Methods, Levels and Techniques. Perpetual Inventory - Monthly Inventory. Pricing of Commodities - Comparison of Physical and Perpetual Inventory
3	<b>Food &amp; Beverage Control Purchasing &amp; Budgetary control</b>	Receiving- Storing- Issuing- Sales Control Production Control- Standard Recipe - Standard Portion Size - Bar Frauds - Books maintained- Beverage Control - Sales Control - Procedure of Cash Control- Machine System- ECR- NCR- POS – Reports - Budgetary Control-Budget,Budgetary Control,Objectives,Frame Work,Key Factors,Types of Budget
4	<b>Standard Costing,Variance Analysis &amp; Breakeven</b>	Standard Cost- Standard Costing. Cost Variances- Material Variances- Overhead Variances - Labour Variance - Fixed Overhead Variance- Breakeven Analysis- Breakeven Chart - P V Ratio – Contribution- Marginal Cost
5	<b>Menu Merchandising</b>	Menu Control- Menu Structure – Planning. Pricing of Menu - Types of Menu. Menu as a Marketing tool – Layout - Constraints of Menu Planning

## REFERENCE BOOKS

Cost Accounting: S.P.JAIN, K.L.NARANG

Food and Beverage Management: BERNAD DAVIS, ANDREW LOCKWOOD, SALLY STONE

## COMPLIMENTARY COURSES

### BSH/C 1C01 SALES AND MARKETING

**Module I:** Marketing – basic concepts – needs, wants, demand, exchange, transaction, value and satisfaction in hospitality industry – marketing process – marketing philosophies – Products and Services, Application of different marketing concepts in hotel/ service industry.

**Module II:** Marketing information system – concepts and components – internal record system result area) – marketing intelligence system – scope in hospitality business – processes and characteristics – managerial use – MIS with special reference to rooms, restaurants – banquets and facilities.

**Module III:** Product – defining the hospitality products – difference between goods and services product – levels of product – generic, expected, augmented, potential tangible and intangible products – Product life Cycle - product mix in hospitality business.

**Module IV:** Marketing environment – a basis for needs and trend analysis and marketing effectiveness – SWOT analysis for hospitality industry of Micro and Macro environment. Pricing and Pricing Strategies - Advertisement and Promotion.

**Module V:** Branding – basic concepts – brand equity – branding of hotels. Pricing of hospitality – concepts and methodology. Organisational customer- Types. Methods & Steps. Principles and practice of hospitality selling – Selling process – AIDA model. Latest trends in Hospitality Marketing

## REFERENCE BOOKS

1. Marketing and sales strategies for hotels and travel trade – JAGMOHAN NEGI
2. Marketing for hospitality and tourism – PHILIP KOTLER, JOHN BOWEN AND JAMES MAKEN
3. Tourism marketing – S.M. JHA
4. Tourism marketing and communication – ROMILA CHAWLA

5. Marketing in travel and tourism – VICTOR T.C MIDDLETON
6. Principles of Marketing – PHILIP KOTLER & ABRAHAM KOSHI.
7. Principles of Marketing – NAMATHA KUMARI.
8. Fundamentals of Marketing – TAPAN PANDEY, BUCKLEY R AND CAPLE, JIM,

## **BSH/C1C02TRAVEL AND TOURISM**

**Module I.** Introduction to travel and tourism – meaning – nature – definitions –Tourism, Tourist, Visitor, Excursionist -purpose of travel- travelers and visitors-the industry definitions followed in India-international tourism-domestic tourism-in bound tourism -out bound tourism-mass tourism -basic components of tourism- elements of tourism-future of tourism- Characteristics of Tourism. History of travel and tourism – Role of Transportation in Tourism– Air, Rail, Road, Sea-Cruises-

**Module II.** Tourism planning and development-Tourism Policy formation-Types of tourism Planning- Steps o tourism Planning-Role of international organizations Planning-Tourism Policy of India- Tourism in Kerala and its policy- Participation of Public and private sector in Planning Economics of Tourism- Travel motivations- Job opportunities and employment generation- Govt. Revenue and foreign currency exchange- Economic growth based on tourists statistics- Economic benefit of tourism

**Module III.** Organizations in tourism – World Tourism Organization (WTO), International Air Transport Association (IATA), International Civil Aviation Organization (ICAO), Pacific Area Travel Association (PATA), India Convention Promotion Bureau (ICPB), Federation of Hotel and Restaurant Association of India (FHRAI), Travel Agent Association of India (TAAI),Universal Federation of Travel Agents Association (UFTAA).

**Module IV.** Travel Agency-concept, -role-functions-types of Travel agencies, Department of Travel agencies, Major activities-Income sources of travel agencies-Tour Operation-Meaning-definition-functions-types of tour operation overseas, domestic, specialist-main types of tour packages-Independent, escorted, guided- FIT, GIT, inbound, outbound.- Travel formalities, types of passport, types of VISA, health related documents.

**Module V-** Tourism Products - meaning-definition–Types-India’s rich heritage- architectural heritage, forts, palaces, monuments-World heritage sites-Museums and Art Galleries- handicrafts- Culture and tradition-folklore, cuisine, costume, religions (Jainism, Islam, Hinduism, Christianity, Sikhism) Dance (Classical) and Music (instruments) - Fairs and festivals in India- Natural Products of India- Mountains, hill stations ,caves, Forests, Deserts, Waterfalls, Beaches,

Backwaters, islands, farms and plantations - Wildlife resources of India – national parks and wildlife sanctuaries in India – bio reserve centers

#### Reference

1. Pran Seth: Successful tourism Management (Vol. 1 & 2)
2. A.K Bhatia: International Tourism
3. A.K Bhatia: Tourism Management & Marketing.
4. Christopher.J. Hollway; Longman ; The Business of Tourism
5. Cooper, Fletcher et al, (1993), Tourism Principles and Practices, Pitman.
6. P.N. Seth: Successful Tourism Development Vol. 1 and 2, Sterling Publishers
7. Page, S: Tourism Management: Routledge, London
8. Glenn. F. Ross - The Psychology of Tourism (1998), Hospitality Press, Victoria, Australia

### **BSH/C2C03 EVENT MANAGEMENT**

**Module I:-** Events-Event management – definition – Broad classification of Events (types). Event planning, Five C's of event management -Conceptualization, Costing, Canvassing, Customization, Carrying out- Role of events in promotion of tourism.

**Module II:-** MICE – Meeting – Incentives – Conference – Convention – Exhibition –Trade shows and fairs, Leisure Events, Sports Events – organizers – sponsorship – event management as a profession.

**Module III:-** Event Planning and organizing – Problem Solving and Crisis Management – Leadership and Participants Management – Managing People and Time – Site and Infrastructure Management.

**Module IV:** Event Marketing – Customer care – Marketing equipment and tools – Promotion, Media Relations and Publicity - Event Co-ordination - Visual and Electronic Communication– Event Presentation – Event Evaluation – Case Studies of events.

**Module V:** Travel Industry Fairs – Benefits of Fairs - ITB, WTM, BTF, TTW, FITUR, KTM, IITM, CII- Events, PATA Travel Mart- India Convention Promotion Bureau (ICPB).

#### **Reference Books:**

1. Event marketing and management – Sanjayasingh Gaur,
2. Event management and event tourism – Gelz,
3. Hospitality marketing and management – J M Mathews
4. Event and entertainment marketing, Avrighbarry (1994), Vikas, Delhi.
5. Event management, Bhatia A.K. (2001), Sterling Publishers, New delhi.
6. Event management in leisure and tourism, David C Watt (1998), Pearson, UK.
7. Event planning 2nd Edn.By Allen, Judy, 1952- the ultimate guide to successful meetings, corporate events, fund-raising galas, conferences, conventions, incentives and other special events / Judy Allen.ISBN 978-0-470-15574-5

## **BSH/C 2C04 MANAGEMENT PRINCIPLES AND PRACTICES.**

**Module I:** Nature and Scope of Management: Evolution of Management - Schools of management thought - F.W.Taylor and Henry Fayol - Principles of Management - Management as a science and an art - Management process.

**Module II:** Functions of Management: Planning: Types of plan - Planning process – Organizing: Span of control - Line and staff functions - Centralization and decentralization – Delegation - Staffing: Manpower planning: Recruitment - Selection and placement. Directing. Principles of direction – Co-coordinating and controlling.

**Module III:** Manager Vs Leader: Leadership and motivation: leadership styles -Theories of motivation- MBO - Management of performance - Team Management Characteristics of work group - Work group behaviour and productivity - Team creation and management.

**Module IV:** Communication in Management-Importance, SMMR model, Communication & Information, Communication Process, barriers to Communication, Types of Communication, verbal & Non verbal communication .Conflict resolution.

**Module V:** Ethics & Management : Relevance of values in management – Holistic approach for managers in decision making - Ethical Management: Role of organisational culture in ethics - structure of ethics management - Ethics Committee.

### **Reference Books:**

1. Essential of Management – Harold Koontz & Heinz Weihrich
2. Management – H. Koontz & Cyril O'Donnell.
3. Management Theory – Jungel, H. Koontz.
4. Principles of Management – Peter F. Drucker.
5. Management Concepts – V.S.P. Rao, Konark Publishers
6. Principles & Practice of Management – L.M. Prasad, S. Chand.
7. Organization & Management – R. D. Agarwal, Tata McGraw Hill.
8. Modern Business Administration – R.C., Pitman.
9. Human Resource Management – Railey M., Butterworth Heinemann

## **BSH/C 3C05 NUTRITION HYGIENE AND SANITATION**

**Module 1:** Definition of the terms Health, Nutrition and Nutrients. Importance of Food – (Physiological, Psychological and Social function of food). NUTRIENTS: Classification of nutrients. CARBOHYDRATES: Definition, Classification (mono, di and polysaccharides), Dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases). LIPIDS: Definition, Classification : Saturated and unsaturated fats, Dietary Sources, Functions, Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA), Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol.

**Module 2:** PROTEINS: Definition, Classification based upon amino acid composition, Dietary sources, Functions Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins). VITAMINS: Definition and Classification (water and fats soluble



vitamins), Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid. MINERALS: Definition and Classification (major and minor), Food Sources, functions and significance of: Calcium, Iron, Sodium, And Iodine & Fluorine. Effects of heat on starch, milk, meat, vegetables, role of fat in cooking, types of fat, spoilage of fat

**Module 3: BALANCED DIET:** Definition, Importance of balanced diet. RDA for various nutrients – age, gender, physiological state. MENU PLANNING: Planning of nutritionally balanced meals based upon the three food group system, Factors affecting meal planning, Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. Calculation of nutritive value of dishes/meals. Food additives, Food adulteration, Food standards, Role of microorganisms in manufacturing bread, cheese, beverages etc. Egg white foams.

**Module 4: MICRO-ORGANISMS IN FOOD:** General characteristics of Micro-Organisms based on their occurrence and structure. Factors affecting their growth in food (intrinsic and extrinsic) Common food borne micro-organisms: Bacteria (spores/capsules), Fungi, Viruses, Parasites

**Module 5: FOOD SPOILAGE & FOOD PRESERVATION:** Types & Causes of spoilage, Sources of contamination, Basic principles of food preservation, Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation). HYGIENE AND SANITATION IN FOOD SECTOR General Principles of Food Hygiene, GHP for commodities, equipment, work area and personnel Cleaning and disinfection (Methods and agents commonly used in the hospitality industry) HACCP (Basic Principle and implementation)

#### **REFERENCE BOOKS**

- 1) Food Science: B Srilakshmi
- 2) Food Science and Nutrition: Malathi
- 3) Nutrition Science: B Srilakshmi
- 4) Food and Nutrition: P K Jas.

## **BSH/C 3C06 FACILITY PLANNING**

### **Module –I**

**HOTEL DESIGN:** Hotel design considerations, Systematic Layout Planning, Rules for allocation of space in a hotel.

### **Module-II**

**HOTEL CLASSIFICATION:** Types of hotel, Guidelines for Approval of Hotel Projects and its classification, Classification of hotels including Heritage and Apartment Hotels

### **Module -III**

**KITCHEN and RESTAURANT DESIGN:** Designing and planning restaurant, Bar design, Physical layout of kitchen, Kitchen configuration and environmental conditions

#### **Module-IV**

PROJECT MANAGEMENT: Basic rules and procedure for network analysis, CPM & PERT, Comparison of CPM & PERT

#### **Module V**

ENERGY CONSERVATION PROGRAMME IN HOTEL INDUSTRY: Energy conservation, Conservation of energy in different hotel areas, Energy Audit

#### **REFERENCE BOOKS:**

- Systematic layout planning-Richard MutherCahners
- Hotels and resort planning by Fred Lawson
- Food service planning-layout and equipment-Lendall H Kotschevar,Margret E Tarell

Hotel facility planning-Tarun Bansal

### **BSH/C 4C07 HOTEL LAWS**

#### **Module 1:**

Indian Contract Act 1872 – Contract – Nature and Classification of Contracts – offer and acceptance – consideration – capacities of parties – free consent – coercion – undue influence misrepresentation- fraud – mistake – void agreements – discharge of contract – breach of contract and remedies- contingent contract - quasi contracts.

#### **Module 2:**

Special Contracts – Contract of Indemnity – meaning – nature – right of indemnity holder – and indemnifier – Contract of Guarantee- Meaning – nature - and features- surety and co-surety- rights and liabilities- discharge of surety from his liabilities.

#### **Module 3:**

Contract of Bailment And Pledge – rights and duties of bailer and bailee – pledger and pledge –pledge by non owner – Agency – duties and liabilities of agent and principal - termination of agency.

#### **Module 4:**

Sale of Goods Act, 1930 – Contract of sale of goods – Meaning – Essentials of contract of sale –Conditions and warranties- caveat emptor – sale by non owners – rules as to delivery of goods –auction sale - rights of unpaid seller.

#### **Module 5:**

Hotel laws-Shops & establishment act-Rights of Innkeeper & tenant,Various laws pertaining to hotel Industry-The Consumer Protection Act,1986 – Definition – consumer – complainant – goods – service –complaint – unfair trade practices – restrictive trade practices – rights and remedies for consumers -consumer protection council – consumer disputes redressal agencies.

#### **REFERENCE BOOKS :**

HOTEL LAWS- AMITHABH DEVENDRA; OXFORD PUBLICATIONS.

MERCANTILE LAW: M.C KUNHAL.

MERCANTILE LAW: GARY AND CHAWLA.

BUSINESS LAW : TULSIAN.

BUSINESS LAW: GARY AND CHAWLA.

## **BSH/C 4C08HUMAN RESOURCE MANAGEMENT**

Module	Topic	Content
1	<b>Human Resource Planning</b>	A. Micro B. Macro HRD applications in Hotel Industry Relevance of HRD in Hotel Industry
2	<b>Personnel Office</b>	A. Functions B. Operations Hotel Environments and Culture HRD Systems
3	<b>Job Evaluations</b>	A. Concepts B. Scope C. Limitations Job Analyses and Job Description Job Evaluation Methods Task Analyses Demand and Supply Forecasting Human Resource Information System Human Resource Audit Human Resource Accounting Practices Recruitment and Selection
4	<b>Attracting and Retaining Talents</b>	Strategic Interventions Induction and Placement Staff Training and Development Training Methods and Evaluation Motivation and Productivity Motivation and Job Enrichment Career Planning
5	<b>Employee Counseling</b>	Performance Monitoring and Appraisal Transfer, Promotion and Reward Policy Disciplinary Issues Employees' Grievance Handling Compensation and Salary Administration Employee Benefits and Welfare Schemes Labour Laws and Regulations Related to Hotel Industry Gender Sensitivities

		Emerging Trends and Perspectives Impacts of Mergers and Acquisitions on Human Resource Practices
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## Reference Books

1. Human Resource Management for Hospitality and Tourism Industries by Dennis Nickson, Paperback
2. Human Resources Management in the Hospitality Industry. David K. Hayes, Ph.D. and Jack D. Ninemeier, Ph.D
3. Human Resource Management in the Hospitality Industry A guide to best practice Ninth edition Michael J. Boella and Steven Goss-Turner
4. HRM in Hotel and Tourism Industry - Existing Trends and Practices Percy K. Singh, Jain Book agency
5. HRM in Hotel and Tourism Industry - Existing Trends and Practices O P Agarwal, Jain Book agency

## OPEN COURSES

### **BSH/C 5D01 TOURISM AND HOSPITALITY MANAGEMENT**

**Module I:** Introduction to travel and tourism:- Important phenomenon's helped the development of evolution of travel and tourism- the meaning of tourism-purpose of travel (motivations)-travelers and visitors-the industry-definitions followed in India-international tourism-basic components of tourism- elements of tourism-future of tourism

**Module II:** Development of means of transport: - Road transport-Sea/Water transport, Cruise industry-Rail transport-luxury trains of India-Air transport-India and international- Travel Documents.

**Module III:** Tourism Products:-Types (Natural, Manmade, Symbiotic) –Eco tourism, Adventure tourism- Sustainable tourism- Responsible tourism- Nature based tourism- Green tourism- Multi sport adventures- Cultural tourism- Health tourism- Rural tourism- Ethnic tourism - Spiritual tourism- Golf tourism- Space tourism- Pro poor tourism- Dark Tourism etc.- Important Tourist Destinations in India and Kerala

**Module IV:** Accommodation Industry- History-Types-Departments-Categorisation in India (Star)-Room types-Travel Agency-Types and Functions-Tour Operators-Types and Functions - Characteristics of tourism- Impacts of tourism (Economic, Environmental, Socio-cultural) - Reference Books

#### **Reference Books**

1. Pran Seth: Successful tourism Management (Vol. 1 & 2)
2. A.K Bhatia: International Tourism
3. A.K Bhatia: Tourism Management & Marketing.
4. Christopher.J. Hollway; Longman ; The Business of Tourism
5. Cooper, Fletcher et al, (1993), Tourism Principles and Practices, Pitman.
6. P.N. Seth: Successful Tourism Development Vol. 1 and 2, Sterling Publishers
7. Page, S: Tourism Management: Routledge, London
8. Glenn. F. Ross - The Psychology of Tourism (1998), Hospitality Press, Victoria, Australia.

### **BSH/C 5D02 BASICS IN CULINARY**

**Module I: Cooking Principles:**What is cooking?, Objectives of Cooking- The Basic Cooking Methods- Dry-Heat Cooking Methods- Moist-Heat Cooking Methods.

**Module II: Knife Skills & Basic Knife Cuts:**Knife Skills 101, The Anatomy of a Chef's Knife, How to Use A Chef's Knife, How To Chop an Onion, Basic Knife Cuts.

**Module III: Food Safety:** When Food Goes Bad- What is Cross- contamination?- Food Temperature Danger Zone - Chicken & Poultry Safety Tips- Ground Beef Safety Tips- Slow Cookers and Food Safety- Brown Bag Lunches and Food Safety- Cutting Boards and Food Safety - Food Temperature Danger Zone - Food Poisoning Symptoms - How to Wash Your Hands.

**Module IV: Stocks & Sauces: Role of Stocks and sauces in cooking-** The Mother Sauces- Stock Making Basics- Chicken Stock Recipe- Vegetable Stock Recipe - Chicken Velouté Sauce - SuprêmeSauce Recipe - Making Beef Stock - Espagnole: Basic Brown Sauce - Demi-Glace Recipe - Beurre Blanc Sauce - Béchamel Sauce Recipe - Hollandaise Sauce Recipe

### **BSH/C 5D03 INTRODUCTION TO BANQUETS AND BUFFETS**

<b>Module</b>	<b>Topic</b>	<b>Content</b>
1	Introduction to function catering	1.Introduction to function catering 2.Banquets 3.Types of functions 4.Function staff 5.Staff requirement calculation
2	Function Menu and equipment	1.Function Menus 2.Banquet menu planning 3.Wine list 4.Food Service equipment 5.Other function equipment

3	Table set-ups and service methods	1.Table plans 2.Spacing 3.Table set-ups 4.Service during formal functions 5.Service during informal functions
4	Function Booking and organization	1.Booking a function 2.Organizing a function 3.Briefing 4.Procedure for toasts at formal function 5.Procedure for toasts at formal wedding
5	Outdoor catering & Buffet	1.Introduction to outdoor catering 2.Staff requirement 3.Calculating tables & equipments required 4.Introduction to Buffet 5.Types of buffet, buffet settings

#### Reference Book

Sl.No	Book Name	Author
1	Food and Beverage Service	R. Singaravelavan-Oxford university press
2	Food & Beverage Service	Vijay Dhawan-Frank Bros & Co
3	Text book of Food and Beverage Management	Sudhir Andrews-The McGraw-Hill companies