

UNIVERSITY OF PUNE

Faculty of Management

Revised Syllabus for Bachelor in Hotel Management & Catering Technology (BHMCT) to be implemented from the academic year 2008-09.

BHMCT Part I (Consisting of Semester I, II, III and IV)

BHMCT Part II (Consisting of Semester V, VI, VII and VIII)

1. Introduction:

The basic idea is to revise the curriculum of the Four Years Degree Course in Hotel Management and Catering Technology (BHMCT) with a view to keep abreast with the current changing trends in the hospitality industry.

II. Objectives and Framework of the curriculum of BHMCT programme

1. The basic objective of the BHMCT programme is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.
2. The course structure of the given BHMCT programme is designed keeping in view the basic objective stated above. Consequently certain essential features of such model programme structures would be
 - a. To impart to the students latest and relevant knowledge from the field of hotel management theory and practice.
 - b. To provide opportunities to the students. Within and outside the institutions, for developing necessary operating skills relating to the Hotel Industry.
 - c. To develop the right kind of values and attitudes to function effectively in the hospitality trade.
3. The following considerations have been taken into account:
 - a. The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
 - b. The design is simple and logical.
 - c. There is a major focus of attention on specialization in the final year.
4. The relative importance of skills development and attitudinal orientation in management education suggests that an Institution offering BHMCT Programme should have some freedom on course development in choosing methods of instruction, and internal assessment within a broad framework of objectives and curriculum structure.
5. It is suggested that a minimum weightage of 30 percent be given to internal continuous and sessional assessment, consisting of tasks like class room exercises, texts, seminars, presentations, quizzers, group tasks, unit tests etc. The external semester end University examination should have a maximum weightage of 90 percent.
6. It is suggested that a full time four-year programme in hotel management may have 8 semesters. Each semester is expected to have a total of 20 instructional weeks.

III. The Curriculum:

1. The curriculum is presented in the accompanying chart along with the Appendices containing a list of courses and their detailed outline.
2. While care and attention should be given to the basic objective the curriculum

and its academic rigour, strict straitjacketing of management curriculum has been avoided, incorporating instead the much needed orientation and innovation in the field of Hotel Management education.

3.
 - a. The curriculum includes a total of 40 courses.
 - b. Of the 40 courses, course No. 101, 102, 103, 104, 201, 202, 203, 204, 301, 302, 303, 304, 401, 402, 403, 601, 602, 603, 701, and 801 are practical courses.
 - c. There is a provision for on the job learning in the form of Industrial Training for a period of 20 weeks in the fifth semester, which carries mark value of 200. Internal marks for training shall be 60 marks and for viva - voce, training report, log book performance appraisal and presentation before the panel shall be 140 marks. Viva-voce to be conducted by a panel of two external examiners along with one internal examiner.
 - d. There is a provision for a Project study and viva-voce in the eighth semester, which carries mark value of 100. Internal marks for project work shall be 30 marks and for viva - voce, and presentation before the panel shall be 70 marks. Viva-voce to be conducted by a panel of two external examiners along with one internal examiner.
 - e. Semester I to VI (excluding semester V for industrial training) work load has six courses of 600 marks per semester(36 hours per week for lectures, practicals and tutorials). The fifth semester has industrial training of 200 marks. The seventh and eighth semesters have five courses of 600 marks each (including Project Report in eighth semester.
4. Ordinarily, in each class, not more than 60 students will be admitted.
5. Appendix I: Outline of the structure of BHMCT revised course.
Appendix II: Detailed syllabus, Semester-wise / Course-wise.

IV Eligibility for admission:

- a. The candidates who have passed the H.S.C (XIIth Std) Examination or its equivalent in academic streams of Science, Arts, Commerce or vocation with a minimum aggregate of 50 percent (45 percent for backward class Candidates) shall be eligible for admission to the BHMCT programme or as decided by the Director, Technical Education, Maharashtra State from time to time.
- b. Those who have completed the Three years Diploma Course in Hotel Management & Catering Technology (National Council, MSBTE) are eligible to be admitted directly to the Seventh Semester.

V Number of Lectures:

There shall be at least 36 hours per week, which includes lectures/ practicals/tutorials/ Seminars/ Assignments for the internal assessment work. The duration of the lecture/practical period shall be of 60 minutes each.

VI Vacation Training

It is recommended that each student shall undergo a vacation training for a period of not less than 30 days during vacation at the end of the second and fourth semester.

VII Industrial Training

In the fifth semester the students shall be sent for industrial training for a period of 20 weeks, where they would work 8 weeks in Food Production, 6 weeks in Food and Beverage Service, 3 weeks in Front office and 3 weeks in House-keeping- in Government Classified Hotels of the level of three star and above category. The student shall maintain a logbook on daily basis.

At the end of the industrial training the student shall submit a training report along with the

logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce of the fifth semester. The training report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

VIII Project Work

Each student shall write a project report on the topic based on the elective course under the guidance of an internal Teacher and submit the same to the Principal.

The project report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the project report has been satisfactorily completed that would the student be allowed to appear for the viva-voce of the eighth semester. The project report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

IX Elective Specifications

Under semester VII and VIII, the candidates shall be examined for a specialized course belonging to anyone of the different areas of Hotel Operations, to be selected by the candidate from amongst the following groups:

GROUP A: Food Production Management

GROUP B: Food & Beverage Service Management

GROUP C: Accommodation Management

Candidates for the specialized course under 701 A, shall offer 801 A only.

Candidates for the specialized course under 701 B, shall offer 801 B only.

Candidates for the specialized course under 701 C, shall offer 801 C only.

Attendance:

The students are required to have at least 75% attendance in each course. The students who fail to comply with the above requirements shall not be allowed to appear for the examinations. Such students shall have to seek readmission in the same class of the succeeding year

XI Teaching Faculty

- a. The Teaching Faculty must be as prescribed by All India Council for Technical Education, New Delhi. Beside full time faculty members, visiting faculty members should be invited to conduct the appropriate course.
- b. Qualifications: The qualifications for Principal, Professor, Asst. Professor / Reader and Lecturers would be as laid down by the All India Council for Technical Education, New Delhi, and/or as prescribed by the Faculty of Management, University of Pune.

XII Classroom And Laboratories

Besides the classrooms for lectures and tutorials, the laboratories for practicals should include the following Basic Training Kitchen, Quantity Training Kitchen, Advanced Training Kitchen, Training Restaurant, Dining Hall, Reception Counter, Housekeeping (Guest Rooms & HK Lab), Library and Computer Lab with LAN / Internet Facility.

The Laboratories should be well equipped to impart proper practical knowledge and develop professional skills of the students

XIII Board of Paper Setters / Examiners

For each semester – end examination (external examination) there will be one Board of Paper- setters / Examiners. While appointing paper-setters/ examiners (total 3 per course), care should be taken to see that the panel members are experts in their respective unit courses. These examiners would be comprised of faculty from UOP affiliated Hotel Management Institutes and the Industry (not exceeding one).

XIV. Examination

The BHMCT Examination will be held in eight semesters

1. The candidate will be allowed to carry maximum backlog of six (6) courses from any one or more semesters. However, admission to sixth semester would be based on the student passing all the subjects in the first four semesters and admissions to the seventh Semester would be based on the student passing all the subjects in the sixth semester.
2. In view of the fact that semester VII and VIII have been designed for a specialization mode, students desirous of choosing a particular elective in semester VII should have passed the concerned Semester VI Course latest by end of semester VI itself.
3. The Training Report and the Project Report are to be prepared by the student and two typed copies to be submitted to the Principal by the stipulated date. The internal teacher of the subject will duly assess the report and the marks will be communicated by the Principal to the University. No student will be permitted to appear for eighth semester unless he / she submit the Project Report as required.

XV. Assessment

The Final total assessment of the candidate shall be made in terms of an internal assessment, practical assessment (where ever applicable) and an external assessment for each course. The internal, practical and external assessment will constitute separate heads of passing and they will be shown separately in the transcripts.

- a. For each course, the ratio of marks of internal assessment in relation to the external assessment shall be 30:70
- b. The division of the 30 marks allotted to internal assessment shall be 15 marks for tutorial work or unit tests and 15 marks for seminars / performances of Practicals and continuous assessment comprising of attendance, journal work, etc
- c. The external assessment shall be based on the external written examination and practical to be held at the end of each semester for each course.
- d. The Training Report and Project Report and Viva-voce shall constitute separate heads of passing individually.
- e. The marks awarded by an examiner in the internal assessment shall be communicated to the candidate.
- f. Reassessment of Internal Marks

In case of those students who have secured less than passing percentage of marks in internal i.e. less than 12 the concerned institute shall administer a separate internal test of 30 marks and if the result of the internal test as

above results in lower marks than the original, the original figure of the marks shall prevail. In short the rule is that the higher of the two figures of the marks, shall be taken into consideration.

XVI Marks

- a. Each semester will carry a total of 600 marks each (expect for semester V which shall carry a total of 200 marks)
- b. The marks allotted to each course shall be as follows:
 - 70 marks for written comprehensive test.
 - 40 marks for written comprehensive test where practical are conducted along with 30 marks for practical,
 - 30 marks shall be assigned for internal assessment.
- c. For elective socialization course the marks allotted shall be as follows
 - 70 marks for written comprehensive test.
 - 70 marks for practical and ,
 - 60 marks shall be assigned for internal assessment.Industrial Training and Project Report shall carry 200 marks & 100 marks respectively.

XVII. Standard of passing

- a. Every candidate must secure 40 % marks in aggregate. External examination minimum 28 out of 70 marks and for internal examination minimum 12 out of 30 marks, separately in each subject.
- b. The final results would be computed, based on aggregate marks obtained in Part II of the programme.

XVIII Fees

The fees would be charged as prescribed by the Government of Maharashtra from time to time.

University of Pune

APPENDIX I.

Revised Syllabus for Bachelor of Hotel Management & Catering Technology(BHMCT)

The Following abbreviations have been used here under

L = Lecture P= Practical T= Tutorial

Internal Continuous Assessment = Class Test

First Year BHMCT SEMESTER I

Course No	Subject	Teaching scheme (hours per week)			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
102.	Food & Beverage Service- I	2	3	1	40	30	30	100
103.	Housekeeping Operations – I	2	2	1	40	30	30	100
104.	Front Office Operations – I	2	2	1	40	30	30	100
105.	Catering Science I	3	-	1	70	-	30	100
106.	Communication Fundamentals	4	-	1	70	-	30	100
	TOTAL	15	15	6	300	120	180	600

First Year BHMCT SEMESTER II

Course No	Subject	Teaching scheme (hours per week)			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
202.	Food & Beverage Service- II	2	3	1	40	30	30	100
203.	Housekeeping Operations – II	2	2	1	40	30	30	100
204.	Front Office Operations – II	2	2	1	40	30	30	100
205.	Catering Science II	3	-	1	70	-	30	100
206.	Basic French for Hotel Industry	4	-	1	70	-	30	100
	TOTAL	15	15	6	300	120	180	600

Second Year BHMCT SEMESTER III

Course No	Subject	Teaching scheme (hours per week)			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
302.	Food & Beverage Service- III	2	3	1	40	30	30	100
303.	Accommodation Operations – I	2	2	1	40	30	30	100
304.	Computer Fundamentals	2	2	1	40	30	30	100
305.	Food & Beverage Controls	3	-	1	70	-	30	100

306.	Basic Accounting	4	-	1	70	-	30	100
	TOTAL	15	15	6	300	120	180	600

Second Year BHMCT SEMESTER IV

Course No	Subject	Teaching scheme (hours per week)			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
402.	Food & Beverage Service- IV	2	2	1	40	30	30	100
403.	Accommodation Operations –II	3	4	1	40	30	30	100
404.	Hotel Engineering	3	-	1	70	-	30	100
405.	Principles of Management	3	-	1	70	-	30	100
406.	Hotel Accountancy	3	-	1	70	-	30	100
	TOTAL	16	14	6	330	90	180	600

Third Year BHMCT SEMESTER V

Course No	Subject	Examination Scheme		
		Panel	Internal	Total
501	Industrial Training 20 weeks * 6 days 8 hours = 960 Hrs	140	60	200
	TOTAL	140	60	200

Note

Training report to be submitted as per specifications and format (to be collected from the College). Daily Logbook and the Performance Appraisal given by Government Classified Hotels of the level of three star categories and above.

Marks would be awarded as follows by a panel of examiners (two external and one internal): -

	Internal	Panel
Performance Appraisal -	--	30
Logbook -	--	30
Training Report -	70	--
Viva-voce -	70	--
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Total	140 marks	60 marks

Third Year BHMCT SEMESTER VI

Course No	Subject	Teaching scheme (hours per week)			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
602	Advanced Food & Beverage Service	2	3	1	40	30	30	100
603	Personality Development & Business Communication	3	3	1	40	30	30	100
604	Hospitality Marketing -I	3	--	1	70	--	30	100
605	Human Resource Management	3	--	1	70	--	30	100
606	Travel & Tourism	3	--	1	70	--	30	100
	TOTAL	16	14	6	330	90	180	600

Fourth Year BHMCT SEMESTER VII

Course No	Subject	Teaching scheme (hours per week)			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
701.	@ Elective I (A,B,C)	4	10	2	70	70	60	200
702.	Organisational Behaviour	4	-	1	70	-	30	100
703.	Hotel Related Laws	4	-	1	70	-	30	100
704.	Hospitality Marketing -II	4	-	1	70	-	30	100
705.	Environmental Management	4	-	1	70	-	30	100
	TOTAL	20	10	6	350	70	180	600

Fourth Year BHMCT SEMESTER VIII

Course No	Subject	Teaching scheme (hours per week)			Examination scheme			Total Marks
		L	P	T	Theory	Practical	Internal	
801.	@ Elective II (A,B,C)	3	8	2	70	70	60	200
802.	* Project Report	4	6	-	-	70	30	200
803.	Total Quality Management	4	-	1	70	-	30	100
804.	Managerial Economics	3	-	1	70	-	30	100
805.	Entrepreneurship Development	3	-	1	70	-	30	100
	TOTAL	17	14	5	280	140	180	600

Note @ students may choose any one of the Electives for Semester VII and VIII

701 / 801 A Specialization in Food Production Management.

701 / 801 B Specialization Food & Beverage Service Management.

701 / 801 C Specialization in Accommodation Management

802 Project Report –

* The Project Report should be market research and field work oriented and related to the Elective Course (Food Production / Food & Beverage Service/Accommodation Management). The documentation and presentation should be conducted before the panel of examiners (two external and one internal) Marks would be awarded for Project Report, Presentation & Viva-voce by the panel of examiners (two external and one internal)

Subject - FOOD PRODUCTION - I
Subject Code - 101
Semester - First

Teaching and Examination Scheme:

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	8	1	11	40 / 2 hrs	30 / 4 hrs	30	100

Rationale:

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

		Hrs	Mks
Chapter 1	Introduction to Professional Cookery	02	02
1.1	Origin of Modern Cookery practices		
1.2	Factors influencing eating habits, sectors of hospitality/ Catering Industry.		
1.3	Essentials of Continental food preparation.		
1.4	Essentials of Indian food preparation.		
1.5	Hygiene & safe practices in handling food.		
1.6	Aims & objectives of cooking food.		
Chapter 2	Professional Attributes	02	02
2.1	Attitude towards your job.		
2.2	Personal Hygiene.		
2.3	Uniforms		
2.4	Care for your own health & safety.		
2.5	Safety practices & procedures.		
2.5.1	Accidents, types, nature, classification		
2.5.2	Preventive measures for each type of accident.		
2.5.3	Reporting accidents.		
2.5.4	First aid - meaning, importance, and basic rules.		
2.5.5	Fire Prevention		
Chapter 3	Organization Structure in the Kitchen	02	04
3.1	Types of establishments		
3.2	Classical kitchen brigade (English) for a five Star & Three Star Hotel.		
3.3	Duties & Responsibilities of Executive Chef & various Chefs.		
3.4	Co-ordination with other allied department e.g. Stores, Purchases, Accounts, Service, Housekeeping, etc.		

Chapter 4	Cooking Utensils & Small Equipments	03	04
4.1	Classification - knives, kitchen tools, Electric Food Pre-Preparation equipments, Refrigeration equipment, Food Holding Equipments, Hot plates & Heated Cupboards		
4.2	Properties, Advantages & Dis-advantages of various materials used in tools & equipment.		
4.3	Precautions and Care in handling & maintenance of equipment..		
Chapter 5	Commodities used in the Catering Industry	01	--
5.1	Relationship of the classification with food groups studied		
5.2	Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking. (for the following)		
5.2.1	Cereals & Pulses	03	04
5.2.1.1	Wheat , Rice & Other millets in the region		
5.2.1.2	Bengal gram, Green gram, Red gram		
5.2.1.3	Soya beans, kidney bean, double beans, locally available cereals and pulses.		
5.2.2	Sweeteners Sugar, Honey , Jaggery & Artificial Sweeteners	02	02
5.2.3	Fats & Oils Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads	02	04
5.2.3	Dairy products Milk, Cream, Cheese, Curd	03	04
5.2.4	Vegetables Types of Vegetables- Root , Stem , Leafy, Flowery, Fruity	03	04
5.2.5	Fruits Types of Fruits - Fresh , Dried, Canned	02	02
5.2.6	Eggs	01	02
5.2.7	Spices, Herbs, Condiments & Seasonings (Used in Western & Indian Cooking)	03	04

Chapter 6	Pigments in foods	01	02
6.1	Types of pigments in vegetables, fruits and animal products.		
6.2	Effect of heat, acid, alkali, oxidation & metal on pigments		
6.3	Precautions for enhancing & retention of colour.		
Chapter 7	Introduction to food pre-preparation	02	--
	(To be stressed in Practicals)		
7.1	Preparation Methods - Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing , (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching , Filleting of fish ,Deboning & jointing poultry		
7.2	Methods of Mixing – (To be demonstrated also in practicals) Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring		
VIII.	<u>Note</u> : Glossary of Terms		
	Students should be familiar with the glossary of terms pertaining to above mentioned topics		
	Total	32	40

Practicals

It is recommended that Demonstrations be conducted in the initial stages to make the students familiar with the following:

1. Introduction to various tools and their usage.
2. Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)
3. Food pre-preparation methods
4. Use of different cooking methods.
5. Basic Indian masalas & gravies (Dry & wet)
6. Basic Stocks, soups & sauces.

Minimum 18 Individual Practicals consisting of 70% Indian & 30% Continental Menus be accomplished, over and above the demonstrations.

Practical Examination be conducted on Indian Menus consisting of a Meat, Vegetable, Rice and Sweet Preparation.

Reference Books

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Catering- Mrs. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. Food Commodities- Bernard Davis

Subject - FOOD & BEVERAGE SERVICE – I

Subject Code - 102

Semester - First

Teaching and Examination Scheme:

<u>Teaching Scheme / Week</u>				<u>Examination Scheme</u>			
<u>Theory Hrs</u>	<u>Practical Hrs</u>	<u>Tutorial Hrs</u>	<u>Total</u>	<u>Theory Marks / Duration</u>	<u>Practical Marks</u>	<u>Internal Marks</u>	<u>Total</u>
<u>2</u>	<u>3</u>	<u>1</u>	<u>6</u>	<u>40 / 2 hrs</u>	<u>30 / 2 hrs</u>	<u>30</u>	<u>100</u>

Rationale:

The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

VII Hrs Mks

Chapter 1. The Food & Beverage Service Industry	04	04
1.1 Introduction to the Food & Beverage Industry		
1.2 Classification of Catering Establishments (Commercial & Non-Commercial)		
1.3 Introduction to Food & Beverage Operations (Types of F&B Outlets)		
Chapter 2. Food & Beverage Service areas in a Hotel	04	06
2.1 Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs.		
2.2 Auxiliary areas		
Chapter 3. Food & Beverage Service Equipment	06	08
3.1 Types & Usage of Equipments- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables,		
3.2 Special Equipment		
3.3 Care & maintenance		
Chapter 4. Food & Beverage Service Personnel	06	08
4.1. Food & Beverage Service Organization Structure -Job Descriptions & Job Specifications		

- 4.2. Attitudes & Attributes of Food & Beverage personnel, competencies.
- 4.3. Basic Etiquettes
- 4.4. Interdepartmental relationship

Chapter 5.	Types of Food & Beverage Service	12	14
5.1	Table Service –English / Silver, American, French, Russian		
5.2	Self Service – Buffet & Cafeteria		
5.3	Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.		
5.4	Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Automats		
5.5	Mis-en-place & Mis-en-scene		

IX.

X. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Total 32 40

Practicals:

- 1. Restaurant Etiquettes
- 2. Restaurant Hygiene practices
- 3. Mis-En-Palce & Mis-En-Scene
- 4. Identification of Equipments
- 5. Laying & Relaying of Table cloth
- 6. Napkin Folds
- 7. Rules for laying a table
- 8. Carrying a Salver / Tray
- 9. Service of Water
- 10. Handling the Service Gear
- 11. Carrying Plates, Glasses & other Equipments
- 12. Clearing an Ashtray
- 13. Situations like spillage
- 14. Setting of Table d’hote & A La Carte covers.
- 15. Service of Hot & Cold Non Alcoholic Beverages
- 16. Indian Cuisine- Accompaniments & Service

Reference books:

- 1. Food & Beverage Service – Lillicrap & Cousins, ELBS
- 2. Modern Restaurant Service – John Fuller, Hutchinson
- 3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill

Subject - HOUSEKEEPING OPERATIONS – I

Subject Code - 103

Semester - First

Teaching and Examination Scheme:

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks / Duration	Internal Marks	Total
2	2	1	5	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

		Hrs	Mks
Chapter 1	Introduction to House Keeping	04	04
	1.1 Importance & Functions of Housekeeping		
	1.2 Guest satisfaction and repeat business		
	1.3 House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas		
Chapter 2	Co-ordination with other Departments	02	02
	Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts.		
Chapter 3	Layout of House Keeping Department	04	04
	Sections of the housekeeping department, their functions and layout		
Chapter 4	Organization of Housekeeping Department	06	10
	4.1 Hierarchy in large, medium & small hotels		
	4.2 Attributes of staff.		
	4.3 Job Descriptions and Job Specifications		

VII Chapter 5		Guest Rooms	
04		06	
5.1.	Types		
5.2.	Amenities & facilities for Standard & VIP guest rooms.		
Chapter 6.	Cleaning Equipments	04	05
6.1	Classification, use, care & maintenance		
6.2	Selection & purchase criteria		
Chapter 7	Cleaning Agents	05	05
7.1	Classification, use, care and storage		
7.2	Distribution & Control		
7.3	Selection Criteria		
Chapter 8	Key Control	03	04
8.1	Computerized keys		
8.2	Manual keys		
8.3	Key Control Procedures		
XI. <u>Note</u> :	Glossary of Terms		
	Students should be familiar with the glossary of terms pertaining to above mentioned topics		
	Total	32	40

Practicals:

- 1 Introduction to the Housekeeping department
- 2 Introduction to Cleaning Equipments
- 3 Introduction to Cleaning Agents
- 4 Introduction to Guest Room and supplies & placement
- 5 Sweeping and Mopping – dry, wet.
- 6 Polishing of Laminated surfaces.
- 7 Polishing of Brass Articles.
- 8 Polishing of EPNS articles.
- 9 Polishing of Copper articles.
- 10 Cleaning of Glass surfaces.
- 11 Cleaning of oil painted surfaces.
- 12 Cleaning of plastic painted surfaces.
- 13 Mansion polishing
- 14 Vacuum Cleaning
- 15 Bed making
- 16 Cleaning of different floor finishes, & use of floor scrubbing machine

REFERENCE BOOKS: -

1. Housekeeping Training Manual - Sudhir Andrews
2. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanox

Subject - FRONT OFFICE OPERATIONS - I

Subject Code - 104

Semester - First

Teaching and Examination Scheme: -

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	2	1	5	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

This course aims to establish the importance of Front Office within the hospitality industry. It also prepares the student to acquire basic skills and knowledge necessary to identify the required standards.

Hrs Mks

Chapter 1. Introduction To Hospitality Industry 04 04

The term 'Hotel', evolution & development of hospitality industry and tourism, famous hotels worldwide.

Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership)

Organizational chart of hotels (Large, Medium, Small)

Chapter 2. Front Office Department 08 08

- 2.1 Sections and layout of Front Office
- 2.2 Organizational chart of front office department (small, medium and large hotels)
- 2.3 Duties and responsibilities of various staff.
- 2.4 Attributes of front office personnel
- 2.5 Co-ordination of front office with other departments of the hotel
- 2.6 Equipments used (Manual and Automated)

Chapter 3 Room Types & Tariffs 06 08

- 3.1 Types of rooms.
- 3.2 Food / Meal plans.
- 3.3 Types of room rates . (Rack, FIT, crew, group, corporate, weekend etc.)

Chapter 4	Role of Front Office	06	08
4.1	Key control and key handling procedures		
4.2	Mail and message handling		
4.3	Paging and luggage handling		
4.4	Rules of the house [for guest and staff]		
4.5	Black list		
4.6	Bell Desk and Concierge		
4.7			
Chapter 5	Reservation	08	12
5.1	Importance of guest cycle (Various stages, sectional staff in contact during each stage)		
5.2	Modes and sources of reservation.		
5.3	Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats)		
5.4	Computerised system (CRS, Instant reservations)		
5.5	Types of reservation (guaranteed, confirmed, groups, FIT)		
5.6	Procedure for amendments, cancellation and overbooking.		

XII. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Total 32 40

Practicals:

1. Telephone Etiquettes and telephone handling.
2. Handling room keys(issuing, receiving, missing keys, computerized key cards)
3. Handling guest mail(of guests who have checked out, in-house and expected)
4. Handling messages and paging for guests.
5. Luggage handling.(along with left luggage procedure)
6. Handling guest enquiries.
7. Handling guests who are blacklisted.
8. Situations on basis of charging.
9. Bell desk activities

Reference Books:-

1. Checkin Checkout(Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews)
3. Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton)
4. Hotel Front Office (Bruce Braham)
5. Managing Front Office Operations(Michael Kasavana, Charles Steadmon)
6. Front Office Procedures and Management(Peter Abbott)
7. Front Office operations/Accommodations Operations(Colin Dix)
8. Front Office Operation and Administration (Dennis Foster)

SUGGESTED ASSIGNMENTS:

1. Countries, Capitals, and Currencies
2. Different airlines with their codes world wide
3. Metro cities information [Location, shopping facilities, restaurants, places of interest historical monuments, etc--]
4. Beaches in India

Subject - CATERING SCIENCE – I

Subject Code - 105

VIII Semester - First

XIII. Teaching & Examination Scheme:

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
3	--	1	4	70 /3 hrs	--	30	100

Rationale:

This course aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

	XVII	Hrs	Mks	
XVIII	Chapter 1.			Importance
	of Hygiene in the Catering Industry.			02 04

- 1.1 Introduction
- 1.2 Definitions - hygiene & sanitation
- 1.3 Significance of hygiene & sanitation in the food industry.

XIX	Chapter 2.			Food
	Microbiology	08		10

- 2.1 Classification & Morphology of micro-organisms
- 2.2 Factors affecting growth of micro-organisms
- 2.3 Control of micro-organisms in relation to food preservation.
- 2.4 Harmful and useful micro-organisms in the food industry.
- 2.5 Role of micro-organisms in the production of fermented foods, dairy products, bakery products, alcoholic beverages & vinegar.

XIV.	Chapter 3.			Food & Water Borne
	Illnesses			08 12

- 3.1 Food poisoning & food infection, common intestinal parasites.
(Definitions, sources of contamination of food, mode of transmission of food borne illness, control of food borne illness.)
- 3.2 Non-bacterial metal poisoning
- 3.3 Natural Toxins present in food

Chapter 4.	Food Protection	06	10
4.1	Hygienic Storage - Dry, Refrigerated & Freezer storage & protective display.		
4.2	Danger Zone		
4.3	Food spoilage - detection and prevention.		
4.4	Food contamination & spoilage due to kitchen pests.		
4.5	Cross contamination.		
Chapter 5.	Personal Hygiene	04	06
5.1	Necessity of personal hygiene.		
5.2	Health of staff.		
5.3	Sanitary practices		
5.4	Protective clothing		
5.5	Importance of rest, recreation and exercise.		
Chapter 6.	Food Science Concepts	04	06
6.1	Basic S.I. units of length, area, volume, weight		
6.2	Temperature (conversion of Celsius Scale to Fahrenheit Scale)		
6.3	Definition of density & relative density		
6.4	P ^H – definition & its relevance in Food Industry		
6.5	Undesirable browning & its prevention, examples of desirable browning in food preparations		
6.6	Important Terminologies (definitions & relevance) Boiling Point, Boiling Under Pressure, Melting Point, Smoking Point, Flash Point, Surface Tension, Osmosis, Humidity, Evaporation, Sol, Gel, Emulsion & Foam		
Chapter 7	Food Additives	04	06
	Definition, types & their limitations as per PFA Act.		
Chapter 8	Regulatory Agencies	06	08
8.1	Food standards in India		
8.2	Common food adulterants and simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina flour, ghee, butter, margarine & oil.		

Chapter 9 Hazard Analysis & Critical Control Points. (HACCP) 06 08
 Importance , definition & usage of HACCP.

XV. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Total 48 70

Demonstration / Field Visits

Demonstration 1.	Ubiquity of Micro Organism (Exposed food, personal habits & kitchen equipment)	2	hrs
Demonstration 2.	Spoilage organism seen in various food stuffs.		2
Demonstration 3.	Simple Tests for Detection of Adulterants		2

Visits:

State Public Health Laboratory.

Hotel Kitchens, flight Kitchen & Industrial Canteen to observe hygienic standards maintained.
 (A File has to be maintained to record the observations of the demonstrations and the visits.
 Marks awarded can be included in the internal marks.)

Reference Books

1. Food Hygiene & Sanitation - S. Roday
2. Food Microbiology –Frazier
3. Complete Catering Science –OFG Kilgour
4. Safe Food Handling –Michel Jacob
5. Prevention of Food Adulteration Act 1954
6. The Science of Food – 3rd Edition- P.M.Gaman & K.B.Sherrington
7. Food Chemistry – 1st Edition - Meyer

Subject - COMMUNICATION FUNDAMENTALS

Subject Code - 106

Semester - First

Teaching and Examination Scheme:

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
4	--	1	4	40 / 2hrs	30	30	100

Rationale:

To introduce students to the process of communication & presentation skills needed by the hospitality professional.

The tutorials are to be used to improve oral communication skills.

	Hrs	Mks
Chapter 1 The communication process	06	06
1.1 Sender, receiver, message, channel, feedback		
1.2 Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback		
Chapter 2 Barriers to effective communication	04	04
Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms		
Chapter 3 Listening	01	01
Need for listening, listening for content, critical listening, empathetic listening, attentive listening		
Chapter 4 Framework for planning business messages	01	01
Purpose, audience, structure, style		

Chapter 6	Written communication skills	24	36
6.1	Advantages and disadvantages		
6.2	Note making, writing a log book		
6.3	Comprehension and précis writing		
6.4	Letter writing (letters of enquiry, complaint, apology, order, application accompanied by bio-data, resignation and appreciation.)		
6.5	Short formal reports (incidents, events, visits)		
6.6	Memos, notices, circulars		
Chapter 7	Oral communication skills	24	24
7.1	Advantages and disadvantages		
7.2	Articulation and delivery		
7.3	Making speeches and presentations		
7.4	Telephone etiquettes		
7.5	Restaurant and hotel English		
Chapter 8	Non –verbal communication	04	06
	Understanding aspects of body language		
XVI. <u>Note</u> :	Glossary of Terms		
	Students should be familiar with the glossary of terms pertaining to above mentioned topics		
	Total	64	80
Reference books:			
1)	Communication Skills – BV Pathak		
2)	Business Communication- Sinha		
3)	Grammar and composition- Wren and Martin		

Subject- FOOD PRODUCTION - II

Subject Code - 201

Semester - Second

Teaching and Examination Scheme

Teaching Scheme / per Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
2	8	1	11	40 / 2 hrs	30 / 4 hrs	30	100

Rationale:

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

		Hrs.	Mks
Chapter 1	Fuels used in the kitchen	02	02
1.1	Heat Transfer Principles		
1.2	Classification, Types, Advantages & Disadvantages		
Chapter 2	Introduction to Methods of Cooking		
2.1	Cooking as applied to all commodities studied in SEM 1.	03	03
2.1	Classification & Salient Features of various cooking methods.		
2.2	Temperature precautions		
2.3	Equipments used, their care & maintenance.		
2.3.1	Moist methods of cooking	03	04
	2.3.1.1 Steaming with pressure & without pressure		
	2.3.1.2 Braising		
	2.3.1.3 Poaching		
	2.3.1.4 Boiling		
2.3.2	Dry methods of cooking	03	04
	2.3.2.1 Baking		
	2.3.2.2 Roasting		
	2.3.2.3 Grilling		
	2.3.2.4 Tandoor		
2.3.3	Frying	03	04
	2.3.3.1 Types of frying medium		
	2.3.3.2 Sauteening		
	2.3.3.3 Shallow frying		
	2.3.3.4 Deep – frying		
	2.3.3.5 Combining the methods		
	2.3.3.6 Pressure Frying		
2.3.4	Microwave cooking	02	03
	2.3.4.1 Advantages & disadvantages		

VIII Chapter 3 Stocks	02	03
3.1 Definition & uses of stocks		
3.2 Classification		
3.3 Rules of stock making		
3.4 Recipes of 1 litre of various stocks (White, brown, fish and vegetable)		
3.5 Glazes & Aspic		
3.6 Storage Care		
 Chapter 4 Sauces	 05	 06
4.1 Classification & uses of sauces		
4.2 Composition		
4.3 Thickening agents		
4.4 Recipes of mother sauces		
4.5 Finishing of sauces (reducing, straining, de glazing, enriching and seasoning)		
4.6 Precautions & rectification, handling & storage		
4.7 Derivatives (five each)		
4.8 Pan gravies		
4.9 Flavored butters		
 IX Chapter 5 Soups	 04	 04
5.1 Aim of soup making		
5.2 Classification of soups - Cream,Puree,Veloute,Chowder , Consomme, National soups		
 X Chapter 6 Masalas & Gravies used in Indian Cooking	 Basic 02	 04
6.1 Blending of spices and concept of masala		
6.2 Composition of different masala used in Indian Cooking (wet & dry)		
6.3 Proprietary masala blends		
6.4 Preparation of different masalas - Basic Garam Masala, Madras Curry Powder, Sambar Masala, Chat Masala, Goda Masala, Kolhapuri Masala, Vindaloo Masala		
6.5 Popular Gravies used in Indian Cooking -White, Brown, Tomato, Green, Moghlai		
 Chapter 7 Texture, Accompaniments & Garnishes	 03	 03
7.1. Importance & Characteristics		
7.2. Factors affecting textures in food		
7.3. Desirable & Non-Desirable Textures with examples		
7.4. Difference between Accompaniments & Garnishes		

XVII. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Total 32 40

Practicals

Minimum 24 individual practicals be accomplished consisting of -

50 % Continental menus

30% Indian Menus

20 % Break Fast Menus. (Indian & Continental)

Practical Examination To be conducted on a Basic Continental menu (Consisting of soup, meat, potato preparation, salad & cold Sweet.)

Reference Books

8. Practical Cookery -Victor Ceserani & Ronald Kinton, ELBS
9. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
10. Theory of Catering- Mrs. K. Arora, Franck Brothers
11. Modern Cookery for Teaching & Trade Vol I - MsThangam Philip, Orient Longman.
12. The Professional Chef (4th Edition)- Le Rol A. Polsom
13. The book of Ingredients- Jane Grigson
14. Success in Principles of catering - Michael Colleer & Colin Saussams

Subject - FOOD & BEVERAGE SERVICE – II

Subject Code - 202

Semester - Second

XI Teaching and Examination Scheme:

Teaching Scheme / Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	3	1	6	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

The courses 102 and 202 will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food and non-alcoholic beverage service operations in the Hotel Industry.

		Hrs	Mks
Chapter 1.	Types of Meals	04	05
1.1	Breakfast – Introduction, Types, Service Methods,		
1.2	Brunch		
1.3	Lunch		
1.4	Hi – Tea		
1.5	Dinner		
1.6	Supper		
Chapter 2	Menu knowledge	10	13
2.1	Introduction		
2.2	Types –Ala Carte & Table D’hote		
2.3	Menu Planning, considerations and constraints		
2.4	Menu Terms.		
2.5	Classical French Menu.		
2.6	Classical Foods & its Accompaniments with Cover.		
Chapter 3	Control Methods	04	05
3.1	Necessity and functions of a control system,		
3.2	Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket)		
3.3	Flow chart of KOT		
3.4	Presentation of bill.		
Chapter 4	Non – Alcoholic Beverages	05	10
4.1	Classification		
4.2	Hot Beverages – Types, Service		
4.3	Cold Beverages – Types, Service		

Chapter 5.	Alcoholic Beverages	03	02
5.1	Definition		
5.2	Classification of Alcoholic Beverages		

Chapter 6	Beers	06	05
6.1	Introductions		
6.2	Ingredients used		
6.3	Production		
6.4	Types and Brands – Indian and International		
6.5	Other fermented and brewed beverages – Sake, Cider, Perry		

XVIII. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

Total	32	40
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PRACTICALS:

1. Breakfast Table Lay – up & Service (Indian, American, English, Continental) Table D’Hote & A la Carte Cover
2. Receiving the guests
3. Sequence of Service
4. Silver Service (Horsd’uree– (Classical and Horsd’oeuvres) varies to Coffee)
5. Crumbing, Clearing, Presenting the bill
6. Side board Organization
7. Taking an Order –Food & Making a KOT
8. Writing a Menu in French & its Equivalent in English
9. Revision of practicals from the first semester.
10. Points to be remembered while setting a cover and during service
11. Service of Beer (Bottled, Canned and Draft).

REFERENCE BOOKS:

1. Food & Beverage Service – Lillicrap & Cousins
2. Modern Restaurant Service – John Fuller
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill
4. The Restaurant (from Concept to Operation) – Lipinski
5. Bar and Beverage Book – C. Katsigris, Mary Porter

Subject - HOUSEKEEPING OPERATIONS – II

Subject Code - 203

Semester - Second

Teaching and Examination Scheme:

Teaching Scheme				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	2	1	5	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

		Hrs	Mks
Chapter 1	Cleaning Routine of Housekeeping	03	04
	Department		
1.1	General principles of cleaning		
1.2	Work routine for floor supervisors and chamber maids		
1.3	Rules of the floor		
Chapter 2	Cleaning Routine of Guest Rooms	08	10
2.1	Daily cleaning of occupied, departure, vacant, Under Repair & VIP rooms		
2.2	Evening service & second service procedures.		
2.3	Weekly / Periodic cleaning – Special Cleaning tasks to be carried out.		
2.4	Spring Cleaning procedures		
Chapter 3	Cleaning Routine of Public Areas	08	08
3.1	Areas to be maintained		
3.2	Daily, weekly and spring-cleaning procedures for various Public Areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Elevators and staircase & corridors.		

XII	Chapter 4	Lost	And
	Found Procedure	03	04
	4.1 Procedure for Guest articles		
	4.2 Procedure for Lost Hotel Property		
	4.3 Records maintained		
Chapter 5	Control Desk	02	04
	5.1 Importance of Control Desk		
	5.2 Records maintained		
	5.3 Functions performed by C.D.		
Chapter 6	Housekeeping Supervision	02	04
	6.1 Importance of supervision		
	6.2 Checklist for inspection		
	6.3 Dirty Dozen		
Chapter 7	Linen & Uniform room	06	06
	7.1 Layout of Linen Room		
	7.2 Classification & Selection of Linen		
	7.3 Classification of Bed, Bath, & Restaurant Linen		
	7.4 Sizes of Linen		
	7.5 Calculation of Linen requirement		
	7.6 Linen Control – Linen Inventory		
	7.7 Par stock, Linen Coverage		
	7.8 Discard management		
	Total	32	40

XIX. Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

PRACTICALS:

1. Equipping Maids Carte / Trolley
2. Bed Making – Day / Evening
3. Daily Cleaning of Guest rooms – Departure, occupied and vacant
4. Weekly / Spring Cleaning
5. Daily cleaning of Public Areas (Corridors)
6. Weekly Cleaning of Public Areas
7. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
8. Inspection records – Checklist
9. Monogramming
10. Mending, Sewing Machine
11. Linen Inventory – Stock Taking
12. Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and sateen.

Reference Books:

1. Fibres & Fabrics – Brenda Piper
2. Housekeeping Training Manual – Sudhir Andrews
3. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanex

Subject - FRONT OFFICE OPERATIONS - II

XIII Subject Code - 204

XIV Semester - Second

XV Teaching & Examination Scheme:

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	2	1	5	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

This course aims to establish the importance of Front Office within the hospitality industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of this department .

Hrs. Mks

Chapter 1	Pre-Arrival Procedures	06	06
1.1	Pre arrival activities(Preparing an arrival list, notification etc)		
1.2	Procedure for VIP arrival.		
1.3	Procedure for group arrival(special arrangements, meal coupons, etc)		
Chapter 2	Guest Arrival	08	10
3.1	Types of registration.(Register, Loose Leaf, Registration Cards)		
3.2	Receiving guests.		
3.3	Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs- walkin , with confirmed reservation)		
3.4	Notification of guest arrival.		
3.5	Criteria for taking advance.(Walk-ins, Scanty Baggage etc)		
XVI	Chapter 4		Guest Stay
05	06		
4.1	Rooming a guest (introduction to the hotel facilities, orientation of the room)		
4.2	Procedure for room change		
4.3	Safe deposit procedure.		
4.4	Assisting guest with all possible information and help(medical etc.)		

XIX	Chapter 5 Basic Information(Travel& Tourism)	03	06
5.1	Role of a Travel Agent		
5.2	Passport(concept and types)		
5.3	Visa(concept and types)		
5.4	Rules regarding customs, foreign exchange etc.		
Chapter 6	Guest Departure	05	08
6.1	Departure notification		
6.2	Task performed at bell desk ,cashier /reception.		
6.3	Express check outs		
6.4	Late check outs and charges .		
Chapter 7	Methods of Payment	05	04
7.1	Credit card handling		
7.2	Traveler cheques, Personal checks		
7.3	Handling cash Indian , Foreign currency		
7.4	Other methods of payment [Travel agent , Bill to Company etc--]		
	Total	32	40

XX. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practicals:

1. Welcoming and rooming a guest
2. Handling check-ins (FIT, VIP, Group & Foreigners)
3. Handling of different situations at the reception counter
4. Handling guest at GRE desk.
5. Handling check-outs
6. Handling payment of bills through (Cash, Credit Cards, Traveller Vouchers, Bill to Company and Foreign Currency)
7. Handling Express check outs and late charges

Assignments :

1. Wild life sanctuaries
2. Collection of information Regarding International chain of hotels

Reference Books

1. Hotel front Office Training Manual. (Sudhir Andrews)
2. Principles of Hotel Front Office Operations (sue Baker, P. Bradley, J. Huyton)
3. Hotel Front Office (Bruce Braham)
4. Managing Front Office Operations - Michael Kasavana, Charles Steadmon
5. Checkin Checkout- Jerome Vallen
6. Front Office Procedures and Management -Peter Abbott)
7. Front Office operations/Accommodations Operations -Colin Dix
8. Front Office Operation and Administration(Dennis Foster)

Subject - CATERING SCIENCE – II
Subject Code - 205
Semester - Second

Teaching and Examination Scheme

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
3	--	1	4	70 / 3 hrs	--	30	100

Rationale:

The subject aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.

	Hrs	Mks
Chapter 1. Introduction to Terminologies 04 Food, Nutrition, Nutrient, Empty Calories, Health, Malnutrition, Edible portion of food, Balanced Diet	02	
Chapter 2. Carbohydrates Definition, Composition, Classification, Food Sources (good and poor sources), Functions in human body, Recommended Daily Allowance in India (RDA), Importance of fibre, Effect of deficiency & excess intake, Effect of heat on carbohydrates	04	08
Chapter 3. Protein Definition, Composition, Essential and Non-essential amino acids, Protein Quality (only Concept), Concept of Supplementary value of Protein, Food Source (good and poor source), RDA (adolescents and adults), Effect of deficiency, Effect of heat on proteins, Functions	06	08
Chapter 4. Fats And Oils Definition, Composition, Saturated and Unsaturated fatty acids, Hydrogenation of oil, Cholesterol (a brief note), Food sources of: (Fat, Oil, Saturated fatty acid, Unsaturated fatty acid, cholesterol), Rancidity of Oil (Concept and Prevention), RDA (Adolescents and adults), Effect of deficiency & excess, Functions	05	08

Chapter 5. Vitamins	06	08
5.1 Definition, Classification		
5.2 Fat Soluble Vitamins (A,D,E,K) – Functions, Food Sources, RDA (Adolescents and adults) , Name of the deficiency disease and symptoms.		
5.3 Water Soluble Vitamins (B Complex and C) - Names of all B Complex, B ₁ , B ₂ , Niacin, and Vit C with reference to – Functions, Sources, RDA (Adolescents and adults), Deficiency diseases and its symptoms.		
Chapter 6. Minerals	04	08
6.1 Calcium, Iron, Iodine - Classification, Functions, RDA (Adolescents and adults), Rich food sources, Deficiency disease and its symptoms		
6.2 Sodium Chloride - Importance and Limitations, Food sources		
Chapter 7. Water And Its Importance To Health	03	02
7.1 Water Balance		
7.2 Dietary sources		
7.3 Dehydration and Oedema		
Chapter 8. Basic Five Food Groups	03	02
8.1 Foods included in each group		
8.2 Serving size of foods under each group.		
Chapter 9. Balanced diet (Using basic 5 food groups)	06	08
9.1 Menu Planning for a day’s diet for adolescents and adults		
9.1.1 Vegetarian and Non vegetarian		
9.1.2 Importance of avoiding fast/junk foods		
Chapter 10. Important Foods to be avoided and recommended for:	07	08
Diabetes Mellitus, Heart related diseases (Cardio Vascular), Peptic Ulcer Jaundice, Kidney diseases, Fever and infection, Diarrhoea and Constipation		
Chapter 11. How to preserve nutrients while cooking food?		
	02	06
Total	48	70

XXI. Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

XVII Assignments

Calculation of Nutrients:

(Carbohydrates, Fat, Protein, Energy, Vit A, Ca, Fe, B₁, B₂ and C of any 10 recipes)

Marks awarded for the assignments can be included in the internal marks.

Reference Books

1. Hand Book of Food And Nutrition- Dr. M.S. Swaminathen
2. Nutrition And Dietetics - Shubhangi Joshi
3. Fundamentals of Food and Nutrition- Sumati R. Mudambi and M.V, Rajgopal
4. Therapeutic Nutrition- Prondfit and RobinsonNormal
5. Nutritive value of Indian Food - Dr. C Gopalan

Subject - BASIC FRENCH FOR HOTEL INDUSTRY
Course No. - 206
Semester - Second
Teaching & Examination Scheme

<u>Teaching Scheme/ Week</u>				<u>Examination Scheme</u>			
<u>Theory Hrs</u>	<u>Practical Hrs</u>	<u>Tutorial Hrs</u>	<u>Total</u>	<u>Theory Marks / Duration</u>	<u>Viva Marks</u>	<u>Internal Marks</u>	<u>Total</u>
<u>4</u>	<u>0</u>	<u>1</u>	<u>5</u>	<u>40 /2 hrs</u>	<u>30</u>	<u>30</u>	<u>100</u>

Rationale:

To create awareness about the importance of French in the hotel operations and to acquire the correct pronunciation of French terminology. To use standard phrases in French in hotel operations. To integrate the French curriculum with the core syllabus of the course.

		Hrs	Mks
Chapter 1.	General French	10	10
1.1	Pronunciation		
	1.1.1 The Alphabet		
	1.1.2 The Accents		
1.2	Numbers (0 to 100)		
	1.2.1 Cardinal		
	1.2.2 Ordinal		
1.3	Time (only 24 hr clock)		
1.4	Days of the week		
	1.4.1 Months of the year		
	1.4.2 Date		
1.5	Weights & Measures		
1.6	'Formules de politesse'		
1.7	Conjugation of verbs in the present tense relevant to the hotel industry (only 'je' and 'vous' forms)		
Chapter 2.	Food & Beverage Service	10	15
2.1	Restaurant Brigade		
2.2	Hot Plate Language		
2.3	The French Classical Menu (17courses) with classic examples of each course, terminology and meanings in brief		
2.4	Wines		
	2.4.1 Wines of France,		
	2.4.2 Wine terminology		
	2.4.3 Reading a wine label.		
2.5	Laying a cover		
Chapter 3	Food Production	12	15
3.1	The Kitchen Brigade		
3.2	Ingredients used in Kitchen		

3.2.1	Dairy Products		
3.2.2	Vegetables		
3.2.3	Fruits		
3.2.4	Herbs & Spices		
3.2.5	Poultry		
3.2.6	Fish		
3.2.7	Meat		
3.2.8	Cereals		
3.2.9	Seasonings		
3.3	French Cheeses		
3.4	Culinary Terms in French		
	Total	32	40

XXII. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practicals		32	30
1.	Greetings/ Introduction		
2.	Dialogue / Conversation		
	2.1 At the front desk, travel & tourism enquiries		
	2.2 At the restaurant		
3	French Classical Menu.		
	3.1 Suggest a menu		
	3.2 Read a given menu		
	3.3 Give examples of dishes in a particular course & menu		
4	Wines		
	4.1 Read a wine label		
	4.2 Wine Terminology		
5	Culinary terms		
	5.1 Give the various correct French Culinary terms.		

Reference Books

1. Work book
2. French for Hotel Management & Tourism Industry – by S. Bhattacharya
3. F & B Service - by Dennis Lillicrap John Courins & Robert Smith
4. Modern Cookery Vol 1 - by Thangam Philip

Practicals

- | | | |
|----|---------------------------------------|----|
| 1. | Proposed Examination pattern for viva | 05 |
| 2. | Greetings & Introduction | 10 |
| 3. | Dialogue | 10 |
| 4. | French classical menu | 10 |
| 5. | Wine | 10 |
| 6. | French menu terminology | 05 |

French Classical Menu

1. Suggest a menu (ref Work Book)
2. Read given menu
3. Give examples of a particular French menu

Wine

1. Wine label
2. Wine terminology

French menu terminology

1. Explain French terms

Subject - FOOD PRODUCTION - III

Subject Code - 301

Semester - Third

Teaching and Examination Scheme

Teaching Scheme / week				Examination Scheme			
<u>Theor</u> <u>y Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks/</u> <u>Durati</u> <u>on</u>	<u>Practic</u> <u>al</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Mark</u> <u>s</u>	<u>Total</u>
<u>2</u>	<u>8</u>	<u>1</u>	<u>11</u>	<u>40 / 2</u> <u>hrs</u>	<u>30 / 4</u> <u>hrs</u>	<u>30</u>	<u>100</u>

Rationale:

Based on the sound knowledge of commodities and principles and methods of cooking it is desired to prepare students to evolve good understanding and prepare Indian regional menus in large quantities to suit the occasion. The course further introduces the students to the concepts of bakery & confectionery.

		Hrs	Mks
Chapter 1	Quantity Food Production	02	03
1.1	Introduction to large scale / quantity food production.- Industrial, Commercial and Institutional (Hospitals / Schools)		
Chapter 2	Indian Regional Cooking	12	12
2.1	Introduction & Factors affecting eating habits, Staple diet		
2.2	Historical background		
2.3	Availability of raw material		
2.4	Special equipment and fuels		
2.5	Food prepared for festivals and special occasions of the following cuisines - Hyderabadi, Bengali, Goan, Gujarathi, Rajasthani, Kashmiri, Maharashtrian, Punjabi, Chettinad, Kerala, Dum, Awadhi.		
Chapter 3	Introduction to Bakery & confectionery	04	06
3.1	Definition		
3.2	Principles of baking		
3.3	Bakery Equipment (small & large)		
3.4	Formulas & measurements		
3.5	Physical & chemical changes during baking		
Chapter 4	Characteristics Functions of ingredients in Bakery & Confectionery	04	05

Flour, Shortening agents , Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials

Chapter 5	Yeast Doughs (Fermented Goods)	05	07
5.1	Role of ingredients		
5.2	Types – (Rich / lean)		
5.3	Methods of bread making		
5.4	Stages in bread making		
5.5	Faults and remedies, Bread Disease, Bread Improvers		
Chapter 6	Cake Making	05	07
6.1	Role of ingredients		
6.2	Recipe balancing		
6.3	Method of cake making		
6.4	Faults & remedies		
	Total	32	40

XXIII. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practicals

Minimum of 24 Practical consisting of -

60 % Indian Regional Specialties inclusive of snacks (Cooked in Quantity- Minimum 60 portions)

40 % Basic Bakery & Confectionery Items.

Practical Examination to be conducted on Indian Menus consisting of meat, vegetable, rice, roti, raita and a sweet preparation.

Reference Books

1. Art of Indian Cookery - Rocky Mohan, Roll
2. Prasad- Cooking with Master, J.Inder Singh Kalra, Allied
3. Modern Cookery (Vol -I & Vol -II) For Teaching & Trade - Philip E Thangam, Orient Longman
4. Zaika - Sonya Atal Sapru, Harper Collins
5. Punjabi Cuisine- Pratibha Karan, Harper Collins
6. Wazwaan - Rocky Mohan, Roli & Janssen
7. Naans & Rotis – Rurobi Babbar
8. Basic Baking – S.C.Dubey
9. Professional Baking – Wayne Glasslen

Subject - FOOD & BEVERAGE SERVICE – III

Subject Code - 302

Semester - Third

Teaching and Examination Scheme:

<u>Teaching Scheme / week</u>				<u>Examination Scheme</u>			
<u>Theor</u> <u>y Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theor</u> <u>y</u> <u>Marks</u> <u>/</u> <u>Durati</u> <u>on</u>	<u>Practic</u> <u>al</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Marks</u>	<u>Total</u>
<u>2</u>	<u>3</u>	<u>1</u>	<u>6</u>	<u>40 / 2</u> <u>hrs</u>	<u>30 / 2</u> <u>hrs</u>	<u>30</u>	<u>100</u>

Rationale:

The courses 302 & 402 will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

		Hrs	Mks
Chapter 1.	Wines	12	12
1.1	Introduction, definitions of Wines		
1.2	Classification		
1.3	Viticulture & Viticulture Methods		
1.4	Vinification-Still, Sparking, Aromatized & Fortified Wines		
1.5	Vine Diseases		
Chapter 2.	Wines – France, Italy, Spain, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary & India) – Categories, Regions, Important Wines with their qualities	12	18
2.1	Food & Wine Harmony		
2.2	Wine glasses and equipment		
2.3	Storage and service of wine.		
Chapter 3.	Aperitifs	04	05
3.1	Definition		
3.2	Types- Wine based & spirit based		
Chapter 5	Tobacco	04	05
	Types – Cigars & Cigarettes		
5.1	Cigar strengths and sizes		

5.2 Brands – Storage and service

Total 32 40

XXIV. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

PRACTICALS:

1. Conducting Briefing/ De-Briefing for F & B outlets
2. Taking an Order for Beverages.
3. Service of aperitifs
4. Wine bottle, Identification, Glasses, Equipment, Required for service.
5. Reading a wine label (French, German)
6. Types of Glasses used un the bar
7. Service of Sparkling, Aromatized, Fortified, Still Wines.
8. Menu Planning with wines and service of food & wine
9. Service of Beer, Sake and Other Fermented & Brewed Beverages.
10. Service of cigars and cigarettes.

Reference Books:

1. Food & Beverage Service-Lilicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Food & Beverages Service Taining Manual-Sudhir Andrews
4. Bar & Beverage Book- Costas Katsigris, Mary Porter, Thomas
5. Professional Guide to Alcoholic Beverages- Lipinski
6. Alcoholic Beverages- Lipinski & Lipinski
7. Bartenders Guide- BD & L.

Subject - ACCOMMODATION OPERATIONS– I

Subject Code - 303

Semester - Third

Teaching and Examination Scheme

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
2	2	1	5	40 / 2 hrs	30 / 2 hrs	30	100

Rationale

This course aims to establish the importance of Accommodation operations within the hospitality Industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

SECTION - I

		Hrs	Mks
Chapter 1	Contract Cleaning	02	04
1.1	Definition, Concept		
1.2	Jobs given on contract by Housekeeping		
1.3	Advantages & Disadvantages		
1.4	Pricing a contract		
Chapter 2	Pest Control	01	03
2.1	Types of Pests		
2.2	Preventive and Control Measures		
Chapter 3	Safety & Security Processes	02	02
3.1	Safety of Guest Property, Hotel Property		
3.2	Prevention of accidents, First Aid		
3.3	Role & Procedures adopted by the Security Department.		
Chapter 4	Textiles	03	03
4.1	Classification of fibres with examples		
4.2	Characteristics and uses of fabrics used in Hotel Industry		
Chapter 5	Laundry Management	04	05
5.1	Layout		
5.2	Laundry Equipments		

5.3	Laundry flow process - Guest, House, Contract		
5.4	Stains and Stain removal		
5.5	Dry-cleaning – Agents and procedures		
5.6	In-house laundry v/s Contract Laundry: Merits & Demerits		
Chapter 6	Flower Arrangement	04	03
6.1	Concept, Importance & Principles		
6.2	Types and shapes		
6.3	Tools, Equipments and Accessories		
6.4	Conditioning of Plant Materials		
	Total	16	20

Note : **Glossary of Terms**
 Students should be familiar with the glossary of terms pertaining to above-mentioned topics

Practicals (1 each)		16
1.	Stain Removal	
2.	Laundering Procedure – Starching / Blueing / Ironing	
3.	Use of Laundry Equipment (Washing Machine)	
4.	Visit to a Laundry	
5.	Flower Arrangements – Different shapes and styles – 2 Practicals	
6.	Introduction to Horticultural aspects	
7.	Pest Control	

Reference Books:

1. **Fibres & Fabrics – Brenda Piper**
2. **Housekeeping Operations – Robert Martin**
3. **Housekeeping Management – Matt A. Casado (Wiley)**

SECTION - II

	Hrs	Mks
Chapter 1 Front Office Accounting	05	06
1.1. Accounting fundamentals (types of accounts, ledger, folios, vouchers)		
1.2. Record keeping system (non automated, semi-automated and fully automated)		
1.3. Credit Monitoring and Charge Privileges		
1.4. Cash sheet		
Chapter 2 Calculation of various Statistical data using Formulae & exercises on: (ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count)	03	04
Chapter 3 Reports Night Receptionist Report, No-Shows & Cancellations Report / Sources of Business Report. / Discrepancy Report	03	04
Chapter 4 Guest Relations	03	04
4.1 Hospitality Desk		
4.2 Functions and role		
4.3 Maintenance of records like guest history card etc)		
4.4 Special personality traits for a Guest Relations Executive		
Chapter 5 Situation Handling	02	02
5.1 Complaint handling procedure		
5.2 Dealing with unusual situations(Death, Theft, Fire, Bomb-Scare etc)		
Total	16	20

Practicals

Situations for the following instances:

1. Posting charges in guest folio
2. Practical applications of Credit Monitoring
3. Practical applications of Charge Privilege
4. Late Check-outs
5. Late Charges
6. V.P.O. and Miscellaneous vouchers
7. Allowance vouchers
8. Dealing with guests at the hospitality desk(enhancing the guest experience)
9. Situation Handling (Death, Theft, Fire, Bomb-Scare, etc)

Reference Books:-

1. Hotel front Office Training Manual -Sudhir Andrews
2. Principles of Hotel Front Office Operations - Sue Baker, P. Bradley, J. Huyton
3. Hotel Front Office - Bruce Braham
4. Managing Front Office Operations- Michael Kasavana, Charles Steadmon
5. Checkin Checkout - Jerome Vallen
6. The Hotel Receptionist- Grace Paige, Jane Paige
7. Front Office Procedures and Management - Peter Abbott
8. Front Office operations/Accommodations Operations-Colin Dix
9. Hotel reception- Paul White and Helen
10. Front Office Operation and Administration -Dennis Foster

Note :**Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

Subject - COMPUTER FUNDAMENTALS

Subject Code - 304

Semester - Third

Teaching and Examination Scheme:

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
2	2	1	5	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

The subject aims to give a basic knowledge of computers and its operations and enables the student to operate the computer with enough practice to get confidence.

Note: The Total 64 hours allotted are a combination of 32 hrs of Theory and 32 hours of online practicals.

		Hrs	Mks
Chapter 1	Computer Fundamentals	10	05
1.1	Features of Computer System		
1.2	Block Diagram		
1.3	Hardware Input & Output Devices, CPU, RAM, ROM		
1.4	Software – System, Application S/W		
1.5	Networks – LAN, MAN, WAN, Topologies		
1.6	Viruses – Types, Precautions		
Chapter 2	WINDOWS	05	03
2.1	Features		
2.2	Terminologies - Desktop, Windows, Wallpaper, Icons, XVIII File, Folder, etc.		
2.3	Windows Explorer- (Assignment with files, folders)		
2.4	Accessories – Paint, Notepad, Calculator.		
Chapter 3	DOS – (Disk Operating System)	05	03
2.1	Introduction, Features		
2.2	Internal Commands – DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD)		
2.3	External Commands - FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc.		
2.4	Wildcards (question mark ?, asterisk *)		
Chapter 4	MS-WORD	08	05
4.1	File Commands, Print, Page Setup		
4.2	Editing - Cut, Copy, Paste, Find, Replace, etc.		

4.3	Formatting Commands – Fonts, Bullets, Borders, Columns, Tabs, Indents		
4.4	Tables, Auto Text, Auto Correct		
4.5	Mail Merge		
4.6	Hyperlinks		
Chapter 5	MS-EXCEL	10	06
5.1	Features, Auto Fill, Custom Lists etc.		
5.2	Cell Reference – Relative & Absolute (\$)		
5.3	Formulae, Functions (Math/Stats, Text, Date, IF)		
5.4	Charts – Types, Parts of the Chart		
5.5	Databases (Create, Sort, AutoFilter, Sub Total)		
Chapter 6	MS-POWERPOINT	08	04
6.1	Slide Layout, Slide t.		
6.2	ClipArt, Organisational Chart, Graphs, Tables		
XIX	6.3 Custom Animations, Slide Timings		
Chapter 7	INTERNET / E-MAIL	07	05
7.1	History,		
7.2	Pre-requisites for Internet, Role of Modem		
7.3	Services – Emailing, Chatting, Surfing, Blog		
7.4	Search Engines, Browsers, Dial Up, Domains		
7.5	Broadband, Concepts of Web upload, download		
7.6	Threats – Spyware, Adware, SPAM		
Chapter 8	E-Commerce and ERP	04	02
8.1	Concepts of B-to-B, B-to-C		
8.2	ERP concept, SAP Concepts		
Chapter 9	DBMS- (Data Base Management Systems)	02	02
9.1	Definition- DBMS, Table, Data Types, Record, Fields		
Chapter 10	MS-ACCESS	05	05
10.1	Table Creation, Fields, data Type		
10.2	Primary Key Concept		
10.3	Add, Edit, Delete records		
10.4	Forms, Simple Query		
	Total	64	40

XXV. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics
Students should maintain a Log Book, which has all Notes, Pictures from the Internet and all Assignments (which will be marked as part of Practical Exams)

SUGGESTED PRACTICAL ASSIGNMENTS: -

1. To create files, directories, to make changes in existing files (DOS)
2. Create Folders, change date/time, Change desktop settings (WINDOWS)
3. KOT, Logo, Students' Resumes. (WORD).
4. KOT, Report Card, Pass / Fail Result, Bills, Hotel Rooms, Charts, Database of Employees, Guests (EXCEL)
5. To download information from the internet as a topic (INTERNET)
6. To present the above information as a presentation (POWERPOINT)
7. Create a database, EDIT, DELETE, RECALL & APPEND records. (FOXPRO)
8. Create a FORM where all records can be displayed/ edited. (ACCESS)
9. To surf the internet and look for images or information on any relevant topic.

Note: - Practical examinations will be based on practical assignments, knowledge of commands and Viva

RECOMMENDED BOOKS:

1. Computer Fundamentals – P.K. Sinha
2. A First Course In Computers – Sanjay Saxena
3. DOS Guide – Peter Norton
4. Mastering MS-OFFICE – Lonnie E. Moseley & David M. Boodey (BPB Publication)
5. Mastering FOXPRO – Charles Siegel (BPB Publication)
6. Any other – which are available in the area and city – which the faculty deem fit

Subject: - FOOD AND BEVERAGE CONTROL
Subject Code - 305
Semester - Third
Teaching and Examination Scheme:

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
3	-	1	4	70 / 3 hrs	-	30	100

Rationale:

The student will gain comprehensive knowledge on various aspects of control procedures, adopted by the food and Beverage department.

		Hrs	Mks
Chapter 1	Food & Beverage Control	02	02
1.1	Definition, Objectives & Problems		
XX			
Chapter 2	Elements of Cost	04	04
2.1	Definition of Cost, Basic Concept of Profits		
2.2	Pricing & Control Aspects		
Chapter 3	Cost Dynamics & Break - Even	04	04
Chapter 4	Budgeting	04	10
	Definition & Objectives.		
4.1	Kinds of Budgets (Sales Budget, Labour Cost Budget, Overhead Cost Budget)		
4.2	Budgeted Trading Account (P & L)		
Chapter 5	The Control Cycle Overview	02	02
	Buying / Receiving / Storing/Issuing / Preparing / Selling		
Chapter 6	Purchasing	06	08
6.1	The Selection of a Supplier, Rating, Methods of Purchasing		
6.2	Standard Purchase Specifications – Objectives & Preparation		
6.3	Economic Order Quantity		

Chapter 7	Receiving	06	08
7.1	Receiving Procedures & Methods		
7.2	Purchase Orders, Delivery Notes, Goods Received Book		
7.3	Assessing Performance and Efficiency of the Receiving Department.		
7.4	The receiving of Foods & Beverages – in terms of Quantity, Quality & Inspection.		
Chapter 8	Stores and Issuing	06	08
8.1	Stock Records -Bin Cards, Stock Cards, Perpetual Inventory Records		
8.2	Store Issues - Transfer Notes, Breakages and Damaged Goods		
8.3	Stock Taking, Stock Turnover, Stock Levels		
8.4	Procedure for Perishable and Non-Perishable Food & Beverage items		
8.5	ABC Analysis		
Chapter 9	Preparation of Food & Beverage Items	05	10
8.1	Volume Forecasting – Aids, Standard Yields, Standard Recipes, Standard Portion Sizes.		
8.2	Analysis of preparation methods		
XXVI. Chapter 10	Selling	05	08
9.1	The Pricing of menu		
9.2	Fixed Selling Price & Control (Cash and Credit)		
9.3	<i>En Pension</i> Terms		
Chapter 11	Preparing Food Cost Reports and Beverage Cost Reports	04	06
	Total	48	70

Reference Books :-

1. Food and Beverage Control - Richard Kotas & Bernard Davis
2. Food and Beverage Management - Bernard Davis & Sally Stone.

Subject - BASIC ACCOUNTING
Subject Code - 306

Semester - Third
Teaching and Examination Scheme:

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
4	-	1	5	70 / 3 hrs	-	30	100

Rationale:

This subject intends to impart students the basic knowledge of Hotel Accounting required for the Hospitality Management and to prepare them to comprehend and utilize this knowledge for the day-to-day operations of the organization.

		Hrs	Mks
Chapter 1	Introduction to Accounting	03	04
1.1	Terms and terminologies used in Accounting		
1.2	Definition, Objectives and Importance of Accounting and Hotel Accounting		
Chapter 2	Principles of Double Entry System of Book-keeping	04	04
2.1	Nature, Advantages and Principles		
2.2	Classification of Accounts		
2.3	Rules of Debit and Credit		
Chapter 3	Journal and Ledger	10	10
3.1	Practical problems on Journalising- simple and combination entries		
3.2	Posting into Ledger & Balancing of Ledger Accounts		
Chapter 4	Subsidiary Books	10	10
4.1	Advantage, Proformas of Subsidiary books		
4.2	Practical problems on preparation of Purchases, Sales, Returns and Special Functions Books.		
Chapter 5	Cash Book	10	10
5.1	Introduction and types of Cash book		
5.2	Practical problems on Three column and Analytical Petty Cash Book on Imprest system with special reference to Cash Received Book used in Hotels.		
5.3	Meaning, importance and reasons for preparing Bank Reconciliation Statement		

Chapter 6	Accounting principles	06	08
6.1	Accounting Concepts and Conventions		
6.2	Capital, Revenue and Deferred Revenue Expenditures and Incomes.		
Chapter 7	Trial Balance	05	06
7.1	Importance, Purpose and advantages		
7.2	Practical problem on preparation of Trial balance		
Chapter 8	Final accounts of Small hotels and Restaurants	16	18
8.1	Need for preparation of Trading account, Profit and Loss account and Balance Sheet		
8.2	Practical problems on Trading account, Profit and Loss account and Balance Sheet with following adjustments only: Closing stock, Outstanding and Prepaid expenses, Accrued and Pre- received incomes, Depreciation of fixed assets and Staff meals.		
	Total	64	70
XXVII.	<u>Note</u> : Glossary of Terms		
	Students should be familiar with the glossary of terms pertaining to above mentioned topics		

Implementation Strategies:

The students may be assigned to solve problems and exercises to get hands on experience in accounting. In addition the student should be familiarised with various final account statements of small hotels/restaurants.

Reference Books

1. Double entry Book-keeping -T.S.Grewal Eleventh Revised 2004 S. Chand & Sons 23, Daryaganj New Delhi-2
2. Hotel Accountancy & Finance- S.P Jain & K.L Narang First 1999 Kalyani Publishers B1/1292,Rajinder Nagar, Ludhiana
3. Hotel Accounting & Financial Control - Ozi D’Cunha Gleson Ozi D’Cunha – Fist-2002- Dickey Enterprises , Kandivali (W) Mumbai
4. Book Keeping& Accountancy – L.N.Chopde, D.H.Choudhari- Fourteenth 1999- Sheth Publishers Pvt. Ltd. Mumbai
5. Accounting in the Hotel & Catering Industry – Richard Kotas – Four – 1981- International Textbook Company

Subject - FOOD PRODUCTION - IV
Subject Code - 401

Semester-Fourth

Teaching and Examination Scheme:

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
2	8	1	11	40 / 2 hrs	30 /4 hrs	30	100

Rationale:

The course provides a detailed understanding of the compositions and methods used in meat cookery, while also advancing in the bakery & confectionery curriculum.

		Hrs	Mks
Chapter 1	Meat Cookery	06	10
1.1	Understanding meats – Composition, structure & basic quality factors		
1.2	Aging, Factors affecting tenderness		
1.3	Appropriate cooking methods.		
	1.3.1 Lamb / Beef / Veal / Pork		
	1.3.1.1 Selection Criteria		
	1.3.1.2 Principles of Storage & thawing		
	1.3.1.3 Cuts (uses & suitable cooking methods)		
	1.3.1.4 Offals		
	1.3.2 Poultry		
	1.3.2.1 Selection Criteria		
	1.3.2.2 Principles of Storage & thawing		
	1.3.2.3 Cuts of poultry (uses & suitable cooking methods)		
	1.3.2.4 Description and uses of - Duck, goose, turkey, guinea- fowl & quail.		
Chapter 2	Fish Mongery	06	06
2.1	Introduction to fish mongery,		
2.2	Classification of fish with examples(local names also)		
2.3	Selection & storage of fish & shell fish		
2.4	Cuts of fish		
2.5	Cooking of fish		
2.6	Preserved & processed fish		
XXI			
XXII	Chapter 3 Convenience Foods	04	06
3.1	Characteristics		
3.2	Processing methods		

3.3 Advantages & Disadvantages

XXIII

XXIV Chapter 4 Flour Pastries **06 08**

- 4.1 Definition & Classification- Short Crust, Hot Water/ choux, Rough Puff, Flaky
- 4.2 Role of ingredients
- 4.3 Recipes, methods of preparation
- 4.4 Do's and Don'ts while preparing Pastry

XXV Chapter 5 Cookies **05 04**

- 5.1 Definition / introduction
- 5.2 Types of cookies
- 5.3 Methods of mixing & Baking

XXVI Chapter 6 Icing, Frosting & Fillings **05 06**

- 6.1 Definition & Uses
- 6.2 Classification
- 6.3 Ingredients used

Total 32 40

XXVIII. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

Practicals

Students to continue with a combination of Bakery and Quantity Food production menus (minimum 24 practicals as follows).

50 % Advanced Bakery Menus covering Flour Pastry Products and variations, Gateaux using various Icing and decorations techniques and cookies.

50% brunch, high tea, snacks and Industrial / Institutional Lunch Menus.

Practical Examination to be conducted on three Bakery Products inclusive of Flour Pastry Variation, Birthday Cake / Fresh Cream Gateau and bread rolls.

Reference Books

1. Professional Baking, Wayne Glasslen
2. The Wilton Ways of Cake Decorations, Hamlyn Publishing
3. Complete Guide To Cookery – Anne Willan
4. Professional Pastry Chef – Bo Friberg, John Wiley
5. Baking Martha Day – Lorenz Books
6. The Professional Chef (4th Edition) Le Rol A Polsom
7. Chef Manual Of Kitchen Management- John Fuller

Subject - FOOD & BEVERAGE SERVICE – IV

Subject Code - 402

Semester - Fourth

Teaching and Examination Scheme:

Teaching Scheme / week				Examination Scheme			
<u>Theor</u> <u>y Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theor</u> <u>y</u> <u>Marks</u> <u>/</u> <u>Durati</u> <u>on</u>	<u>Practic</u> <u>al</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Marks</u>	<u>Total</u>
<u>2</u>	<u>2</u>	<u>1</u>	<u>5</u>	<u>40 / 2</u> <u>hrs</u>	<u>30 / 2</u> <u>hrs</u>	<u>30</u>	<u>100</u>

Rationale:

The courses 302 & 402 will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

		Hrs	Mks
Chapter 1.	Introduction to Spirits, Distillation process, Pot Still & Patent Still	05	08
Chapter 2	Spirits	15	15
2.1	Whisky Brandy, Rum, Vodka, Gin & Tequila, Production, Types, Brands- Indian and International		
2.2	Other Alcoholic Beverages- Absinthe, Ouzo Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados & other fruit brandies		
Chapter 3.	Liqueurs	05	07
3.1	Types		
3.2	Production		
3.3	Brands & Service- Indian and International		
Chapter 4.	Cocktails	07	10
4.1	Introduction, History, Methods of Mixing cocktails		
4.2	Rules of mixing cocktails		
4.3	Classic Cocktails- Recipes, innovative cocktails & mock tails (at least 5 from each base)		
4.4	Cocktail Bar Equipment, garnishes, decorative accessories.		

- 4.5 Definition of other mixed drinks – eg. Cobler, Daisy, Sangaree etc.

Total **32** **40**

XXIX. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practical:

1. Service of Spirits & Liqueurs from the bar and at the table.
2. Cocktail/Mocktail Preparation, presentation and service
3. Service of Cigars & cigarettes]
4. Setting of a bar and service from the bar
5. Menu planning & service of food and alcoholic beverages.

Reference Books:

1. Food & Beverage Service Training Manual- Sudhir Andrews
2. Food & Beverage Service – Lillicrap & Cousins
3. Modern Restaurant Service- John Fuller
4. Beverage Book- Andrew, Dunkin & Cousins
5. Professional Food service- Serigo Andrili & Peter Douglas
6. Profitable Menu Planning- John Drysale
7. Bar & Beverage Book- Mary Porter & Kostagris
8. Alcoholic Beverages- Lipinski & Lipinski
9. Bartenders Guide BD & L.

IX Subject - ACCOMMODATION OPERATIONS – II

X Subject Code - 403

Semester - Fourth

Teaching and Examination Scheme

Teaching Scheme/ Week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks / Duration	Practical Marks	Internal Marks	Total
3	2	1	6	40 /2 hrs	30 / 3 hrs	30	100

XXX.

Rationale:

This course aims to establish the importance of Rooms Division within the hospitality Industry. It also prepares the student to acquire skills and knowledge necessary to successfully identify the required standards and Control Systems in this area and to consider managerial decision-making aspects of this department

XXXI. SECTION - I

Hrs Mks

Chapter 1	Interior Decoration	06	04
1.1	Importance & Definition		
1.2	Principles of Design		
1.3	Elements of Design – Line/ Form/ Color / Texture		
Chapter 2	Refurbishing & Redecoration	06	04
2.1	Definition		
2.2	Factors		
2.3	Snagging list		
Chapter 3	Budget & Budgetary Control	08	07
3.1	Definition, Concept & importance		
3.2	Types of Budgets – operating & capital		
3.3	Housekeeping Room Cost		
Chapter 4	Purchasing System	04	05
4.1	Identification & selection of supplier		
4.2	Purchase procedure – Purchase order, receiving, storage & issuing		
4.3	Concept of ROL, bin card & other records maintain for purchasing		

Total 24 20

Practicals:

1. Basic layout of a Guest Room.
2. Formats of purchase records such as purchase order, bin card, requisition slip etc.
3. Colour Wheel
4. Calculation of staff requirement for house keeping department for 5 star hotels.
5. Calculation of staff requirement for house keeping department for 3 star hotels.
6. Preparing duty rota for supervisory staff.
7. Preparing duty rota for GRA & Public Area attendance.
8. Daily & monthly consumption sheet.

Reference:

1. Professionals Housekeeper – Georgina Tucker Schneider, Mary Scoviak
2. Professional Management of H.K. Operations – Matt. A. Casado (Wiley)

SECTION - II

	Hrs	Mks	
XI			
Chapter 1 NIGHT AUDIT	06	04	
1.1 Concept of Night Audit and Role of Night Auditor			
1.2 Night Auditors Report (Night Auditors Report)			
1.3 Auditing Process(in brief)			
Chapter 2 SALES TECHNIQUES	06	06	
2.1 Various Sales Tools			
2.2 Role of Front Office Personnel in maximising occupancy			
2.3 Overbooking, Repeat guests, Return Reservations.			
2.4 Offering Alternatives and Suggestive Selling			
2.5 Business related Marketing Techniques			
Chapter 3 Establishing Room Rates (Rule of Thumb Approach, Hubbart’s Formula) Market Conditions Approach	06	04	
Chapter 4 Forecasting Room Availability	06	06	
4.1 Useful forecasting Data			
4.2 Room Availability Forecast			
4.3 Forecast forms [sample]			
Total		24	20

XXXII. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practicals

- 1 Up-selling
- 2 Suggestive Selling
- 3 Formats of Night audit process
- 4 Preparing Forecast sheets-week
- 5 Preparing Forecast sheets-month
- 6 Overbooking
- 7 Increasing Repeat Guests
- 8 Encouraging Return reservation

Reference Books:

- 1 Hotel front Office Training Manual. -Sudhir Andrews
- 2 Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J. Huyton
- 3 Hotel Front Office Bruce Braham
- 4 Managing Front Office Operations- Michael Kasavana, Charles Steadmon
- 5 Checkin Checkout - Jerome Vallen
- 6 The Hotel Receptionist- Grace Paige, Jane Paige
- 7 Front Office Procedures and Management - Peter Abbott
- 8 Front Office operations/Accommodations Operations-Colin Dix
- 9 Hotel reception- Paul White and Helen
- 10 Front Office Operation and Administration(Dennis Foster)

Sub Title - HOTEL ENGINEERING
 Subject Code - 404
 Semester - Fourth
 Teaching and Examination Scheme:

<u>Teaching Scheme / week</u>				<u>Examination Scheme</u>			
<u>Theo ry Hrs</u>	<u>Practic al Hrs</u>	<u>Tutor ial Hrs</u>	<u>Total</u>	<u>Theory Marks/ Duratio n</u>	<u>Practica l Marks</u>	<u>Interna l Marks</u>	<u>Total</u>
<u>3</u>	<u>-</u>	<u>1</u>	<u>4</u>	<u>70 / 3hrs</u>	<u>-</u>	<u>30</u>	<u>100</u>

Rationale:

The subject will provide information regarding the basic services and different types of systems in hotel industry. This will help the students to understand plan, co-ordinate and integrate the functions of engineering departments for over all operations and assist in the management of hotel.

		Hrs.	Mks
Chapter-1	Maintenance & Replacement Policy	06	08
1.1.	Importance of maintenance dept. in Hotel Industry.		
1.2.	Organization of maintenance Dept . in 3/4/5 star hotel .		
1.3.	Duties & responsibility of chief Engg. of a hotel.		
1.4.	Types of maintenance with examples of each ,		
1.4.1.	Advantages & disadvantages.		
1.5.	Maintenance chart : for		
1.5.1.	Swimming pool		
1.5.2.	Kitchen.		
1.6.	Reasons for replacement of equipment.		
1.7.	Replacement factors		
1.8.	Economic replace of equipment (introduction only).		
1.9.	Contract of Maintenance Definition & procedure , types. Advantages & disadvantages		
Chapter 2	Refrigeration	08	10
2.1	Definition, Pressure, Energy, Heat, Temperature, Specific heat, Sensible and latent heat ,Relative humidity, DBT, WBT		
2.2	Block diagram and function of :Boiler, Condenser, Compressor, Evaporator, Heat Exchanger.		
2.3	Unit of refrigeration		
2.4	Vapour compression Refrigeration system (Block diagram)		
2.5	Absorption refrigeration system (Block diagram)		
2.6	Domestic Refrigerator, defrosting, Need, Methods, Maintenance of refrigerator.		
2.7	Refrigerant :types , properties of good refrigerant.		
2.8	Ammonia as a refrigerant.		

Chapter 3.	Air-conditioning	06	08
3.1	Factors affecting comfort AC (supply of oxygen, removal of heat & moisture proper air circulation, pure air)		
3.2	Factors affecting on AC load.		
3.3	Types of AC systems :Central AC ,Unitary AC.		
3.4	AC equipment :Air filter, Humidifier , Dehumidifier.		
3.5	Window AC		
3.6	Walk in freezer , cold storage.		
Chapter 4.	Pollution & Control	04	08
4.1	Air pollution.		
4.1.1	Sources.		
4.1.2	Control –Collectors, filters		
4.1.3	Govt. stipulated conditions for air pollution.		
4.2	Water pollution.		
4.2.1	Water pollution sources in Hotels.		
4.2.2	Control methods		
4.2.3	Govt. stipulated conditions for water pollution		
4.3.	Waste Disposal		
4.3.1.	Waste Handling equipment – (Shredders,Compactors,Transportation separation)		
4.3.2.	Controlling methods(recycled material, land filling, heat recovery by incineration)		
4.4.	Noise pollution control.		
4.4.1.	Sources of noise in Hotel & its unit.		
4.4.2.	Introductory control methods.		
4.4.3.	Govt.stipulated condition for noise pollution.		
4.5.	Environmental Degradation, Global warming and methods of Conservation.Concept of Recycling		
Chapter 5.	Water and Sanitation.	08	10
5.1	Water purification methods.		
5.2	Methods of water softening (Ion exchange, Zeolite process)		
5.3	Cold and hot water distribution system.		
5.4	Various plumbing fixtures.		
5.5	Types of sanitary traps and their applications.		
5.6	Types of water closets and flushing.		
Chapter 6.	Fuels and Electricity.	06	10
5.1	Methods of heat transfer.		
5.2	Units of heat.		
5.3	Solid,Liquid,Gas,Electricity,Biogas fuels.		
5.4	Importance of earthing.		
5.5	Safety devices such as fuse,circuits breaker.		
5.6	Methods of lighting (Direct,Indirect)		
5.7	Types of electric supply (single phase,three phase)		
5.8	Calculation of electricity bill.		

Chapter 7.	Energy conservation.	04	08
7.1	Importance of energy conservation.		
7.2	Simple methods of Energy conservation		
7.3	Developing energy conservation program for hotel.		
7.4	Use of solar energy for various activities.		

Chapter 8.	Safety in hotel Industry.	06	08
8.1	Classification of fire ,symbols.		
8.2	Methods and types of fire extinguishers.		
8.3	Fire detectors,alarm.		
8.4	Various security system for hotel (Key control, Door, valuable guest).		

There should be 4 Demonstrations / Field Visits.

1. Refrigerator/VCC system in Hotel
2. Cold storage/ walk in chiller
3. AC/ Window AC
4. Safety systems

Total 48 70

XXXIII.

XXXIV. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Reference Books

1. Management of maintenance & Engineering Systems in Hospitality Industries – by Frank D. Borsenik, John Willey & Sons
2. Industrial Organisation and Management by O.P. Khanna
3. Refrigeration & Air Conditioning by Domkondwar
4. Hotel Maintenance by Arora

Subject - PRINCIPLES OF MANAGEMENT
Subject Code - 405
Semester - Fourth
Teaching and Examination Scheme: -

Teaching Scheme / week				Examination Scheme			
Lectur eHrs	Practic al Hrs	Tutori al Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
3	-	1	4	70 / 3hrs	-	30	100

Rationale:

To make the students understand the concepts of management & their Practical application in the hospitality industry.

		Hrs	Mks
XII			
XIII	Chapter 1 Introduction	05	05
	1.1 A typical day in the life of a manager at hotel (illustrative situations)		
	1.2 Management defined		
	1.3 Levels of management		
	1.4 External & internal factors that effect management		
Chapter 2	Management thought: journey from inception till today	08	10
	2.1 Brief history of management thought		
	2.2 Contribution of F.W. Taylor to scientific management		
	2.3 Henry Fayol's classical management theory		
	2.4 Modern day management theory		
Chapter 3	Planning & Decision Making	06	08
A.	Planning		
	3.1 Definition		
	3.2 Nature & Importance of planning, Advantages & disadvantages		
	3.3 Types of plans – objectives, strategies, policies, procedures, methods, rules, programs & budgets		
	3.4 Steps in planning		
	3.5 Planning assumptions		
B.	Decision-making	03	04
	3.6 Types of decisions		
	3.7 Step by step decision making process		

Chapter 4	Organizing & Staffing	08	10
A.	Organizing		
4.1	<u>Definition</u>		
4.2	<u>Nature & importance of organizing</u>		
4.3	<u>Principles of organizations – Formal & Informal, Centralized / Decentralized, Line & staff</u>		
	<i>Staffing</i>		
4.4	Definitions		
4.5	Delegation and Departmentalization,		
4.6	Authority & Responsibility, Span of control		
Chapter 5	Leadership	08	10
5.1	Definition		
5.2	Leadership theories - Managerial grid		
5.3	Different styles of leadership		
5.4	Characteristics of a good leader		
Chapter 6	Motivation	08	10
6.1	Definition		
6.2	Nature & importance		
6.3	Benefits of motivated staff		
6.4	Theories of motivation –		
6.4.1	Maslow’s theory of need hierarchy		
6.4.2	Herzberg’s two factor theory		
6.4.3	McGregor’s theory ‘X’ and theory ‘Y’		
6.5	Morale – its role & importance		
Chapter 7	Communication	08	06
7.1	Definition, nature, process of communication		
7.2	Types of communication		
	7.2.1 Upward / downward		
	7.2.2 Verbal / Nonverbal		
	7.2.3 Formal / Informal		
7.3	Barriers to communication		
7.4	Methods of improving communication effectiveness.		
Chapter 8	Coordination	04	03
8.1	Definition		
8.2	Need for coordination		
Chapter 9	Controlling	06	04
9.1	Definition		
9.2	Process of controlling		
9.3	Need for control		
	Total	64	70

XXXV. Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Reference Books

1. Management – Stoner & Freeman
2. Essentials of Management – Koontz & O'donnel
3. Management tasks – Peter Drucker
4. Management Process – Davar R.

Subject - HOTEL ACCOUNTING
 Subject Code - 406
 Semester - Fourth
 Teaching and Examination Scheme:

Teaching Scheme		Examination Scheme						
<u>Theory Hrs Per Week</u>	<u>Practical Hrs Per Week</u>	<u>Tutorial Hrs</u>	<u>Total</u>	<u>Theory Marks / Duration</u>	<u>Practical Marks</u>	<u>Oral Marks</u>	<u>Term Work Marks</u>	<u>Internal Marks</u>
<u>3</u>	<u>:</u>	<u>1</u>	<u>4</u>	<u>70/3hrs</u>	<u>:</u>	<u>:</u>	<u>:</u>	<u>30</u>

Rationale:

This subject gives an in-depth knowledge about the books maintained in the Hotel Industry. The students may be able to understand the day-to-day final transactions and its record keeping in hotels.

		Hrs	Mks
Chapter 1	Introduction to Joint Stock Company	06	10
1.1	Definition, Characteristics & Advantages		
1.2	Meaning, Definition and Types of Shares and Debentures		
Chapter 2	Company Final Accounts	20	20
2.1	Preparation of Trading, Profit and Loss, Profit and Loss Appropriation Accounts & Balance Sheet with provisions of Companies Act including writing off of Miscellaneous Expenses, Proposed dividend, Provision for Taxation and Transfer to Reserves.		
Chapter 3	Allowances and Visitors Paid Out	05	08
3.1	Meaning, Types and Proformas		
3.2	Difference between Allowances & VPO		
Chapter 4	Guest Billing	12	12
4.1	Proforma and Use of Visitors Tabular Ledger and Guest Weekly Bill		
4.2	Accounting of Bills receivable		

Chapter 5	Uniform System of Accounting	15	12
5.1	Introduction		
5.2	Practical problems on preparation of Income Statement		
5.3	Schedules showing Departmental incomes -Rooms, Food & Beverage, Telephone Gift shop, Garage and Parking, Laundry and Marketing only		
Chapter 6	Concepts related to Financial Management	06	08
6.1	Definition, and factors affecting Working Capital		
6.2	Definition, Characteristics of Budgets		
6.3	History and meaning of Value added tax		
		Total	64 70

XXXVI. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Implementation Strategies:

The students may be assigned exercises related to hotel accounting to get hands on experience. They may be given assignments to collect various formats used in the hotel industry and to present the same in the class.

Reference Books

6. Hotel Accountancy & Finance- S.P Jain & K.L Narang First 1999 Kalyani Publishers B1/1292,Rajinder Nagar, Ludhiana
7. Hotel Accounting & Financial Control - Ozi D’Cunha Gleson Ozi D’Cunha – First-2002- Dickey Enterprises , Kandivali (W) Mumbai
8. Accountancy in the Hotel & catering Industry – Richard Kotas – Fourth –1981- International Textbook Company
9. Elements of Hotel Accountancy- G.S.Rawat & JMS Negi – Fifth Revised – 1994- Aman Publications, Daryaganj, New Delhi –2.

Subject - INDUSTRIAL TRAINING

Subject Code - 501

Semester - Fifth

Teaching and Examination Scheme:

Course No	Subject	Examination Scheme		
		Panel	Internal	Total
601	Industrial Training 20 weeks (6days x 8 hrs =960hrs)	140	60	200
	TOTAL	140	60	200

Rationale:

The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices prevalent in the Industry.

Industrial Training

In this semester the student shall be sent for industrial training for a period of 20 Weeks, where they would work 8 weeks in Food Production, 6 weeks in Food and Beverage Service, 3 weeks in Front Office and 3 weeks in House-keeping – in Government Classified Hotels of the level of three star and above category. The student shall maintain a logbook on daily basis. At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce. The training report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

Marks would be awarded as follows by a panel of examiners (two external and one internal) :

Performance Appraisal	30	--	
Logbook		30	--
Training Report	--		70
Viva-voce		--	70
-----		-----	-----
Total		60 marks	140 marks.

Subject - ADVANCED FOOD PRODUCTION

Subject Code - 601

Semester - Sixth

Teaching and Examination Scheme

<u>Teaching Scheme</u>				<u>Examination Scheme</u>			
<u>Theory Hrs per Week</u>	<u>Practical Hrs per Week</u>	<u>Tutorial Hrs / week</u>	<u>Total</u>	<u>Theory Marks/ Paper Duration</u>	<u>Practical Marks</u>	<u>Internal Marks</u>	<u>Total</u>
<u>2</u>	<u>8</u>	<u>1</u>	<u>11</u>	<u>40 mks</u> <u>2 hrs</u>	<u>30</u> <u>4 hrs</u>	<u>30</u>	<u>100</u>

Rationale:

The course develops the knowledge and understanding of the international cuisine amongst students.

		Hrs	Mks
Chapter 1	International Cuisine	12	10
1.1	Introduction to influences of cultures on regions		
1.2	Special features with respect to ingredients, methods, presentation styles in the following countries - Asian , European (continental), North & South American & Mexican.		
XXVII	Chapter 2 Nouvelle Cuisine	03	04
2.1	Evolution & history		
2.2	Salient features		
2.3	Difference between Haute Cuisine & Nouvelle Cuisine		
2.4	Service Style – points to be considered		
2.5	Preparing plated service		
XXVIII	Chapter 3 Larder / Garde Manger	03	08
3.1	Functions of larder department and Duties & responsibilities of larder chef		
3.2	Common terms used in larder department		
3.3	Specific essential tools & equipment in the larder.		
3.4	Pates, Mousses, Galantines, Ballotines		
XXIX	Chapter 4 Salads	04	05
4.1	Classification		
4.2	Composition		
4.3	Principles of making a salad.		
4.4	Classical salads		
Chapter 5	Sandwiches	04	05
5.1	Parts / composition of sandwiches		
5.2	Types of bread used in sandwich making		
5.3	Types of sandwiches		

5.4	Fillings – basic principles of sandwich spread making & fillings.		
5.5	Precautions to take while preparing sandwiches		
5.6	Storing of sandwiches for health & safety.		
Chapter 6	Kitchen Stewarding	04	04
6.1	Importance of kitchen stewarding		
6.2	Hierarchy & staffing in kitchen stewarding department		
6.3	Equipment found in kitchen stewarding department		
XXX			
Chapter 7	Garbage Disposal	02	04
7.1	Introduction		
7.2	Ways of accumulation		
7.3	Segregation		
7.4	Disposal methods		
7.5	Importance and maintenance of garbage bins		
Total	32	40	

XXXVII. Note : Glossary of Terms
 Students should be familiar with the glossary of terms pertaining to above-mentioned topics

Practicals

Minimum 24 individual practicals to cover international menus (French, Chinese, Mexican, Italian). Menus may be designed so as to cover classical appetizers, soups, main course accompaniments, salads, breads and desserts. Students should be able to put to use knowledge gained about various cuts of meat, fish, poultry and vegetables.

Practical Examination to be conducted on advanced continental menus consisting of appetizer, soup, fish / poultry, potato preparation/ accompaniment, salad, deserts.

XXXI Reference Books

1. The Larder Chef – M.J. Leto & W.H. K.Bode
2. Garnishes- Lyn Rutherford
3. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn
4. Professional Chefs- Art of Garde Manger (4th Edition) Frederic H. Semerschmid And John F. Nicolas
5. Classical Recipes of the world – Smith, Henry
6. Food Hygiene and Sanitation- S. Roday-Hill Publication

Subject - **ADVANCED FOOD & BEVERAGE SERVICE**
Subject Code - **602**
Semester - **Sixth**

Teaching and Examination Scheme:

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
2	3	1	6	40 / 2 hrs	30 / 2 hrs	30	100

Rationale:

The students will gain a comprehensive knowledge and develop technical skills in aspects of Specialized Food and Beverage services.

XIV Hrs Mks

Chapter 1	Room Service/ In room dining service	06	06
1.1	Introduction, general principles		
1.2	Cycle of Service, scheduling and staffing		
1.3	Forms and Formats		
1.4	Order Taking, Suggestive Selling, breakfast cards		
1.5	Time management- lead time from order taking to clearance		
Chapter 2	Banquets	10	12
2.1	Organization structure, Duties & Responsibilities of banqueting staff		
2.2	Administrative Procedures, Formats Maintained		
2.3	Banquet Function Prospectus		
2.4	Types of Function (Formal and Informal)		
2.5	Menu Planning (Indian, Continental, Theme, conference, cocktail, others)		
2.6	Seating Arrangements		
2.7	Off Premise/ Out door catering, Air line/ Railway/ Sea Catering.		
Chapter 3	Buffets	06	08
3.1	Definition		
3.2	Types of buffets		
3.3	Buffet equipment and tables set-up.		
Chapter 4	Bar Operations	06	08
4.1	Types of bars		
4.2	Layout of American bar (parts of the bar)		
4.3	Bar equipments		

Chapter 5	Gueridon Service	04	06
5.1	Origin and definition		
5.2	Types of Trolleys and layout		
5.3	Special equipment		
5.4	Service Procedures		
5.5	Service of important classical dishes		
	Total	32	40

XXXVIII. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practicals:

1. Room Service- Tray and trolley lay up, breakfast hanger & service procedure.
2. Mini bar- format and operational procedures.
3. Filling of Banquet function prospectus, Menu Planning & Service (International Menus - French, Chinese, Mexican & Italian)
4. Banquet seating styles, formal banquet service
5. Setting up of bar with glasses & equipment
6. Compiling Beverage lists
7. Mise-en-place for serving a dish from Gueridon Trolley & Service of dishes (flambe & salads)
8. Setting up of buffets and service procedures.
9. Guest Situation Handling

Reference Books:

1. Food & Beverage Service- Lillicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Beverage Book- Andrew, Dunkin & Cousins
4. Bar & Beverage Book- Mary Porter & Kostagris
5. Alcoholic Beverages- Lipinski & Lipinski

Subject - PERSONALITY DEVELOPMENT AND BUSINESS COMMUNICATIONS

Subject Code - 603

Semester - Sixth

Teaching and Examination Scheme: -

Teaching Scheme		Examination Scheme			
Theory Hrs per week	Practical hrs per week	Theory Marks / Duration	Practical Marks	Internal	Total
4	04	40 / 2	30	30	100

Rationale :

To develop the personality and communication skills of the student, so as to prepare him for campus interviews and challenges in personal and professional life.

		Hrs	Mks
Chapter 1	Personality profile	06	05
1.1	Personality defined		
1.2	Elements of personality		
1.3	Determinants of personality		
1.4	Personal SWOT analysis		
Chapter 2	Personality enrichment	20	10
2.1	Self Esteem		
2.1.1	Self concept		
2.1.2	Advantages of high self esteem		
2.1.3	Characteristics of people with high and low self esteem		
2.1.4	Steps to building positive self esteem		
2.2	Attitude		
2.2.1	Factors that determine our attitude		
2.2.2	Benefits of a positive attitude and consequences of a negative attitude		
2.2.3	Steps to building a positive attitude		
2.3	Motivation		
2.3.1	The difference between inspiration and motivation		
2.3.2	Motivation redefined		
2.3.3	External motivation v/s internal motivation		
2.4	Success		
2.4.1	Defining success		
2.4.2	Real or imagined obstacles to success		
2.4.3	Qualities that make a person successful		
2.4.4	Reasons for failure		

2.5	Interpersonal skills		
2.5.1	Dealing with seniors, colleagues, juniors, customers, suppliers at the workplace		
2.5.2	Factors that prevent building and maintaining positive relationships		
2.5.3	The difference between ego and pride		
2.5.4	The difference between selfishness and self interest		
2.5.5	Steps for building a positive personality		
2.6	Body language		
2.6.1	Understanding body language		
2.6.2	Projecting positive body language		
Chapter 3	What are recruiters looking for ?	06	05
3.1	Recruiter expectations		
3.2	Career counselling (based on student SWOT analysis)		
3.3	Creating a career path		
Chapter 4	Business Communication	20	10
4.1	Report writing		
4.1.1	Incident and event		
4.1.2	Festival / themed events		
4.2	Meetings		
4.2.1	Types		
4.2.2	Structuring an agenda		
4.2.3	Writing the minutes		
4.2.4	Conducting a meeting		
4.3	Presentations		
4.3.1	Types		
4.3.2	Making a presentation		
4.3.3	Making use of AV aids		
Chapter 5	Case studies	06	05
5.1	Advantages of the case study method		
5.2	Technique for analyzing a case study and presenting an argument		
Chapter 6	Stress Management	06	05
6.1	Causes of stress		
6.2	Handling stress / Stress Management techniques		
	Total	64	40

Reference books:

1. How to get the job you want - Arun Agarwal. Published by Vision books, New Delhi
2. Get that job - Rohit Anand and Sanjeev Bikchandani. Published by Harper Collins.
3. You can win - Shiv Khera. MacMillan India Ltd.
4. How to develop self-confidence and influence people by public speaking - Dale Carnegie. Cedar self help.
5. The Perfect Presentation - Andrew Leigh and Michael Maynard. Rupa and co.

Practical guidelines:

The student is required to maintain a file to document practicals. Every week one current affairs issue is to be discussed and recorded in the student file.

1. Conduct of a SWOT analysis on self so as to commit oneself to certain areas of development.
2. Understanding and improving body language through self analysis and colleague feedback.
3. Analyzing recruiter expectations.
4. Creating a career path for oneself based on career goals. (short term)
5. Application of the technique of brainstorming.
6. Extempore speaking.
7. Preparation for and participation in a group discussion.
8. Strategies for interview and mock interviews (grooming, document portfolio, mental approach, facing an interview panel, self introduction, handling FAQs and stress questions)
9. Conduct of seminar (questioning techniques, recording of the content of the seminar)
10. Making short presentations on current hospitality topics using trade magazines and journals as resources to be followed by a Q&A session.
11. Case study analysis
12. Time management applied
13. Participating in a debate
14. Information on personalities in hospitality and other service businesses to be collected and discussed.
15. Hospitality company profiles/ history / culture to be collected and discussed.
16. Application of stress management techniques like yoga could be incorporated on a weekly basis.

Subject - HOSPITALITY MARKETING – I
 Subject Code - 604
 Semester - Sixth

Teaching & Examination Scheme:

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
3	-	1	4	70 / 3 hrs	-	30	100

Rationale:

The subject aims to make the students understand importance of marketing in Hospitality Industry, concepts of the marketing, buying behaviors, market segmentation and marketing mix strategies for effective marketing of the hotel industry.

	Hrs	Mks
XXXII Chapter 1 Introduction to Marketing	07	08
1.1 Definition of Marketing		
1.2 Customer Orientation		
1.3 Core Concept of Marketing		
1.4 Marketing Management – Definition Philosophies and pillars of Marketing management		
1.5 Introduction to 7 P's of Marketing mix		
Chapter 2 Analysis of Current business environment	04	04
2.1 Competition		
2.2 Economic Environment		
2.3 Technological Environment		
2.4 Social & Cultural Environment		
2.5 Political Environment		
2.6 Internal Environment		
Chapter 3 Consumer Behaviour	05	08
3.1 Consumer Behaviour model		
3.2 Factors affecting Consumer Behaviour – Cultural, Social, Personal, Psychological		
Chapter 4 Market Segmentation	04	08
4.1 Definition & need for market segmentation		
4.2 Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics		
Chapter 5 Product	07	10
5.1 Definition		
5.2 Levels of Product		
5.3 Hospitality products		
5.4 Branding		

5.5	New Product Development		
5.6	Product Life Cycle		
5.7	Product Differentiation		
Chapter 6	Pricing	06	10
6.1	Introduction		
6.2	Internal & External affecting pricing		
6.3	General Pricing methods		
6.4	Pricing strategy adopted by hotels for [Room tariff, F & B Items, Functions, Packages]		
Chapter 7	Distribution	05	10
7.1	Definition and importance of Distribution system		
7.2	Channel levels of distributions		
7.3	Intermediaries for Hospitality Industry [Travel Agents, Tour Wholesalers, Hotel representatives, National/ regional/ local/ tourist agencies, centralised reservation systems, airline based reservation systems, Internet]		
7.4	Franchising		
7.5	Alliances		
7.6	Location of services		
Chapter 8	Promotion	10	12
8.1	Definition and characteristics of promotion tools		
8.2	5 M's of Advertising		
8.3	Various Sales promotion tools used in hotels		
8.4	Publicity and public relation - Tools and opportunities in the hotel industry		
8.5	Principles of personal selling		
8.6	Direct Marketing - Telemarketing and internet		
	Total	48	70

XXXIX. Note : Glossary of Terms
Students should be familiar with the glossary of terms
pertaining to above mentioned topics

Reference Books

1. Marketing for Hospitality & Tourism - Philip Kotler , Bowen & Makens Prentice- Hall Inc
2. Hotel Marketing -S.M.Jha -Himalaya publishing House – Mumbai
3. Hospitality Marketing -Neil Wearne - Hospitality Press Pvt Ltd. - Australia

Subject - HUMAN RESOURCE MANAGEMENT

Subject Code - 605

Semester - Sixth

Teaching and Examination Scheme:

Teaching Scheme / week				Examination Scheme			
Theor y Hrs	Practic al Hrs	Tutori al Hrs	Total	Theory Marks/ Duration	Practical Marks	Internal Marks	Total
3	-	1	4	70 / 3 hrs	-	30	100

Rationale:

The understanding of Human Resources Management will help the students in identifying the significance and its role in the Hotel & Catering Industry. It will also help them to develop an attitude for positive Human Behaviour at work.

		Hrs	Mks
Chapter 1	Introduction to Human Resource Management	04	03
1.1	Definition		
1.2	Nature & Characteristics		
1.3	Need for HRM in the Service Industry.		
1.4	Role of Human Resource Manager.		
Chapter 2	Human Resource Planning	16	18
2.1	Concepts, Characteristics and Need		
2.2	Job Analysis, Job Description & Job Specification		
2.3	Recruitment & Selection: Sources & Modes of Recruitment		
2.4	Tests & Interviews, Selection Process.		
Chapter 3	Human Resource Development	10	13
3.1	Definition and Characteristics		
3.2	Orientation & Induction		
3.3	Training – Need & Importance. Difference between Training & Development Methods of Training.		
3.4	Performance Appraisal – Purpose & Methods		
3.5	Promotion & Transfers		
Chapter 4	Wage & Salary Administration	06	12
4.1	Job Evaluation – Concept & Objectives		
4.2	Formulation of Compensation Structure		
4.3	Regulatory Provisions.		
4.4	Fringe Benefits		

Chapter 5	Grievances & Discipline	06	12
5.1	Grievance Handling – Identifying Causes		
5.2	Developing Grievance Handling Systems		
5.3	Discipline – Concept, Causes of Indiscipline		
Chapter 6	Labour – Management Relations	06	12
6.1	Trade Unions – Concept, Objectives & Functions		
6.2	Collective Bargaining		
6.3	Workers Participation in Management.		
6.4	Labour Turnover – Causes & Measures to prevent Labour Turnover.		
	Total	48	70

XL. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Reference Books

1. Personnel Management & Industrial Relations – Dr P C Shejwalkar & Mr S R Malegaonkar
2. Personnel Management – Mamoria
3. Pramod Verma : Personnel Management in Indian Organisations.
4. Edwin b. Flippo : Personnel Management, McGraw Hill.
5. Human Resource Management in the Hospitality Industry -Frank M /Mary L Monochello
6. Guide for Labour Management – H L Kumar
7. Human Resource Management & Human Relations – V P Michael
8. Arun Monappa & S. Saiyuddain : Personal Management, Tata McGraw Hill.
9. 7 Habits of highly effective people – Steven Covey.

Subject - TRAVEL & TOURISM

Subject Code - 606

Semester - Sixth

Teaching and Examination Scheme:

Teaching Scheme / week				Examination Scheme			
<u>Theory Hrs</u>	<u>Practical Hrs</u>	<u>Tutorial Hrs</u>	<u>Total</u>	<u>Theory Marks/Duration</u>	<u>Practical Marks</u>	<u>Internal Marks</u>	<u>Total</u>
<u>3</u>	<u>:</u>	<u>1</u>	<u>4</u>	<u>70 / 3 hrs</u>	<u>:</u>	<u>30</u>	<u>100</u>

XLI.

XLII. Rational:

XLIII. To inculcate a sense of importance and establish a link between the tourism industry and the hotel industry and to highlight tourism industry as an alternative career path

XX

	Hrs.	Mks		
XXI Chapter 1			The Tourism Phenomenon	02 04
1.1			Definition – Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.	
1.2			Growth of Tourism / Evolution /History of Tourism & Present status of tourism in India.	
1.3			Thomas Cook – Grand Circular Tour	
XXII Chapter 2			Constituents of Tourism Industry	06 08
2.1			Primary Constituents	
2.2			Secondary Constituents	
2.3			The 4 A's of Tourism – Attraction, Accessibility, Accommodation, Amenities	
2.4			Career Opportunities for tourism professionals	
XXIII Chapter 3			Infrastructure of Tourism	04 06
3.1			Role of Transport in Tourism	
3.2			Modes of Transport: Road, Rail, Air, Sea.	
3.3			Types of Accommodation – Main & Supplementary	
XXIV Chapter 4			Types of Tourism	04 08
4.1			Types of Tourism: - Various Motivators Holiday, Social & Cultural, MICE Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health, Senior Citizen, Sustainable Tourism	
4.2			Alternative Tourism: Eco Tourism, Agro Rural Tourism	

Chapter 5 The Impact of Tourism **04 06**

- 5.1 Economic Impact – Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage, Infrastructure development.
- 5.2 Social, Cultural & Political Impact – Standard of living, passport to peace, International understanding, Social Integration, Regional Growth, National Integration.
- 5.3 Environmental Impact – Tourism pollution & control, wild life & bird sanctuaries & their protection for tourist industry.

XLIV. Chapter 6 The Tourism Organizations **07 08**

Objectives, Role & function of:

- 6.1 Government Organizations: DOT, ITDC, MTDC, ASI, TFCI.
- 6.2 Domestic Organizations: TAAI, FHRAI, IATO
- 6.3 International Organizations: WTO, IATA, PATA.
- 6.4 NGO: Role of NGO in making responsible tourists.

XXChapter 7 The Travel Agency **05 10**

- 7.1 Meaning & Definition of Travel Agent.
- 7.2 Types of Travel Agent: Retail & Wholesale.
- 7.3 Functions of Travel Agent.
 - 7.3.1 Provisions of Travel Information
 - 7.3.2 Ticketing
 - 7.3.3 Itinerary Preparation
 - 7.3.4 Planning & Costing
 - 7.3.5 Settling of Accounts,
 - 7.3.6 Liaisons with service providers
 - 7.3.7 Role of Travel Agent in promotion of Tourism.

Chapter 8 The Tour Operator **05 08**

- 8.1 Meaning & Definition
- 8.2 Types of Tour operator: Inbound, Outbound & Domestic.
- 8.3 Tour Packaging – definition, components of a tour package
- 8.4 Types of Package Tour:
 - 8.4.1 Independent Tour
 - 8.4.2 Inclusive Tour
 - 8.4.3 Escorted Tour
 - 8.4.4 Business Tour
- 8.5 Guides & escorts – Their role and function Qualities required to be a guide or escort.

Chapter 9 Travel Formalities & Regulations **05 06**

- 9.1 Passport – Definition, issuing authority, Types of Passport, Requirements for passport.
- 9.2 Visa – Definition, issuing authority, Types of visa Requirements for visa.
- 9.3 Health Regulation – Vaccination, Health Insurance. Economic Regulation – Foreign Exchange

Chapter 10 Itinerary Planning **06 06**

- 10.1 Definition
- 10.2 Steps to plan a Tour
- 10.3 Route map
- 10.4 Transport booking – reservation
- 10.5 Accommodation – reservation
- 10.6 Food facilities
- 10.7 Local guide / escort
- 10.8 Climate / seasonality
- 10.9 Shopping & cultural show
- 10.10 Costing

Total 48 70

XV

XLV. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

XVI Tutorials

1. Preparation of Itinerary – 2 days, 7 days for well known tourist destinations.
2. Preparation of passport, visa, requirements
3. Field visit to a Travel Agency, Airport etc.

XLVI. Reference Books

1. Introduction to Travel & Tourism-Michael M. CottmanVan Nostrand Reinhold New York, 1989
2. Travel Agency & Tour Operation Concepts & Principles-Jagmohan Negi -Kanishka Publishes, Distributors, New Delhi, 1997
3. International Tourism – Fundamentals & Practices -A. K. Bhatia -Sterling Publishers Private Limited, 1996
4. A Textbook of Indian Tourism -B. K. Goswami & G. Raveendran -Har – Anand Publications Pvt. Ltd., 2003
5. Dynamics of Modern Tourism -Ratandeep Singh -Kanishka Publishes, Distributors, New Delhi, 1998
6. Tourism Development, Principles and Practices -Fletcher & Cooper-ELBS

Subject - SPECIALIZATION IN FOOD PRODUCTION MANAGEMENT

- I

Semester - Seventh

Subject Code - 701-A

Teaching and Examination Scheme

Teaching Scheme / Week				Examination Scheme			
<u>Theory Hrs</u>	<u>Practical Hrs</u>	<u>Tutorial</u>	<u>Total</u>	<u>Theory Marks / Duration</u>	<u>Practical Marks</u>	<u>Internal</u>	<u>Total</u>
<u>3</u>	<u>8</u>	<u>1</u>	<u>12</u>	<u>70 / 3 hrs</u>	<u>70 / 3 hrs</u>	<u>60</u>	<u>200</u>

Rationale:

Personnel deciding to make a career in the food & beverage productions need to acquire finer skills & through understanding of the managerial principles so that the student is professionally developed.

XVII

	Hrs	Mks
Revision of Sem I to V	08	10
XXXIII Chapter 1 Charcutiere	10	20
1.1 Definition & terms		
1.2 Production, classification, processing of		
1.2.1 Sausages		
1.2.1 Forcemeats		
1.2.1 Marinades, cures, brines		
1.3 Knowledge of cold meat platter		
1.4 Types & uses of chaud froid		
1.5 Preparing aspic & gelee		
1.6 Ham Bacon & Gammon		
1.6.1 Difference		
1.6.2 Processing		
1.6.3 Uses		
XXXIV Chapter 2 Appetizers (Hot & Cold)	06	08
2.1 Classification with examples		
2.2 Classical appetizers		
2.3 Precautions for preparing, presenting and storing from food spoilage view		
XXXV Chapter 3 Pates & Galantines	05	05
3.1 Types & making of pate		
3.2 Commercial pate & pate maison		
3.3 Truffle sources, cultivation uses & types of truffle		
3.4 Types & making of galantine		
3.5 Ballotines		

Chapter 4	Mousse & Mousseline	05	05
4.1	Types of mousse (savoury)		
4.2	Preparation of mousse & mousseline		
4.3	Difference between mousse & mousseline		
Chapter 5	Food Additives	06	10
5.1	Preservatives		
5.1.1	Class I and Class II Preservatives their names & examples		
5.2	Colouring agents – natural & synthetic, their names & common usage		
5.3	Flavouring agents		
5.4	Essences – Natural & synthetic their names & common usage		
5.5	Sweetening agents – Natural & synthetic – example and usage		
5.6	Humectant – types , examples, usage		
5.7	Bleaching agents – composition, examples, usage		
5.8	Thickeners – classification, characteristics, example & usage		
5.9	Anticaking agents- definition and usage		
5.10	Sequestrant- definition and usage		
5.11	Nutrient supplements – definition, usage and examples.		
Chapter 6	Specialised Kitchen Equipment	04	06
7.1	Classification.		
7.2	Modern Development in equipment manufacture.		
7.3	Selection care and maintenance, such as Buffalo Chopper, Bone saw, bread slicing machine, gravity slicer, combi oven, microwave oven, rotary oven, dough sheeter. etc.		
Chapter 7	Kitchen Layout & Design	04	06
7.4	Information required.		
7.5	Areas of the kitchen with recommended dimension.		
7.6	Factors that affect kitchen design.		
7.7	Principles of kitchen layout & design.		
7.8	Placement of equipment.		
7.9	Flow of work.		
7.10	Layouts of kitchens, bakery & confectionery in various organizations		
7.11	Layout of receiving & storage area.		
7.12	Layout of service & wash up.		
	Total	48	70

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics.

Practicals (24 Menus)

International menus – Minimum of 4 international cuisines to be covered, such as – Oriental, Italian, Mexican, Middle eastern, Continental.

Desirable – Students should learn making of pates galantine, terrine, classical salads, savouries,

Students should learn making of pates galantine and terrine , classical salads, savouries, Sugar Craft, Chocolate Confectionary and Advanced Indian Sweet – meats.

Practical Examination

Practical Examination should be based on any 5 - Course International Menu.

Reference Books:

- 1.) Professional charcuterie – By John Kinsella and David T, Harvey
- 2.) The Professional Garde Manager – By David Paul Larousse
- 3.) The Art of Garde Manager – By Frederic H. Sonneschmidt, John F. Nicolas.
- 4.) Professional Baking – Wayne Gisslen
- 5.) The Professional Chefs Knife Kit – (Culinary Institute of America)
- 6.) The Professional Chef – (Culinary Institute of America)
- 7.) The Art of Sugar Craft – Sugar paste – By Brenda Purton
- 8.) The Art of Sugar Craft – Royal Icing – By Brenda Purton
- 9.) The Art of Sugar Craft – Piping – By Brenda Purton
- 10.) The Professional Chefs' – Guide to Kitchen Management – By John Fuller, John Knight, Charles A. Salter
- 11.) Kitchen Planning & Management – By John Fuller & David Kirk

Subject - SPECIALIZATION IN FOOD & BEVERAGE SERVICES & MANAGEMENT

Subject Code - 701 B

Semester - Seventh

Teaching and Examination Scheme

<u>Teaching Scheme / Week</u>				<u>Examination Scheme</u>			
<u>Theory Hrs per</u>	<u>Practical Hrs per</u>	<u>Tutorial per week</u>	<u>Total</u>	<u>Theory Marks / Paper</u>	<u>Practical Marks 6 hrs</u>	<u>Internal</u>	<u>Total</u>
<u>3</u>	<u>8</u>	<u>1</u>	<u>12</u>	<u>70/3 hrs</u>	<u>70</u>	<u>60</u>	<u>200</u>

		Hrs	Mks
Chapter 1	Revision of Semester – I-V	05	10
Chapter 2	Restaurant Planning & Operations	08	10
	2.1. Types of Restaurants		
	2.2. Location or site		
	2.3. Sources of Finance		
	2.4. Design Consideration		
	2.5. Furniture		
	2.6. Lighting and Décor		
	2.7. Equipment required		
	2.8. Records maintained		
	2.9. Licences required		
Chapter 3	Bar Planning	08	10
	3.1. Types of Bar		
	3.2. Target clientele		
	3.3. Location		
	3.4. Atmosphere and Décor		
	3.5. Basic elements of Layout and Design consideration		
	3.6. Parts of bar		
	3.7. Beverage control procedure		
	3.8. Records maintained		
	3.9. Licences required		
Chapter 4	Event Management	06	10
	4.1. Types of functions		
	4.2. Role of sales and marketing		
	4.3. Taking bookings		
	4.4. Planning and organising themes of Indian and International cuisine		
	4.5. Concept & planning for MICE segments		
Chapter 5	Personal Management in F & B Service	08	08
	5.1. Developing a good F & B Team (desirable attributes for various levels of hierarchy)		
	5.2. Allocation of work, Task analysis and Duty Rosters		
	5.3. Performance Measures		
	5.4. Customer Relations		
	5.5. Staff Organizations and Training		
	5.6. Sales Promotion		

Chapter 6	International cuisines	05	12
6.1	French		
6.2	American		
6.3	Oriental		
6.4	Far east		
6.5	Mediterranean		
6.6	Polynesian		
6.7	German		
6.8	Spanish		
6.9	Mexican, etc		
	(Brief description of the classical dishes for the purpose of Menu Planning)		
Chapter 7	Menu Merchandising	08	10
7.1	Major types of merchandizing e.g. Floor Stands, Posters, Wall displays, tent cards etc.		
7.2	Basic menu criteria		
7.3	Types of food and beverage menu		
7.4	Methods of printing menu		
7.5	Suggestive selling and up selling		

Total 48 70

Practicals :

- 1.) Planning a restaurant (Spatiality, fast food and coffee shop) with the factors mentioned in the theory).
- 2.) Planning of bar with the factors mentioned in theory
- 3.) Preparation of duty roasters in restaurants and function catering
- 4.) Formal banquets (Seating arrangements and service procedures)
- 5.) Menu planning – Indian and International with wines
- 6.) Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summery sheet, Guest comments, Log Book, etc)
- 7.) List of restaurants equipment manufactures (Assignment)
- 8.) List of licenses required (Assignment)

Reference Books:

- 1.) Food and Beverage Service – Dennis Lillicrap and John Cousins
- 2.) Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
- 3.) Facility Planning and Design – Edward Kagarian
- 4.) Bar and Bevarage Book – Costas Katsigris, Mary Proter & Thomas
- 5.) Theory of Catering – kinton and Cesarani

Subject - SPECIALISED ACCOMMODATION MANAGEMENT
Subject Code - 701 C

Semester - Seventh
 XXXVI Teaching & Examination Scheme:

Teaching Scheme / week				Examination Scheme			
<u>Theor</u> <u>y Hrs</u>	<u>Practi</u> <u>cal</u> <u>Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks/</u> <u>Durati</u> <u>on</u>	<u>Practi</u> <u>cal</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Marks</u>	<u>Total</u>
<u>3</u>	<u>8</u>	<u>1</u>	<u>12</u>	<u>70</u>	<u>70</u>	<u>60</u>	<u>200</u>

Rationale:

The subject ends to establish the importance of accommodation management with in the hospitality industry. It equips the student to acquire knowledge & skills with respect to planning & designing aspects.

		Hrs	Mks
Chapter 1	Revision of Sem I –V	05	10
Chapter 2	Colour	02	03
2.1	Colour Wheel		
2.2	Colour Schemes		
2.3	Psychological effects of colour		
Chapter 3	Lighting	02	02
3.1	Classification / type		
3.2	Lighting for the guest rooms & public areas		
Chapter 4	Windows & window treatment	03	03
4.1	Different types of windows		
4.2	Curtains & draperies , valances, swag		
4.3	Window cleaning – Equipment and Agents		
Chapter 5	Soft furnishing & Accessories	03	03
5.1	Types, use & care of soft furnishing		
5.2	Role of accessories		
Chapter 5	Floor, Floor finishes & wall carving	05	04
6.1	Classification / types		
6.2	Characteristics		
6.3	Selection criteria		
6.3.1	Cleaning Procedures – care & maintenance		
6.3.2	Agents used, polishing / buffing		
6.3.3	Floor seals		
6.3.4	Carpets		
6.3.5	Types – selection care & maintenance		
6.3.6	Types of wall coverings		
6.3.7	Functions of wall coverings		

Chapter 7	Textiles	04	04
7.1	Yarn manufacturing		
7.2	Textural process		
7.3	Characteristics & uses of various fabrics		
7.4	Selection of fabric		
Chapter 8	Planning of a Guest Room	04	08
9.1	Application of Chapter 1-4 in Planning		
9.2	Size of Guest Room as per the classification norms		
9.3	Layout of the guest room to the scale		
9.4	Furniture - size and arrangement		
9.5	Bathroom fixtures & amenities		
9.6	Planning of Services Areas – Linen Room / Laundry		
Chapter 9	Planning of a Lobby & Front Desk	04	08
9.1	Layout of		
	9.2 Front Desk		
	9.2 Back Office		
	9.2 Equipment		
9.2	Lobby – Atrium and other types		
Chapter 10	Designing of brochures & Tariff cards (Pertaining to size, colour, content, cost, etc)	03	06
Chapter 11	Training	04	06
11.1	Methods		
11.2	Importance of Training		
11.3	Train the Trainer		
Chapter 12	MICE – Meeting Incentive Convention Exposition	05	06
12.1	Concept		
12.2	Importance		
12.3	Planning for MICE		
Chapter 13	Sales & Marketing Department	04	07
13.1	Organizational Chart		
13.2	Role of Sales & Marketing Department		
13.3	Co-ordination with Front Office		
13.4	Making of Sales and Marketing and Advertising Plan		
	Total	48	70

Practicals

- 1 Identification of colour schemes
- 2 Study the layout and model preparation for –
 - a. Single

- b. Double
- c. Handicap room, etc
- 3 Planning and designing of a Lobby (Assignment)
- 4 Assignment on floor furnishing, wall coverings, curtains. (Samples to be collected)
- 5 Designing a Broucher for
 - a. A heritage Hotel
 - b. Business Hotel
 - c. Resort
- 6 Collect five different examples of Hotel Advertisement – Assignment
- 7 Comparative study of any two MICE destinations
- 8 Assignments – Workout a model-marketing plan for a Five Star Hotel.

Reference Books:

1. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak
2. Professional Management of H.K. operations- Matt. A. Casado (Wiley)
3. Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer
4. Check in – Check out – Gary Vallen, Jereme, Vallen
5. Managing Front Office Operations – Micheal Kasavana, Richard M Brooks

Subject - Organisational Behaviour

Subject Code - 702

Semester - Seventh

Teaching and Examination Scheme:

<u>Teaching Scheme / Week</u>				<u>Examination Scheme</u>			
<u>Theory Hrs</u>	<u>Practical Hrs</u>	<u>Tutorial Hrs</u>	<u>Total</u>	<u>Theory Marks / Duration</u>	<u>Practical Marks</u>	<u>Internal</u>	<u>Total</u>
<u>4</u>	<u>-</u>	<u>1</u>	<u>5</u>	<u>70 / 3 hrs</u>	<u>-</u>	<u>30</u>	<u>100</u>

Rationale:

The understand the impact that individual, group and structure have on behaviour within organisations for the purpose of applying such knowledge towards improving an organizations effectives.

		Hrs	Mks
Chapter 1	Introduction to Organisational Behaviour	06	06
1.1	Definition of OB, relevance and its scope.		
1.2	Relationship to other fields.		
1.3	Objectives of OB.		
1.4	Behavioural Approach to Management.		
Chapter 2	Organizational Design & Culture	06	08
2.1	Modern Organizational Design.		
2.2	Delegation & Decentralization.		
2.3	Organizational Culture – Definition & Characteristics.		
Chapter 3	Human Behaviour	10	10
3.1	Nature & Dimensions of Attitude.		
3.2	Nature & Importance of Perception – Social Perception.		
3.3	Personality – Meaning and Personality Traits.		
3.4	Group – Nature, Types, Group Dynamics and Group Decision Making.		
Chapter 4	Motivation	08	08
8.1	Meaning & Importance.		
8.2	Techniques.		
8.3	Theories of Motivation – Maslow & McGregors.		
Chapter 5	Learning	08	08
5.1	Process of learning.		
5.2	Principles of learning.		
5.3	Organisations Reward System.		

5.4	Behavioural Management		
Chapter 6	Conflict Management	08	10
6.1	Traditional Vs Present Views		
6.2	Reasons for Conflicts		
6.3	Strategies to overcome conflict.		
Chapter 7	Stress Management	08	10
7.1.	Concepts of Stress		
7.2	Sources & Effects of Stress		
7.3	Strategies to overcome individual & organizational stress.		
Chapter 8	Diversity And Ethics	10	10
	The Nature of Diversity		
8.1	Reasons for the Emergence of Diversity		
8.2	Specific Characteristics of Diversity		
	Managing Diversity		
8.3	Developing the multicultural Organization		
8.4	Individual Approaches to Managing Diversity		
8.5	Organizational Approaches to Managing Diversity		
	Ethics & Ethical Behaviour in Organizations		
8.6	The impact of ethics on "Bottom-Line" Outcomes		
8.7	Sexual Harassment		
8.8	Pay and promotion Discrimination		
8.9	Employee Privacy Issues		
	Total	64	70
Reference Books			
1.	Organizational Behaviour - Stephen Robins		
2.	Organizational Behaviour – Fred Luthans.		
3.	Management of Organizational Behaviour – Paul Hersey & Kenneth H Blanchard.		
4.	Human Behaviour at work – Organizational Behaviour – Keith Davis.		
5.	Organisational Behaviour – Uma Sankaran		

Subject - HOTEL RELATED LAWS
Subject Code - 703
Semester - Seventh

Teaching and Examination Scheme:

Teaching Scheme		Examination Scheme		
Theory Hrs per week	Practical hrs per week	External	Internal	Total
4	--	70 /3Hrs	30	100

Rationale:

		Hrs	Mks
Chapter 1	Indian Contract Act	20	12
1.1.	Definition of Contract , Proposal, Agreement, Consideration, etc.		
1.2.	Essentials of Valid contract		
1.3.	Competent Parties		
1.4.	Types of Contracts – valid, void and voidable.		
1.5.	Performance of Contract		
1.6.	Discharge of Contract		
1.7.	Remedies for Breach of Contract		
1.8.	Indemnity and Guarantee		
Chapter 2	Consumers Protection Act	04	06
2.1.	Definitions – Consumer, Complaint, Defect in goods, Deficiency in service, Unfair trade practice, Restricted trade practice		
2.2.	Procedure for redressal of grievances before District Forum, State Commission, and National Commission.		
2.3.	Other related provisions.		
Chapter 3	Sale of Goods Act	04	08
3.1	Essentials of valid Sale		
3.2	Conditions and Warranties		
3.3	Unpaid seller and his rights		
3.4	Rights and duties of seller and buyer		
Chapter 4	Food Adulteration Act	04	08
	Principles of food laws regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities etc., and AGMARK		

Chapter 5	Shops and Establishments Act Procedure relating to registration of hotel, Lodges, Eating Houses, Restaurants, and other related provisions.	04	08
Chapter 6	Environmental Protection Act – Important provisions under 6.1 The Water (Prevention and Control of Pollution) Act 6.2 The Air (Prevention and Control of Pollution) Act	04	05
Chapter 7	Licenses and Permits Licenses and permits for hotels and catering establishments – Procedure for procurement, bye laws of hotels and restaurant under municipal corporation – Renewal Suspension and termination of licenses.	04	05
Chapter 8	Industrial Legislation	20	18
	1. <u>Factory Act</u> - Definition of Factory, Worker, Health Safety and Welfare provisions, 2. <u>Industrial Disputes Act</u> – Definition of Industry, Manufacturing process, Industrial Dispute, provisions relating to strike, lock-out, retrenchment, lay-off and Authorities for settlement of Industrial Disputes. 3. <u>Payment of Wages Act</u> - Definition of Wages, Authorized deductions from the wages 4. <u>Workmen’s Compensation Act</u> – Definition of Dependent, Disablement, Occupational disease, liability of the employer to pay compensation and amount of compensation.		
	Total	64	70

Reference Books

The students should refer to the respective Acts.

Subject - HOSPITALITY MARKETING - II
 Subject Code - 704
 Semester - Seventh

Teaching & Examination Scheme:

<u>Teaching Scheme / week</u>				<u>Examination Scheme</u>			
<u>Theory Hrs</u>	<u>Practical Hrs</u>	<u>Tutorial Hrs</u>	<u>Total</u>	<u>Theory Marks/Duration</u>	<u>Practical Marks</u>	<u>Internal Marks</u>	<u>Total</u>
<u>4</u>	<u>-</u>	<u>1</u>	<u>5</u>	<u>70 / 3 hrs</u>	<u>-</u>	<u>30</u>	<u>100</u>

Rationale:

The subject aims to enable the students to, understand the intricacies of managing service business, understand approaches / issues relating to augmented P's of services (People physical evidence, process) and to appreciate the importance of customer satisfaction & quality service.

		Hrs	Mkts
Chapter 1	Services Marketing	06	10
1.1	Definition		
1.2	Difference between goods & services		
1.3	Characteristics of services		
1.4	Management strategies for service business		
Chapter 2	People	06	10
2.1	Role of employees in service process		
2.2	Recruitment and training		
2.3	Motivation & Empowerment		
2.4	Internal marketing		
Chapter 3	Physical Evidence	04	10
3.1	Definition & role		
3.2	Elements of physical evidence		
3.2.1	Exterior facilities		
3.2.2	Interior facilities		
3.2.3	Other tangibles		
Chapter 4	Process	08	10
4.1	Service encounter		
4.2	Blue printing		
4.3	Operation design for cost efficiency, service quality and customisation position		

Chapter 5	Customer satisfaction & Quality	10	10
5.1	Customer Value and satisfaction		
5.2	Five gap model of service quality		
5.3	Benefits of service quality		
5.4	Retaining customers, handling customer complaints		
5.5	Relationship marketing		
5.6	Monitoring and measuring customer satisfaction		
Chapter 6	Managing supply, demand and productivity	10	15
3.1	Managing supply		
3.1.1	(Part - time employees, Overtime, Cross training, Peak time operation procedures, increasing customer participation, shared facility, outsourcing)		
6.2	Managing Demand		
6.2.1	(Shift usage, decrease demand during peak, stimulate demand during slow periods) Tools of managing demand.		
6.3	Enhancing productivity		
6.3.1	(Improving quality of labour force, Investment in capital equipment, automation of tasks, modify customer – service interaction, separate customer contact & support function, outsourcing, increase self service options)		
Chapter 7	Marketing organisation	04	05
7.1	Forms of Marketing organization		
7.2	Set-up and organisation of sales and marketing department		
7.2.1	(Individual property, regional/ national chain/ multinational chain)		
7.3	Duties of a Marketing Manager		
	Total	48	70

Reference Books

1. Marketing for Hospitality& Tourism - Philip Kotler, Bowen and Makens Prentice – Hall Inc.
2. Services Marketing - M.K. Ram Pal & S.L. Gupta - Galgotia Publishing Concept, Application & Cases Co. – New Delhi
3. Services Marketing Kenneth Clow, David Kurtz Biz Tantra – New Delhi
4. Operation management and strategies

Subject - ENVIRONMENTAL MANAGEMENT

Subject Code - 705

Semester - Seventh

XVIII Teaching and Examination Scheme: -

Teaching Scheme / week				Examination Scheme			
<u>Theor</u> <u>y Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theory</u> <u>Marks/</u> <u>Durati</u> <u>on</u>	<u>Practi</u> <u>cal</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Marks</u>	<u>Total</u>
<u>4</u>	<u>:</u>	<u>1</u>	<u>5</u>	<u>70/3</u>	<u>:</u>	<u>30</u>	<u>100</u>

Rationale:

The course aims to establish the importance of environmental issues and the role of the Hospitality Industry in propagating conservation measures.

	Hrs	Mks
XIX Chapter 1 Introduction and development of environmental message	04	06
1.1 Staff – Raise awareness build commitment, provide support, reward efforts, celebrate success		
1.2 Business partners coordination		
1.3 Guests participation		
1.4 Community – sponsorship, urban beautification, alternate energy sources		
XX Chapter 2 Waste Management	06	06
2.1 Why manage waste		
2.2 Recycling		
2.3 Non-hazardous energy separation		
XXI Chapter 3 Energy and waste conversion	06	06
3.1 Introduction		
3.2 Energy efficiency action plan		
3.3 Assessing current performance		
3.4 Energy conservation measures		
3.5 Guidelines for major use areas		
3.6 Making decision about investments		
3.7 Evaluation of new technology		

XXII Chapter 4	Water	06	06
4.1	Water and the environment		
4.2	Improving water quality		
4.3	Case studies		
XXIII Chapter 5	Product purchase	06	06
5.1	Principles of responsible purchasing		
5.2	Implementation of Eco friendly purchasing		
5.3	Products: recycled paper, future products		
XXIV Chapter 6	Indoors air quality	06	06
6.1	Potential sources of air pollution		
6.2	Improving indoor air quality		
6.3	Costs		
XXV Chapter 7	External air emissions	06	06
7.1	Sources		
7.2	Effects		
7.3	Hotels and air pollution		
XXVI Chapter 8	Noise	06	06
8.1	Introduction		
8.2	Problems of noise & program for tackling it		
XXVII Chapter 9	Hazardous materials	06	06
9.1	Definition & Sources		
9.2	Hazards & dealing with hazardous materials		
XXVIII Chapter 10	Ecotels	06	06
9.1	What are ecotels		
9.2	Case studies India, abroad		
XXIX Chapter 11	Building of the future	06	10
10.1	Building materials – cement, bricks, wall panels		
10.2	Paints		
10.3	Smart buildings		
10.4	Current technology		
	Total	64	70

Reference Books

1. Environmental Management for Hotels - Butterworth & Heinemann

XLVII. Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above-mentioned topics

Subject Title - FOOD PRODUCTION - I

Semester - Eighth

Course No. - 801 - A

Teaching and Examination Scheme

Teaching Scheme				Examination Scheme			
<u>Theory Hrs per Week</u>	<u>Practical Hrs per Week</u>	<u>Tutorials</u>	<u>Total</u>	<u>Theory Marks/ Paper Duration</u>	<u>Practical Marks</u>	<u>Internal</u>	<u>Total</u>
<u>3</u>	<u>8</u>	<u>2</u>	<u>13</u>	<u>2 hrs</u>	<u>4 hrs</u>	<u>60</u>	<u>200</u>
				<u>70 marks</u>	<u>70</u>		

Rationale: This course enables the student to acquire administrative and managerial skills and to familiarize them with the current trends in the Food Production Operations, like standard operating procedures and software applications while sharpening their culinary skills.

	Hrs	Mks
Chapter 1 Deserts	07	12
1.1 Frozen Deserts		
1.2 Classification		
1.3 Types & methods of preparation care uses.		
1.4 Hot Puddings – Methods of preparation, care, uses		
1.5 Ice- creams, methods, types		
1.6 Indian Specialty Deserts		
Chapter 2 Chocolate making	07	12
2.1 Manufacturing & processing of chocolate		
2.2 Types of chocolate		
2.3 Preparations & care in chocolate work		
2.4 Fillings & toppings – preparation, method, care in preparation, presentation, and storage.		
Chapter 3 Personal Management in the Kitchen	07	10
3.1 Developing a good food production team (Desirable attributes for staff at various levels of hierarchy)		
3.2 Allocation of work		
3.3 Task Analysis		
3.4 Duty roaster		
3.5 Time & motion study in kitchen.		
3.6 Production, planning, scheduling & budgeting.		

Chapter 4 Kitchen Administration	07	10
4.1 Aims of Control		
4.2 Maintaining records / registers / logbook		
4.3 Communication with other departments		
4.4 Conduction meetings		
4.5 Liasing with customers / guests		
Chapter 5 Production Management	06	10
5.1 Buying Knowledge		
5.2 Specification buying		
5.3 Scope of Purchases		
5.4 Production planning & scheduling		
5.5 Production quality & quantity control		
Chapter 6 Budgetary Control	10	10
6.1 Objectives		
6.2 Types of budgets		
6.3 Basic stages in preparation of budgets		
6.4 Pricing consideration		
6.5 Menu engineering		
Chapter 7 Product Research & Development	04	06
7.1 Testing of new recipes and equipment		
7.2 Developing new recipes.		
7.3 Food trials		
7.4 Organoleptic and sensory evaluation		
	Total	48 70

XLVIII. Note:

- 1.) Student should be familiar with the glossary of terms pertaining to above-mentioned topics.
- 2.) Students should be aware of the standard operating procedures in the Food Production Department.
- 3.) Relevant software should be made available to the students for practice.

Practicals – 24

- a) Students should be familiar with the various software applications in Food Production. (e.g. Purchasing, stores, standardization recipes, Food Cost Reports, etc) - 4 practicals
- b) Practice of Basket Exercise should be given to students - 8 Practicals
- c) Non edible displays of
 - i) Ice carving
 - ii) Tallow sculpture

- iii) Fruits & vegetable displays
 - iv) Salt dough
 - v) Pastillage
- d) Students should be given practice of “a la carte” menus – India and Continental
4 - practicals

Practical Examination

A surprise basket of raw ingredients should be provided by the Institute to cover a 5-Course menu of any cuisine of their choice. The 5 course would include Appetizer, Soup, Main Course, Salad and Sweet.

Reference Books:

- 1.) Fruit and Vegetable Carving – By Meera John Jacob
- 2.) The Art of Grade Manager – By Frederic H. Sonneschmidt & John Nicolas
- 3.) The Professional Chef – (The Culinary Institute of America) – Published by Wiley & Sons Inc.
- 4.) The Professional Grade Manager – By David Paul Larousse
- 5.) The Art of Sugar Craft – Sugar Paste – By Brenda Purton
- 6.) The Art of Sugar Craft – Royal Icing – By Brenda Purton
- 7.) Practical Computing a Guide for Hotel and Catering students – By Jill Smith – Publisher – Heinemann Professional Publishing Ltd.
- 8.) People and the Hotel and Catering Industry – Cassell
- 9.) Practical Computing – A guide for Hotel and catering Students – Jill Smith (Heinemann Professional Publishing Ltd)
- 10.) Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone.

Subject Title - SPECIALIZATION OF FOOD & BEVERAGES SERVICE & MANAGEMENT

Semester - Eighth

Course No. - 801 - B

Teaching and Examination Scheme

<u>Teaching Scheme</u>				<u>Examination Scheme</u>			
<u>Theory Hrs per Week</u>	<u>Practical 1 Hrs per Week</u>	<u>Internal</u>	<u>Total</u>	<u>Theory Marks/ Paper Duration 2 hrs</u>	<u>Practical Marks 4 hrs</u>	<u>Internal</u>	<u>Total</u>
<u>3</u>	<u>8</u>	<u>2</u>	<u>13</u>	<u>70/3 hrs</u>	<u>70</u>	<u>60</u>	<u>200</u>

Rationale: This course enables the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operations. To familiarize the student with the current trends in hospitality operations like Standard Operating Procedures and Software Applications.

	<i>Hrs</i>	<i>Mks</i>
Chapter 1 Meal Experience	09	10
1.1 Introduction		
1.2 Eating Out		
1.3 Food and Drink		
1.4 Variety of service		
1.5 Level of Services		
1.6 Interior design and atmosphere		
1.7 Expectation and identification		
1.8 F & B Service employees		
1.9 Trends in eating out		
Chapter 2 Managing quality in Food & Beverage Operations	07	10
2.1 Definition and importance		
2.2 Approaches to quality management		
2.3 Managing quality		
Chapter 3 Budgetary Control	07	10
3.1 Objectives		
3.2 Types of Budgets		
3.3 Basic stages in preparation of budgets		
3.4 Pricing consideration		
3.5 Menu pricing		
3.6 Menu engineering		

Chapter 4 F & B Management in Fast Food and Popular Catering	08	14
4.1. Introduction		
4.2. Basic policies – Financial marketing and Catering		
4.3. Organizing and Staffing		
4.4. Control and performance measurement		
Chapter 5 F & B Management in Hotels & Restaurants	09	14
5.1 Introduction		
5.2 Basic Policies – Financial marketing and Catering		
5.3 Organizing and Staffing		
5.4 Control and performance measurement		
5.5 Production planning & scheduling		
5.6 Production quality & quantity control		
Chapter 6 F & B Management in Industrial Catering	08	12
6.1 Introduction		
6.2 Basic policies – Financial marketing and Catering		
6.3 Organizing and Staffing		
6.4 Control and performance measurement		
	Total	48 70

Practicals:

- 1.) Arranging a theme Dinner / Food Festival
- 2.) Practice software applications in F & B
 - a. Creat KOT's / BOT's and open a guest table
 - b. Posting items and writing on item / bill
 - c. Printing of a bill
 - d. Settling bills / Credit cards
 - e. Opening and closing a shift and operations afloat
 - f. Types of keys / passwords – waiter, supervisor, manager
 - g. List of reports generated – Daily Revenue Reports, including APC Menu Sales Analysis, Food & Beverage Cost reports, etc.
- 3.) Checklist for opening a restaurant
- 4.) Checklist for closing a restaurant
- 5.) Practice of standard operating procedures in restaurants
- 6.) Menu planning and service procedures – Indian and International cuisine (Specialized service, banquets, gueridons).

Reference Books:

- 1.) Food & Beverage Service – Dennis Lillicrap and John Cousins
- 2.) Food & Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
- 3.) Food & Beverage Control – By Richard Kotas
- 4.) Food & Beverage Service Management – Brain Varghese
- 5.) The Restaurant (From Concept to Operation) – Lipinski
- 6.) Food & Beverage Service Training Manual – Sudhir Andrews
- 7.) Practical Computing – A guide for Hotel and students – Jill Smith (Heinemann Profes. Publishing)

Subject - SPECIALISED ACCOMMODATION MANAGEMENT
 Subject Code - 801-C
 Semester - Eighth

XXXVII Teaching & Examination Scheme:

Teaching Scheme/ Week				Examination Scheme			
<u>Theory Hrs</u>	<u>Practical Hrs</u>	<u>Tutorial Hrs</u>	<u>Total</u>	<u>Theory Marks / Duration</u>	<u>Practical Marks</u>	<u>Internal Marks</u>	<u>Total</u>
<u>3</u>	<u>8</u>	<u>2</u>	<u>13</u>	<u>70 / 3 hrs</u>	<u>70 / hrs</u>	<u>60</u>	<u>200</u>

Rationale:

The subject aims to establish the importance of accommodation management with in the hospitality industry. It equips the student to acquire knowledge & skills with respect to various management aspects of housekeeping Division.

		Hrs	Mks
Chapter 1	Operations Management	06	10
1.1	Effective use of cleaning practices and Front Office Operations – SOP's at housekeeping and front office department.		
1.2	Effective use and control of supplies & equipment.		
1.3	Establishing standards, monitoring performance, corrective action in Rooms Division.		
Chapter 2	Personnel Management in Accommodations Operations	12	10
2.1	Calculating Staff Requirement, Duty Rotas		
2.2	Selection & Requirement of employees – Attributes for staff at various levels of hierarchy		
2.3	Time & Motion study, work study & work measurements		
Chapter 3	Financial Management & cost control	06	10
3.1	Preparation of Budget		
3.1.1	Revenue Budget for Front Office		
3.1.2	Expense Budget for House keeping Department.		
3.2	Budgets : Types – fixed, flexible, zero base		
3.3	Measures to reduce operating cost & labour cost		
Chapter 4	Environmental Practices in Housekeeping	06	10
4.1	Eco friendly cleaning supplies		
4.2	Waste reductions programme		
4.3	Recycling of materials		

Chapter 5	Use of computer technology in Rooms Division	04	10
5.1	MIS – Management Information System		
5.2	Software used in Hotels		
5.3	Reports generated at Front Desk and Housekeeping		
5.3.1	Rooms Status Report		
5.3.2	Sales Mix Report		
5.3.3	Revenue Report		
5.3.4	Guest History		
Chapter 6	Yield Management	06	10
6.1	Concept ARR & Rev PAR		
6.2	Definition & importance of Yield Management		
6.3	Forecasting		
Chapter 7	HR Practices in Rooms Division	08	10
7.1	Motivation		
7.2	Performance Appraisal		
7.3	Promotion & renewal		
7.4	Disciplinary action		
7.5	Dismissal Procedure		
		Total	48 70
Practicals			
1	Preparing SOP	Guest Arrival Guest Departure Handling complaints Cleaning procedures	
2	Preparing operating budget for Front Office and Housekeeping departments		
3	Calculating staff requirement for Front Office and Housekeeping departments		
4	Preparing Duty Rotas		
5	Assignment – Compare any two hotels from the standpoint of their attitude to yield management.		
6	Assignment – Study of Ecotel and eco-friendly measures adopted in Hotels.		
7	Students should have knowledge of use of software for Hotel Operations		
Reference Books:			
6.	Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak		
7.	Professional Management of H.K. operations- Matt. A. Casado (Wiley)		
8.	Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer		
9.	Check in – Check out – Gary Vallen, Jereme, Vallen		
10.	Managing Front Office Operations – Michel Kasavana, Richard M Brooks		

Subject - PROJECT REPORT

Subject Code - 802

Semester - Eighth

Teaching and Examination Scheme:

<u>Teaching Scheme / Week</u>				<u>Examination Scheme</u>			
<u>Theor y Hrs</u>	<u>Practic al Hrs</u>	<u>Tutori al Hrs</u>	<u>Total</u>	<u>Theor y Marks / Durati on</u>	<u>Practic al Marks</u>	<u>Intern al Marks</u>	<u>Total</u>
<u>3</u>	<u>6</u>	<u>==</u>	<u>9</u>	<u>==</u>	<u>70</u>	<u>30</u>	<u>100</u>

Rationale:

To enable the student to apply the knowledge and skills acquired in the many facets of Hotel Operations, learn to analyse data situations at logical decisions.

The project report should be prepared on the following guidelines.

Content for the Project Work

1. Cover Page
 2. Title Page
 3. Certificate
 4. Acknowledgment
 5. Synopsis
 6. Index / Content
 7. Page No
- ◆ Introduction (Aims & Objectives, History, Primary Data, Explanation of Terms)
 - ◆ Research Methodology (Methods adopted for collecting Data)
 - ◆ Questionnaires, Interview, Mails etc.
 - ◆ Data Analysis & Data Interpretation (Data is depicted with the help of Bar Chart, pie Chart, Graphs, Statistical formulae and interpreted)
 - ◆ Conclusions and Limitations
 - ◆ Suggestions / Amendments
7. Annexures
 8. Bibliography (List of Reference Books)
 9. Questionnaire (Blank Format)

Notes:

- 1.) The theory hours should be utilised for teaching research methodology and as contact hours with the Guide (Refer point no. 3 below)
- 2.) The Project Report should be market research and field work oriented and related to the Elective Course (Food Productions / Food & Beverage Service / Accommodation Management)
- 3.) The Senior Lecturer / Asst Prof./ HOD/ of the concerned Course will be the Guide for the Project Report
- 4.) The documentation and presentation should be conducted before the panel of examiners (two external and one internal). Marks would be awarded for Project Report, Presentation & Viva – voce by the panel of examiners.

Subject Title - TOTAL QUALITY MANAGEMENT

Semester - Eighth

Course No. - 803

Teaching and Examination Scheme

Teaching Scheme				Examination Scheme			
<u>Theory Hrs per Week</u>	<u>Practical Hrs per Week</u>	<u>Internal</u>	<u>Total</u>	<u>Theory Marks/ Paper Duration</u> <u>2 hrs</u>	<u>Practical Marks</u> <u>4 hrs</u>	<u>Internal Marks</u>	<u>Total</u>
<u>4</u>	<u>-</u>	<u>1</u>	<u>5</u>	<u>70/3</u>	<u>--</u>	<u>30</u>	<u>100</u>

Rationale:

To understand meaning of Quality Management in Hospitality Industry and learn methods of solving problems and under taking improvements projects by developing culture of team working with the ultimate intention of delighting customer and continually improving the processes in all functions.

	Hrs	Mks
Chapter 1 Quality in Service Industry	02	04
1.10 Definitions		
1.11 Concepts and models		
1.12 Quality plans		
Chapter 2 Core Concepts of TQM	06	08
2.4 Internal Customer		
2.5 Right First Time		
2.6 Customer Focus		
2.7 Continuous Improvement		
Chapter 3 Thoughts from Quality Gurus	04	03
3.7 Deming		
3.8 Crosby		
3.9 Juran		
Chapter 4 Core values of Japanese Management	02	03
4.6 Group Orientation		
4.7 Perfectionism		
4.8 Innovation		
4.9 Diligence		

Chapter 5	Various International Quality Standards	04	06
5.7	QMS – ISO 9001:2000		
5.8	EMS – ISO 14001:1996		
5.9	HACCP		
Chapter 6	Organizational culture & leadership for TQM	06	08
6.5	Commitment		
6.6	Vision		
6.7	Mission		
6.8	Creating environment		
Chapter 7	Problem solving Tools & Techniques	04	03
7.5	Brain Storming		
7.6	Pareto Analysis		
7.7	Fishbone Diagram		
Chapter 8	Team work for Quality	04	04
8.1	Quality Circle		
8.2	Flow group Concept		
Chapter 9	Kaizen & Continuous Improvement	04	04
9.1	“5 S”		
9.2	Philosophy		
9.3	Process Mapping & Improvement (5 W & 1 H)		
Chapter 10	Measuring & Managing Customer Satisfaction	04	03
10.1	Why?		
10.2	What? &		
10.3	How?		
Chapter 11	Green Service Quality	04	04
11.1	Challenges		
11.2	Opportunities		
11.3	Water		
11.4	Energy		
11.5	Waste Management		
Chapter 12	Cost of Quality	03	03
12.1	Failure		
12.2	Appraisal		
12.3	Preventive Cost		

Chapter 13 Role of Communication in TQM	04	04
13.1 Language Concept		
13.2 Effective Ways		
Chapter 14 Investors in People	02	03
14.1 Assessment		
14.2 Competence Gap		
14.3 Training		
Chapter 15 Business Process Re-engineering	04	04
15.1 Concept		
15.2 Methodology		
Chapter 16 Measuring & Managing Customer Satisfaction	07	06
16.1 Steps to success		
	Total	64 70

Reference Books:

- 11.) "Managing Quality in Science Sector" – Mike Asher 1996 – Kogan Page Ltd.
- 12.) "The essence of Total Quality Management" – John Bank 1996 – Practice Hall of India Pvt. Ltd. New Dehli.
- 13.) "Word of Kaizen" - A Total Quality Culture of Survival – Shyam Talawadekar – Published by Quality Management System, Thane
- 14.) "Quality is Free" – and "Quality is still Free" by Philip Crosby
- 15.) "The Eight Core Values of Japanese Businessmen" – Yasutaka Sai – Jaico Publishing House
- 16.) "TQM in Action" - John Pike & Richard Barheo – Clrpure & Hall
- 17.) "Quality foe Service Sector" – John Mecdarnald – Management Books 200 Ltd.
- 18.) "Quality of Service : by Bo Evandsson, Bertel Thamsson & John Obertveit – Mc graw – Hill Book Company

Subject - MANAGERIAL ECONOMICS

Subject Code - 804

Semester - Eighth

Teaching and Examination Scheme:

Teaching Scheme / Week				Examination Scheme			
<u>Theor</u> <u>y Hrs</u>	<u>Practic</u> <u>al Hrs</u>	<u>Tutori</u> <u>al Hrs</u>	<u>Total</u>	<u>Theor</u> <u>y</u> <u>Marks</u> <u>/</u> <u>Durati</u> <u>on</u>	<u>Practic</u> <u>al</u> <u>Marks</u>	<u>Intern</u> <u>al</u> <u>Marks</u>	<u>Total</u>
<u>4</u>	<u>-</u>	<u>1</u>	<u>5</u>	<u>70 / 3</u>	<u>--</u>	<u>30</u>	<u>100</u>

Rationale:

It is important that students have knowledge of application of management techniques in the field of economics. Moreover they should be able to understand the manager's Role in the decision making process from economic view point.

		Hrs	Mks
Chapter 1	Nature & Significance of Managerial Economics	04	10
1.1	Meaning, Features & Significance		
1.2	Functions of Managerial Economist		
Chapter 2	Basic Terms used in Economics	06	10
2.1	Micro & Macro Economics		
2.2	Problem of Scarcity – Lionel Robbins Definition of Economics		
2.3	Economic Tasks – Production & Distribution		
2.4	Economic Entities – Household & Firm		
2.5	Distinction between Plant, Firm & Industry.		
Chapter 3	Demand Analysis	8	10
3.1	Meaning, Types & Determinants of Demand		
3.2	Meaning & Determinants of Individual & Market Demand		
3.3	Demand Function & Demand Schedule		
3.4	The Law of Demand		
Chapter 4	Theory of Consumer Demand	8	10
4.1	Utility - Meaning & Types		

4.2	The Law of Diminishing Marginal Utility		
4.3	The Law of Equi-Marginal Utility		
Chapter 5	Elasticity of Demand	8	08
5.1	Concepts, Kinds & Types		
5.2	Measurement of Price Elasticity Demand		
Chapter 6	Production Analysis	10	08
6.1	Concepts & Attributes		
6.2	The Law of Variable Proportions		
6.3	The Law of Returns to Scale		
Chapter 7	Supply Analysis	10	08
7.1	Meaning & Determinants of Supply		
7.2	The Law of Supply		
7.3	Elasticity of Supply- meaning, measurement & factors affecting elasticity of Supply		
Chapter 8	Types of Market	10	06
8.1	Meaning & Classification of Market Structure		
8.2	Types of Market Structures Formed by the Nature of Competition		
		Total	64 70

Reference Books :

1. Economics for Hotel & Catering Students – By Howard & Huggle
2. Introduction to Economics
3. Managerial Economics - Jean

Subject - ENTREPRENEURSHIP DEVELOPMENT
Subject Code - 805
Semester - Eighth
Teaching and Examination Scheme:

Teaching Scheme / week				Examination Scheme			
Theory Hrs	Practical Hrs	Tutorial Hrs	Total	Theory Marks/Duration	Practical Marks	Internal Marks	Total
3	-	1	4	70 / 3 hrs	-	30	100

Rationale:

The understanding of Human Resources Management will help the students in identifying the significance and its role in the Hotel & Catering Industry. It will also help them to develop an attitude for positive Human Behaviour at work.

		Hrs	Mks
Chapter 1	Introduction to Entrepreneurship / Concept of Entrepreneurship	02	02
Chapter 2	Qualities & Attributes required for Entrepreneurship	08	10
Chapter 3	The Entrepreneurial Process	10	08
Chapter 4	Identifying the Opportunity (SWOT Analysis)	08	10
Chapter 5	Assessing the Market	06	10
5.4	Information gathering techniques		
5.5	Principles of market survey		
5.6	Analysis of survey data		
Chapter 6	Resource Mobilization	06	10
Chapter 7	Budgeting, Accounting & Control	06	10
7.1	Principles of evaluation of quality control		
Chapter 6	Preparation of a Project report	06	10
	Total	48	70

XLIX. Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Reference Books

1. Entrepreneurship Development - MSBTE.
2. Innovation & Entrepreneurship – Peter Drucker
3. The culture of Entrepreneurship – Berger