



BANGALORE UNIVERSITY

REVISED SYLLABUS 2014-15

B.H.M. (CBSC) DEGREE

SEMESTER SCHEME

(Revised Syllabus on 15-06-2015 BOS)

DEPARTMENT OF COMMERCE

BANGALORE UNIVERSITY

CENTRAL COLLEGE CAMPUS, BANGALORE – 560 001.

**REGULATIONS PERTAINING TO
BACHELOR OF HOTEL MANAGEMENT DEGREE
SEMESTER SCHEME
(Revised Scheme – 2015 onwards)**

1. **ELIGIBILITY:** Students who have completed two year pre-university (class XII or 10 + 2) course of Karnataka state or equivalent there to, are eligible to seek admission to the BHM degree course.
2. **DURATION OF THE COURSE:** The course of study for the BHM degree shall extend over a period of four academic years, each academic year comprising of two semesters, and excluding the duration of the examinations, each semester comprising sixteen weeks of class work. The candidate shall complete his/her BHM degree within seven years from the date of admission to the first semester of the course.
3. **INDUSTRIAL EXPOSURE:** The course being professional the students are required to undergo industrial exposure in the 5th semester of the programme.
 - 5th semester training is to introduce the students to the operational aspects of a star hotel (3 star and above) and he/she is preferably exposed to the four core departments of the hotel. The duration of the training is for 100 days in the 5th semester.
4. **MEDIUM OF INSTRUCTIONS:** The medium of instructions and examination shall be in English.
5. **SUBJECTS OF STUDY:** A candidate for the BHM degree course shall seek to study the subjects stated in the course matrix.
6. **ATTENDANCE:**
 - a. For the purpose of calculating attendance, each semester shall be taken as a unit
 - b. A student shall be considered to have satisfied the requirements of attendance for the semester, if he/she has attended in aggregate 75% of the number of working periods in each of the subjects.
 - c. A student who fails to complete the course in the manner stated above shall not be permitted to take the university examinations.
7. **COURSE STRUCTURE OBJECTIVES:**
 - To develop the right skills necessary in hospitality and allied industries so as to meet the requirements according to the industry expectations.
 - To develop the required skills in Food & Beverage Production.
 - To develop the required skills in Food & Beverage Service.
 - To develop the required skills in House Keeping & Front Office operations.
 - To develop the required skills in Sales and Marketing, General Management, Entrepreneurship, Revenue Management,
 - To develop the required skills in communication for a better career in the Hospitality Industry.
 - To provide the basic knowledge in hygiene, food safety & nutrition in line with International standards.
 - To enable the candidates to manage any hospitality, tourism and other allied industries.
8. **SCHEME OF EXAMINATION:** There shall be a university examination at the end of each semester. The maximum marks for the university examination in each theory paper shall be 70. Practical exams are out of 50.
Internal Marks shall be awarded as per the course matrix of BHM, approved by the Bangalore University.

8(a) Criteria for awarding Internal Marks:

CRITERIA	WEIGHTAGE	PARAMETERS	
Attendance-	10 marks	Upto 75%	No marks
		75.1 – 80%	2 marks
		80.1 – 85%	4 marks
		85.1 – 90 %	6 marks
		90.1 – 95%	8 marks
		95.1% and above	10 marks
Class Tests -	10 Marks		
Assignments/Reports-	10 marks		

9. APPEARANCE FOR THE EXAMINATION:

- A candidate shall apply for all the papers in each examination when he/she appears for the first time. A candidate shall be considered to have appeared for the examination only if he/she has submitted the prescribed application for the examination along with the required fees to the university.
- A candidate who is permitted to seek admission to the particular degree course on transfer from any other university should study and pass the subjects which are prescribed by the university. Such candidates shall **not** however be eligible for the award of overall ranks.

10. MINIMUM FOR A PASS:

Candidates who have obtained at least 35% of marks each on theory and practical and in aggregate of 40 % shall be eligible for a pass in that subject. Practical exams are out of 50 and passing marks is 18. For the project and electives 35 % of marks to be scored in each category mentioned in the course matrix (Project Report, Internal, Viva, Log book etc.)

11. CLASSIFICATION OF SUCCESSFUL CANDIDATES:

- The results individual semesters of degree examination shall be declared and classified separately as follows:
 - First Class** : Those who obtain 60% and above of the total marks
 - Second class** : Those who obtain 50% & above but less than 60% of the total marks.
 - Pass class** : Rest of the successful candidates who secure 40% and above but less than 50% of marks.
- The results of the degree course as a whole shall be declared on the basis of the aggregate marks obtained by the candidates in all the subjects (except Languages) of the First to Eighth semesters of degree course put together as follows.
 - First class** : Those who obtain 60% and above of the aggregate in all subjects of all the semesters put together. (except Languages)
 - Second class** : Those who obtained 50% and above but less than 60% of the aggregate marks in all subjects of all semesters put together. (except Languages)
 - Pass class** : Rest of the successful candidates who obtain 40% and above but less than 50% of the aggregate marks in all the subjects of all semesters put together. (except Languages)
- Class and ranks shall be declared on the basis of the aggregate marks obtained by the candidate in all the subjects of the first to eight semesters of degree course as a whole. However, only those candidates who have passed each semester public examination in the first attempt only shall be eligible for the award of ranks. The first **10 ranks** only shall be notified.

12. MEDALS AND PRIZES: No candidates passing an external examination shall be eligible for any scholarship, fellowship, medal, prize or any other reward.

13. CONDITIONS TO KEEP TERMS:

- a. A candidate must pass **all** papers/subjects offered by the BHM course in Semesters 1 and 2 **AND** a **minimum 50%** papers/subjects offered by the BHM course in Semesters 3 and 4 (excluding Part III) to qualify for promotion to Semester 7. Theory and Practical papers will be considered as independent papers/subjects for this purpose.
- b. Such of those candidates who have failed /remained absent /for one or more papers henceforth called as "Repeaters", shall appear for exam in such papers during the successive examinations.
- c. Examination for odd/even semester shall be conducted respectively at the end of odd/even semester (odd with odd & even with even)
- d. The candidate shall take the examination as per the syllabus offered to him/her at the time of joining the course.
- e. A candidate has declared pass in theory paper but failed in Practicum or vice versa should re appear either theory or practical which ever had failed.

- 14. PATTERN OF QUESTION PAPER:** Each theory question paper shall be for three hours duration for each examination. The question paper shall ordinarily consist of three sections, to develop the testing of conceptual skills, understanding skills, comprehension skills, articulation and application of the skills. The question paper will be as per the following model.

SECTION-A (conceptual questions) (5 x 2 = 10 marks)

Answer any Five

1. a, b, c, d, e, f, g,

SECTION -B (Analytical questions) (3 x 6 = 18 marks)

Answer any THREE

2, 3, 4, 5, 6

SECTION - C (Essay type questions) (3 x 14 = 42 marks)

Answer any Three

7, 8, 9, 10, 11.

FIRST SEMESTER									
	SUBJECTS	FINAL EXAMINATION		TOTAL	EXAM TIME DURATION		TEACHING HRS/WK		CREDITS
	PART - I	TH/PR	INTERNAL		THEORY	PRACTICAL	THEORY	PRACTICAL	
1.1	Optional Languages*	70	30	100	3		3		2
	PART - II								
1.2 (T)	Food & Beverage Production - I	70	30	100	3		3		2
1.2 (P)	Food & Beverage Production - I Practical	35	15	50		4		4	3
1.3 (T)	Food & Beverage Service - I	70	30	100	3		3		2
1.3 (P)	Food & Beverage Service - I Practical	35	15	50		4		4	3
1.4 (T)	Front Office - I	70	30	100	3		3		2
1.4 (P)	Front Office - I Practical	35	15	50		3		2	1
1.5 (T)	Housekeeping - I	70	30	100	3		3		2
1.5 (P)	Housekeeping - I Practical	35	15	50		3		2	1
1.6	Hospitality Communication	70	30	100	3		3		2
	PART - III								
FC	Constitution of India & Human Rights	70	30	100	3		3		2
	CC & EC		50	50					1
	Total Marks	630	320	950	21	14	21	12	23
* Kannada / Sanskrit / Addl: Eng / Malayalam, etc									
** T = Theory, P = Practical									
SECOND SEMESTER									
	SUBJECTS	FINAL EXAMINATION		TOTAL	EXAM TIME DURATION		TEACHING HRS/WK		CREDITS
	PART I	TH/PR	INTERNAL		THEORY	PRACTICAL	THEORY	PRACTICAL	
2.1	Optional Languages*	70	30	100	3		3		2
	PART II								
2.2(T)	Food & Beverage Production - II	70	30	100	3		3		2
2.2(P)	Food & Beverage Production - II Practical	35	15	50		4		4	3
2.3 (T)	Food & Beverage Service - II	70	30	100	3		3		2
2.3 (P)	Food & Beverage Service - II Practical	35	15	50		4		4	3
2.4	Hygiene & Food Safety	70	30	100	3		3		2
2.5	Travel & Tourism Management	70	30	100	3		3		2
2.6	Hospitality Communication - II	70	30	100	3		3		2
	PART III								
	CC & EC		50	50					1
FC	Environment & Public Health	70	30	100	3		3		2
	Total Marks	560	290	850	21	8	21	8	21
* Kannada/ Sanskrit/ Addl: Eng/ Malayalam, etc ** T = Theory, P = Practical									

THIRD SEMESTER									
	SUBJECTS	FINAL EXAMINATION			EXAM TIME DURATION		TEACHING HRS/WK	CREDITS	
	PART I	TH/PR	INTERNAL	TOTAL	THEORY	PRACTICAL	THEORY	PRACTICAL	CREDITS
3.1	Optional Languages*	70	30	100	3		3		2
	PART II								
3.2 (T)	Food & Beverage Production - III	70	30	100	3		3		2
3.2 (P)	Food & Beverage Production - III Practical	35	15	50		4		4	3
3.3 (T)	Food & Beverage Service - III	70	30	100	3		3		2
3.3 (P)	Food & Beverage Service - III Practical	35	15	50		4		4	3
3.4 (T)	Front Office - II	70	30	100	3		3		2
3.4 (P)	Front Office - II Practical	35	15	50		3		2	1
3.5 (T)	Housekeeping - II	70	30	100	3		3		2
3.5 (P)	Housekeeping - II Practical	35	15	50		3		2	1
	PART III								
	CC & EC		50	50					1
FC	Fundamentals of Computers	70	30	100	3		3		2
	Total Marks	560	290	850	18	14	18	12	21

* Kannada/ Sanskrit/ Addl: Eng/ Malayalam, etc ** T = Theory, P = Practical

FOURTH SEMESTER									
	SUBJECTS	FINAL EXAMINATION			EXAM TIME DURATION		TEACHING HRS/WK		
	PART - I	TH/PR	INTERNAL	TOTAL	THEORY	PRACTICAL	THEORY	PRACTICAL	CREDITS
4.1	Optional Languages*	70	30	100	3		3		2
	PART - II								
4.2 (T)	Food & Beverage Production - IV	70	30	100	3		3		2
4.2 (P)	Food & Beverage Production - IV Practical	35	15	50		4		4	3
4.3 (T)	Food & Beverage Service - IV	70	30	100	3		3		2
4.3 (P)	Food & Beverage Service - IV Practical	35	15	50		4		4	3
4.4 (T)	Front Office - III	70	30	100	3		3		2
4.4 (P)	Front Office - III Practical	35	15	50		3		2	1
4.5 (T)	Housekeeping - III	70	30	100	3		3		2
4.5 (P)	Housekeeping - III Practical	35	15	50		3		2	1
	PART - III								
	CC & EC		50	50					1
SDC	Life Skills & Personality Devpt	70	30	100	3		3		2
	Total Marks	560	290	850	18	14	18	12	21

* Kannada/ Sanskrit/ Addl: Eng/ Malayalam, etc ** T = Theory, P = Practical

FIFTH SEMESTER									
	SUBJECTS								
5.0	Industrial Practicum	LOG BOOK (INTERNAL)	VIVA	PROJECT REPORT		TOTAL			CREDITS
	Project Report on Operational Aspects of Star Hotels	200	100	400		700	100 days within the current Sem		24
	Total Marks	200	100	400		700			24
SIXTH SEMESTER									
	SUBJECTS	FINAL EXAMINATION			EXAM TIME DURATION		TEACHING HRS/WK		
		TH/PR	INTERNAL	TOTAL	THEORY	PRACTICAL	THEORY	PRACTICAL	CREDITS
	PART - II								
6.1 (T)	Food & Beverage Service Mgt	70	30	100	3		3		3
6.1 (P)	Food & Beverage Service Mgt Practical	35	15	50		4		4	4
6.2	Hotel Financial Accounting	70	30	100	3		3		3
6.3	Management Principles & Practice	70	30	100	3		3		3
6.4 (T)	Computers in Hospitality Serv - I	70	30	100	3		3		3
6.4 (P)	Computers in Hospitality Serv - I Practical	35	15	50		4		3	3
6.5	Marketing of Hospitality Services	70	30	100	3		3		3
	PART - III								
SDC	Human Resources Development	70	30	100	3		3		3
	Total Marks	490	210	700	18	8	18	7	25

SEVENTH SEMESTER										
	SUBJECTS	FINAL EXAMINATION			TOTAL	EXAM DURATION		TEACHING HRS/WK		CREDITS
	PART - II	TH/PR	INTERNAL			THEORY	PRACTICAL	THEORY	PRACTICAL	
7.1 (T)	Food and Beverage Production Management	70	30	100		3		3		3
7.1 (P)	Food and Beverage Production Management Practical	35	15	50			4		4	4
7.2	Accommodations Management	70	30	100		3		3		3
7.3	Hotel Costing	70	30	100		3		3		3
7.4 (T)	Computers in Hospitality Services	70	30	100		3		3		3
7.4 (P)	Computers in Hospitality Services Practical	35	15	50			4		3	3
7.5	Hospitality Law	70	30	100		3		3		3
	PART - III									
SDC	Entrepreneurship	70	30	100		3		3		3
	Total Marks	490	210	700				18	7	25
EIGHTH SEMESTER										
	SUBJECTS	FINAL EXAMINATION				TOTAL	EXAM DURATION		TEACHING HRS/WK	
	PART - II	THEORY	INT	PRAC	VIVA		THEORY	PRAC	THEORY	PRAC
8.1	Allied Hospitality Management	70	30			100	3		3	
8.2	Financial Management in Hotels	70	30			100	3		3	
8.3.1	Professional Elective - I*		30	150	20	200		4		8
8.3.2	Professional Elective - II**									
8.5	Project on Marketing Feasibility & Fin. Viability		30	150	20	200		4		6
	Total Marks	140	120	300	40	600	6	8	6	14
	TOTAL					5500				180

FIRST SEMESTER

1.2(T): FOOD & BEVERAGE PRODUCTION –I

THEORY	40 HRS
MODULE 1 : PROFESSIONAL STANDARDS AND ETHICS FOR FOOD HANDLERS	04 HRS
1.1 Personal hygiene	
1.2 General kitchen hygiene and sanitation	
1.3 HACCP (Hazard Analysis and Critical Control Points)	
1.4 Ethics in the kitchen	
MODULE 2 : FOOD COMMODITIES	10 HRS
2.1 Classification of Ingredients	
2.2 Characteristics of Ingredients	
2.3 Uses of Ingredients	
2.4 Food and its relation to health	
2.5 Definition of Basal Metabolism	
2.6 Major nutrients – functions, sources and deficiency of Carbohydrates, Proteins, Fat, Vitamins, Minerals, Water and Fibre	
MODULE 3 : COOKING FUELS AND KITCHEN EQUIPMENT	08HRS
3.1 Types of cooking fuels	
3.2 Uses of cooking fuels	
3.3 Safety precautions	
3.4 Classification of Kitchen Equipment	
3.5 Uses of Kitchen Equipment	
3.6 Care and maintenance	
MODULE 4 : PROCESSING OF COMMODITIES	06 HRS
4.1 Cleaning and pre-preparation of food commodities	
4.2 Quality points & cuts of fruit, vegetables, fish, lamb, beef, pork, poultry and game	
MODULE 5 : METHODS OF COOKING	06 HRS
5.1 Classification, principles, equipment required, commodities that can be used, menu examples for - Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, Frying, Stewing and En Papillote.	
MODULE 6 : INDIAN CUISINE	06 HRS
6.1 Characteristics, ingredients used, , equipment used, cooking methods for regional cuisines – Punjabi, Awadhi, Bengali, Hyderabad, Chettinad, Coastal India, Karnataka	
6.2 Glossary of Indian Culinary Terms and Popular dishes	

1.2 (P): FOOD & BEVERAGE PRODUCTION –I

PRACTICAL

28 HRS

The syllabus in practical contains the following topics which may be distributed in 7 weeks of 4 hours each. Rest of the weeks to be utilized for revision of curricula.

WEEK 1	Lay out of the kitchen & Kitchen organization chart, cleaning procedure of kitchen
WEEK 2	Introduction to kitchen equipment, their uses, knife skills, & Cuts of vegetables
WEEK 3	Cuts of meat and fish.
WEEK 4	Methods of cooking with suitable preparation
WEEK 5	Preparations of Stocks & Basic Mother Sauces
WEEK 6	Preparations of Soups
WEEK 7	Demonstration of marinades, masalas, pastes and gravies

PRACTICAL EXAMINATION FOR I SEM

TOTAL MARKS: 50 MARKS

INTERNAL EXAMINER	15marks (TO BE SUBMITTED TO UNIVERSITY)
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EXTERNAL EXAMINER	35marks (TO BE AWARDED THROUGH PRACTICAL EXAMINATION)
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- A. **Journal** – 5 marks
The student is required to present a neat and covered certified journal containing all the recipes, diagrams and other information as given by the teacher.
- B. **Grooming/Scullery** - 5 marks
The uniform, personal grooming and toolkit will be checked as well as the cleaning of equipment and area
- C. **Identification of equipment/Ingredients** -5 marks
Students are required to identify ingredients and equipment which will be pre-arranged by the internal examiner.
- D. **Cuts of Vegetable** -5 marks
The student needs to showcase five different cuts of vegetables, each cut of vegetable will be awarded one mark. (5X1=5marks)
- E. **Preparation of a Mother sauce** - 5 marks
The student needs to prepare one of the basic mother sauce which will be evaluated for taste, texture, appearance and method of preparation.
- F. **Preparation of a Soup with suitable garnish** - 5 marks
The student needs to prepare one of the soup amongst the different types of soups taught during the semester (according to the classification of soup) which will be evaluated for taste, texture, appearance and method of preparation.
- G. **Viva** - 5 marks
The viva will be conducted by the external examiner and will pertain to the practical syllabus of 1 semester.

1.3 (T): FOOD & BEVERAGE SERVICE – I

THEORY	40 HOURS
MODULE 1 : Food & Beverage Service Industry	06HRS
1.1 Introduction to Food and Beverage Service	
1.2 Types of catering operations– commercial, welfare, transport, others	
MODULE 2 : Attributes of Food& Beverage Service Personnel	04HRS
MODULE 3 : Food & Beverage Service organization	10 HRS
3.1 Organization of the F & B Department	
3.2 Job Specifications for the F & B Department	
3.3 Job Descriptions (Directeur de Restaurant (Restaurant Manager), Maitred' hotel (Sr. Captain), Chef de Rang (Station waiter), Busboy, Hostess, Sommelier (Wine waiter), RSOT, Chef d'etage (Floor Waiter)	
MODULE 4 : Food & Beverage Service outlets	08HRS
4.1 Restaurant, Coffee Shop, Room Service, Bar, Banquets	
MODULE 5 : F & B Service Equipment	12HRS
5.1 Furniture	
5.2 Linen	
5.3 Crockery	
5.4 Silverware	
5.5 Glassware	
5.6 Disposables	
5.7 Special Equipment (Trolleys, Electrical equipment etc)	

1.3 (P): FOOD & BEVERAGE SERVICE PRACTICAL – I

PRACTICALS **40 HRS**

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each. A journal is required to be maintained by every student in relation to the practical syllabus duly endorsed by the subject teacher and the external examiner.

WEEK 1	Briefing/debriefing
WEEK 2 - 3	Identification of Equipment
WEEK 4 - 6	Laying and relaying a table cloth, Napkin folds
WEEK 7 – 8	Setting a TDH/A la Carte cover, Service of water
WEEK 9	Restaurant service and dining etiquettes
WEEK 10	Mise- en- Scene/ Mise -en Place

Examination pattern :(35MARKS)

- Students will be asked to identify any 10 Food & Beverage Service equipments from the display (10marks)
- Setting up of one cover (TDH / A' la carte) (5 marks)
- Napkin foldings (2 nos : one lunch fold and one dinner fold) (5 marks)
- Laying / Relaying of table cloth (5 marks)
- Service of water (bottle / jug) (5 marks)
- Journal and Viva (5 marks)

1.4 (T): FRONT OFFICE- I

THEORY

40 HOURS

MODULE 1 : INTRODUCTION TO TOURISM, HOSPITALITY AND HOTEL INDUSTRY

06 HRS

- 1.1 Tourism and its importance
- 1.2 Concept of Hospitality and its origin
- 1.3 Origin, History, Growth and Development of Hotel industry – India and global
- 1.4 Great Personalities of the Hotel industry
- 1.5 Classification and Categorization of Hotel Industry.

MODULE 2 : HOTEL ORGANIZATION

06 HRS

- 2.1 Introduction to Front Office
- 2.2 Basic Activities of Front Office
- 2.3 F O Layout & Equipment
- 2.4 Various Sections of Front Office
- 2.5 Organization Structure of Front Office department of a Large, Medium and Small hotel.

MODULE 3 : FRONT OFFICE PRODUCT

06 HRS

- 3.1 Types of rooms
- 3.2 Types of room rates
- 3.3 Types of plans
- 3.4 Room status definitions

MODULE 4 : INTRODUCTION TO GUEST CYCLE

04 HRS

- 4.1 Pre-arrival
- 4.2 Arrival
- 4.3 Occupancy
- 4.4 Departure and Post-departure

MODULE 5 : BELL DESK OPERATIONS

08 HRS

- 5.1 Layout of a lobby – placement of Bell desk
- 5.2 Concept of Uniformed Services & its function
- 5.3 Job description and specification – Concierge, Bell Captain, Bell Boy, Doorman & Parking Valet
- 5.4 Layout & equipment of Bell Desk
- 5.5 Luggage handling Procedure on guest arrival – FIT, VIP, Group and Crew
- 5.6 Luggage handling Procedure on guest Departure – FIT, VIP, Group and Crew
- 5.7 Left Luggage procedure
- 5.8 Scanty Baggage procedure

MODULE 6 : RESERVATION CONCEPT

10 HRS

- 6.1 Sources and modes
- 6.2 Types – Guaranteed & non-guaranteed
- 6.3 Reservation Record
- 6.4 Method of receiving a reservation
- 6.5 Handling special requests
- 6.6 Confirmation of reservation
- 6.7 Modification of reservation
- 6.8 Cancellation of reservation
- 6.9 Records and forms used
- 6.10 Job description and specification – Reservation Assistant

PRACTICALS**20 HRS**

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

WEEK 1	Grooming and Hospitality etiquette
WEEK 2	Welcoming/ greeting the guest
WEEK 3-4	Countries, capitals, currencies and official airlines of the world
WEEK 5-6	Luggage handling – FIT, walk-in, scanty baggage, regular, crew and group guest, preparing an Errand Card (Arrival/ Departure)
WEEK 7-9	Reservations • Taking down a reservation for FIT, FFIT, Corporate guest and group • Special requests • Amendment of reservation • Cancellation of reservation
WEEK 10	Glossary Terms

PRACTICAL EXAMINATION FOR I SEM**INTERNAL MARKS: 15 marks****EXTERNAL MARKS: 35 marks****ALL SUB DIVISIONS will be marked by the external examiner for 35 marks****EXTERNAL EXAMINER**

A.	Reservations	- 10 marks
	• Taking the reservation(FIT, FFIT, Corporate guest and group) • Modifying the reservation	
B.	Countries, capitals, currencies and official airlines of the world	- 5 marks
C.	Assignment on any one Great Personalities of the hotel industry	- 5 marks
D.	Viva (Pertaining to the 1 st semester syllabus)	- 7 marks
E.	Grooming and Journal	- 8 marks

REFERENCE BOOKS FOR ALL SEMESTERS

- Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- An introduction to hospitality- Dennis L. Foster
- Principles of Hotel Front Office Operations- Su Baker, Pam Bradley & Jeremy Huyton
- Hotels for Tourism Development – Dr. Jagmohan Negi
- Profiles of Indian Tourism-Shalini Singh
- Tourism Today – Ratnadeep Singh
- Dynamics of Tourism – Pushpinder. S. Gill
- Hotel Reception- White & Beckley
- Hotel Front Office Training-Sudhir Andrews
- Hotel Front Office Operations – Colin Dix & Chris Baird
- Hotel Front Office – James Bardi

1.5(T) HOUSE KEEPING – I

THEORY

40 HOURS

MODULE 1 : INTRODUCTION

05 HRS

- 1.1. Meaning and Definition
- 1.2. Importance of House Keeping
- 1.3. Responsibilities of House Keeping
- 1.4. Application of House Keeping in other Areas
- 1.5. A career in Housekeeping

MODULE 2 : HOUSE KEEPING DEPARTMENT

07 HRS

- 2.1. Organizational frame work of the department (large, medium, small)
- 2.2. Role of key personnel in house keeping
- 2.3. Job description and job specification of staff in the department
- 2.4. Qualities of the house keeping staff
- 2.5. Skills of a good house keeper (Managerial, Technical, Conceptual)
- 2.6. Inter departmental coordination with more emphasis on front office and maintenance
- 2.7. Department and the relevant sub sections

MODULE 3 : HOTEL GUEST ROOM

10 HRS

- 3.1. Types of guest rooms
- 3.2. Layout out of guest rooms (types)
- 3.3. Layout of floor pantry
- 3.4. Furniture, fixture, guest supplies, amenities in a guest room (to be dealt in brief only)
- 3.5. Accessories

MODULE 4 : HOUSE KEEPING CONTROL DESK

07 HRS

- 4.1 Importance, role, co-ordination, checklist
- 4.2 Forms, formats & registers used in the desk reports
- 4.3 Role of computers, snapshots of software
- 4.4 Lost & found
- 4.5 Key control
- 4.6 Gate pass
- 4.7 Indenting from stores

MODULE 5 LINEN, UNIFORM, TAILOR ROOM

06 HRS

- 5.1 Lay out
- 5.2 Types of linen, sizes, linen exchange procedures
- 5.3 Storage facilities and conditions
- 5.4 Par stock. (Introduction & definition)
- 5.5 Discard procedure, re use of discard
- 5.6 Functions of uniform room
- 5.7 Functions of tailor room

Module 6 : ECO FRIENDLY CONCEPTS IN HOUSE KEEPING

05 HRS

- 6.1 Ecotels
- 6.2 Ecotel Certification
- 6.3 Energy and water conservation
- 6.4 Eco friendly products
- 6.5 Waste disposal in housekeeping

GLOSSARY: from 1st semester syllabus

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

WEEK 1, 2	Personal hygiene in house keeping Housekeeping etiquette
WEEK 3	Telephone handling
WEEK 4	Brassoing
WEEK 5, 6, 7	Bed making - traditional
WEEK 8, 9	Forms and formats—occupancy slip, gate passes, job order, lost & found register, key register
WEEK 10	Assignment on any housekeeping topic – 10 pages minimum- handwritten

PRACTICAL EXAMINATION FOR I SEM

SUB DIVISIONS A, B, C, D and E will be marked by the external examiner for 35 marks

EXTERNAL EXAMINER (35 Marks)

- A. Bed Making** – 10 marks
Students are required to make a traditional single bed without the bedcover within 5 minutes. Evaluation is done on correct usage of linen, neatness and time taken. Every imperfection will attract 1 mark deduction.
- B. Brass polishing** – 5 marks
Students are required to present a polished medium sized brass article. Care to be taken to provide one unpolished brass item to each student. Time limit - 30 min.
- C. Viva** – 10 marks
Questions from the glossary of terms for first semester to be asked by examiner.
- D. Journal** – 5 marks
The student is required to present a neat, certified journal containing the entire practical done during the year.
- E. Forms and formats** – 5 marks
Students are required to draw a form or format as required by the examiner. Time allotted – 30 min

Books for Reference

1. Hotel Housekeeping – A Training Manual, Sudhir Andrews, Tata McGraw Hill
2. Managing Housekeeping Operations – Kappa, Nitschike, Shappert, EI, AHLA
3. Hotel Housekeeping – Operations and Management – G. Raghubalan, Smritee Raghubalan, Oxford University Press

1.6 HOSPITALITY COMMUNICATION – I

THEORY

40 HRS

MODULE 1 : INTRODUCTION AND BASICS OF HOSPITALITY COMMUNICATION

10 HRS

- 1.1. Importance of Communication in Hospitality industry & its effects on performance-Customer Satisfaction
- 1.2. Communication Channels in the Hierarchy of an organization – Formal / informal
- 1.3. Process of Communication and various factors / components of communication
- 1.4. Significance of feedback
- 1.5. Forms of Communication – Formal / Informal, Verbal/ Non-Verbal Communication

MODULE 2 : COMMUNICATION CHANNELS, MODES AND LANGUAGE STYLES

06 HRS

- 2.1. Verbal Communication – Oral and Written –Advantages and Disadvantages
- 2.2. Non-Verbal Communication-Ambience / Signs/ Symbols / Voice / Body language
- 2.3. Grooming/ Power Dressing / Proxemics
- 2.4. Oral Communication - Barriers of Oral Communication Skills : Factors involved
- 2.5. Non Violent Communication
- 2.6. Cross Cultural Communication and overcoming these barriers.

MODULE 3 : PARALANGUAGE SKILLS - CLARITY IN ORAL SPEECH AND ETIQUETTE

06 HRS

- 3.1. Listening Skills and listening Comprehension Passages of Telephone Conversations and Speeches used as material.
- 3.2. Introductions- Self and others – Instructions - Asking for and Giving Directions
- 3.3. Telephone Speaking - Etiquette and other factors,
- 3.4. Extempore and Prepared Speeches
- 3.5. Building positive attitude and Emotional Management

MODULE 4: BASICS OF WRITTEN COMMUNICATION

06 HRS

- 4.1. Written Communication – factors involved
- 4.2. Writing Telephone messages, Drafting Telegrams,
- 4.3. Email and Formal Net Communication Etiquette
- 4.4. Letter writing – Leave letters and Requests for Permission /Issue of Documents
- 4.5. Creative Writing – Creating Wall Magazines, Making Collages

MODULE 5: LANGUAGE ACCURACY-ENGLISH GRAMMAR

06 HRS

- 5.1. Accuracy and Usage, Common Errors and their correction in English usage with an emphasis on Concord, Sequence of Tenses, Articles and Use of Prepositions
- 10 Marks
- 5.2. Introductions – Self and Others / Formal and informal
-10 Marks
- 5.3. Making Queries, Instructions, Directions
- 5.4. Direct and Indirect Speech
- 5.5. Active and Passive Voice

MODULE 6 : STUDY SKILLS

06 HRS

- 6.1. Story One
- 6.2. Story Two

INTERNAL ASSESSMENT / PRACTICAL SESSIONS

- Grammar Skills – through Exercises
- Listening skills – Recorded / Unrecorded with Timed tests
- Speaking Skills – Individual Extempore / Prepared
- Conversations Role Plays and Group Discussions
- Telephone Manners Making and Receiving Calls - Role Plays
- Leave Letter Writing- Emails- Telegrams –Telephone Messages
- Case Studies

FOUNDATION COURSE: CONSTITUTION OF INDIA AND HUMAN RIGHTS

SECOND SEMESTER

2.2(T): FOOD & BEVERAGE PRODUCTION-II

THEORY

40 HRS

MODULE 1 : AIMS AND OBJECTIVES OF COOKING FOOD

06 HRS

- 1.1 Importance of cooking food
- 1.2 Effects of action of heat on food- cereals, pulses, starchy vegetables, green leafy vegetable sweetening agents, meat, fish, eggs, dairy products, dairy fat, vegetable oils and fats, animal fat, nuts and oil seeds

MODULE 2 : ART OF COOKERY

04 HRS

- 2.1 Styles of Cookery - Oriental/Asian/European/Continental/Pan American
- 2.2 History and Development of Modern Cuisine-Classical and Contemporary

MODULE 3 : STOCKS, SAUCES AND SOUPS

12 HRS

- 3.1 Types of Stocks, Mirepoix, Bouquet Garni, & its Uses
- 3.2 Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie
- 3.3 Soups- Classification, principles, garnishing and accompaniments
- 3.4 Popular international soups

MODULE 4 : FOOD PRESERVATION

05 HRS

- 4.1 Methods of Food Preservation
- 4.2 Physical and chemical agents in food preservation
- 4.3 Preservation of perishable foods

MODULE 5 : CHEESE

05 HRS

- 4.4 Manufacturing process
- 4.5 Types of cheese according to texture
- 4.6 Uses of cheese in cookery
- 4.7 Famous cheese of the world

MODULE 6 : BAKERY AND CONFECTIONERY

08 HRS

- 5.1 Role of ingredients in baking
- 5.2 Types of Dough-Bread
- 5.3 Types of batters-pancakes
- 5.4 Types of Breads-Names and description of Breakfast, Lunch, Snack and International breads
- 5.5 Glossary of Bakery Terms

2.2(P): FOOD & BEVERAGE PRODUCTION-II

PRACTICALS

40 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.

Indian cuisine - 10 Menus with four preparations in each

- WEEK 1 Punjabi cuisine
- WEEK 2 Awadhi cuisine
- WEEK 3 Bengali cuisine
- WEEK 4 Hyderabad cuisine
- WEEK 5 Chettinad cuisine
- WEEK 6 Goan cuisine
- WEEK 7 Kerala cuisine
- WEEK 8 Mangalorean cuisine
- WEEK 9 Karnataka cuisine
- WEEK 10 Mughlai cuisine

Menus will be circulated later

PRACTICAL EXAMINATION FOR II SEM

TOTAL MARKS: 50 MARKS

INTERNAL EXAMINER 15 MARKS TO BE SUBMITTED TO UNIVERSITY

EXTERNAL EXAMINER 35 MARKS TO BE AWARDED THROUGH PRACTICAL EXAMINATION

EXTERNAL EXAMINER		35marks
A.	Journal The student is required to present a neat and covered certified journal containing all the recipes, diagrams and other information as given by the teacher.	- 5 marks
B.	First course The first course which may be soup or starter will be evaluated for taste, texture, appearance and palatability	- 5 marks
C.	Second course The second course which may be entrée or main course will be evaluated for taste, texture, appearance and palatability	- 10 marks
D.	Third course - Accompaniment The third course which may be a vegetable preparation or bread preparation will be evaluated for taste, texture, appearance and palatability	-5 marks
E.	Fourth course - Dessert The fourth course which is a sweet preparation will be evaluated for taste, texture, appearance and palatability	- 5 marks
F.	Viva The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination	- 5 marks

2.3(T): FOOD & BEVERAGE SERVICE - II

THEORY	40 HRS
MODULE 1 : Types of service and menus	04HRS
1.1 Table Service - French, Russian, English, American, Silver	
1.2 Assisted service-carvery, Buffet	
1.3 Self-service, cafeteria	
1.4 Specialized service-gueridon, automated, tray, trolley etc.	
MODULE 2 : Menu Planning	10 HRS
2.1 Introduction	
2.2 Types of menus	
2.3 Rules to be observed while planning menus	
2.4 Classical French Menu - 13 courses	
2.5 Menu Terms	
2.6 Food and its accompaniments with cover	
2.7 Basics of Menu Design	

MODULE 3 : Break Fast**04HRS**

- 3.1 Types – Continental, English, Buffet, Indian
- 3.2 Cover set up and service

MODULE 4 : Non Alcoholic Beverages**10 HRS**

- 4.1 Classification
- 4.2 Hot Beverages – Tea, Coffee, Cocoa - production, types, brand names and service
- 4.3 Cold Beverages-waters, juices, milk based, syrups, squashes, aerated-types, brands and service

MODULE 5 : In-Room Dining**04HRS**

- 5.1 Layout and design
- 5.2 Cycle of service
- 5.3 Forms and formats- RSOT control sheet, Waiter's card, Breakfast Door Knob, Amenity Voucher

MODULE 6 : Function catering and Buffet**08HRS**

- 6.1 Types of functions
- 6.2 Banquet menu
- 6.3 Table and seating plans
- 6.4 Booking procedure with forms and formats- BFC, Booking Diary, Function of the Day,
- 6.5 Banquet seating calculation
- 6.6 Introduction to Buffet
- 6.7 Types of Buffet services– Finger, Fork, sit down
- 6.8 Types of Buffet - Themes
- 6.9 Equipment

2.3 (P): FOOD & BEVERAGE SERVICE PRACTICAL – II**PRACTICALS****40HRS**

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each. A journal should be maintained by every student, in relation to the practicals syllabus duly endorsed by the subject teacher and the external examiner.

WEEKS 1-4	Compiling of a menu in French
WEEK 5-6	Cover Set up, Service sequence.
WEEK 7	Silver service, Pre plated service
WEEK 8	BFP Compiling
WEEK 9	Service of non-alcoholic beverages
WEEKS 10	Room service tray set ups

Examination pattern :**(35 MARKS)**

- **Menu Compilation:** Students are required to compile a five course French TDH menu with explanation, by picking a slip which has the necessary guidelines. Each student should set a cover and serve a course (Main course by silver service and the rest being pre plated). A pre designed blank menu card should be brought to write the menu. **(15 Marks)**
- **Room Service Tray set ups:** (Continental Breakfast, English Breakfast, Indian Breakfast) **(5 marks)**
- **Service of Non Alcoholic Beverages:** Taking an order & service of Non Alcoholic Beverages **(5 Marks)**
- **BFP Compiling:** (Annual General Body Meeting / Cocktail Dinner / Wedding Reception / Conference / Board Meeting / Theme dinner) **(5 Marks)**

Journal and Viva:**(5 Marks)**

2.4 HYGIENE AND FOOD SAFETY

THEORY

40 HOURS

MODULE 1 : INTRODUCTION TO HYGIENE AND SANITATION

04 HRS

- 1.1. Introduction
- 1.2. Importance of hygiene in catering establishments
- 1.3. Sanitation and its importance

MODULE 2 : CONTAMINATION AND SPOILAGE

10 HRS

- 2.1. Contamination and food spoilage
- 2.2. Conditions which lead to spoilage
- 2.3. Signs of spoilage in various foods
- 2.4. Microbes and their role in food spoilage
- 2.5. Factors affecting and controlling microbial growth
- 2.6. Food borne illness

MODULE 3 : PURCHASING, RECEIVING AND STORAGE OF FOODS

08 HRS

- 3.1. Procedures while purchasing and receiving foods
- 3.2. Importance of storage of food
- 3.3. Points to be considered while storing food
- 3.4. Classification of food according to ease of spoilage
- 3.5. Storage of leftover food, hot food and cooling of foods
- 3.6. Various storage zones-dry, refrigerator, freezer- special reference to temperatures
- 3.7. Sanitary procedure followed while preparing and storing foods

MODULE 4 : MANAGEMENT OF EQUIPMENT AND WASTE

10 HRS

- 4.1. Types of soil
- 4.2. Cleaning science-equipments, chemicals, water
- 4.3. Dish washing equipments-manual and mechanical
- 4.4. Food contact surfaces advantages and disadvantages-wood and steel
- 4.5. Post cleaning storage facilities and cleaning of premises
- 4.6. Waste, types and disposal, organic farming

MODULE 5 : WATER, PURIFICATION, FILTRATION AND STANDARDS

04 HRS

- 5.1. Sources of water
- 5.2. Water quality standards (WHO)
- 5.3. Purification methods-slow sand, current technologies-zeolite, osmosis

MODULE 6 : SAFETY MANAGEMENT IN CATERING ESTABLISHMENTS

04 HRS

- 6.1. Accidents -commonly occurring in catering establishments
- 6.2. Preventive methods
- 6.3. Education/training in sanitation
- 6.4. Food safety regulations- food laws, food standards and HACCP

Books for Reference

1. Food hygiene and sanitation - S. Roday
2. Managing food hygiene - Nicholas John
3. Food hygiene for food handlers - Jill Trickett
4. Principles of food sanitation - Marriott
5. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard Linton

MODULE 1 : TOURISM PHENOMENA**03 HRS**

- 1.1 Understanding tourism – Concept and definition, meaning, concept of traveler and tourists, classification of tourism according to purpose of travel, 4 components of tourism, related definitions, impact of tourism
- 1.2 Origin growth and development of tourism.

MODULE 2 : GEOGRAPHY AND TOURISM**04 HRS**

- 2.1 India's bio diversity.
- 2.2 Landscape – Physiographical structure of India
- 2.3 Climate and Seasons of India

MODULE 3 : TRAVEL MANAGEMENT**09 HRS**

- 3.1 Transport Systems – Air, Rail, Road, Waterways
- 3.2 Travel Agencies – Definition, history, Role and functions, Types
- 3.3 Tourism Organization and Associations – Introduction, functions and organization of IATA, WTO, ASTA, PATA, TAAI
- 3.4 Tour operator – Definition, Types, Importance and role of Tourist guide and related definitions

MODULE 4 : HERITAGE OF INDIA**09 HRS**

- 4.1 A glimpse of Indian architectural history – Hindu & Buddhist architecture, Southern style – Hoysala, Northern Style - Mughal
- 4.2 India's historical monuments: Taj Mahal & Charminar
- 4.3 Religions of India
- 4.4 Fair's and festival's of India
- 4.5 Performance arts- dance, music, theatre – Uttar Pradesh, Karnataka, Kerala

MODULE 5 : TOURISM INDUSTRY**06 HRS**

- 5.1 Accommodation
- 5.2 Supplementary accommodation
- 5.3 Tourist Destinations of India: Golden Triangle – North and South

MODULE 6 : TRAVEL FORMALITIES AND REGULATIONS**09 HRS**

- 6.1 Passport - definition, types in India, procedure for obtaining passport in India
- 6.2 Visa – definition, types, procedure for obtaining visa in India, related definitions
- 6.3 Foreign Exchange – Definition of currency, Countries and currencies (SAARC Countries), RBI regulation on foreign exchange, related definitions
- 6.4 Brief information on Immigration, Travel insurance, health certificates, PIO cards & baggage rules(basic)

REFERENCE BOOKS

- 1. Hotel for tourism development- DR JAGMOHAN NEGI
- 2. Profiles of Indian tourism – SHALINI SINGH
- 3. Tourism today – RATNADEEP SINGH
- 4. Dynamics of tourism – PUSHPINDER S GILL
- 5. Introduction of tourism – SETH
- 6. Tourism past, present and future- BOOKHARD
- 7. Tourism principles and policies – AK BHARIA
- 8. Travel agents and tourism – MERRISON JAMEW
- 9. Tourism and cultural heritage of India – ACHARYA RAM
- 10. Culture and art of India – MUKARJEE A
- 11. Travel and Tourism Management – Dr. B GHOSH

2.6 HOSPITALITY COMMUNICATION – II

THEORY

40 HRS

MODULE 1 : BUSINESS CORRESPONDENCE

10 HRS

- 1.1. Note Taking only Linear Pattern and Note Making Building a Paragraph using given hints
- 1.2. Business Communication - Norms and Requirements
- 1.3. Different Forms of Written Communication : Memos, Agenda , Minutes of a meeting , etc
- 1.4. Formal Letters – Invitations, Request, Complaints , Orders and Thanks
- 1.5. Questionnaires / Comment Cards / Feedback forms

MODULE 2: JOB SKILLS

06 HRS

- 2.1. Resume
- 2.2. Application for Jobs / Covering Letters
- 2.2. Group Discussions – factors
- 2.3. Interviews Types and Preparation for Interviews
- 2.5. Body Language and Interview Etiquette

MODULE 3 : LANGUAGE FOR MEDIA AND PUBLICITY

06 HRS

- 3.1. Forms of Media
- 3.2. Role of media in Communication
- 3.3. Advertising – its role in the industry, Copywriting - factors and related issues
- 3.4. In-House publicity materials- Use and Factors Involved
- 3.5. Designing / Making of posters, banners, brochures, pamphlets etc

MODULE 4 : GRAPHICAL COMMUNICATION

06 HRS

- 4.1. Graphical communication- Types Tables, Graphs, Information Flow Charts
- 4.2. Interpretation from Written to Graphical Form
- 4.3. Interpretation from Graphical Form to Written Form
- 4.3. Using Visual Aids – types and norms for effective usage

MODULE 5 : ADVANCED WRITING AND ORAL PRESENTATION SKILLS

06 HRS

- 5.1. Editing for making effective presentations.
- 5.2. Reports – types and structure
- 5.3. Writing Press Notes and Press Releases
- 5.4. Writing Reports on Events
- 5.4. Project making

MODULE 6 : STUDY SKILLS

06 Hrs

- 6.1 Article One
- 6.2 Article Two

INTERNAL ASSESSMENT / PRACTICAL SESSIONS

- Linkers and Cohesive Devices –specifically for narratives, negotiations , debates and discussions
- Presentation Skills: Presenting a concept / product, with or without use of audio-visual media
- Framing of In-house Publicity materials for hotels –like announcing an event related to entertainment, a new customer facility etc.
- Writing Business letters – Hospitality related
- Making a Report
- Project making
- Group Discussions – participation and factors to be noted
- Mock Interviews

BOOKS FOR REFERENCE

1. Essentials of English Grammar – Raymond Murphy
2. Comprehend and Compose – Dr. Geeta Nagaraj
3. Be my guest – Francis O'hara
4. Pronunciation Dictionary – Daniel Jones
5. Language in Use – Intermediate Series – Cambridge Publication

**FOUNDATION COURSE : ENVIRONMENT AND PUBLIC HEALTH
THIRD SEMESTER**

3.2 (T): FOOD & BEVERAGE PRODUCTION-III

THEORY

MODULE 1 : MENU PLANNING

40 HRS

06 HRS

- 1.1 Principles of menu planning
- 1.2 Types of menus
- 1.3 Names and description of popular national and international dishes

MODULE 3 : PASTRY

10 HRS

- 2.1 Pastry – Puff pastry, flaky pastry, short crust pastry-(sweet and savoury), choux pastry,
- 2.2 Types of Sponge cakes
- 2.3 Types of Gateaux
- 2.4 Types of Icing- Fondant, fresh cream, butter cream, American frosting, royal, truffle, ganache
- 2.5 Types of desserts-hot and cold desserts
- 2.6 Petits fours-Definition and examples

MODULE 3 : FOOD STANDARDS

06 HRS

- 3.1 Importance
- 3.2 WHO standards-voluntary and compulsory standards
- 3.3 Common adulterants and their detection
- 3.4 Classification of additives and their role
- 3.5 Mislabeling

MODULE 4 : FRENCH CUISINE

06 HRS

- 4.1 Features, regional classification, ingredients, methods of cooking, courses of the menu.
- 4.2 Glossary of French Culinary Terms

MODULE 5 : ITALIAN CUISINE

06 HRS

- 5.1 Features, regional classification, ingredients, methods of cooking, courses of the menu.
- 5.2 Glossary of Italian Culinary Terms

MODULE 6 : SPANISH /MEXICAN CUISINE

06 HRS

- 6.1 Features, regional classification, ingredients, methods of cooking, courses of the menu.
- 6.2 Glossary of Spanish/Mexican Culinary Terms

3.2 (P): FOOD & BEVERAGE PRODUCTION-III

PRACTICALS

40 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.

WEEK 1-2 Demonstrations of basics of Bakery: Basic sponges, Breads, Icings, Sweet paste, Choux paste.

WEEK 3-10 **French cuisine- 8 Menus** with five preparations in each

PRACTICAL EXAMINATION FOR III SEM

TOTAL MARKS: 50

INTERNAL EXAMINER 15 MARKS TO BE SUBMITTED TO UNIVERSITY

EXTERNAL EXAMINER 35 MARKS TO BE AWARDED THROUGH PRACTICAL EXAMINATION

EXTERNAL EXAMINER

35 marks

- A. **Journal** : The student is required to present a neat and covered certified journal containing all the recipes, diagrams and other information as given by the teacher. **- 5 marks**
- B. **First course** : The first course which may be soup or starter will be evaluated for taste, texture, appearance and palatability. **- 5 marks**
- C. **Second course** : The second course which may be entrée or main course will be evaluated for taste, texture, appearance and palatability. **-10 marks**
- D. **Third course - Accompaniment** : The third course which may be a vegetable preparation or bread preparation will be evaluated for taste, texture, appearance and palatability **- 5 marks**
- E. **Fourth course- Dessert**: The fourth course which is a sweet preparation will be evaluated for taste, texture, appearance and palatability **- 5 marks**
- F. **Viva** : The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination **- 5 marks**

3.3(T): FOOD & BEVERAGE SERVICE - III

THEORY

40 HOURS

MODULE 1 : Alcoholic Beverages

04HRS

- 1.1. Consumption – benefits, abuse, sensible drinking
- 1.2. Introduction and classification of alcoholic beverages

MODULE 2 : Wine

20 HRS

- 2.1. Vine – family, grape composition, training and pruning, cycle of harvest, factors affecting quality – soil, climate, viticulture, vinification, vine diseases
- 2.2. Classification of wines – still, sparkling, fortified, aromatized,
- 2.3. Control of Quality – France, Italy, German,
- 2.4. Grape varieties – 10 red and 10 white
- 2.5. Wine manufacture – red, white, rose
- 2.6. Wine producing countries and regions (handout provided) - France, Italy, Germany
- 2.7. Wine names – France, Italy, Germany, California, Australia, India
- 2.8. Champagne – Introduction, manufacture, types and shippers
- 2.9. Fortified wines – Sherry, Port, Madeira - types, manufacture, service and brands
- 2.10. Aromatised – Vermouth and other aromatized wines
- 2.11. Wine service temperatures

MODULE 3 : Wine & food harmony

06HRS

MODULE 4 : Beer and other fermented beverages

10HRS

- 4.1. Introduction to Beer
- 4.2. Ingredients for Beer Manufacture
- 4.3. Production of Beer
- 4.4. Beer classification and styles
- 4.5. Service of Beer
- 4.6. Beer brands with countries – 10 countries with 5 brands each
- 4.7. Cider, Sake, Toddy

3.3(P): FOOD & BEVERAGE SERVICE PRACTICAL - III

PRACTICALS

40HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each. A journal should be maintained by every student, in relation to the practical syllabus duly endorsed by the subject teacher and the external examiner.

- | | |
|----------|---|
| WEEK 1-4 | Menu Compiling, Wine Pairing, Setup (of any five courses as suggested by the faculty. This comes as an internal exam in the fourth semester practical exam) |
| WEEK 5 | Reading of wine labels |
| WEEK 6 | Reading of the wine maps of France, Italy, Germany |
| WEEK 7 | Service of Still wines |
| WEEK 8 | Service of Sparkling wines |
| WEEK 9 | Service of fortified, aromatized wines |
| WEEK 10 | Service of beer |

Examination pattern : (35 MARKS)

- **Menu Compiling with winepairing** : Student should pick a chit which has the necessary guidelines to compile a five course continental menu and pair the appropriate wine . A minimum of three different wines are to be paired. (10 Marks)
- **Service of wine** : Serve any one wine to the host and to the guest. (10 Marks)
- **Service of beer** : Take order and serve bottled beer. (5 Marks)
- **Journal and Viva** : (10 Marks)

3.4(T): FRONT OFFICE II

THEORY

40 HRS

MODULE 1 : RESERVATION OPERATIONS

05 HRS

- 1.1. Reservations and sales
- 1.2. Reservation inquiry – CRS, Intersell Agencies, GDS, Internet and Property Direct.
- 1.3. Group Reservations
- 1.4. Reservation reports

MODULE 2 : FRONT DESK OPERATIONS

10 HRS

2.1. Information

- 2.1.1. Role Of Information
- 2.1.2. Handling of mails, registered posts, parcels etc.
- 2.1.3. Handling of messages
- 2.1.4. Handling of guest room keys
- 2.1.5. Types of keys and key control
- 2.1.6. Paging
- 2.1.7. Providing information to the guest
- 2.1.8. Aids used in Information section

2.2. Reception

- 2.2.1. Introduction to reception
- 2.2.2. Coordination between FO and other departments
- 2.2.3. Room change procedure
- 2.2.4. Preparation of expected Arrival & Departure Reports
- 2.2.5. Preparation of Guest History Card
- 2.2.6. Arrival procedure – Group & in General
- 2.2.7. Departure procedure – Group & in General
- 2.2.8. Job description and specification – Receptionist

MODULE 3 : TELEPHONE OPERATIONS

04 HRS

- 3.1. Role of Telephone Department
- 3.2. Staff organization
- 3.3. Telephone etiquette
- 3.4. Records and forms used
- 3.5. Special features for hotels – CAS
- 3.6. Types of calls
- 3.7. Latest trends in hotel communication system

MODULE 4 : REGISTRATION

06 HRS

- 4.1. Objectives
- 4.2. Legal obligations
- 4.3. Pre-registration
- 4.4. Types of registration methods/records
- 4.5. Registration procedure – FIT , FFIT, Walk-in, Scanty Baggage, Regular, Corporate, VIP, Crew and Group guests
- 4.6. When guests cannot be accommodated – Walk-in Guests, guests with non-guaranteed reservations and guests with guaranteed reservations.
- 4.7. Reports
- 4.8. Records and forms used

MODULE 5 : FO CASH

09 HRS

- 5.1. Role of FO Cash section at various stages of the guest cycle
- 5.2. Job description of FOC

- 5.3. Departure procedure - FIT , FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group guests
- 5.4. Security Deposit Box handling
- 5.5. Importance of security system
- 5.6. Credit Card Handling procedure
- 5.7. Foreign Currency exchange procedure
- 5.8. Reports and forms used
- 5.9. Equipment

MODULE 6 : FRONT OFFICE ACCOUNTING

06 HRS

- 6.1 Accounting Fundamentals – Accounts, folios, vouchers, POS, ledgers
- 6.2 FO accounting cycle
- 6.3 Creation and maintenance of accounts
- 6.4 Guest and non guest accounts
- 6.5 Accounting system – non automated, semi automated and fully automated

3.4(P): FRONT OFFICE II

PRACTICALS

20 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

WEEK 1 Basic Telephone Handling and Etiquette

WEEK 2-4 Emergency situation Handling

- Fire
- Death
- Natural Disasters – Floods, earthquake, epidemics etc
- Accident
- Lost & Found
- Damage to Hotel property
- Vandalism
- Drunk Guest
- Scanty Baggage
- Theft
- Sick Guests
- Bomb and Terrorism Threats

WEEK 5-6 PMS activities

- Feeding a reservation
- Amendment, Cancellation and Reinstating a reservation
- Feeding messages
- Check-in guest
- Room and rate assignment
- Room change

WEEK 7-9 Handling registration – FIT, FFIT, VIP, Regular, Corporate, Scanty Baggage, Walk-in, Group and Crew

WEEK 10 Glossary Terms

PRACTICAL EXAMINATION FOR III SEM

● ALL SUB DIVISIONS will be marked by the external examiner for 35 marks

EXTERNAL EXAMINER

- A. **Registration (To be done practically)** - 7 Marks
- Registration process for any one category of guest as given by the external examiner
- B. **Viva on Emergency Situation Handling** -5 marks
- i. Fire
 - ii. Death
 - iii. Natural Disasters – Floods, earthquake, epidemics etc
 - iv. Accident
 - v. Lost & Found
 - vi. Damage to Hotel property
 - vii. Vandalism
 - viii. Drunk Guest
 - ix. Scanty Baggage
 - x. Theft
 - xi. Sick Guests
 - xii. Bomb Threat
- C. **PMS activities (2 activities)** - 8 Marks
- Feeding a reservation
 - Amendment, Cancellation and Reinstating a reservation
 - Feeding messages
 - Assign room
 - Check in guest
 - Room change
- D. **Viva (Pertaining to the 3rd semester syllabus)** - 7 marks
- E. **Grooming and Journal** - 8 marks

REFERENCE BOOKS FOR ALL SEMESTERS

- Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- An introduction to hospitality- Dennis L. Foster
- Principles of Hotel Front Office Operations- Su Baker, Pam Bradley & Jeremy Huyton
- Hotels for Tourism Development – Dr. Jagmohan Negi
- Profiles of Indian Tourism - Shalini Singh
- Tourism Today – Ratnadeep Singh
- Dynamics of Tourism – Pushpinder. S. Gill
- Hotel Reception- White & Beckley
- Hotel Front Office Training-Sudhir Andrews
- Hotel Front Office Operations – Colin Dix & Chris Baird
- Hotel Front Office – James Bardi

THEORY

40 HOURS

MODULE 1 : INTERIOR DECORATION

05 HRS

- 1.1. Introduction
- 1.2. Definition
- 1.3. Design
- 1.4. Elements of Design
- 1.5. Principles of Design

MODULE 2 : COLOR AND LIGHT

06 HRS

- 2.1. Introduction to Colour
- 2.2. Colour wheel
- 2.3. Classification and importance of Colours
- 2.4. Colour Schemes
- 2.5. Introduction to Light
- 2.6. Classification of Light
- 2.7. Use of Light in various areas of the hotel

MODULE 3 : FURNITURE AND FURNISHINGS

05 HRS

- 3.1. Introduction
- 3.2. Types of Furniture
- 3.3. Types of Joints
- 3.4. Principles of furniture arrangement
- 3.5. Introduction to Furnishings
- 3.6. Types of furnishings
- 3.7. Care and use of Furnishings

MODULE 4 : WALL COVERINGS, WINDOWS AND FLOOR FINISHES

12 HRS

- 4.1. Introduction to Wall coverings
- 4.2. Types – Paints, fabric, wood, plastic, tiles, wall paper
- 4.3. Selection of wall coverings
- 4.4. Care of wall coverings
- 4.5. Types of Windows – (10 types in brief)
- 4.6. Window treatment – stiff (blinds, shutters, shades, screens), soft (curtains, swags, valances)
- 4.7. Types of floor finishes(hard – granite, marble, tile, semi hard – rubber linoleum, cork, wood, Soft-carpet and types of carpets, rugs, dhurries)
- 4.8. Selection, advantages, disadvantages, care and cleaning of floor finishes

MODULE 5 : CLEANING SCIENCE AND EQUIPMENT

08 HRS

- 5.1. Cleaning principles
- 5.2. PH scale and cleaning agent with their application
- 5.3. Types of cleaning agents
- 5.4. Cleaning products – hotel specific
- 5.5. Characteristics of a good cleaning agent
- 5.6. Types of cleaning equipments
- 5.7. Operating principles of equipments
- 5.8. Characteristics of good equipment (Mechanical, manual)
- 5.9. Storage, upkeep, maintenance of equipment

MODULE 6 : CLEANING PROCEDURES**04 HRS**

- 6.1 Daily cleaning of occupied, departure, vacant, under repair, VIP rooms
- 6.2 Weekly cleaning, spring cleaning
- 6.3 Evening service, Second Service
- 6.4 Systems and procedures involved
- 6.5 Cleaning process
- 6.6 Cleaning and upkeep of public areas (lobby, cloak room, restaurants, bar, banquet halls, admin offices, lifts and elevators, staircases, back areas, front area, corridors)

GLOSSARY – from 3rd semester syllabus**3.5(P): HOUSEKEEPING II****PRACTICALS****20 HRS**

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

- WEEK 1 - 3 Bed making with turn down and foot fold (single sheet and duvet)
- WEEK 4 Planning a color scheme of a room based on different schemes
- WEEK 5 Interior design – analyzing a picture with respect to elements and principles of interior design, flooring, furnishings etc.
- WEEK 6 Setting up of Room Attendant's Trolley – Demonstration
- WEEK 7 Sewing tasks – hemming 1 side of a 4 in² cloth sample and stitching a 4 holed button
- WEEK 8 - 10 Cleaning procedures – Area cleaning (Sweeping, Scrubbing and Mopping, Wet and Dry dusting, High ceiling cleaning – cobwebs), bathroom cleaning, glass cleaning

PRACTICAL EXAMINATION FOR III SEM

SUB DIVISIONS A, B, C, D, E and F will be marked by the external examiner for 35 marks,

EXTERNAL EXAMINER**– (35 Marks)**

- A. Bed making :** Students are required to make a bed with turn down and foot fold using single sheet covering and duvet. Time allotted – 5 minutes each **– 5 marks**
- B. Area cleaning** **–10 marks**
- C. Viva :** Questions from the glossary of terms for third semester to be asked by examiner. **– 5 marks**
- D. Planning of a colour scheme of a given room :** Student is required to colour the given room based on the scheme provided. **– 5 marks**
- E. Sewing task :** Students are required to hem 1 side of a 4 in² cloth sample and stitch a 4 holed button **– 5 marks**
- F. Journal :** The student is required to present a neat, certified journal containing the entire practical done during the year **– 5 marks**

Books for Reference

- 1. Hotel, hostel and hospital housekeeping, Branson and Lennox
- 2. Hotel Housekeeping – Operations and Management, G. Raghubalan and Smritee Raghubalan, Oxford University Press
- 3. The Professional Housekeeper – Schneider, Tucker and Scoviak
- 4. Housekeeping Operations, Design and Management – Malini Singh, Jaya B George, Jaico Publishers
- 5. Interior Design and Decoration – P. Seetharaman and Parveen Pannu, CBS Publishers

FOUNDATION COURSE: FUNDAMENTALS OF COMPUTERS

FOURTH SEMESTER

4.2 (T): FOOD & BEVERAGE PRODUCTION – IV

THEORY 40 HRS

MODULE 1 : KITCHEN ORGANIZATION AND HUMAN RESOURCE 06 HRS

- 1.1 The classical kitchen brigade-the partie system
- 1.2 Job description and job specification of executive chef, chef de partie and commis
- 1.3 Recruitment and selection
- 1.4 Induction, training and development

MODULE 2 : ORIENTAL CUISINE 12 HRS

- 2.1 Chinese-Features, regional classification, ingredients, methods of cooking, courses of the Menu
- 2.2 Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu
- 2.3 Japanese - Features, regional classification, ingredients, methods of cooking, courses of the Menu

MODULE 3 : GARDE MANGER (LARDER WORK) 10HRS

- 3.1 Salads-Classification, principles of salad making, ingredients used, parts of a salad, salad dressings, garnishes, types of salads, classical salads
- 3.2 Hors d'oeuvres-Classification, examples and accompaniments
- 3.3 Sandwiches- composition, types, principles of preparation, classic sandwiches, rules to be followed and accompaniments.
- 3.4 Specialty meats- Farcis, terrines, pates, galantines, ballotines, mousses.
- 3.5 Cold sauces- dips, chaudfroids, aspics.
- 3.6 Charcuterie-Sausages, bacon and ham

MODULE 4 : ACCOMPANIMENTS AND GARNISHES 04 HRS

- 4.1 Classical vegetable accompaniments
- 4.2 Potato preparations
- 4.3 Garnishes and accompaniments for popular dishes

MODULE 5 : DIET PLANNING 08 HRS

- 5.1 Importance of planning diet – balanced diet
- 5.2 Factors to be considered while planning diet
- 5.3 Food groups and balanced diet
- 5.4 Factors influencing food intake and food habits

4.2 (P): FOOD & BEVERAGE PRODUCTION – IV

PRACTICALS 40 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.

WEEK 1-4 **Chinese cuisine** - 4 Menus with five preparations in each

WEEK 5-8 **Thai cuisine** - 4 Menus with five preparations in each

WEEK 9-10 **Bakery & Confectionary** - 2 Menus with five preparations in each

INTERNAL EXAMINER 15 MARKS TO BE SUBMITTED TO UNIVERSITY

EXTERNAL EXAMINER 35 MARKS TO BE AWARDED THROUGH PRACTICAL EXAMINATION

EXTERNAL EXAMINER

35marks

- A. Journal** **- 5 marks**
The student is required to present a neat and covered certified journal containing all the recipes, diagrams and other information as given by the teacher.
- B. First course** **- 5 marks**
The first course which may be soup or starter will be evaluated for taste, texture, appearance and palatability
- C. Second course** **-10 marks**
The second course which may be entrée or main course will be evaluated for taste, texture, appearance and palatability
- D. Third course- Accompaniment** **-5 marks**
The third course which may be a vegetable preparation or bread preparation will be evaluated for taste, texture, appearance and palatability
- E. Fourth course- Dessert** **- 5 marks**
The fourth course which is a sweet preparation will be evaluated for taste, texture, appearance and palatability
- F. Viva** **- 5 marks**
The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination

4.3(T): FOOD & BEVERAGE SERVICE –IV

THEORY

40 HOURS

MODULE 1 Alcoholic Beverages

30 HRS

- | | | |
|-------|--|-------|
| 1.1 | Introduction | 4 HRS |
| 1.1.1 | Pot still distillation | |
| 1.1.2 | Patents still distillation | |
| 1.1.3 | Proof systems | |
| 1.2 | Whisky | 6 HRS |
| 1.2.1 | Scotch - manufacturing, types, regions, brands | |
| 1.2.2 | Irish – history, manufacture, brands | |
| 1.2.3 | American – history, manufacture, types, brands | |
| 1.2.4 | Brand names – Canadian, Indian | |
| 1.3 | Brandy | 4 HRS |
| 1.3.1 | History | |
| 1.3.2 | Cognac - Manufacturing, region, types, brands | |
| 1.3.3 | Other brandies – Armagnac, Marc/Grappa, Calvados – basic knowledge | |
| 1.4 | Rum | 2 HRS |
| | History, Manufacture, Styles, Brand names with countries | |
| 1.5 | Gin | 2 HRS |
| | History, Manufacture, Types, Brand names with countries | |
| 1.6 | Vodka | 2 HRS |
| | History, Manufacture, Brand names with countries, flavoured vodkas | |
| 1.7 | Tequila | 2 HRS |
| | History, Manufacture, Styles, Brand names | |

- 1.8 Other spirits 4 HRS
- 1.8.1 Absinthe
 - 1.8.2 Ouzo
 - 1.8.3 Slivovitz
 - 1.8.4 Akvavit
 - 1.8.5 Feni
 - 1.8.6 Arrack
 - 1.8.7 Schnapps

1.9 Liqueurs : Introduction, Manufacture, Brand names with base, color, flavor, countries 4 HRS

MODULE 2 : Bar

05 HRS

- 2.1 Types
- 2.2 Equipment and ingredient
- 2.3 Cocktails – introduction, parts (base, modifier etc), methods (stir, shaken etc) families (cobblers, crustas, daisies, nogs, fixes, flips, puffs, sangarees, slings, smashes, bucks, coladas, Collins, coolers, fizzes, highballs, juleps, shooters, punches, rickys, sours, toddies), terms (dash, zest, on the rocks, naked etc) popular cocktails (classic, modern, variations)

MODULE 3 : Tobacco

05 HRS

- 3.1 Health hazards

Cigar – Manufacture, parts, colors, shapes, storage, brands and service

4.3(P): FOOD & BEVERAGE SERVICE PRACTICAL-IV

PRACTICAL

40 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.

A journal should be maintained by every student, in relation to the practical syllabus duly endorsed by the subject teacher and the external examiner.

WEEK 1 Service of spirits and liqueurs

WEEK 2-6 Cocktails – 20 listed

WEEK 7-9 Gueridon Service & Gueridon dishes

WEEK 10 Service of cigars

Examination pattern :

(35 MARKS)

A. Cocktail preparation

– 10 marks

- Any one cocktail out of the list of eighteen cocktails has to be picked and prepared.
- The list of cocktails - Bloody Mary, Moscow Mule, Pink Lady, Rusty Nail, Screwdriver, Tequila Sunrise, Old fashioned, Cuba Libre, Blue Lagoon, Long Island Ice Tea, Cosmopolitan, Caipiroshka, Mai tai, Mojito, Mint Julep, Planter's Punch, Pina Colada, and Side Car.
- The markings will be as per the: correct recipe writing–5marks, cocktail preparation & presentation–5 marks.

B. Gueridon service

– 10 marks

- The list of Gueridon preparations
 - Shrimp cocktail
 - Grilled fish
 - Grapefruit cocktail (instead of Florida)
 - Crepes suzette
 - Banana Flambé
 - Irish coffee
- The dish should be done on the gueridon / live stations and served at the table with the appropriate cover and accompaniments
- Marking will be on the basis of mis en place, preparation, Presentation and service.

C. Service of spirits, liqueurs, cigars

– 5marks

- Taking order on BOT and service of spirits and liqueurs, with mixers if necessary.
- Service of cigars – setting up of salver with wooden box, cigar cutter or scissor, long home light matchbox, large ashtray, minimum 5 cigars or cigar tubes.

D. Journal and Viva

–10 marks

4.4 (T): FRONT OFFICE- III

THEORY

40 HRS

MODULE 1 : RESERVATIONS MANAGEMENT

06 HRS

- 1.1 Overbooking
- 1.2 Forecasting
- 1.3 Legal implications
- 1.4 Packages
- 1.5 Potential reservation problems

MODULE 2 : RECEPTION

03 HRS

- 2.1 Day & Night Reception
- 2.2 Calculations
- 2.3 Room selling techniques – Upselling and Discounts

MODULE 3 : HOSPITALITY AND LOBBY DESK

07 HRS

- 3.1 Role of the GRE
- 3.2 Welcome Procedure
- 3.3 Identifying complaints
- 3.4 Complaint Handling
- 3.5 Role of the Lobby Desk
- 3.6 Job Description of the Lobby Manager

MODULE 4 : CHECK-OUT AND SETTLEMENT

15 HRS

- 4.1 Tracking transaction – cash payment, charge purchase, account correction, account allowance, account transfer, cash advance
- 4.2 Internal control – Cash Bank
- 4.3 Check-out and account settlement
- 4.4 Control of cash and credit
- 4.5 Methods of settlement
- 4.6 Checkout options - Express checkout, Self check out, In-room check out
- 4.7 Late check-out
- 4.8 Unpaid account balances
- 4.9 Account collection –account aging
- 4.10 Updating FO records
- 4.11 Late Charges

MODULE 5 : THE FRONT OFFICE AUDIT

06 HRS

- 5.1 Role and importance of Night Audit
- 5.2 Job Description of the night auditor
- 5.3 Establishing an End of day
- 5.4 Guest Credit monitoring
- 5.5 Preparation of Transcript
- 5.6 The Front Office audit process
- 5.7 Preparation of Night Reports

MODULE 6 : Computer applications in Front Office Operations

03 Hrs

- 6.1 Role of computers
- 6.2 Various types of PMS used
- 6.3 Front Office modules and it's applications

4.4 (P): FRONT OFFICE- III

PRACTICALS

20 hrs

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

- WEEK 1-2 Calculation of revenue, room position and occupancy percentages
- WEEK 3-4 Check-out procedure
- WEEK 5-7 Preparation of a guest folio
- WEEK 8 Glossary of Terms
- WEEK 9-10 PMS activities
- Posting of charges
 - Splitting folio
 - Checking out guests

PRACTICAL EXAMINATION FOR IV SEM

ALL SUB DIVISIONS will be marked by the external examiner for 35 marks

EXTERNAL EXAMINER

- | | |
|--|-----------|
| A. Calculation of revenue, occupancy percentages and room position | – 4 Marks |
| B. Preparation of a guest folio | – 10Marks |
| C. Viva (Pertaining to 4th semester syllabus) | – 5 Marks |
| D. PMS activities (2 activities) | – 7 Marks |
| • Posting of charges | |
| • Splitting folio | |
| • Checking out guests | |
| E. Assignment – Hotel Website Designing (Home Page + 4 Links) | – 5 marks |
| F. Journal and Grooming | - 4 Marks |

REFERENCE BOOKS FOR ALL SEMESTERS

- Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- An introduction to hospitality- Dennis L. Foster
- Principles of Hotel Front Office Operations- Su Baker, Pam Bradley & Jeremy Huyton
- Hotels for Tourism Development – Dr. Jagmohan Negi
- Profiles of Indian Tourism-Shalini Singh
- Tourism Today – Ratnadeep Singh
- Dynamics of Tourism – Pushpinder. S. Gill
- Hotel Reception- White & Beckley
- Hotel Front Office Training-Sudhir Andrews
- Hotel Front Office Operations – Colin Dix & Chris Baird
- Hotel Front Office – James Bardi

4.5(T): HOUSEKEEPING III

THEORY

40 HOURS

06 HRS

MODULE 1 : SUPERVISION IN HOUSEKEEPING

- 1.1 Role of a supervisor (Desk, Public Area, Floor, Linen, Uniform, Laundry)
- 1.2 Supervisors Check list
- 1.3 Guest complaints & Guest complaint handling
- 1.4 VIP Room Checking
- 1.5 Leave handling procedures
- 1.6 Handling Contracts – types and pricing, common contracts in hotels

MODULE 2 : SAFETY AWARENESS & SAFEGUARDING OF ASSETS

06 HRS

- 2.1 Accidents (effects, causes, procedure, report)
- 2.2 Concern for safety and security in House Keeping operations
- 2.3 Concept of safeguarding assets
- 2.4 Security of Hotels
- 2.5 Emergency procedures
- 2.6 First aid (Definition, First Aid kit and situations: Shock, Fainting, Heart attack, Sprain, Asphyxia, Burns & Scalds, Asthma, Cuts and Abrasions, Epileptic fits, nosebleed)

MODULE 3 : TEXTILES AND UNIFORM DESIGNING

10 HRS

- 3.1 Fiber (natural, manmade, characteristics, advantage, disadvantages)
- 3.2 Weaves (plain, twill, jacquard, damask, satin)
- 3.3 Finishing processes
- 3.4 Importance of Uniforms
- 3.5 Types and characteristics of Uniforms
- 3.6 Selection of Uniforms, trends
- 3.7 Par stock

MODULE 4 : LAUNDRY OPERATIONS

07 HRS

- 4.1 Types of laundry, advantages, disadvantages
- 4.2 Layout of OPL
- 4.3 Laundry flow process
- 4.4 Laundry equipment
- 4.5. Laundry chemicals
- 4.6 Stain removal (10 common stains)

MODULE 5 : RENOVATION AND NEW PROPERTY OPENING

05 HRS

- 5.1 Definition - Renovation, Refurbishment, Redecoration
- 5.2 Factors involved in renovation
- 5.3 Procedures & tasks involved
- 5.4 Takeover of a new property from projects – snag list

MODULE 6 : HORTICULTURE AND FLOWER ARRANGEMENTS

06 HRS

- 6.1. Introduction to Horticulture
- 6.2. Indoor and outdoor plants – five each
- 6.3. Care and upkeep
- 6.4. Bonsai
- 6.5. Landscaping
- 6.6. Introduction to Flower Arrangement
- 6.7. Common flowers used
- 6.8. Types of arrangements
- 6.9. Principles of Flower Arrangement
- 6.10. Arrangements by location
- 6.11. Care of cut flowers

GLOSSARY - from 4th semester syllabus

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

WEEK 1, 2	Supervision using checklist
WEEK 3	Preparation of snagging list
WEEK 4	First aid procedures - Demonstration
WEEK 5, 6, 7	Flower Arrangement - All round, horizontal, vertical, triangular, fan
WEEK 8	Converting waste to wealth
WEEK 9	Forms & formats – desk register, ready room, departure room register, linen stock register, accident report form, leave form, laundry register
WEEK 10	Assignment on any topic from syllabus

PRACTICAL EXAMINATION FOR IV SEM

SUB DIVISIONS A, B, C, D, E and F will be marked by the external examiner for 35 marks.

EXTERNAL EXAMINER (35 Marks)

A. Supervision by using checklist OR Preparation of a snagging list – 5 marks

- a. Supervisor's checklist
 - i. Students are required to fill out a printed checklist (provided) of a guest bedroom
 - ii. All supplies (at least 50) available in a standard guest room and bath of a hotel to be provided
 - iii. Supplies to be reduced, replaced for every student
- b. OR Snag list
 - i. Snag list of a given area to be written down by the student

Time : 15 minutes

B. Flower Arrangement

– 10marks

Students are required to make a flower arrangement (all round/horizontal/vertical/triangular/ fan shape)

C. Waste to Wealth

– 5 marks

- a. The student will bring waste products which are required to be converted to something useful.
- b. The items that can be brought are – old newspapers, used disposable cups, plastic bottles, waste cloth, used cans, tins etc.
- c. Time allotted – 30 minutes

D. Viva

– 5 marks

Questions from the glossary of terms for fourth semester to be asked by examiner.

E. Journal

– 5 marks

The student is required to present a neat, certified journal containing the entire practical done during the year

F. Forms and formats

– 5 marks

Students are required to draw any one of the forms, formats taught

Books for Reference

1. Managing Housekeeping Operations – Kappa, Nitschike, Shappert, EI, AHLA
2. Hotel Housekeeping – Operations and Management, G. Raghubalan and Smritee Raghubalan, Oxford University Press
3. The Professional Housekeeper – Schneider, Tucker and Scoviak
4. Housekeeping Operations, Design and Management – Malini Singh, Jaya B George, Jaico Publishers

**SDC: LIFE SKILLS AND PERSONALITY DEVELOPMENT
FIFTH SEMESTER**

5.0 INDUSTRIAL PRACTICUM

OBJECTIVES :

The objective of this industrial practicum is to help the students Understand The Working of a hotel and be able To analyze its strengths weakness opportunities and the threats.

TYPE OF REPORT :

The report should be based on the compulsory 16 weeks/110 days of training to be completed from June to September of fifth semester in a hotel of repute (preferable of a 3 star, 4 star or a 5 star property). A student log book should be maintained by every student during the training period. The student should note down on the daily basis the task performed/ observed, methodology involved and points to note and assessed daily by the supervisor / manager. Using the Information contained in the log book and under the guidance of faculty member of college in which the student is studying, the student should cover the entire operation of the hotel and inter - organizational SWOT (STRENGTH, WEAKNESS, OPPORTUNITIES AND THREATS) analysis.

FORMULATION :

The length of the report may be about 150 to 160 double spaced typed, printed (black and white) A-4 Size pages (excluding appendices and exhibits).10% variation on the either side is permissible.

LIST OF CONTENT OF THE REPORT

	CONTENTS	MARKS
	A COPY OF THE TRAINING CERTIFICATE ATTESTED BY PRINCIPAL OF THE COLLEGE	
	ACKNOWLEDGEMENT	
	PROJECT PREFACE	
CHAPTER -1	INTRODUCTION	50
CHAPTER -2	SCOPE, OBJECTIVE, METHODOLOGY & LIMITATIONS	
CHAPTER -3	PROFILE OF THE PLACE AND HOTEL	
CHAPTER -4	DEPARTMENTAL CLASSIFICATION OF HOTEL	
CHAPTER -5	DETAILED OPERATIONS OF EACH DEPARTMENT OF HOTEL	40 X 5= 200
CHAPTER -6	SWOT ANALYSIS OF HOTEL	60
CHAPTER -7	CONCLUSION	30
	BIBLIOGRAPHY	20
	LIST OF ANNEXURE/EXHIBITS	40
	TOTAL MARKS	400

SUBMISSION OF REPORT :

One typed (duly signed by faculty guide and principle of the college) copy of the report is to be submitted in person, by the student, to the examiner at the time of viva voce. Project submitted later than that will not be accepted. Project submitted later than that will not be accepted.

1. Original training certificate
2. University copy & student 's copy of project report (duly signed by the faculty guide and principle of the college)
3. Students log book (duly signed by Training Manager / HR Manager OR equivalent)
4. Examination Hall ticket.
5. College identity card
6. Dress code : College uniform

STUDENTS WHO DO NOT CONFORM TO THE ABOVE WILL NOT BE EXAMINED

PROJECT EVALUATION: Project report will be valued by the Examiner appointed by the University.

MODE OF EVALUATION

Log book	200 marks
Viva	100 marks
Project report	400 marks
TOTAL MARKS	700 MARKS

NOTE

- Marks for the log book should be awarded by the Project guide appointed by the College.
- Panel of evaluation will consist of two members. One will evaluate the Project and other will evaluate the Presentation. The project viva voce will be conducted by both members of the Panel. Total time allotted for the above should not exceed 10 minutes.
- The presentation could be done on OHP sheets or as a Power point presentation using a computer or a laptop connected to LCD depending upon the available resources of the examiner. The students could show it in their personal laptop also.

SIXTH SEMESTER

6.1(T): FOOD AND BEVERAGE SERVICE MANAGEMENT

THEORY	40HOURS
MODULE 1 : An overview of beverage management	02 HRS
1.1 Introduction to beverage management	
1.2 The hospitality industry and its products	
MODULE 2 : Bar and beverage management	08 HRS
2.1 Compiling various wine and drink lists	
2.2 Inventory, Storage,	
2.3 Bar stock taking and inventory, Determining stock levels	
2.4 Bar frauds and best practices	
2.5 Books and records in bar	
MODULE 3 : Menu Engineering	10 HRS
3.1 Definition and objective of menu engineering	
3.2 Analysis and action	
MODULE 4 : Facility Planning and Design of Service areas	08 HRS
4.1 F & B Function areas	
4.2 Food service outlets	
4.3 Lounges and bars	
4.4 Conference, banqueting and function rooms	
MODULE 5 : Revenue Management in F & B Service	06 HRS
5.1 Budgeting	
5.2 Forecasting	
5.3 Restaurant Revenue Management	
MODULE 6 : Recent concerns and trends	06 HRS
6.1 Future of quick service restaurants	
6.2 Concepts of dining practices	
6.3 Technology in Food and Beverage industry	

6.1(P): FOOD AND BEVERAGE SERVICE MANAGEMENT PRACTICAL

PRACTICALS	40 HRS
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The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each. A journal should be maintained by every student, in relation to the practical syllabus duly endorsed by the subject teacher and the external examiner.

WEEK 1, 2	Planning of a menu
WEEK 3	Finding APC, cover turnover
WEEK 4, 5	Planning of a beverage list
WEEK 6, 7, 8	Cocktail and Mocktail making
WEEK 9	Stock taking, inventory and Duty rosters
WEEK 10	Situation Handling

Examination pattern :**(35 MARKS)**

- **A' la carte Menu Planning** : Student should compile a French A' la Carte menu comprising of
 - A) Starter (3 Dishes)
 - B) Soup (3 Soups)
 - C) Main Course (7 Dishes) and
 - D) Dessert (3 Dishes)

With appropriate accompaniment and justified pricing. The student will be examined on :

1. The dishes compiled
2. The accompaniments mentioned
3. The order taking skills, based on the compiled menu.

(10Marks)

- **Beverage List:** Student should compile a beverage list comprising of aperitifs (3 brands), wines and beer (3 brands each), spirits (2 brands each of 5 popular spirits), cocktail (any 3 cocktails) and liqueurs (3 brands), with appropriate pricing. **(5 Marks)**
- **Cocktails and Mocktails:** Students should prepare one cocktail / mocktail by picking a chit from the below mentioned list.
 - Black velvet, Sangria, Bucks Fizz, Bellini, Red Eye, Hawaiian Iced Tea, Captain's Blood, Fourth of July, Between the sheets, Cinderella, Shirley Temple and Roy Rogers.
- The student will be examined on
 - 1) Recipe writing,
 - 2) Costing and
 - 3) Making of the Cocktail /Mocktail, with appropriate glass and garnish. **(10Marks)**
- **Situation Handling:** Students should handle a situation given by the external examiner. **(5 Marks)**
- **Journal and Viva:** **(5 Marks)**

6.2HOTEL FINANCIAL ACCOUNTING**THEORY****40 HRS****MODULE 1: DOUBLE ENTRY BOOK KEEPING****03 HRS**

- 1.1. Meaning of Book-keeping and Double Entry Book-keeping
- 1.2. Meaning of Accounting, Objectives, Advantages, Users of Accounting Information
- 1.3. Accounting Concepts and Conventions

MODULE 2 : JOURNAL**10 HRS**

- 2.1. Meaning, Advantages and Limitations
- 2.2. Classification of Accounts – personal, real and nominal, rules for debiting and crediting
- 2.3. Journalizing – simple and compound entries

MODULE 3 : LEDGER**5 HRS**

- 3.1. Posting from journal to ledger, balancing of accounts

MODULE 4 : SUBSIDIARY BOOKS**10 HRS**

- 4.1. Meaning, objectives, Advantages and Limitations
- 4.2. Types of subsidiary books - Purchase Book, Purchase Returns Book, Sales Book, Sales Returns Book, Cash Book – Simple and three columnar - Petty Cash Book (Only formats) and Problems on Petty Cash Book

MODULE 5 : TRIALBALANCE**02 HRS**

- 5.1. Meaning, objectives, advantages and limitations
- 5.2. Preparation of Trial Balance

MODULE 6 : FINAL ACCOUNTS**10 HRS**

- 6.1. Meaning, Objectives, Advantages and limitations
- 6.2. Trading and Profit and Loss Account, Balance Sheet
- 6.3. Types of assets and liabilities
- 6.4. Adjustments – closing stock, outstanding income and expense, prepaid expense, income received in advance and depreciation.

BOOKS FOR REFERENCE

1. Accounting Vol –1 –B.S. Raman
2. Accounting Vol – II – B.S. Raman
3. Elements of Hotel and Catering Industry – Kotas Richard.
4. Accounting in the Hotel and Catering Industry – Harries
5. Hotel and catering costing and budgets – Boandaman
6. Cost Analysis & Cost Control – Ghosh & Gupta
7. Cost Accounting & Budgeting – David C. Asch
8. Accounting Theory & Policy – Bloom Robert
9. Accounting in Hotel & Catering Industry – Wood Frank & Lighowlers Peter.
10. Accounting for Hotels – Prasanna Kumar, Mruthyunjaya, Linda Daniel

6.3 MANAGEMENT PRINCIPLES AND PRACTICES**THEORY****40 HRS****MODULE 1 : INTRODUCTION TO BUSINESS AND MANAGEMENT****06 HRS**

- 1.1. Meaning, definition, characteristics, objectives, functions and scope of business
- 1.2. Meaning, definition, nature and characteristics, scope and functional areas of management, Process of Management
- 1.3. Levels of management
- 1.4. Management a science or art or profession
- 1.5. Management and administration
- 1.6. Principles of management
- 1.7. Social responsibility of business and ethics

MODULE 2 : PLANNING**05 HRS**

- 2.1. Meaning, objectives, nature, advantages and limitations
- 2.2. Planning purpose
- 2.3. Types of plans (meaning only-single & multi-use plans)
- 2.4. Decision making – importance and steps- MBO & MBE (meaning only)

MODULE 3 : ORGANIZING**08 HRS**

- 3.1. Meaning, nature and purpose
- 3.2. Principles of organizing
- 3.3. Types of organizations – Line, Staff, Line and Staff, Matrix and Committees
- 3.4. Basis of Departmentation
- 3.5. Delegation of authority and responsibility - Centralization Vs Decentralization - span of control.

MODULE 4 : STAFFING AND DIRECTING**15 HRS**

- 4.1. Meaning, definition, nature and importance of Staffing
- 4.2. Staffing process
- 4.3. Sources of recruitment
- 4.4. Training: Meaning, Need and Methods
- 4.5. Meaning and nature of directing

- 4.6. Leadership: meaning, functions and styles
- 4.7. Motivation: meaning and importance
- 4.8. Communication: Meaning, Process and barriers to communication
- 4.9. Co-ordination: meaning, importance and techniques.

MODULE 5 : CONTROL

05 HRS

- 5.1. Meaning, definition and importance
- 5.2. Steps in establishing control and essentials of a sound control system
- 5.3. Techniques of control (CPM, PERT- meaning only).

MODULE 6 : MODERN TRENDS IN MANAGEMENT

01 HR

- 6.1. Concepts of Total Quality Management (meaning only)
- 6.2. Concepts of Kaizen (meaning only)
- 6.3. Concepts of Just in Time (JIT) management (meaning only)
- 6.4. Strategic Management (meaning only)

BOOKS FOR REFERENCE

1. Koontz & O'Donnell, Management
2. Appanniah & Reddy, Essentials of Management
3. M. Prasad, Principles of Management
4. Rustum & Davan, principles and practice of Management
5. Srinivasan & Chunawalla, Management Principles and Practice
6. J.S. Chandran, Management Concepts and Strategies
7. Sharma & Gupta, Principles of Management.

6.4 (T) COMPUTERS IN HOSPITALITY SERVICES- I

THEORY

40 HRS

MODULE 1 : SELECTING AND IMPLEMENTING COMPUTER SYSTEMS

10 hrs

- 1.1. Analyzing Current Information Needs
- 1.2. Collecting Sales Information
- 1.3. Establishing System Requirements
- 1.4. Proposals From Vendors
- 1.5. Contract Negotiations
- 1.6. Installation Factors

MODULE 2 : MANAGING INFORMATION SYSTEMS

09 hrs

- 2.1. MIS Design and Function
- 2.2. Managing Multi – Processor Environments
- 2.3. MIS Security Issues

MODULE 3 : HOTEL INFORMATION SYSTEMS

04 hrs

- 3.1. Hotel Information System
- 3.2. Selecting Hardware and Software
- 3.3. His Applications

MODULE 4 : COMPUTER BASED RESERVATION SYSTEMS

09 hrs

- 4.1. Global Distribution Systems
- 4.2. Intersell Agencies
- 4.3. Central Reservation Systems
- 4.4. Property Level Reservation Systems

MODULE 5 : ROOMS MANAGEMENT MODULE**04 hrs**

- 5.1 Room Status
- 5.2 Room and Rate Assignment
- 5.3 In-House Guest Information Functions
- 5.4 Housekeeping Functions
- 5.5 Reports

MODULE 6 : GUEST ACCOUNTING MODULE**04 hrs**

- 6.1 Types of Accounts
- 6.2 Posting Entries to Accounts
- 6.3 Night Audit Routine
- 6.4 Account Settlement
- 6.5 Reports

6.4 (P) COMPUTERS IN HOSPITALITY SERVICES- I**PRACTICALS****30 HRS**

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 3 hours each.

WEEK 1	Identification of Icons - General and Reservations
WEEK 2-3	Reservations Module - Add, modify, cancel and reinstate reservations
WEEK 4-5	Registrations Module • Assign rooms • Reserved Guest Messages • Check-in/ Express and Walk-in check-in • Room Transfer
WEEK 6-8	Cashiering Module • Posting of Charges • Splitting of Folio • Check out • Settlement
WEEK 9	Generation of front office reports
WEEK 10	Glossary of Terms

PRACTICAL EXAMINATION FOR VI SEM

ALL SUB DIVISIONS will be marked by the external examiner for 35 marks

EXTERNAL EXAMINER

- | | |
|--|-----------|
| A. Identification of Icons | - 5 Marks |
| B. Front Office Module | - 15Marks |
| <ul style="list-style-type: none">• Feeding a Reservation• Modifying the Reservation• Checking in the guest• Posting of minimum 4 charges• Checking out the guest• Settlement | |
| C. Viva (Pertaining to 6th semester syllabus) | - 6 Marks |
| D. Generating two front office reports | - 4 Marks |
| E. Journal | - 5 Marks |

6.5 MARKETING OF HOSPITALITY SERVICES

THEORY

40 HRS

MODULE 1 : INTRODUCTION TO HOSPITALITY MARKETING

04 HRS

- 1.1 Meaning and definition - Nature and Scope - Feature / Characteristics - Concepts of Marketing
- 1.2 Customer Expectations from hospitality services - Solving Customers problems
- 1.3 Relevance of Sales & Marketing in the Hospitality Industry.

MODULE 2 : HOSPITALITY MARKETING MIX

21 HRS

- 1.4 Meaning and Definition of Marketing Mix
The Seven Ps
- 2.1 PRODUCT / SERVICE MIX
Elements / Components
Difference between goods and services
Product life Cycle
Stages of New product / service development
- 2.2 PRICE MIX
Factors influencing pricing
Pricing methods and strategies
- 2.3 PROMOTION MIX
Objectives of promotion
Elements of promotions mix
Advertising, sales, promotion, personal selling, publicity, public relations
- 2.4 PLACE MIX
Distribution channels/channel intermediaries
- 2.5 PEOPLE
Elements of People mix
Role of Employees and Internal Marketing
Role of customers and Relationship Marketing
- 2.6 PHYSICAL EVIDENCE
Essential Evidence, Peripheral Evidence
- 2.7 PROCESS
Steps of service delivery
Levels of customer involvement
Value chain linkage
Blue printing – mapping the service system

MODULE 3 : THE MARKETING ENVIRONMENT

03 HRS

- 3.1 The importance of Environmental scanning - Types of Environments
- 3.2 SWOT Analysis
- 3.3 The Future of Hospitality Marketing in India

MODULE 4 : MARKETING SEGMENTATION, TARGETING AND POSITIONING

04 HRS

- 4.1 Meaning, Importance and Basis of Market Segmentation
- 4.2 Essentials of sound market segmentation
- 4.3 STP Strategy - Segmentation, Targeting & Positioning strategies

MODULE 5 : CONSUMER BEHAVIOUR IN HOTEL INDUSTRY

04 HRS

- 5.1 Factors influencing Consumer behavior
- 5.2 Buying decision process

MODULE 6 : MARKETING RESEARCH

04 HRS

- 6.1 Meaning and Definition of Marketing Research
- 6.2 Stages of Marketing Research for services
- 6.3 Types and methods of Market Research

REFERENCE BOOKS

- 1. Services Marketing : Zeithmal, Valerie and Mary Jo Bitner
- 2. Delivery Quality Service: Zeithmal, Parasuraman and Bitner
- 3. Service Marketing : The India Experience by Ravi Shankar
- 4. Services Marketing : S.M. Jha
- 5. Marketing of Hospitality Industry : Roberta
- 6. Service Marketing : W.R. Helen
- 7. Strategic Hotel Marketing : Hart and Troy
- 8. Services Marketing : Lovelock, Christopher H
- 9. Marketing Leadership in Hospitality-Foundations and practices: Robert Lewis and Richard Chambers.
- 10. Marketing of Hospitality Services : Lazer
- 11. Marketing of Hospitality and Tourism Services: Prasanna Kumar, Tata McGraw Hill, 2010

SDC: HUMAN RESOURCE DEVELOPMENT

SEVENTH SEMESTER

7.1(T) FOOD & BEVERAGE PRODUCTION MANAGEMENT

THEORY	40 HRS
MODULE 1 : KITCHEN PLANNING	06 HRS
1.1 Sections of the kitchen with layout and functions	
1.2 Production workflow	
1.3 Planning of Kitchen Spaces	
1.4 Layout of a large quantity kitchen and satellite kitchen	
1.5 Planning of Storage Spaces	
MODULE 2 : PURCHASING	06 HRS
2.1 Principles of material management	
2.2 Standard purchase specifications,	
2.3 Purchasing procedure-Principles of purchasing, methods of purchasing, requisition, ordering, receiving	
MODULE 3 : STORAGE OF FOOD MATERIAL	06 HRS
3.1 Principles of Storage - dry storage and cold storage	
3.2 Methods of issuing	
3.3 Layout of storage areas	
3.4 Temperature for storing perishables & non-perishable foods	
MODULE 4 : ADVANCED MENU PLANNING AND FOOD PRESENTATION	08 HRS
4.1 Menu designing for	
4.1.1 Restaurants-Specialty and fast food	
4.1.2 Buffets	
4.1.3 Banquets	
4.2 Presentation of food for	
4.2.1 Restaurants-Plate presentation	
4.2.2 Buffets	
4.2.3 Banquets	
MODULE 5 : FOOD PRODUCTION SYSTEMS	08 HRS
5.1 Principles of large scale commercial cooking	
5.2 Rechauffe – effective use of leftovers.	
5.3 Catering systems	
5.3.1 Cook Chill Systems-definition, procedure, advantages and disadvantages	
5.3.2 Cook Freeze System –definition, procedure, advantages and disadvantages	
5.3.3 Sous Vide- definition, procedure, advantages and disadvantages	
MODULE 6 : FINANCIAL MANAGEMENT IN FOOD AND BEVERAGE PRODUCTION	06 HRS
6.1 Concepts of cost	
6.2 Food Cost- Formulas and calculation	
6.3 Cost Control-Portion control, yield management and standard recipe	
6.4 Pricing	

7.1(P) FOOD & BEVERAGE PRODUCTION MANAGEMENT

PRACTICALS

40 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.

WEEK 1- 4	Italian cuisine	4 menus with 5 dishes each
WEEK 5- 7	Spanish cuisine	3 menus with 5 dishes each
WEEK 8-10	Mexican cuisine	3 menus with 5 dishes each

PRACTICAL EXAMINATION FOR VII SEM

50 MARKS

INTERNAL EXAMINER 15 MARKS TO BE SUBMITTED TO UNIVERSITY

EXTERNAL EXAMINER 35 MARKS TO BE AWARDED THROUGH PRACTICAL EXAMINATION

EXTERNAL EXAMINER

35marks

- A. Journal** - 5 marks
The student is required to present a neat and covered certified journal containing all the recipes, diagrams and other information as given by the teacher.
- B. First course** - 5 marks
The first course which may be soup or starter will be evaluated for taste, texture, appearance and palatability
- C. Second course** -10 marks
The second course which may be entrée or main course will be evaluated for taste, texture, appearance and palatability
- D. Third course - Accompaniment** - 5 marks
The third course which may be a vegetable preparation or bread preparation will be evaluated for taste, texture, appearance and palatability
- E. Fourth course - Dessert** - 5 marks
The fourth course which is a sweet preparation will be evaluated for taste, texture, appearance and palatability
- F. Viva** - 5 marks
The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination

REFERENCE BOOKS

1. Theory of Catering by David Foskett and Victor Ceserani, Publishers-Hodder Education
2. Practical Cookery by David Foskett, Ronald Kinton and Victor Ceserani, Publishers-Hodder Education
3. Modern Cookery for the Teaching and the Trade by Thangam Philip, Publisher-Orient Longman
4. Theory of Cookery by Krishna Arora, Publishers-Frank Bros. & Co.
5. Prashad-Cooking with Indian Masters by Indersingh Kalra, Publishers-Allied Publishers Pvt Limited
6. Larousse Gastronomique by Prosper Montagne, Publishers-Hamlyn
7. Food and Beverage Management by Bernard Davis, Andrew Lockwood and Sally Stone, Publishers-Butterworth-Heinemann
8. Catering Management by Mohini Sethi and Surjeet Malhan, Publishers-Wiley Eastern Limited
9. Food and Nutrition by M.S. Swaminathan, Publishers-Age International (P) Publishers Ltd.

7.2 ACCOMMODATION MANAGEMENT

THEORY

40 HOURS
06 hrs

MODULE 1 : YIELD MANAGEMENT

- 1.1. Concept and importance.
- 1.2. Applicability to rooms division.
- 1.3. Capacity Management.
- 1.4. Discount allocation
- 1.5. Duration control.
- 1.6. Measuring yield.
- 1.7. Elements of yield management.
- 1.8. Uses of yield management.

MODULE 2 : SECURITY AND LODGING INDUSTRY

04 hrs

- 2.1. Developing the security program.
- 2.2. Management role in security.
- 2.3. Setting up the security program.
- 2.4. Security and law.

MODULE 3 : PLANNING AND EVALUATING FRONT OFFICE OPERATIONS

10 hrs

1.1 Establishing Room rates

- 3.1.1. Basis of charging
- 3.1.2. Plans, competition, customer's profile, standards of service and amenities.
- 3.1.3. Hubbart's Formula.

1.2 Forecasting room availability

- 3.2.1. Forecasting techniques
- 3.2.2. Forecasting data
- 3.2.3. Forecast formula
- 3.2.4. Sample forecast formula.

MODULE 4 : ACCOMMODATION FACILITY PLANNING

06 hrs

- 4.1. Planning the Front Office Layout
- 4.2. Ergonomics
- 4.3. Lobby layout
- 4.4. Front Desk layout
- 4.5. Bell Desk layout
- 4.6. Back Office layout
- 4.7. Planning and design.
- 4.8. Room dimensions (length, width, height, space management)
- 4.9. Facilities and services for disabled guest room.
- 4.10. Balconies and terraces
- 4.11. Eva floor
- 4.12. Work ergonomics
- 4.13. Bathroom layout
- 4.14. Fitting and fixtures
- 4.15. Disabled guest bathroom features

MODULE 5 : BUDGETING FOR HOUSEKEEPING

08 hrs

- 5.1. Inventory control and stock taking
- 5.2. Types of budgets (operational and capital)
- 5.3. Budget preparation
- 5.4. Cost control in specific areas, guest room, public areas, linen room, stores, cleaning material and supplies, flowers)
- 5.5. Purchasing.(Principles involved, stages, types)

MODULE 6 : DAILY ROUTINES AND HOUSEKEEPING PROCEDURES**06 hrs**

- 1.1. A day in the life of an Executive Housekeeper, Accommodation Manager
- 1.2. A day in the life of an Assistant Housekeeper
- 1.3. A day in the life of a Floor Supervisor
- 1.4. A day in the life of a Public Area Supervisor
- 1.5. A day in the life of a Desk Housekeeper
- 1.6. A day in the life of a Uniform, Linen Supervisor

GLOSSARY (50% Housekeeping terms and 50% Front Office terms)**REFERENCE BOOKS FOR ALL SEMESTERS**

1. The Art of Flower Arrangements, Rekha Sarin, UBS Publishers.
2. The Best in Lobby Design hotels & Offices, Alan Phillips, Rotovision SA
3. The Best in Office Interior Design, Alan Phillips, Rotovision SA
4. The Complete Curtain Book, Isabella Forbes, Conron/ Octopus Publishing
5. The Flooring Book, Elizabeth Wilhide, VNR
6. The Professional Housekeeper, Madelin Schneider, & Georgina Tucker
7. Text book of Hotel Housekeeping Management & Operations, Sudhir Andrews, Tata McGraw-Hill
8. Hotel, Hostel Hospital Housekeeping, John C. Branson and Margaret Lennox
9. Hotel Housekeeping, Raghubalan & Smritee Raghubalan, Oxford University Press
10. Housekeeping operation design & management, Jaya George & Malini S, Jaico publishing
11. The Good House Keeping Book, Dorothy B. Marsh Harcourt College Publishers
12. The New Flooring Idea Book: Creating style from the Ground Up, Regina Cole Rockport
13. West Coast Rooms, Edie Cohen, Rockport
14. Home Management and Housekeeping, S R Sharma & Vijay Kaushik, Anmol Publications Ltd.
15. Ideas for Great Window Treatments, Christine Barnes, Sunset Publishing
16. Managing Housekeeping Operations, Michael M Kappa
17. Period Furniture, Furniture Traditional Collections, Idea Books
18. Rugs and Carpets of the World, Ian Bennett, Greenwich
19. Successful Restaurant Design, Regina S Baraban & Joseph F Durocher, VNR
20. 20th Century Furniture, Fiona Keith Baker, Carlton
21. Classical Furniture, Furniture Traditional Collections, Idea Books

7.3 HOTEL COSTING**THEORY****40 HRS****MODULE 1 : COST CONCEPTS****08 HRS**

- 1.1 Introduction – importance - advantages and disadvantages
- 1.2 Types of cost – elements of cost – elements of profit- need for food cost and its analysis

MODULE 2 : COST SHEET**08 HRS**

- 1.3 Hotel Cost Sheet
- 1.4 Ingredient Cost Sheet

MODULE 3 : BUDGET**12 HRS**

- 2.1 Introduction – meaning – definitions
- 2.2 Types of budgets - advantages and disadvantages
- 2.3 Budgetary control - Introduction – meaning – objectives - advantages and disadvantages
- 2.4 Exercises on Flexible budget and Cash budget.

MODULE 4 : MATERIAL CONTROL**08 HRS**

- 3.1 Stores Purchase order- stores requisition
- 3.2 Stores ledger – LIFO and FIFO

MODULE 5 : MENU COSTING**04 HRS**

- 4.1 Meaning
- 4.2 Hubbard's formula. (Simple problems)

MODULE 6 : BREAK EVEN ANALYSIS**08 HRS**

- 5.1 Introduction – meaning
- 5.2 CVP analysis and its application
- 5.3 (Exercises on BEP both in unit and sales, P/V ratio, margin of safety)

REFERENCE BOOKS

- 1. Cost and Management Accounting by M.N. Arora
- 2. Food and Beverage Costing by Jagmohan Negi
- 3. Cost Accounting by Jain and Narang
- 4. Hospitality Management Accounting by Coltman
- 5. Essentials of Management Accounting by I.M. Pandey
- 6. Management Accounting in the Hospitality Industry by Harris, Hazzard
- 7. Costing and Finance for Hotels - Prasanna Kumar, Mruthyunjaya, Linda Daniel

7.4 (T): COMPUTERS IN HOSPITALITY SERVICES- II**THEORY****40 HRS****MODULE 1:- PROPERTY MANAGEMENT SYSTEM INTERFACE****12 HRS**

- 1.1 Point Of Sale Systems
- 1.2 Call Accounting Systems
- 1.3 Electronic Locking Systems
- 1.4 Energy Management Systems
- 1.5 Auxiliary Guest Services
- 1.6 Guest Operated Devices

MODULE 2:- FOOD AND BEVERAGE APPLICATIONS – SERVICE**14 HRS**

- 2.1 Point Of Sale Order–Entry Units
- 2.2 Point Of Sale Printers
- 2.3 Point Of Sale Account Settlement Devices
- 2.4 Point Of Sale Software
- 2.5 Reports
- 2.6 Automated Beverage Control Systems

MODULE 3:- FOOD AND BEVERAGE MANAGEMENT APPLICATIONS**14 HRS**

- 3.1 Recipe Management
- 3.2 Sales Analysis
- 3.3 Menu Management
- 3.4 Integrated Food Service Software
- 3.5 Management Reports from Automated Beverage Systems

7.4 (P): COMPUTERS IN HOSPITALITY SERVICES- II

PRACTICALS

30 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 3 hours each.

WEEK 1-5	Point of Sale Module • Identification of POS Icons • Table selection • Order Entry • Table Transfer • Modify Order • Split and Settle Bill
WEEK 6	Generation of POS Reports
WEEK 7-8	Revision of Front Office Module
WEEK 9	Banquet & Conferencing Module- Banquet Function Prospectus
WEEK 10	Glossary of Terms

PRACTICAL EXAMINATION FOR VII SEM

ALL SUB DIVISIONS will be marked by the external examiner for 35 marks

EXTERNAL EXAMINER

A. Point Of Sale Module– 15 marks

- Table Selection
- Order entry
- Modify order
- Splitting of bill
- Settling of bill

B. Drawing of Banquet Function Prospectus

– 5 marks

C. Viva (Pertaining to 7th semester syllabus)

– 5 marks

D. Journal

– 5 marks

Assignment on any 3 recent trends with respect to technology/computers in hospitality Industry

– 5 marks

REFERENCE BOOKS

1. Hospitality Industry Computer Systems – Michael L Kasavana, John J Cahill
2. Managing Computers in the Hospitality Industry –Michael L. Kasavana , John J. Cahill
3. Using Computers in Hospitality – Peter O'Connor

Recommended Software for Practical

1. IDS

THEORY

40 HRS

MODULE 1: THE INDIAN CONTRACT ACT:

05 HRS

- 1.1. Definition of Contract – essential elements of a valid contract – classification of contracts – voidable contract – void contract – illegal agreement – express contract – implied contract – executed contract – executable contract – warranties
- 1.2. Contractual relationship: Advance Booking/ hotel reservation – terms and conditions – laws relating to registration of guest – Infectious diseases – Hotel Register – Guests in residence – Death at the hotels – Guests causing disturbance – Property lost and found – Animal – Price display – Overbooking – Breach of contract – Registered letters – Damage to property – service charge – Settlement of payments – Guests who have left.

MODULE 2 : HOTEL LICENSES AND PERMITS

06 HRS

- 2.1. Licenses and permits
- 2.2. Liquor licensing laws – Licensed premises – General permitted hours – Quantities and measures – Billiards and similar games – Music and dancing licenses – Performing right – Late night refreshment house – Tobacco and cigars – Betting, gaming and gaming machines – copyrights

MODULE 3 : FOOD LEGISLATION:

05 HRS

- 3.1. Prevention of Food Adulteration Act: – Objectives – definition - Adulterated and Misbranded Food – Provisions - Appointment & Powers of Food Inspector under the act - procedure for taking a sample

MODULE 4 : INDUSTRIAL AND COMMERCIAL LEGISLATION:

16 HRS

- 4.1. Factories Act
- 4.2. Industrial Disputes Act
- 4.3. Workmen's Compensation Act
- 4.4. Trade Union Act (Each act to be discussed in brief with particular reference to hotel industry)
- 4.5. Shops and establishment act -Introduction – definitions – adult – family – commercial establishments – employer – employee exemption – registration – daily and weekly working hours – overtime – annual leave with wages.

MODULE 5 : THE GUEST AND THE HOTEL

04 HRS

- 5.1. Hotel owners, managers and the law – Legal distinctions between hotel or motel and boarding house – Occupant and a guest – A case of damages – Provision of accommodation – Refusal of accommodation – Provision of food and beverages – Provisions for safety of guests – The guest in residence – Hotel's responsibility for guest's property – The rights of a hotelier – Property deposited for safe custody – Negligence – Hotel's right of lien on goods – Bailment

MODULE 6 : CONSUMER PROTECTION ACT

04 HRS

- 6.1. Definitions - Consumer protection councils - procedure for redressal of grievances.

REFERENCE BOOKS

1. Hotel and Tourism Laws – Dr. Jagmohan Negi
2. Mercantile Law –N.D. Kapoor
3. Mercantile Law – S.P. Iyengar
4. Principles of Business Law – Aswathappa. K
5. Business Law –M.C. Kuchal
6. Bare Acts of respective Legislation.
7. Karnataka Shops and Establishment Act.

EIGHTH SEMESTER

8.1 ALLIED HOSPITALITY MANAGEMENT

THEORY

40 HRS

MODULE 1 : RETAIL MANAGEMENT

08 HRS

- 1.1 The Retail Environment
- 1.2 Retail Operations, Systems & Inventory
- 1.3 Retail Advertising and Promotion
- 1.4 Retail Supply Chain Management

MODULE 2 : FACILITIES MANAGEMENT

08 HRS

- 2.1 Introduction to Facility Management – Areas of control
- 2.2 Housekeeping-Area cleaning, Pest Control, Horticulture, Vendor Management, Inventory
- 2.3 Engineering – Equipment maintenance, Energy Saving measures
- 2.4 Procurement & Finance
- 2.5 Miscellaneous – Security, Front Office, Training, Events

MODULE 3 : EVENT MANAGEMENT

08 HRS

- 3.1 Role of events for promotion of tourism,
- 3.2 Types of Events-Cultural, festivals, religious, business etc.
- 3.3 Need of event management,
- 3.4 Key factors for best event management.
- 3.5 Case study of some cultural events

MODULE 4 : MICE

08 HRS

- 4.1 Concept of MICE.
- 4.2 Introduction of meetings, incentives, conference/conventions, and exhibitions.
- 4.3 Definition of conference and the components of the conference market.
- 4.4 The nature of conference markets and demand for conference facilities.
- 4.5 The impact of conventions on local and national communities

MODULE 5 : ALTERNATIVE LODGING INDUSTRY MANAGEMENT

08 HRS

- 5.1 Luxury Trains
- 5.2 Cruise liners
- 5.3 Houseboats
- 5.4 Home stays
- 5.5 Serviced apartments
- 5.6 Resort and theme park management – Types, Marketing, Staffing, Franchisee / Group /Ownership

REFERENCE BOOKS

- Coleman, Lee & Frankle (1991), Powerhouse Conferences. Educational Institute of AH & MA.
- Hoyle, Dorf & Jones(1995) Meaning conventions & Group business. Educational institute of AH & MA.

8.2 FINANCIAL MANAGEMENT IN HOTELS

THEORY

40 HRS

MODULE 1 : FINANCIAL M ANAGEMENT

03 HRS

- 1.1 Finance function – aims of finance function
- 1.2 Financial management: Meaning and definition – goals of financial management – scope of financial management – functions of financial management

MODULE 2 : FINANCING DECISIONS

10 HRS

- 2.1 Meaning of Capital Structure – Patterns of capital structure – features of capital structure – factors influencing capital structure
- 2.2 EBIT, EBT and EPS analysis – Leverage problems (simple problems and no degrees)

MODULE 3 : INVESTMENT DECISIONS

10 HRS

- 3.1 Capital budgeting – significance of techniques of evaluation of investment proposals
- 3.2 Payback period method, Return on investment method and Net present value method (simple problems only)

MODULE 4: RATIO ANALYSIS

08 HRS

- 4.1 Introduction and Meaning, Objectives - Tools and Techniques for Financial Analysis
- 4.2 Ratio Analysis – a) Liquidity Ratios – Current Ratio, Quick Ratio – b) Solvency Ratios – Debt Equity, Proprietary Ratio – c) Turnover Ratios – Debtors Turnover Ratio, Creditors Turnover Ratio and Stock Turnover Ratio – d) Profitability Ratios – Gross Profit Ratio, Net Profit Ratio, Return on Investment Ratio –e) Activity Ratios- Fixed Assets to Turnover Ratio, Total Assets to Turnover Ratio.

MODULE 5 : INTERPRETATION OF RATIO ANALYSIS

03 HRS

Interpretation of Ratio Analysis of

- 5.1 Liquidity Ratios
- 5.2 Solvency Ratios
- 5.3 Turnover Ratios
- 5.4 Profitability Ratios
- 5.5 Activity Ratios.

MODULE 6 : CASH FLOW STATEMENT

06 HRS

- 6.1 Meaning, Objectives, Advantages, Limitations
- 6.2 Preparation of Cash Flows from Operation
- 6.3 Preparation of Cash flow statement

REFERENCE BOOKS

1. S.N Maheshwari, Financial Management.
2. Khan and Jain, Financial Management.
3. Sharma and Sashi Gupta, Financial Management.
4. I.M Pandey, Financial Management.
5. James C. Vanhorne, Financial Management
6. Prasanna Chandra, Financial Management.
7. PN Reddy & Appanaiah Financial Management
8. Costing and Finance for Hotels - Prasanna Kumar, Mruthyunjaya, Linda Daniel

8.3.1 – PROFESSIONAL ELECTIVE – 1: FOOD AND BEVERAGE MANAGEMENT

(Major – F & B Service and Minor – F & B Production)

PRACTICAL: 170 MARKS

(External Examiner: 120 + Internal Examiner: 50)

The practical marks of External Examiner could be split as follows:
(FBS -Major: 70 marks + FBS - Minor: 30 marks + Viva: 20 marks)

F & B Service (Major):

70 marks (14 marks each)

1. **Specialty restaurant:** The student makes an a'la carte menu based on the cuisine or outlet of choice. This menu should have a minimum choice of 5 items in each course (including veg options). Service of the order taken to be done.
2. **Coffee Shop:** Preparation of a duty chart (in different capacities, shifts...etc..as given by the external examiner.
3. **Bar:** Preparation of one innovative cocktail and mocktail, mentioned in the beverage menu card compiled during the study.
4. **Banquet:** Filling up of a BFP on a situation provided by the external examiner.
5. **In Room Dining:** Tray setup of a meal / amenity as informed by the external examiner.

F & B Production (Minor) : 30 marks

Preparation of any one of the gueridon dish from the following list:

- | | |
|-------------------|---------------------|
| ▪ Papaya boat | ▪ Caesar salad |
| ▪ Waldrof salad | ▪ Russian salad |
| ▪ BLT Sandwich | ▪ Club Sandwich |
| ▪ Pasta Carbonera | ▪ Pasta Napolitaine |
| ▪ CerisesJubile | ▪ Plated pine apple |

Viva:

20 marks

Viva questions comprises of all topics in the subject of F&B Service from semester one to eight.

Internal Examiner

-50 marks

25 marks towards a report containing a write up of any Food and Beverage topic / sub topic, with a minimum of 25 pages.

25 marks towards an assignment wherein the student is required to visit a food and beverage outlet to collect data regarding 1) Layout and design, 2) Menu, 3) Duty Rota, 4) Sales Strategy and 5) Forms and formats.

The report should be compiled with the aforesaid data, as per the following format.

- 1) Introduction to the outlet
- 2) Layout and design,
- 3) Menu,
- 4) Duty Rota,
- 5) Sales Strategy
- 6) Forms and formats.
- 7) Proposed report on the changes required
- 8) Conclusion.

8.3.1 – PROFESSIONAL ELECTIVE – 1: FOOD AND BEVERAGE MANAGEMENT

(Major – F & B Production and Minor – F & B Service)

PRACTICAL SYLLABUS

80 HRS

EXAMINATION PATTERN

170 MARKS

(External Examiner: 120 + Internal Examiner: 50)

The practical marks of External Examiner could be split as follows:
(FBP -Major: 70 marks + FBS - Minor: 30 marks + Viva: 20 marks)

EXTERNAL EXAMINER:

ORAL

20 MARKS

The Viva could be split as follows

- Viva questions comprising of all topics in the subjects (both F & B Production 80% and F & B Service (20%) concerned. 10 Marks
- Case study and situation handling (involving F & B Production & F & B Service) 10 Marks

MAJOR: F & B PRODUCTION

70 MARKS

- F & B Production: The student makes an a la carte menu during the course of the semester based on the cuisine of his choice. On the day of the exam he should provide a small selection of a la carte items that can be made. This menu should have a minimum choice of 5 items in each course (including veg options). The necessary mise en place (stocks, sauces, gravies, custards, basic doughs) could be made the previous day.
 - Practical testing on the choice of cuisine is split into 5 tasks comprising of 70 marks. In case of same cuisine chosen by more than one student, the dishes should be different. The marks break up is as follows:
 - Starter/ Soup : 15 marks
 - Main course : 15 marks
 - Accompaniments : 10 marks
 - Desserts : 10 marks
 - Innovative dish: 15 marks
 - In case of specialization in Bakery & confectionary- the choice of categories are as follows:
 - Desserts
 - Gateaux
 - Breads – one from each region & different doughs
 - Pastry- Short crust, choux, puff

The scores should be awarded according to the following parameters:

- Plated product: 20 marks
- Glass presented product or suitable equivalent : 15 marks
- Buffet presentation : 15 marks
- Innovative dish : 20 marks
- If Breads are chosen the marks are divided for the different doughs & regions & marked accordingly.

MINOR: F&B SERVICE**30 marks**

- **F & B Service :** The testing are as follows keeping in mind its usefulness in F & B Service (3X10) = 30 marks
 - Order taking (before preparation) and Table accessorizing
 - Beverage selection & mock service
 - Billing & presenting

INTERNAL EXAMINER:**50 MARKS****TO BE AWARDED DURING PRACTICAL EXAMINATIONS IN THE FOLLOWING WAY:**

- 25 Marks towards an analytical report concerning food cost, popularity index, standard recipes, purchase indenting - with a minimum of 10 & maximum of 20 pages.
- 25 Marks towards an assignment which can be monitored throughout the semester. This assignment will be based on a visit to an outlet kitchen corresponding to the cuisine of their specialization.

8.3.2: PROFESSIONAL ELECTIVE- II**ACCOMMODATIONS MANAGEMENT- FRONT OFFICE (MAJOR) & HOUSEKEEPING (MINOR)****PRACTICAL SYLLABUS AND EXAMINATION PATTERN****80 HRS**

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 8 hours each.

EXTERNAL EXAMINER	Viva	20 Marks
	Practical Major	70 Marks
	Practical Minor	30 Marks
INTERNAL EXAMINER	Practical	50 Marks
	TOTAL	170 Marks

EXTERNAL EXAMINER- 20+100 Marks

- A. VIVA** - Questions comprising of all topics in Front Office (1st, 3rd & 4th semester syllabus) and Current Affairs **-20 Marks**
- B. Situation handling based on Front Office Operations.** Presentation should be on PPT
- Content **- 5 Marks**
 - Presentation **- 10 Marks**
 - Viva on Content **- 5 marks**
- C. Calculation of Occupancy percentage and Revenue** **- 20 Marks**
- D. Calculation of Fair & Actual Market Share & depicting the same in either Pie Chart or Bar Graph** **-10Marks**
- E. Drafting of Business Letters related to Hotel Industry** **-10 Marks**
- F. Assignment on any Housekeeping Topic** **- 20 Marks**
(handwritten on A4 sheet, one- sided, min. 20 pages with relevant pictures)
- G. A report on a visit to an allied hospitality sector** **- 20 Marks**
(sector can be a Travel Agency/ Tour operator/ Retail sector/ Airlines/ Facility Management Company).
Report should be handwritten on A4 sheet, one-sided, min. 20 pages with pictures of the visit

INTERNAL EXAMINER**- 50 Marks**

- H. Preparation of an Itinerary for a 3 night- 4 days trip within a state for 02 pax.** **- 20 Marks**
(to be written during exam) Itinerary must have details of accommodation, travel, sightseeing, food, shopping and individual plus total pricing. Relevant destination pictures to be brought by student during exam
- I. Assignment on latest trends in Accommodation Sector** **- 20 Marks**
(handwritten on A4 sheet, one-sided, min. 20 pages with relevant pictures)
- J. SWOT Analysis between 02 hotels** **- 10 Marks**
(One hotel should be where the student has completed his or her training and the other- its competitor.
Report should be handwritten on A4 sheet, one-sided, 5-10 pages)

8.3.2: PROFESSIONAL ELECTIVE- II

ACCOMMODATIONS MANAGEMENT- HOUSE KEEPING (MAJOR) & FRONT OFFICE (MINOR)

PRACTICAL SYLLABUS AND EXAMINATION PATTERN

80 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 8 hours each.

EXTERNAL EXAMINER	Viva	20 Marks
	Practical Major	70 Marks
	Practical Minor	30 Marks
INTERNAL EXAMINER	Practical	50 Marks
	TOTAL	170 Marks

EXTERNAL EXAMINER

- 20+100 Marks

PRACTICAL EXAMINATION FOR VIII SEM

EXTERNAL EXAMINER

A. Viva:

HK Glossary of Terms & Cleaning agents

Housekeeping Glossary of Terms of all previous semesters

10 marks

Hotel specific cleaning agents

Front Office Glossary of Terms

Question from FO Glossary of 50 terms to be asked by examiner

10 marks

B. Supervisor's checklist

20 marks

- Students are required to make a checklist of a guest bedroom
- All supplies (at least 50) available in a standard guest room and bath of a hotel to be provided
- Supplies to be reduced, replaced for every student

C. Case studies and Situation Handling

10 marks

10 case studies circulated. Students should orally give the solutions to one case/situation.

D. Flower Arrangement

20 marks

A contemporary arrangement suitable for a lobby should be made by the student. Dry/ recycled, innovative materials can be combined with plant materials (flowers, fruits, foliage etc.). Student should emphasize on low cost arrangement using minimal flowers as is the trend in hotels.

E. Historical Budget Calculation

10 marks

The budget question will be given by the examiner.

F. Par Stock Calculation

10 marks

The par stock question will be given by examiner.

G. Assignment on a Housekeeping topic

30 marks

The student shall prepare a detailed assignment on a Housekeeping topic (except laundry) and present the same for evaluation. This will be substantiated by a PPT presentation by student. Duration of presentation will be 15 minutes each.

1. **Duty Rota** 10 marks
Duty rota for 100/200/300 rooms (any one specified by examiner) to be made by student for Managers, Supervisors, Guest Room Attendants and Public Area Attendants.
2. **Journal** 10 marks
The student is required to present a neat, certified journal containing the entire practical done during the semester.
3. **Report on a visit to a hotel/commercial laundry** 10 marks
The report should be handwritten and have pictures. It should be minimum 10 pages.
4. **Occupancy Calculation** 10 marks
One problem to be given by the internal examiner.
5. **Assignment** 10 marks
Assignment on any front office topic, handwritten, accompanied by pictures, minimum 10 pages.

Books for Reference

1. Hotel Housekeeping – A Training Manual, Sudhir Andrews, Tata McGraw Hill
2. Managing Housekeeping Operations – Kappa, Nitschike, Shappert, EI, AHLA
3. Hotel Housekeeping – Operations and Management – G. Raghubalan, Smritee Raghubalan, Oxford University Press
4. Hotel, hostel and hospital housekeeping, Branson and Lennox
5. The Professional Housekeeper – Schneider, Tucker and Scoviak
6. Housekeeping Operations, Design and Management – Malini Singh, Jaya B George, Jaico Publishers
7. Interior Design and Decoration – P. Seetharaman and Parveen Pannu, CBS Publishers

8.5 PROJECT WORK ON MARKETING AND FINANCIALITY FEASIBILITY**TOPIC:****PROJECT WORK – MARKET FEASIBILITY AND FINANCIAL VIABILITY OF A PROPOSED HOTEL**

TYPE OF REPORT: This project should be based on a field study leading to the identification of a site or a proposed new hotel project (3, 4, 5 star category only). The students should then establish the market feasibility of this proposed hotel followed by the financial viability leading to the validation of the survey

FORMULATION : The length of the report may be 150 double spaced pages (excluding appendices and annexures). 10 % variation on either side is permitted.

GUIDELINES

LIST OF CONTENTS OF THE PROJECT REPORT		
Chapter I	Introduction	
Chapter II	Scope, Objective, Methodology and limitation of the project	10
Chapter III	Information of place and site	
PART A- A MARKET FEASIBILITY		25
Chapter IV	Demand quantification.	
Chapter V	Technical details of proposed project	
Chapter VI	Recommended market mix	
Chapter VII	Conclusion	

PART B- FINANCIAL VIABILITY		40
Chapter VIII	Introduction to financial aspect of the proposed project.	
Chapter IX	Cost of the project (Introduction to fixed assets and capital costs)	
Chapter X	Manpower requirement and cost	
Chapter XI	Sales revenue	
Chapter XII	Operational expenses	
Chapter XIII	Working capital requirement	
Chapter XIV	Financing the project	
Chapter XV	Profitability statement	
Chapter XVI	Cash flow statement	
Chapter XVII	Break even analysis and debt service ratio	
Chapter XVIII	Coverage ratio	
Chapter XIX	Ratio analysis	
Conclusion		
Bibliography		
Annexures and Exhibits		
TOTAL		75*

SUBMISSION OF THE REPORT : Three copies of the report have to be submitted before the due date as specified by the college. The original copies should be submitted to the university through the college concerned. The College copy is to be retained by the college and personal copy should be duly signed by the faculty guide and Principal or HOD of the BHM Department. The student should carry the personal copy to the Viva Voce

The student should also carry the following

1. Duly signed personal copy of the project
2. Examination Hall ticket
3. College Identity Card
4. The student should be in formal Dress code

PROJECT EVALUATION : Project report will be valued by an examiner appointed by the University.

MODE OF EVALUATION

Project Report (Data & Analysis) - 75 Marks*

Viva - 25 Marks

TOTAL MARKS - 100 Marks

NOTE: Panel of Evaluation will consist of two members, one a board member and the other a subject expert.

7781-BUP-500-June 2015