



BANGALORE UNIVERSITY

SYLLABUS 2012-13

BHM., Degree Semester Scheme

DEPARTMENT OF COMMERCE

Central College Campus, Bangalore – 560 001

THE UNITED STATES OF AMERICA

DEPARTMENT OF COMMERCE

OFFICE OF THE SECRETARY

BANGALORE UNIVERSITY
DEPARTMENT OF COMMERCE

**REGULATIONS PERTAINING TO BACHELOR OF HOTEL MANAGEMENT DEGREE -
SEMESTER SCHEME (2012-13 SCHEME)**

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 eight semesters 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 and 6th 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 16 weeks starting in June and ending in September.
- 6th semester specialized training is to train the student in a specific area of the hospitality and allied industry. This training is for 12 weeks starting in November and ending in February. The student is required to get the approval of the Board of Examiners before proceeding for training to ensure quality.

4. MEDIUM OF INSTRUCTIONS:

The medium of instructions and examination shall be either in Kannada or English.

5. SUBJECTS OF STUDY:

A candidate for the BHM degree course shall seek to study the subjects stated under clause 6.

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 started 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 100. Practical exams are out of 50. Internal Grading would be done as per Bangalore University Norms.

9. APPEARANCE FOR THE EXAMINATION:

- a. 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.
- b. 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 class or ranks.

10. MINIMUM FOR A PASS:

Candidates who have obtained at least 40% of marks each on theory and practical in aggregate shall be eligible for a pass in that subject. Practical exams are out of 50 and passing marks is 20. For the project total of 500 the passing marks would be 200. For the project total of 300 the passing marks is 120.

11. CLASSIFICATION OF SUCCESSFUL CANDIDATES:

- i. The results individual semesters of degree examination shall be declared and classified separately as follows:
 - a. **First Class** : Those who obtain 60% and above of the total marks
 - b. **Second class** : Those who obtain 50% and above but less than 60% of the total marks.
 - c. **Pass class** : Rest of the successful candidates who secure 40% and above but less than 50% of marks.
- ii. 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.

- a. **First class** : Those who obtain 60% and above of the aggregate in all subjects of all the semesters put together. (except Languages)
 - b. **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)
 - c. **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)
- iii. 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 is allowed to carry all the subjects as arrears to the subsequent semester or all the papers that he/ she has failed in the previous semester/s to the subsequent semester/semesters.
- 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 paper's during the three immediate 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 at the scheme of examination in force during the subsequent appearances.
- 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.
- f. A candidate will be promoted to the 7th semester only if he/she successfully clears all subjects including practical of the previous semesters i.e. from 1st to 6th.

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) (8 x 2 = 16 marks)

Answer any EIGHT

1. a,b,c,d,e,f,g,h,i,j

SECTION -B (Analytical questions) (3 x 8 = 24 marks)

Answer any THREE

2,3,4,5,6

SECTION - C (Essay type questions) (4 x 15 = 60 marks)

Answer any FOUR

7,8,9,10,11,12

Subject Computer Code	FIRST SEMESTER									
	SUBJECTS	FINAL EXAMINATION		TOTAL	EXAM TIME DURATION		NO. OF TEACHING HRS/WK			
		THEORY	PRACTICAL		THEORY	PRACTICAL	THEORY	PRACTICAL		
	1.1	Communicative Languages*	100		100	3		3		
	1.2	Hospitality Communication - I	100		100	3		3		
	1.3	Food & Beverage Production - I	100		100	3		3	4	
	1.4	Food & Beverage Service - I	100		100	3		3	4	
	1.5	Front Office - I	100	50	150	3	3	3	2	
	1.6	Housekeeping - I	100	50	150	3	3	3	2	
	1.7	Hotel Financial Accounting	100		100	3		3		
		Total Marks	700	100	800			21	12	
		* Kannada/ Sanskrit/ Addl: Eng/ Malayalam, etc								
SECOND SEMESTER										
	SUBJECTS	FINAL EXAMINATION		TOTAL	EXAM TIME DURATION		NO. OF TEACHING HRS/WK			
		THEORY	PRACTICAL		THEORY	PRACTICAL	THEORY	PRACTICAL		
	2.1	Communicative Languages*	100		100	3		3		
	2.2	Hospitality Communication - II	100		100	3		3		
	2.3	Food & Beverage Production - II	100	50	150	3	4	3	4	
	2.4	Food & Beverage Service - II	100	50	150	3	4	3	4	
	2.5	Hygiene & Food Safety	100		100	3		3		
	2.6	Management Principles & Practices	100		100	3		3		
	UGC	Environmental Science	100*		100	3		3		
		Total Marks	600	100	700			21	8	
		* Kannada/ Sanskrit/ Addl: Eng/ Malayalam, etc								

THIRD SEMESTER									
SUBJECTS	FINAL EXAMINATION		TOTAL	EXAM TIME DURATION		NO. OF TEACHING HRS /WK			
	THEORY	PRACTICAL		THEORY	PRACTICAL	THEORY	PRACTICAL		
3.1 Communicative Languages*	100		100	3		3			
3.2 French-I	100		100	3		3			
3.3 Food & Beverage Production - III	100		100	3		3	4		
3.4 Food & Beverage Service - III	100		100	3		3	4		
3.5 Front Office - II	100	50	150	3	3	3	2		
3.6 Housekeeping - II	100	50	150	3	3	3	2		
UGC Fundamentals of Computers	100*		100*	3		3			
Total Marks	600	100	700			21	12		
* Kannada/ Sanskrit/ Addtl: Eng/ Malayalam,etc									
FOURTH SEMESTER									
SUBJECTS	FINAL EXAMINATION		TOTAL	EXAM TIME DURATION		NO. OF TEACHING HRS /WK			
	THEORY	PRACTICAL		THEORY	PRACTICAL	THEORY	PRACTICAL		
4.1 Communicative Languages*	100		100	3		3			
4.2 French-II	100		100	3		3			
4.3 Food & Beverage Production - IV	100	50	150	3	4	3	4		
4.4 Food & Beverage Service - IV	100	50	150	3	4	3	4		
4.5 Front Office - III	100	50	150	3	3	3	2		
4.6 Housekeeping - III	100	50	150	3	3	3	2		
Indian Constitution	100*		100*	3		3			
Total Marks	600	200	800			21	12		
* Kannada/ Sanskrit/ Addtl: Eng/ Malayalam,etc									

FIFTH SEMESTER									
SUBJECTS		LOG BOOK	VIVA	PROJECT REPORT	TOTAL				
5.0	Industrial Practicum	100	100	300	500			16 weeks/110 days including vacation time	
	Total Marks	100	100	300	500				
SIXTH SEMESTER									
SUBJECTS		FINAL EXAMINATION REPORT/ THESIS	VIVA	TOTAL	EXAM TIME DURATION THEORY	PRACTICAL	NO. OF TEACHING HRS/WK THEORY		PRACTICAL
6.1	Professional Elective	200	100	300					6 weeks/45 days professional internship
6.1.1	Food & Beverage Production Operations*								
6.1.2	Food & Beverage Service Operations*								
6.1.3	Front Office Operations*								
6.1.4	House Keeping Operations*								
6.1.5	Sales & Marketing Operations*								
6.2	Hotel Economics & Statistics	100		100	3		3		
6.3	Hospitality Law	100		100	3		3		
6.4	French - III	50	50	100					
	Total Marks	450	150	600			8		

SEVENTH SEMESTER									
SUBJECTS	FINAL EXAMINATION		TOTAL	EXAM TIME DURATION		NO. OF TEACHING HRS/WK			
	THEORY	PRACTICAL		THEORY	PRACTICAL	THEORY	PRACTICAL		
7.1	Food and Beverage Production Management		100	50	150	3	4	3	4
7.2	Food and Beverage Service Management		100	50	150	3	4	3	4
7.3	Travel & Tourism Management		100		100	3		3	
7.4	Hotel Costing		100		100	3		3	
7.5	Organisational Behaviour		100		100	3		3	
7.6	Entrepreneurship Development		100		100	3		3	
7.7	Computers in Hospitality Services - I		100		100	3		3	2
Total Marks			700	100	800			21	10
EIGHTH SEMESTER									
SUBJECTS	FINAL EXAMINATION		TOTAL	EXAM TIME DURATION		NO. OF TEACHING HRS/WK			
	THEORY	PRACTICAL		THEORY	PRACTICAL	THEORY	PRACTICAL		
8.1	Allied Hospitality Management		100		100	3		3	
8.2	Accommodations Management		100		100	3		3	
8.3	Marketing of Hospitality Services		100		100	3		3	
8.4	Financial Management in Hotels		100		100	3		3	
8.5	Project on Marketing Feasibility & Fin. Viability		75	25 (VIVA)	100			3	
8.6	Computers in Hospitality Services - II		100	50	150	3	3	3	2
Total Marks			575	75	650			18	2
TOTAL					5550				

FIRST SEMESTER

1.2 HOSPITALITY COMMUNICATION – I

THEORY

40 HRS

MODULE 1 : INTRODUCTION AND BASICS OF HOSPITALITY COMMUNICATION

10 HRS

- 1.1. Importance of Communication in Hospitality industry and 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

1.3 FOOD & BEVERAGE PRODUCTION -I

THEORY

40 HRS

MODULE 1 : PROFESSIONAL STANDARDS AND ETHICS FOR FOOD HANDLERS

4 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

08 HRS

- 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

PRACTICALS

40 HRS

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

- WEEK 1 Lay out of the kitchen.
- WEEK 2 Kitchen organization chart
- WEEK 3 Identifying & Use of Kitchen equipment
- WEEK 4 Cuts of vegetables.
- WEEK 5 Cuts of meat and fish.
- WEEK 6 Methods of cooking
- WEEK 7 Preparations of Stock
- WEEK 8 Preparations of Basic Mother Sauces
- WEEK 9 Preparations of Soups
- WEEK 10 Preparation of marinades, masalas, pastes and gravies

11.4: FOOD & BEVERAGE SERVICE - I

THEORY

40 HOURS

MODULE 1 : Food & Beverage Service Industry

06 HRS

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

04 HRS

MODULE 3 : Food & Beverage Service organization

10 HRS

2.1 Organization of the F & B Department

2.2 Job Specifications for the F & B Department

2.3 Job Descriptions (Directeur de Restaurant (Restaurant Manager), Maitre d'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

08 HRS

3.1 Restaurant, Coffee Shop, Room Service, Bar, Banquets

MODULE 5 : F & B Service Equipment

12 HRS

4.1 Furniture

4.2 Linen

4.3 Crockery

4.4 Silverware

4.5 Glassware

4.6 Disposables

4.7 Special Equipment (Trolleys, Electrical equipment etc)

PRACTICALS

40 HRS

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

WEEK 1 Briefing/debriefing

WEEK 2, 3 Identification of Equipment

WEEK 4-6 Laying and relaying a table cloth, Napkin folds

WEEK 7, 8 Rules for laying a cover, Service of water

WEEK 9 Restaurant service and dining etiquettes

WEEK 10 Mise-en-Scene/ Mise-en Place

1.5: 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 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 5 star and 3 star category 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 HANDLING

04 HRS

- 4.1 Pre-arrival
- 4.2 Arrival
- 4.3 Occupancy
- 4.4 Departure

MODULE 5 : LOBBY AND BELL DESK OPERATIONS

08 HRS

- 5.1 Layout of a lobby
- 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, and Group
- 5.6 Luggage handling Procedure on guest Departure – FIT, VIP, and Group
- 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 Reservation Charts

- 6.10 Records and forms used
 6.11 Job description and specification – Reservation Assistant

GLOSSARY OF TERMS

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 Basic telephone handling
 WEEK 4 Countries, capitals, currencies and official airlines of the world (assignment)
 WEEK 5-7 Luggage handling – FIT, walk-in, scanty baggage, regular, crew and group guest.
 WEEK 8, 9 Reservations
 • Taking down a reservation for FIT, FFIT, Corporate guest and group
 • Special requests
 • Amendment of reservation
 • Cancellation of reservation
 WEEK 10 Great Personalities of the hotel industry (min. 3 personalities to be given as an assignment)

PRACTICAL EXAMINATION FOR I SEM

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

SUB DIVISIONS E, and F will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

- A. Reservations - **10 marks**
 • Taking the reservation(FIT, FFIT, Corporate guest and group)
 • Modifying the reservation
 B. Great Personalities of the hotel industry -**10 marks**
 C. Grooming and Journal- **5 marks**
 D. Viva (Pertaining to the 1st semester syllabus)-**10 marks**

INTERNAL EXAMINER

- E. Telephone etiquette – 5 marks
 F. Assignment - Countries, capitals, currencies and official airlines of the world – 10 marks

1.6 HOUSE KEEPING - I

THEORY

40 HOURS

MODULE 1 : INTRODUCTION

02 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

06 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

14 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
- 3.6. Daily cleaning of occupied, departure, vacant, under repair, VIP rooms
- 3.7. Weekly cleaning, spring cleaning
- 3.8. Evening service
- 3.9. Systems and procedures involved.
- 3.10. Cleaning process
- 3.11. Cleaning and upkeep of public areas (lobby, cloak room, restaurants, bar, banquet halls, admin offices, lifts and elevators, staircases, back areas, front area, corridors)

MODULE 4 : CLEANING EQUIPMENTS

05 HRS

- 4.1. Types of equipments
- 4.2. Operating principles of equipments
- 4.3. Characteristics of good equipment (Mechanical, manual)
- 4.4. Storage, upkeep, maintenance of equipment

MODULE 5 : HOUSE KEEPING CONTROL DESK

06 HRS

- 5.1. Importance, role, co-ordination, checklist
- 5.2. Forms, formats & registers used in the desk reports
- 5.3. Role of computers, snapshots of software
- 5.4. Lost & found
- 5.5. Key control
- 5.6. Gate pass
- 5.7. Indenting from stores

MODULE 6 : LINEN, UNIFORM, TAILOR ROOM**07 HRS**

- 6.1. Lay out
- 6.2. Types of linen, sizes, linen exchange procedures
- 6.3. Storage facilities and conditions
- 6.4. Par stock. (Introduction & definition)
- 6.5. Discard procedure, re use of discard
- 6.6. Inventory system
- 6.7. Functions of uniform room
- 6.8. Functions of tailor room

GLOSSARY (Terms from I Sem term portions) - 50% each from theory and practical syllabi will be circulated.

PRACTICALS**20 HRS**

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

- | | |
|----------|---|
| WEEK 1 | Personal hygiene in house keeping |
| | Housekeeping etiquette |
| WEEK 2 | Telephone handling |
| WEEK 3 | Brassoing |
| WEEK 4-5 | Bed making - traditional |
| WEEK 6 | Glass cleaning tasks – mirror, glass, window pane |
| | Sweeping, Scrubbing and Mopping |
| | Wet and Dry dusting |
| | High ceiling cleaning - cobwebs |
| WEEK 7 | Demonstration of Public area cleaning - Restaurant |
| WEEK 8 | Demonstration of Public area cleaning - Offices, corridors |
| WEEK 9 | Forms and formats – occupancy slip, gate passes, job order, lost and found register, key register |
| WEEK 10 | Report on any housekeeping topic – 10 to 15 pages typed. |

PRACTICAL EXAMINATION FOR I SEM

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

SUB DIVISIONS E, F and G will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

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 a $\frac{1}{2}$ 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. Area Cleaning- 10 marks

D. Viva - 10 marks

The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination

INTERNAL EXAMINER

E. Assignment - 5 marks

- Student is required to prepare a topic and present it on a PowerPoint.
- Students will be quizzed on the same.
- Time allotted for presentation and Q, A session - 5+ 1 min. each

F. Journal - 5 marks

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

G. Forms and formats - 5 marks

Students are required to draw a form or format as required by the examiner. Time allotted - 30 min

1.7 HOTEL 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 and Relationship with other disciplines
- 1.3. Accounting Concepts and Conventions

MODULE 2 : JOURNAL AND LEDGER

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

MODULE 3 : SUBSIDIARY BOOKS

08 HRS

- 3.1. Meaning, objectives, Advantages and Limitations
- 3.2. Types of subsidiary books - Purchase Book, Purchase Returns Book, Sales Book, Sales Returns Book, Cash Book – Simple and three columnar - Petty Cash Book

MODULE 4 : TRIAL BALANCE

02 HRS

- 4.1. Meaning, objectives, advantages and limitations
- 4.2. Preparation of Trial Balance
- 4.3. Types of Errors (only theory)

MODULE 5 : FINAL ACCOUNTS

12 HRS

- 5.1. Meaning, Objectives, Advantages and limitations
- 5.2. Trading and Profit and Loss Account, Balance Sheet
- 5.3. Types of assets and liabilities
- 5.4. Adjustments – closing stock, outstanding income and expense, prepaid expense, income received in advance and depreciation.

MODULE 6 : UNIFORM SYSTEM OF HOTEL ACCOUNTING

05 HRS

- 6.1. Meaning and importance
- 6.2. Income Statement and Balance Sheet and Schedules (Simple problems with adjustments)

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*

SECOND SEMESTER

2.2 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

2.3 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
5.1 Manufacturing process	
5.2 Types of cheese according to texture,	
5.3 Uses of cheese in cookery	
5.4 Famous cheese of the world	
MODULE 6 : BAKERY AND CONFECTIONERY	08 HRS
6.1 Role of ingredients in baking	
6.2 Types of Dough-Bread	
6.3 Types of batters-pancakes	
6.4 Types of Breads-Names and description of Breakfast, Lunch, Snack and international breads	
6.5 Glossary of Bakery Terms	
PRACTICALS	40 HRS
The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.	
WEEK 1	Demonstration of Breakfast, Lunch, Snack and International breads
WEEK 2	Demonstration of pancakes

Indian cuisine- 10 Menus with four preparations in each

WEEK 3	Punjabi cuisine
WEEK 4	Awadhi cuisine
WEEK 5	Bengali cuisine
WEEK 6	Hyderabadi cuisine
WEEK 7	Chettinad cuisine
WEEK 8	Goan cuisine
WEEK 9	Kerala cuisine
WEEK 10	Mangalorean cuisine
WEEK 11	Karnataka cuisine
WEEK 12	Mughlai cuisine

Menus will be circulated later

PRACTICAL EXAMINATION FOR II SEM

**SUB DIVISIONS A to C will be marked by the internal examiner for 15 marks,
SUB DIVISIONS D to H will be marked by the external examiner for 35 marks.**

INTERNAL EXAMINER

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. Identification of equipment/Ingredients -5 marks

Students are required to identify ingredients and equipment which will be arranged by the internal examiner.

C. Grooming/Scullery- 5 marks

The uniform, personal grooming and toolkit will be checked as well as the cleaning of equipment and area

EXTERNAL EXAMINER

D. First course- 5 marks

The first course which may be soup or starter will be evaluated for taste, texture, appearance and palatability

E. Second course - 10 marks

The second course which may be entrée or main course will be evaluated for taste, texture, appearance and palatability

F. 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

G. Fourth course- Dessert- 10 marks

The fourth course which is a sweet preparation will be evaluated for taste, texture, appearance and palatability

H. 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

2.4: FOOD & BEVERAGE SERVICE II

THEORY

40 HRS

MODULE 1 : Types of service and menus

04 HRS

- 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

04 HRS

- 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

04 HRS

- 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

08 HRS

- 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

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

WEEKS 1-2	Cover Set up, Service sequence, clearance\
WEEK 3	Silver service, Preplated service
WEEK 3-7	Compiling of a menu in French
WEEK 8	Breakfast cover setup
WEEK 9	Service of non alcoholic beverages
WEEKS 10	Room service tray set ups

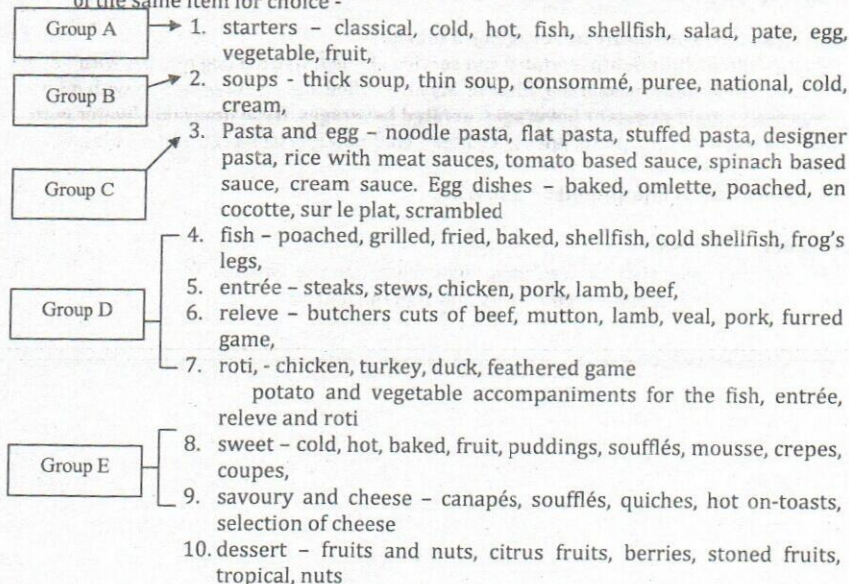
PRACTICAL EXAMINATION FOR II SEM

SUB DIVISIONS A, B, and C will be marked by the external examiner for 35 marks,
SUB DIVISIONS D, E and F will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

A. Menu planning - 15 marks

- Students are required to make a 5 course table d'hôte menu in **French** with English explanation by picking up 5 slips from a choice of ten bowls excluding the beverage
- 10 bowls in 5 groups containing slips of the following courses with multiple slips of the same item for choice -



- setting up of two covers
- service of any one course for both covers
- the table d'hôte menu should be in the approved format, blank cards brought by the student

B. Breakfast cover set up or Room service set up of the following for one cover – 10 marks

- Continental breakfast – the/café complet, the/café simple
- English Breakfast – trolley or table
- North Indian Breakfast
- South Indian Breakfast
- Evening snack set up in rooms service
- Amenities set up in room service – cookies, birthday cake, fruit basket, wines
- Room service – one cover in tray, more than one cover on trolley

C. Viva – 10 marks

- | | | |
|--|---|-------------|
| • Food & Beverage Service Industry | } | 1 question |
| • Food & Beverage Service organization | | |
| • Food & Beverage Service areas with hierarchies | } | 1 question |
| • F & B Service Equipment | | |
| • Types of service and menus | | 1 questions |
| • Menu Planning | | 3 questions |
| • Break Fast | | 2 questions |
| • In Room Dining | | 2 questions |

INTERNAL EXAMINER

D. Service of non alcoholic beverages – 5 marks

This would include setup, enquiry and service of – leaf tea, tea bag tea, tea with lemon, readymade masala tea, filter or Mysore coffee, black coffee, coffee with milk, espresso, milk, hot patent beverages, aerated beverages, fresh lime soda/water with salt / sugar/ masala/plain, juices, iced teas, cold milks, lassi sweet/salted/masala, smoothies

E. Identification of Equipments – 5 marks

F. Journal – 5 marks

- The journal should have all the practical listed in the syllabus
- The external examiner will verify and sign the journal

2.5 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, principles-chemicals, heat and water

MODULE 2 : CONTAMINATION AND SPOILAGE

10 HRS

- 2.1. Contamination and food spoilage, sources
- 2.2. Conditions which lead to spoilage
- 2.3. Signs of spoilage in various foods
- 2.4. Microbes and its role in food spoilage
- 2.5. Factors affecting and controlling microbial growth
- 2.6. Food borne illness (case studies)

MODULE 3 : PURCHASING, RECEIVING AND STORAGE OF FOODS

08 HRS

- 3.1. Procedures while purchasing and receiving foods
- 3.2. Importance on 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- all food laws and standards and HACCP

REFERENCE BOOKS

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

2.6 MANAGEMENT PRINCIPLES AND PRACTICE

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)
- 2.4. Decision making – importance and steps- MBO & MBE (meaning only)
- 2.5. Strategic Management (meaning only)

MODULE 3 : ORGANIZING

06 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

13 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).

MODULE 6 : MODERN TRENDS IN MANAGEMENT

05 HRS

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

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. Thomas N. Duening and John, M. Ivancevich, *Management principles and Guidelines*, Bizantra Pub.
8. Sharma & Gupta, *Principles of Management*.
9. *7 habits of highly effective people* – Dr. Stephen Covey

ENVIRONMENTAL STUDIES CORE MODULE SYLLABUS FOR UNDER GRADUTE COURSES OF ALL BRANCHES OF HIGHER BDUICATION

UNIT 1: The Multi-disciplinary nature of environmental studies (1 lecture)

- a. Definition, Scope and importance
- b. Need for public awareness.

UNIT 2: Natural Resources:

(8 lectures)

Renewable and non-renewable resources:

Natural resources and associated problems.

- a. Forest resources : Use and over-exploitation. Deforestation, Case studies. Timber extraction, mining, dams and their effects on forests and tribal people.
- b. Water resources : use and over utilization of surface and ground water
Floods, drought, conflicts over water, dams-benefits and problems.
- c. Mineral resources: use and exploitation, environmental effects of extracting and using mineral resources. Case studies.
- d. Food resources: world food problems , changes caused by agriculture and over grazing effects of modern agriculture, fertilizer- pesticide problems, water logging salinity. Case studies.
- e. Energy resources : growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies.
- f. Land resources: land as a resource, land degradation, man induced landslides, soil erosion and desertification.
 - Role of an individual in conservation of natural resources.
 - Equitable use of resources for sustainable lifestyles.

UNIT 3: Ecosystems

(6 lectures)

- a. Concept of an ecosystem.
- b. Structure and function of an ecosystem.
- c. Producers ,consumers and decomposers.
- d. Energy flow in the ecosystem.
- e. Ecological succession.
- f. Food chain, food web and ecological pyramids.

- g. Introduction types characterized features structure and function of the following economics.

- Forest ecosystem
- Grassland ecosystem
- Desert ecosystem
- Aquatic ecosystems(ponds, streams, lakes, rivers, oceans, estuaries)

UNIT 4: Biodiversity and its conservation

(8 lectures)

- a. Introduction- definition , generic, species and ecosystem diversity
- b. Biogeographical classification of India
- c. Value of bio-diversity: consumptive use. Productive use, social, ethical, aesthetic and option values
- d. Biodiversity at global, national and local levels.
- e. India as a mega-diversity nation
- f. Hotspots of biodiversity
- g. Threats to biodiversity : habitat loss poaching of wildlife, man-wildlife conflicts
- h. Endangered and endemic species of India
- i. Conservation of biodiversity : in-situ and ex-situ conservation of biodiversity

UNIT 5: Environmental pollution

(6 lectures)

- a. Definition
- b. Causes, effects and control measures of:-
 - Air pollution
 - Water pollution
 - Soil pollution
 - Marine pollution
 - Noise pollution
 - Thermal pollution
 - Nuclear hazards
- c. Solid waste management causes urban and industrial wastes.
- d. Roles of an individual in prevention of
- e. Pollution case studies
- f. Disaster management, floods, earthquake.

UNIT6: Social issues and the environment

(6 lectures)

- a. From unsustainable to sustainable development t
- b. Urban problems related to energy
- c. Water conservation, rain water harvesting
- d. Resettlement and rehabilitation of people
 - Case studies.
- e. Environmental ethics issues and possible solutions
- f. Climate change , global warming acid rain nuclear accidents and holocaust, case studies
- g. Wasteland reclamation
- h. Consumerism and waste products.
- i. Environment protection act
- j. Air(prevention and control of pollution) Act
- k. Water(prevention and control of pollution) act

- l. Wild life protection Act
- m. Forest conservation Act
- n. Issues involved in enforcement of environmental legislation
- o. Public awareness

UNIT 7: Human population and the Environment

(6 lectures)

- a. Population growth, variation among nations.
- b. Population explosion – family welfare programme
- c. Environment and human health
- d. Human rights
- e. Value education
- f. HIV/AIDS
- g. Women and child welfare
- h. Role of information technology in environmental and human health
- i. Case studies

UNIT: 8 Field Work

- a. Visit to a local area to document environmental assets-river/ forest / grassland /hill / mountain.
- b. Visit to a local polluted site-urban / rural/industrial / Agricultural
- c. Study of common plants insects, birds
- d. Study of simple ecosystem pond river hill slopes etc. (field work equal lecture hours)

Each student has to submit a field report on any one of above topics forms the basis for evaluation of field work for - 25 marks.

REFERENCES

1. AGARWAL. K.C.2001 *Environmental Biology*, Nidi publ.ltd. Bikaner.
2. Bharucha Erach *The Biodiversity of India*. Mapin publishing pvt,ltd Ahmedabad – 380 013, india,email : mapin@iccncl.net(R)
3. Brunner R.C..1989, *hazardous waste Incineration*, McGraw Hill Inc.48(
4. Clark R.S., *Marie Pollution*, Clanderson press oxford(IB)
5. Cunningham, W.p.cooper, T.H.Gorhani.E & Hepworth,M.T.200 *Environmental*
6. *Encyclopedia*, jaico Publ,House,Mumbai,1196p
7. De A.K, *Environmental Chemistry*, Wiley Eastern Ltd.
8. *Down to Earth*, Centre for Science and environment(R)
9. Gleick, HP, 1993, *water in crisis*, pacific institute for studies in environment & security, Stockholm env. Institute .oxford univ. Bombay nature history society. Bombay(r)
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14. Mhaskar A,K *matter hazardous.techno*,science publication(TB)
15. Millcr T.G jr, *enviornmental science* wadsworth publications(TB)

16. Odum,EP 1971. *Fundamentals of Ecology*, W.B.Saunders Co. USA, 574
17. Rao M N & Datta, A.K. 1987 *Waste Water treatment*, Oxford & IBH Publ Co. Pvt.Ltd. 345p.
18. Sharma B.K,2001 *Environmental Chemistry* Goel Publ. House, Meerut
19. *Survey of the Environment*, The Hindu (M)
20. Townsend C, Harper J, and Michael Begon, *Essentials of ecology*, Blackwell Science (TB)
21. Trivedi R.K, *Handbook of Environmental Laws, Rules, Guidelines, Compliances and Standards*, Vol I and II, Enviro Media (R)
22. Trivedi R.K. and P.K.Goel, *Introduction to air pollution*, Techno-Science Publications (TB)
23. Wagner K.D,1998. *Environmental Management*. W.B. Saunders Co. Philadelphia, USA 499p
(M)Magazine
(R) Reference
(TB)Textbook

THIRD SEMESTER

3.2 FRENCH -I

Text - A votre service - I Français pour l' hôtellerie et le tourisme.

Leçons - 1 to Leçons - 6

Leçons - 1 Nouns, Adjective Possessives, and Basic Introduction.

Leçons - 2 Grammar - verbs- être, s' appeler.

Prépositions - en, an, aux, a'.

Vocabulary - Greetings

Leçons - 3 Grammar - Verbs - avoir, pouvoir, interrogation ,
Vocabulaire - posez des questions.

Leçons - 4 vocabulaire - Reserver une chambre.
Grammar - Vouloir, Pouvoir Conditionnel.

Leçons - 5 Vocabulaire - Réserver une chambre.
Demander le prix d'une chambre.
Grammar - Verbes Parler, Vouloir reserver.

Leçons - 6 vocabulaire - A la réception, changer del' argent
Grammar - Verbes - appeler, adjectifs possessif.

Recommended Text Book:

Text - A votre service - I Français pour l' hôtellerie et le tourisme.

Hachette : livre / Goyal publishers & Distributors.

Theory paper -100 marks.

3.3 FOOD & BEVERAGE PRODUCTION-III

THEORY

40 HRS

MODULE 1 : MENU PLANNING

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

06HRS

- 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

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 basic principles of French cuisine

WEEK 3-5 Preparation of Puff pastry, short crust pastry-sweet and savoury, choux pastry

WEEK 6-9 French cuisine- 4 Menus with five preparations in each

3.4: FOOD & BEVERAGE SERVICE - III

THEORY

40 HOURS

MODULE 1 : Alcoholic Beverages

04 HRS

- 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

06 HRS

MODULE 4 : Beer and other fermented beverages

10 HRS

- 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

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 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

3.5: FRONT OFFICE II

THEORY

40 HRS

MODULE 1 : RESERVATION OPERATIONS

04 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

12 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. Paging
- 2.1.6. Providing information to the guest.
- 2.1.7. Aids used in Information section.

2.2. Reception

- 2.1.1. Introduction to reception
- 2.1.2. Coordination between FO and other departments
- 2.1.3. Types of keys and their control
- 2.1.4. Room change procedure
- 2.1.5. Preparation of expected arrival & Departure Reports
- 2.1.6. Preparation of other documents
- 2.1.7. Preparation of Guest History Card
- 2.1.8. Arrival procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group
- 2.1.9. Departure procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group
- 2.1.10. Records and forms used
- 2.1.11. Job description and specification – Receptionist

MODULE 3 : TELEPHONE

02 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 – HOBIC, CAS etc.
- 3.6. Types of calls

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, 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
- 4.9. Equipment

MODULE 5 : FO CASH AND ACCOUNTING

14 HRS

- 5.1. Role of FO Cash section at 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. Credit Card Handling procedure
- 5.6. Foreign Currency exchange procedure
- 5.7. Reports
- 5.8. Records and forms used
- 5.9. Equipment
- 5.10. Accounting Fundamentals – Accounts, folios, vouchers, POS, ledgers
- 5.11. FO accounting cycle
- 5.12. Creation and maintenance of accounts
- 5.13. Guest and non guest accounts
- 5.14. Accounting system – non automated, semi automated and fully automated

MODULE 6 : FRONT OFFICE AND GUEST SAFETY AND SECURITY

02 HRS

- 6.12 Importance of security system
- 6.13 Safe Deposit
- 6.14 Key Control
- 6.15 Emergency situations – accident, illness, theft, fire, bomb threat etc.

GLOSSARY

PRACTICALS

20 HRS

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

- | | |
|-----------|--|
| WEEK 1 | Handling messages, Handling keys |
| WEEK 2 | Providing information to the guest |
| WEEK 3 | Handling group reservations |
| WEEK 4-6 | Handling registration – FIT, FFIT, VIP/Regular, Corporate, Group/crew guest |
| WEEK 7 | Security Deposit Box handling, Credit Card Handling procedure, Foreign Currency exchange procedure |
| WEEK 8-10 | PMS activities |
- Feeding a reservation
 - Amendment, Cancellation and Reinstating a reservation
 - Feeding messages
 - Check in guest
 - Room and rate assignment
 - Room change

WEEK 11-12 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

PRACTICAL EXAMINATION FOR III SEM

**SUB DIVISIONS A, B, C, &D will be marked by the external examiner for 35 marks,
SUB DIVISIONS E and F will be marked by the internal examiner for 15 marks.**

EXTERNAL EXAMINER

A. Registration (To be done practically)- 10 Marks

- Registration process for FIT, FFIT, VIP/Regular, Corporate, Group/crew guest

B. 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) – 10 Marks

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

D. Viva (Pertaining to the 3rd semester syllabus)- 10 marks

INTERNAL EXAMINER

E. Assignment - Brochure Designing - 10 marks

F. Grooming and Journal – 5 marks

3.6 HOUSE KEEPING II

THEORY

40 HOURS

MODULE 1 : INTERIOR DECORATION

06 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
- 2.2. Color wheel
- 2.3. Importance
- 2.4. Classification characteristics
- 2.5. Color Schemes
- 2.6. Layout of room lighting plan
- 2.7. Types, classification
- 2.8. Sources
- 2.9. Uses

MODULE 3 : FURNITURE AND FURNISHINGS

06 HRS

- 3.1. Introduction
- 3.2. Types of Furniture
- 3.3. Types of Joints
- 3.4. Principles of furniture arrangement
- 3.5. Styles of furniture – Chippendale, Victorian, French, Royal, Contemporary, Oriental, Scandinavian
- 3.6. Types of furnishings
- 3.7. Use of furnishings
- 3.8. Care of furnishings

MODULE 4 : WALL COVERINGS AND FLOOR FINISHES

10 HRS

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

MODULE 5 : HORTICULTURE AND FLOWER ARRANGEMENTS

06 HRS

- 5.1. Indoor and outdoor plants – five each
- 5.2. Care and upkeep
- 5.3. Bonsai
- 5.4. Landscaping
- 5.5. Identification of flowers
- 5.6. Types of arrangements

- 5.7. Principles of arrangement
- 5.8. Arrangements by location
- 5.9. Points to be remembered

MODULE 6 : CLEANING SCIENCE

06 HRS

- 6.1. Cleaning principles
- 6.2. PH scale and cleaning agent with their application
- 6.3. Types of cleaning agents
- 6.4. Cleaning products – hotel specific
- 6.5. Characteristics of a good cleaning agent

GLOSSARY (terms from III sem theory) 50% from theory and practical syllabi will be circulated.

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 Bed making with turn down and foot fold (single sheet covering and duvet)
- WEEK 3 Planning a color scheme of a room based on different schemes
- WEEK 4 Interior design – analyzing a picture with respect to elements of interior design
- WEEK 5 Setting of Chamber Maid's Trolley – all supplies provided
- WEEK 6 Sewing tasks
- WEEK 7-10 Flower arrangement (circular, horizontal, triangular, vertical, one sided triangular, ikebana)

PRACTICAL EXAMINATION FOR III SEM

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

SUB DIVISIONS F, G and H will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

A. Flower Arrangement – 10 marks

- a. Students are required to make a flower arrangement (circular, horizontal, vertical, one sided triangular, ikebana) from lots

B. Interior design – 10 marks

- a. Student will be given a room, area picture and will analyse it with regards to type of floor, lighting used, color combo materials, fabric, accessories, furnishings, fittings etc) any 5 to be asked

C. Maids Trolley set up – 5 marks

- a. Students are required to arrange a maids trolley with the supplies and linen provided

D. Bed making – 5 marks

- a. Students are required to make a bed with turn down and foot fold using single sheet covering and duvet. Time allotted – 5 minutes each

E. Viva – 5 marks

- | | |
|-----------------------|-------------|
| a. Horticulture | 1 question |
| b. Flower arrangement | 2 questions |
| c. Cleaning science | 2 question |
| d. Glossary | 5 question |

INTERNAL EXAMINER

F. Sewing – 5 marks

A 10" x 10" piece of fabric is provided which is sewn on two edges along with a hook and a button

G. Planning of a colour scheme of a given room – 5 marks

Student is required to colour the given room based on the scheme provided.

H. Journal – 5 marks

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

COMPUTER FUNDAMENTALS

Syllabus of compulsory paper for all undergraduate degree courses in the Semester III

UNIT 1:

- General features of a computer.
- Generation of computer,
- Personal computer workstation mainframe computer and super computer.
- Computer application – data processing, information processing, commercial office, automation industry and engineering, healthcare, education graphics and multimedia.

UNIT 2:

- Computer organization
- Central processing unit
- Computer memory –primary and secondary memory
- Secondary storage device –magnetic and optical media input and output unit
- OMR, OCR, MICR, scanner, mouse, Modern.

UNIT 3:

- Computer hardware and software
- Machine language and high level language,
- Application software,
- Computer programme operating system,
- Computer virus, antivirus and computer security.
- Element of MS-DOS and window OS
- Computer arithmetic, binary, octal and hexadecimal number system.
- Algorithm and flow chart.
- Illustrations elements of database and its applications.

UNIT 4:

- Word processing and electronic spreadsheet.
- An overview of ms word, ms excel and ms powerpoint
- Element of basic programming
- Simple illustration.

UNIT 5:

- Network of computer,
- Types of network, LAN, Intranet and internet.
- Internet application.
- World Wide Web, email, browsing and searching.
- Search engine multimedia applications.

LIST OF PRACTICAL ASSIGNMENTS (12 SESSIONS OF 2 HRS EACH)

1. System used keyboard and mouse operation. Word pad and paint brush. Creating a folder and saving a document- 2 sessions.
2. Simple ms dos commands – 1 session
3. Windows operating system- icons, menu and sub menu's, my computer - 2 sessions.

FOURTH SEMESTER

4.2 FRENCH – II

- Leçons – 7 vocabulaire – Les problèmes dans un hôtel
 Grammaire - La négations
- Leçons – 8 Vocabulaire – Au restaurant – Le petit déjeuner
 Grammar – Article Partitif.
- Leçons – 9 vocabulaire – Au restaurant – Le déjeuner.
 Grammaire -Article Partitif – Verbes du II groupe
- Leçons – 10 vocabulaire – Les méthodes de cuisson
 Grammaire - Le futur Simple.
- Leçons – 11 vocabulaire – Au bar – Les Vins
- Leçons – 12 vocabulaire – Payer l'addition
 Grammaire -verbes – faire

Recommended Text Book :

Text - A votre service – I Français pour l' hôtellerie et le tourisme.

Hachette / Goyal publishers & Distributors.

Theory paper -100 marks.

4.3 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)**10 HRS**

- 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

PRACTICALS**40 HRS**

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

- WEEK 1 Demonstrations of basic principles of Italian and Chinese cuisine
- WEEK 2 Demonstrations/ Preparation of some popular cold cuts
- WEEK 3-6 **Italian cuisine** - 4 Menus with five preparations in each
- WEEK 7-10 **Chinese cuisine** - 4 Menus with five preparations in each

PRACTICAL EXAMINATION FOR IV SEM

SUB DIVISIONS A, B & C will be marked by the internal examiner for 15 marks,
SUB DIVISIONS D to I will be marked by the external examiner for 35 marks.

INTERNAL EXAMINER**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. Indent - 5marks

The student will be evaluated for the indent prepared for 2 portions of each dish in the menu being cooked for the examination

C. Plan of work-5 marks

The student will be evaluated for the plan of work for the given menu

EXTERNAL EXAMINER

D. First course- 5 marks

The first course which may be soup or starter will be evaluated for taste, texture, appearance and palatability

E. Second course - 10 marks

The second course which may be entrée or main course will be evaluated for taste, texture, appearance and palatability

F. Third course- 5 marks

The third course which is a vegetable preparation will be evaluated for taste, texture, appearance and palatability

G. Fourth course- - 5 marks

The fourth course which may be a bread, rice, pasta or noodles preparation will be evaluated for taste, texture, appearance and palatability

H. Fifth Course-Dessert-5 marks

The fifth course which is a sweet preparation will be evaluated for taste, texture, appearance and palatability

I. 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

4.4 FOOD & BEVERAGE SERVICE -IV		40 HOURS
THEORY		
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		4 HRS
Introduction, Manufacture, Brand names with base, color, flavor, countries		
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, rickies, sours, toddies), terms (dash, zest, on the rocks, naked etc) popular cocktails (classic, modern, variations)		

MODULE 3 : Tobacco**05 HRS**

3.1 Health hazards

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

PRACTICALS**40 HRS**

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

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

PRACTICAL EXAMINATION FOR IV SEM

**SUB DIVISIONS A, B, and C will be marked by the external examiner for 35 marks,
SUB DIVISIONS D, E will be marked by the internal examiner for 15 marks.**

EXTERNAL EXAMINER**A. Cocktail preparation – 10 marks**

- The list of cocktails - Bloody Mary, Moscow Mule, Pink Lady, Rusty Nail, Screwdriver, Tequila Sunrise, Gimlet, Side car, Old fashioned, Cuba Libre, Blue Lagoon, Long Island Ice Tea, Cosmopolitan, Caipiroshka, Mai tai, Mojito, Mint Julep, Planter's Punch, Pina Colada, Own creation (1 cocktail)
- The recipes for the above list of cocktails will be circulated
- The recipes will indicate what substitutes can be used to retain the final look
- The markings will be: correct recipe writing – 5 marks, cocktail preparation, presentation including selling, history telling, flair – 5 marks

B. Gueridon service – 15 marks

- The list of Gueridon preparations
 - Shrimp cocktail
 - Avocado vinaigrette
 - Grilled fish
 - Grapefruit cocktail (instead of Florida)
 - Crepes suzette
 - Banana Flambé
 - Irish coffee
- the recipes will be circulated
- the dishes should be done on the gueridon and served at the table with the appropriate cover and accompaniments
- Marking will be on: mise en place, preparation – 10 marks, presentation, service and style – 5 marks

C. Viva – 10 marks

- | | | |
|-----------------------------|---|------------|
| • Function catering | } | 1 question |
| • Buffet | | |
| • Wine | | 2 question |
| • Beer | | 1 question |
| • Other fermented Beverages | | 1 question |
| • Alcoholic Beverages | | 3 question |
| • Bar | | 1 question |
| • Tobacco | | 1 question |

INTERNAL EXAMINER

D. Service of beer, wine, spirits, liqueurs, cigars – 5 marks

- taking order on BOT and service of beer, wines (all types), whisky, gin, rum, vodka, brandy, tequila, liqueurs – all variations like on the rocks, traditional, with mixers
- 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

E. Match the food with its appropriate wine – 10 marks

The internal examiner should give any five courses to the student and a menu compilation is done with a minimum of two and a maximum of three wines for the 5 course menu. This is a written exercise.

4.5 FRONT OFFICE III

THEORY

40 HRS

MODULE 1 : RESERVATIONS MANAGEMENT

06 HRS

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

MODULE 2 : RECEPTION

06 HRS

- 2.1 Day & Night Reception
- 2.2 Preparation of night reports
- 2.3 Calculations
- 2.4 Room selling techniques – Upselling and Discounts

MODULE 3 : HOSPITALITY AND LOBBY DESK

06 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 : FRONT OFFICE ACCOUNTING, CHECK-OUT AND SETTLEMENT 14 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
- 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

MODULE 6 : Computer applications in Front Office Operations

02 HRS

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

GLOSSARY**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 room occupancy percentages and room position
WEEK 3,4 Preparation of a guest folio
WEEK 5,6 Check-out procedure
WEEK 7-8 FO situation Handling
- Upselling
 - Complaint handling
- WEEK 9-10 PMS activities
- Posting of charges
 - Transferring folio
 - Splitting folio
 - Checking out guests

PRACTICAL EXAMINATION FOR IV SEM

SUB DIVISIONS A to E will be marked by the external examiner for 35 marks,
SUB DIVISIONS F and G will be marked by the internal examiner for 15 mark

EXTERNAL EXAMINER

- A. Calculation of room occupancy percentages and room position – **5 Marks**
B. Preparation of a guest folio – **10 Marks**
C. Viva (Pertaining to 5th semester syllabus) – **7 Marks**
D. PMS activities (2 activities) – **8 Marks**
- Posting of charges
 - Transferring folio
 - Splitting folio
 - Checking out guests
- E. Preparing a duty roster for a 100, 250 and 500 rooms hotel for the FO staff – **5 Marks**

INTERNAL EXAMINER

- F. Assignment – Hotel Website Designing (Home Page + 4 Links) – 10 marks
G. Journal and Grooming - 5 Marks

REFERENCE BOOKS FOR ALL SEMESTERS

- *An introduction to hospitality-* Dennis L. Foster
- *Managing Front Office Operations* – Michael L Karavanna & Richard M. Brooks
- *Principles of Hotel Front Office Operations-* Su Boker, 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-* Sudher Andrews
- *Hotel Front Office Operations* – Colin Dix & Chris Baird
- *Hotel Front Office* – James Bardi

4.6: HOUSE KEEPING -III

THEORY

40 HOURS

MODULE 1 : SUPERVISION IN HOUSEKEEPING 06 HRS

- 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

MODULE 2 : SAFETY AWARENESS & SAFEGUARDING OF ASSETS 08 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 of Uniforms
- 3.6. Characteristics of Uniforms
- 3.7. Selection of Uniforms
- 3.8. Par stock

MODULE 4 CONTRACT SERVICES - LAUNDRY, PEST CONTROL 07 HRS

- 4.1. Introduction
- 4.2. Contract Services – complete program, Special, periodic, pricing, types
- 4.3. Laundry – layout, types, equipment
- 4.4. Pest control – common pests, eradication, control

MODULE 5 : REFURBISHMENT, REDECORATION, NEW PROPERTY OPENING 5 HRS

- 5.1. Definition
- 5.2. Factors involved in refurbishment and redecoration
- 5.3. Procedures & Task involved
- 5.4. Snagging list
- 5.5. Takeover of a new property from projects

MODULE 6 : ECO FRIENDLY CONCEPTS IN HOUSE KEEPING

04 HRS

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

GLOSSARY

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 Supervision by using checklist
- WEEK 3 Preparation of snagging list
- WEEK 4 First aid procedure demonstration
- WEEK 5 Converting waste to wealth
- WEEK 6, 7 Situation handling/case studies
- WEEK 8 Forms & formats – desk register, ready room, departure room register, linen stock register, accident report form, leave form
- WEEK 9, 10 Assignment on uniform designing

PRACTICAL EXAMINATION FOR IV SEM

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

SUB DIVISIONS E, F and G will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

A. Supervision by using checklist OR Preparation of a snagging list – 10 marks

- a. Supervision
 - 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 room and bath of a hotel to be provided
 - iii. Supplies to be reduced, replaced for every student
- b. OR Snagging list
 - i. Snagging list of a given area to be written down by the student
 - ii. Segregated and submitted for evaluation
- c. Time : 15 minutes

B. Situation handling and viva – 10 marks

- a. A student will be asked to respond to the case or situation which may be in written format
- b. The student is evaluated on understanding, reasoning and resolving the issue

C. Waste to Wealth – 5 marks

- a. The student will bring one waste product which is required to be converted to something useful.
- b. The item that can be brought are – old newspapers, used disposable cups, plastic bottles, waste cloth, old greeting cards etc.
- c. Time allotted – 30 minutes

D. Viva – 10 marks

The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination

INTERNAL EXAMINER

E. Assignment on uniform design – 5 marks

- a. The student is required to prepare and present four uniform from one department in a report
- b. It should contain a colored drawing, artwork, textile work of the selected set of uniforms along with explanations with regards to color, texture, material and design

F. Journal – 5 marks

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

G. Forms and formats – 5 marks

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

INDIAN CONSTITUTION

Syllabus of compulsory paper for all undergraduate degree courses in the Semester IV

UNIT 1: Indian Constitution: Its Philosophy and Framing

- The Constitution Assembly
- Preamble, Fundamental Rights and Fundamental Duties
- Directives Principal of State Policy
- Amendment and Review of the Constitution

UNIT 2: The Union & State Legislature

- Union Parliament
- State Legislature
- Law-Making Process
- Committee System

UNIT 3: The Union & State Executive

- The President of India
- The Prime Minister and Council of Ministers
- Coalition Government

UNIT 4: The judiciary

- The Supreme Court of India
- Judicial Review
- Writs
- Judicial Activism and Public Interest Litigation

UNIT 5: Issues

- Indian Federalism
- Human Right and Environmental Protection
- Reservation and Social Justice
- Secularism

REFERENCES:

D.D. Basu

: *Introduction to the Constitution of India*

Granville Austin

: *India Constitution –Cornerstone of a Nation*

Granville Austin

: *Working of a Democratic Constitution – The Indian Experience*

J.C. Johari

: *Indian Government & politics, Vol. 1&2.*

J.R.Siwach

: *Dynamics of Indian Government & Politics.*

G.B. Reddy

: *Constitution of India, I.K. Intl*

M.V.Pylee

: *India Constitution*

K. K Ghai

: *The Indian Constitution*

M H. Rajshekar

: *Bharata Sarkara mattu Rajkiya*

M.V.Bhuvaneshwara

: *Bharata Samvidhanada Parichaya*

S.K Kabburi

: *Bharata Samvidhanada*

K.J.Suresh

: *Bharata Samvidhanada*

D.T.Deve Gowda

: *Bharata Samvidhanada*

Lohitashwa

: *Bharata Samvidhanada*

FIFTH SEMESTER

FIFTH SEMESTER	
COURSE LIST	
COURSE NAME	
1	Introduction to the study of the human body
2	General anatomy and physiology
3	Cellular biology and histology
4	Immunology and microbiology
5	Endocrinology and metabolism
6	Cardiovascular system
7	Respiratory system
8	Digestive system
9	Urinary system
10	Reproductive system
11	Neurology
12	Psychiatry
13	Pharmacology
14	Pathology
15	Forensic medicine
16	Medical ethics
17	Medical law
18	Medical sociology
19	Medical anthropology
20	Medical history
21	Medical geography
22	Medical climatology
23	Medical meteorology
24	Medical botany
25	Medical zoology
26	Medical entomology
27	Medical parasitology
28	Medical virology
29	Medical bacteriology
30	Medical mycology
31	Medical immunology
32	Medical genetics
33	Medical cytology
34	Medical embryology
35	Medical fetal medicine
36	Medical neonatology
37	Medical pediatrics
38	Medical obstetrics
39	Medical gynecology
40	Medical urology
41	Medical nephrology
42	Medical otolaryngology
43	Medical ophthalmology
44	Medical otology
45	Medical audiology
46	Medical radiology
47	Medical nuclear medicine
48	Medical ultrasound
49	Medical electrocardiography
50	Medical electroencephalography
51	Medical electroretinography
52	Medical audiometry
53	Medical vision testing
54	Medical hearing testing
55	Medical speech testing
56	Medical swallowing testing
57	Medical breathing testing
58	Medical circulation testing
59	Medical blood pressure testing
60	Medical heart rate testing
61	Medical blood sugar testing
62	Medical cholesterol testing
63	Medical triglyceride testing
64	Medical hemoglobin testing
65	Medical hematocrit testing
66	Medical red blood cell testing
67	Medical white blood cell testing
68	Medical platelet testing
69	Medical clotting time testing
70	Medical coagulation testing
71	Medical fibrinogen testing
72	Medical prothrombin testing
73	Medical partial thromboplastin testing
74	Medical activated partial thromboplastin testing
75	Medical thrombin testing
76	Medical plasmin testing
77	Medical plasminogen testing
78	Medical plasminogen activator testing
79	Medical plasminogen inhibitor testing
80	Medical plasminogen activator inhibitor testing
81	Medical plasminogen activator inhibitor-1 testing
82	Medical plasminogen activator inhibitor-2 testing
83	Medical plasminogen activator inhibitor-3 testing
84	Medical plasminogen activator inhibitor-4 testing
85	Medical plasminogen activator inhibitor-5 testing
86	Medical plasminogen activator inhibitor-6 testing
87	Medical plasminogen activator inhibitor-7 testing
88	Medical plasminogen activator inhibitor-8 testing
89	Medical plasminogen activator inhibitor-9 testing
90	Medical plasminogen activator inhibitor-10 testing
91	Medical plasminogen activator inhibitor-11 testing
92	Medical plasminogen activator inhibitor-12 testing
93	Medical plasminogen activator inhibitor-13 testing
94	Medical plasminogen activator inhibitor-14 testing
95	Medical plasminogen activator inhibitor-15 testing
96	Medical plasminogen activator inhibitor-16 testing
97	Medical plasminogen activator inhibitor-17 testing
98	Medical plasminogen activator inhibitor-18 testing
99	Medical plasminogen activator inhibitor-19 testing
100	Medical plasminogen activator inhibitor-20 testing

5.0 INDUSTRIAL PRACTICUM

SUBJECT OBJECTIVES

: INDUSTRIAL PRACTICIUM

: The objective of this industrial practicum is to help the students understand the working of a Hotel and be able to analyse 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 the fifth semester in a hotel of repute (preferable a 3 star, 4 star or a 5 star property). A student's log-book should be maintained by every student during the training period. The student should note down on a daily basis the tasks 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 a faculty member of the college in which the student is studying, the student should cover the entire operation of the hotel and an inter-organisational SWOT (Strength, Weakness, Opportunities, and Threats) analysis.

FORMULATION

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

GUIDELINES

LIST OF CONTENTS OF THE REPORT

TABLE OF CONTENTS		MARKS
A copy of the training certificate attested by the principal of the college		
	Acknowledgement	
	Project preface	
Chapter-1	Introduction	30
Chapter-2	Scope, Objective, Methodology & Limitations.	
Chapter-3	Profile of the Place and Hotel	
Chapter-4	Departmental Classification of Hotel	40x 5=
Chapter -5	Operations of each department of the Hotel	200
Chapter-6	SWOT analysis of the Hotel	40
Chapter-7	Conclusion	10
	Bibliography	
	List of Annexure/exhibits	20
	Total Marks	300

SUBMISSION OF REPORT

One typed (duly signed by the Faculty Guide and Principal 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. Students must also bring the following.

1. Original Training Certificate
2. University copy & student's copy of the Project Report (duly signed by the Faculty Guide and Principal of the college)
3. Student's Log Book (duly signed & certified by the training Manager/ HR manager/ 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 an examiner appointed by the University.

MODE OF EVALUATION

Log Book	- 100 Marks
Viva	- 100 Marks
Project Report (Data & Analysis)	- 300 Marks*
TOTAL MARKS	- 500 Marks

NOTE:

- Marks for the logbook should be awarded by the Training manager/ HR Manager or equivalent
- Panel of Evaluation will consist of two members. One will evaluate the project report and the log book, the other will evaluate the presentation and conduct viva voce. Total time allotted for the above should not exceed 10 minutes
- The presentation could be done on an OHP, PPT on computer/laptop, or connected to LCD depending on the available resources at the exam center. The students could show it in their personal laptops also

SIXTH SEMESTER

6.1 PROFESSIONAL ELECTIVE

SUBJECT CODE : 6.1.1 F&B Production Operations
6.1.2 F&B Service Operations
6.1.3 Front Office Operations
6.1.4 Housekeeping Operations
6.1.5 Sales and Marketing Operations

The student is expected to select any ONE of the above areas as professional elective

OBJECTIVES : The objective of Professional Elective is to help the students understand thoroughly the operations of the departments in which a student is specializing (Food & Beverage production, Food & Beverage Service, Front Office, Housekeeping, Sales & Marketing,) and develop skills and ability to apply concepts, tools and techniques to solve departmental problems.

TYPE OF REPORT

The report should be based on the practical training of 6 weeks/45 days of in the industry of choice to be completed in the sixth semester, in the area of professional elective (Food & Beverage production, Food & Beverage Service, Front Office, Housekeeping, Sales & Marketing) of the student, in a hotel, (3 star, 4 star or a 5 star property), independent first class restaurants, Service Apartments, Facility Management Companies, Airlines, Retail Companies, First Class (IATA -Approved) Travel Agencies, etc. Every student will be working under the guidance of faculty supervisor. A suitable questionnaire has to be prepared to collect information relating to the area of the elective. Using the information collected, under the guidance of a faculty supervisor, student should write a comprehensive report covering the department in which the student has done his field study, mentioning the problems and suggesting solutions for the same.

FORMULATION

The length of the report may be about 120 to 130 double spaced typed, printed (black & white) A-4 size pages (excluding appendices and exhibits). 10% variation on either side is permissible.

GUIDELINES

LIST OF CONTENTS OF THE REPORT

TABLE OF CONTENTS		MARKS
A copy of the training certificate attested by the principal of the college		
	Acknowledgement	
	Project preface	
Chapter-1	Introduction	20
Chapter-2	Scope, Objective, Methodology & Limitations.	
Chapter-3	Profile of the Organization	
Chapter-4	Detailed operations of the department in which field study is done	100

Chapter -5	Problems observed and solutions suggested to the problems	50
Chapter-6	Conclusion	10
	Bibliography	
	List of Annexure/exhibits	20
	Total Marks	200*

SUBMISSION OF REPORT

One typed (duly signed by the Faculty Guide and Principal 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. Students must also bring the following.

1. University copy & student's copy of the Project Report(duly signed by the Faculty Guide and Principal of the college)
2. Examination Hall Ticket
3. College Identity Card
4. Dress Code: College Uniform

Students who do not conform to the above will not be examined.

PROJECT EVALUATION

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

MODE OF EVALUATION

Project Report - 200 Marks*

Project Viva - 100 Marks

TOTAL MARKS - 300 Marks

NOTE:

- Panel of Evaluation will consist of two members. One will evaluate the project report and the other will evaluate the presentation and conduct viva voce. Total time allotted for the above should not exceed 15 minutes
- All college should circulate a list of students with their area of specialization and companies and get it approved by the Board of Examiners before they proceed for field study.

6.2 HOTEL ECONOMICS AND STATISTICS

THEORY

40HRS

MODULE 1: CONSUMPTION

4 HRS

1.1 Introduction to consumption and Concept of Utility

1.2 Cardinal Utility

1.2.1 Law of Diminishing Marginal Utility,

1.2.2 Equi- Marginal Utility

1.3 Ordinal Utility

1.3.1 Indifference Curve Analysis,

1.3.2 Budget Line

1.3.3 Price Line

1.3.4 Consumer Equilibrium

1.4 Consumer Surplus

MODULE 2: DEMAND, ELASTICITY OF DEMAND

10 HRS

2.1 Demand

2.1.1 Meaning, features, demand schedule, demand function and determinants of demand

2.1.2 Law of demand and exceptions to the law of demand

2.1.3 Extension and contraction of demand and increase and decrease in demand

2.2 Demand forecasting

2.2.1 Meaning

2.2.2 Method of demand forecasting- trend projection method

2.3 Elasticity of Demand

2.3.1 Meaning and types of Elasticity: Income Elasticity of Demand, Price Elasticity of Demand and Cross Elasticity of Demand

2.3.2 Factors influencing elasticity of demand

2.3.3 Types of Price elasticity of demand

2.3.4 Measurement of price elasticity (total outlay and point methods)

MODULE-3: BASIC CONCEPTS AND MEASURES OF CENTRAL TENDENCY

9 HRS

3.1 Introduction - Meaning, Functions, scope and limitations of statistics and central tendency

3.2 Diagrams

3.2.1 Percentage Bar Diagram

3.2.2 Pie Chart

3.3 Types of averages

3.3.1 Arithmetic mean (simple and weighted) excluding missing frequency

3.3.2 Median

3.3.3 Mode and its Graphical Presentation

MODULE-4 : MEASURES OF DISPERSION**8 HRS**

- 4.1 Range and its coefficient
- 4.2 Quartile deviation and its coefficient
- 4.3 Mean deviation and its coefficient
- 4.4 Standard deviation and its coefficient

MODULE-5 : CORRELATION ANALYSIS**5 HRS**

- 5.1 Meaning and significance of Correlation
- 5.2 Types of correlation
 - 5.2.1 Karl Pearson's Co-efficient of Correlation (excluding bivariate and multi correlation)
 - 5.2.2 Spearman's Rank Correlation
 - 5.2.3 Probable Error

MODULE-6 : INDEX NUMBERS**4 HRS**

- 6.1 Meaning and Significance
- 6.2 Construction of index numbers
 - 6.2.1 Laspear's method , Paasche's method , Fisher's method (theory and problems)

BOOKS FOR REFERENCE:

1. *Hotel Economics* – A.M. Sheela
2. *Business Economics* – Gupta G.S
3. *Managerial Economics* – Varshney & Maheswari
4. *Essentials of Business Economics* – Dr. P.N.Reddy and H.R. Appannaiah
5. *Statistical Methods*- S.P.Gupta
6. *Veena & Seema – Business Mathematics and Statistics*, I.K. Intl
7. *Business Statistics* -Dr.B.G.Sathyaprasad & Prof.Chikkodi
8. *Fundamentals of Statistics*- Gupta. S.C
9. *Business Mathematics and Statistics*- Aggarwal S.L.
10. *Mujwar: Statistics for Managers*, I.K. Intl
11. *Business Statistics*- Dr.J.S.Chandra, Prof.Jahit Singh & K.K.Khanna
12. *Fundamentals of Statistics*- Dr.Ellahance, Veena Ellahance.B.M.Aggarwal
13. *Managerial Economics* – Joel Dean
14. *Micro and Macro Economics* – K.P.M. Sundaram
15. *Text Book of Economic Theory* – Seth
16. *A study of Managerial Economics* – D. Gopalakrishna
17. *Managerial Economics P III* – Paterson and Lewis
18. *Managerial Economics, TNH* – Mote V.L. Paul and Gupta G.S
19. *Fundamentals of Statistics*- Elhance D.N
20. *Business Statistics*- S.Saha
21. *Microeconomics* – D M Mathani
22. *Microeconomic Theory* – M L Jingan,

6.3 HOSPITALITY LAW

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 and 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,*

6.4 FRENCH - III

Recommended Text Book :

Le Français del'hotellerie et dela Restauration

Clé Internationale

Chapitres

- | | |
|------------------|---|
| 1.La Cuisine – | <i>Les recettes françaises.
La gastronomie française
Miniléxique de la cuisine.
La cuisine régionale.</i> |
| 2.Au restaurant- | <i>L'accueil
Comment dresser la table.
Le menu
Les fromages
Le personnel du restaurant</i> |
| 3.Au bar- | <i>Les apéritifs
Les cocktails
Cours sur le vin
Le vignoble français</i> |

Theory paper -50 marks

Viva-voce -50 marks

SEVENTH SEMESTER

7.1 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

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	Japanese cuisine	2 menus with 5 dishes each
WEEK 3-5	Thai cuisine	3 menus with 5 dishes each
WEEK 6-8	Mexican cuisine	3 menus with 5 dishes each
WEEK 9-10	Bakery cuisine	2 menus with 5 dishes each

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 FOOD AND BEVERAGE SERVICE MANAGEMENT

THEORY **40 HOURS**

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

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 Planning of a menu
- WEEK 3 Finding APC, cover turnover
- WEEK 4, 5 Planning of a beverage list
- WEEK 6, 7 Reading and designing floor plans of service outlets
- WEEK 8 Duty rosters
- WEEK 9 Performing stock taking and inventory
- WEEK 10 Case studies

REFERENCE BOOKS FOR ALL SEMESTERS

1. *Advanced Service Techniques* – Joyce Nutley – Hodder & Stoughton
2. *F & B Service - Lillicrap & Cousins* – Hodder & Stoughton
3. *F & B Service and Management* – Bobby George and Sandeep Chatterjee – Jaico Publications
4. *Food and Beverage Management* – Cousins, Foskett, Shortt – Longman
5. *Food and Beverage Service Training Manual*-Sudhir Andrews
6. *Food Service Operations* – Peter Jones – Cassel
7. *Food and Beverage Management* – Surjit Singh
8. *Food and Beverage Management* – Bernard Davis, Andrew Lockwood, Sally Stone, Elsevier Publications
9. *Food and Beverage Management* - Dittmer
10. *International Guide to Drinks* – UK Bartenders Guild – Hutchinson
11. *Introduction of F & B Service*- Brown, Heepner, Deegan (Blackwell Scientific Publ)
12. *Introduction to Food Service* – West and Woods
13. *Master Dictionary of Food and wine*-Joyce Rubash-VNR
14. *Mastering Restaurant Service* – Cracknell & Nobis – Macmillan
15. *Modern Restaurant Service* – John Fuller – Hutchinson
16. *Oz Clarke's Wine Guide*
17. *Professional Food and Beverage Service Management*- Brian Verghese (Macmillans India)
18. *Professional Food Service* – Andrioli and Douglas – Heinemann
19. *Professional Guide to Alcoholic Beverages* – Lipinski and Lipinski – VNR
20. *Professional Table Service* – Meyer, Schmid & Spuler – VNR
21. *The Bar and Bevarage Book* – Kostagris, Porter, Thomas – Wiley
22. *The Beverage Book* – Durkan & Cousins – Hodder & Stoughton
23. *Ultimate Encyclopedia of Wine, Beer, Spirits and Liqueurs* – Walton and Gloves - LB
24. *Waiter's Handbook* – Brown and Hepner – Global
25. *Hotels and Resorts* – Fred Lawson – Architectural Press

PRACTICAL EXAMINATION FOR VII SEM

SUB DIVISIONS A, B, and C will be marked by the external examiner for 35 marks,
SUB DIVISIONS D and E will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

- A. Advanced Menu Planning – 15 marks**
 - a. Student will be asked to prepare a two panel menu (of any outlet) or a beverage list (any combination) with maximum of three items in each section - 10
 - b. Justify the menu in terms of design, planning, engineering, layout – 5 marks
- B. Calculating beverage/cocktail recipe selling price, APC, Cover turnover – 10 marks**
- C. Case study/situation handling and viva- 10 marks**

INTERNAL EXAMINER

- D. Generating IDS reports for service/Reading a floor plan – 10 marks**
- E. Making a duty roster for an outlet – 5 marks**

7.3 TRAVEL AND TOURISM MANAGEMENT

THEORY

40 HOURS

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, ICAO, WTO, ASTA, UFTAA, 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 – Pallavas, Hoysala, Vijayanagara, Northern Style - Mughal
- 4.2 India's historical monuments
- 4.3 Religions of India
- 4.4 Fair's and festival's of India
- 4.5 Performance arts- dance and music

MODULE 5: TOURISM INDUSTRY

06 HRS

- 5.1 Accommodation
- 5.2 Supplementary accommodation
- 5.3 Tourist Destinations of India

MODULE 6: TRAVEL FORMALITIES AND REGULATIONS

09 HRS

- 6.1 Passport - definition, types in India, other passports, 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 and BTQ, Countries and currencies, RBI regulation on foreign exchange, related definitions
- 6.4 Brief information on Immigration, Travel insurance, health certificates, PIO cards and baggage rules

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. *Ecotourism – JAGBIRSINGH, I.K. Intl*
6. *Introduction of tourism – SETH*
7. *Tourism past, present and future- BOOKHARD*
8. *Tourism principles and policies – AK BHARIA*
9. *Travel agents and tourism – MERRISON JAMEW*
10. *Tourism and cultural heritage of India – ACHARYA RAM*
11. *Culture and art of India – MUKARJEE A*
12. *Travel and Tourism Management – Dr. B GHOSH*

7.4 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
- 1.3 Hotel Cost Sheet
- 1.4 Ingredient Cost Sheet

MODULE 2: BUDGET

08 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 3: MATERIAL CONTROL

04 HRS

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

MODULE 4: MENU COSTING AND BANQUET COSTING

04 HRS

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

MODULE 5: 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

MODULE 6: DEPARTMENTAL ACCOUNTING FOR HOTELS

08 HRS

- 6.1 Meaning and significance
- 6.2 Allocation and apportionment of expenses - Basis for allocation of expenses
- 6.3 Preparation of departmental accounts

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 Datta

7.5 ORGANISATIONAL BEHAVIOUR

THEORY	40 HRS
MODULE 1 : HUMAN RESOURCE MANAGEMENT	06 HRS
1.1 Meaning, definition and functions of HRM	
1.2 Job Analysis – Job evaluation	
1.3 Performance Appraisal: – objectives –360 Degree Feedback technique	
1.4 HRD (meaning)	
MODULE 2 : ORGANISATIONAL BEHAVIOUR	04 HRS
2.1 Meaning and significance and definition	
2.2 Scope and Application in Management	
2.3 Contributions of other disciplines	
MODULE 3 : MOTIVATION, PERCEPTION AND PERSONALITY	15 HRS
3.1 Meaning and Nature of Motivation	
3.2 Motivation process	
3.3 Theories of Motivation (Maslow's Need Hierarchy theory - Herzberg's Two Factor Theory - McGregor Theory X & Theory Y	
3.4 Financial and Non Financial Incentives	
3.5 Meaning of perception	
3.6 Perceptual Process	
3.7 Factors influencing perception	
3.8 Meaning and definition of Personality	
3.9 Determinants of Personality - Biological factors - Cultural factors - family and Social Factors -Situational factors	
3.10 Personality attributes influencing OB,	
3.11 Interpersonal Conflict	
MODULE 4 : ATTITUDES, LEARNING AND BEHAVIOUR MODIFICATION	07 HRS
4.1 Meaning - Characteristics of Attitudes – Components of Attitude	
4.2 Attitude and Behaviour	
4.3 Attitude formation and Measurement of Attitudes	
4.4 Meaning and Principles of learning	
4.5 Theories of Learning (Classical Conditioning & Operant Learning) - Observational learning –Social Learning- Cognitive Learning	
MODULE 5 : GROUP DYNAMICS AND LEADERSHIP	05 HRS
5.1 Meaning and Types of Groups	
5.2 Group Formation	
5.3 Functions of groups	
5.4 Group Size Status – Managerial Implications- Group Behaviour - Group Norms - Cohesiveness - Group Think	
5.5 Meaning Trait and functions of leader	
5.6 Implications of leadership in behavior	

MODULE 6: ORGANISATIONAL CHANGE**03 HRS**

- 6.1 Meaning - Nature of work change - Pressure for change
- 6.2 Change process - Types of change - Factors influencing change
- 6.3 Resistance to change - overcoming resistance

REFERENCE BOOKS

1. Robbins, *Organizational Behaviour*
2. John W. Newstrom & Kieth Davis, *Organizational Behaviour*
3. Fred Luthans, *Organisational Behaviour*
4. K. Aswathappa, *Organizational Behaviour*
5. Karampal, *Management process and Organizational Behaviour*, I.K. Intl
6. M. Gangadhar, V.S.P.Rao and P.S.Narayan, *Organizational Behaviour*
7. N.S.Gupta, *Organizational Behaviour*
8. J. S. Chandra, *Organizational Behaviour*
9. M.N.Mishra, *Organizational Behaviour*
10. Sharma R.K. & Gupta S.K, *Management and Behaviour Process*
11. Appanniah & Reddy, *Management and Behavioral Process*.
12. *Organizational Behaviour – Subba Rao*.

7.6 ENTREPRENEURSHIP DEVELOPMENT**THEORY****40 HRS****MODULE 1: ENTREPRENEURSHIP****08 hrs**

- 1.1 Introduction to Entrepreneur, Entrepreneurship and Enterprise - Importance and relevance of the entrepreneur - Factors influencing entrepreneurship Pros and Cons of being an entrepreneur
- 1.2 Characteristics of a successful entrepreneur - Competency requirement for entrepreneurs
- 1.3 Types of Entrepreneurs
- 1.4 Problems and promotion of Women entrepreneurs

MODULE 2: SMALL SCALE ENTERPRISES**08 HRS**

- 2.1 Small scale enterprises/ Tiny industries/Ancillary industries/ Cottage Industries - definition, meaning, product range, capital investment, ownership patterns
- 2.2 Importance and role played by SSI in the development of the Indian economy
- 2.3 Problems faced by SSI's and the steps taken to solve the problems - Policies governing SSI's, Sickness in SSE's - Meaning and definition of a sick industry - Causes of industrial sickness - Preventive and remedial measures for sick industries

MODULE 3: STARTING A SMALL BUSINESS**08 HRS**

- 3.1 Business opportunity, scanning the environment for opportunities, evaluation of alternatives and selection based on personal competencies.
- 3.2 Steps involved in starting a business venture - location, clearances and permits required, formalities, licensing and registration procedures.
- 3.3 Assessment of the market for the proposed project - financial, technical and social feasibility of the project.

MODULE 4 : PREPARING A BUSINESS PLAN (BP)**08 HRS**

- 4.1 Meaning and definition of Business Plan
- 4.2 Importance of Business Plan
- 4.3 Components of Business plan -Financial aspects of the BP - Marketing aspects of the BP - Human Resource aspects of the BP – Technical aspects of the BP - Social aspects of the BP
- 4.4 Common pitfalls to be avoided in preparation of a Business Plan

MODULE 5 : INSTITUTIONAL ASSISTANCE TO SMALL SCALE ENTERPRISES**08 HRS**

- 5.1 Financial assistance through SFC's , SIDBI, Commercial Banks, KSIDC, KSSIC, IFCL,
- Non financial assistance from DIC, SISI, EDI, SIDO, AWAKE, TCO, TECKSOK, KVIC
-Tax Concessions for SSIs
- 5.2 Industrial estates – role and types

BOOKS FOR REFERENCE:

- 1. *Udai Pareek and T.V Rao , Development Entrepreneurship*
- 2. *S.V.S. Sharma, Development Entrepreneurship, Issues and Problems*
- 3. *Srivastava A. Practical Guide to Industrial Entrepreneurs*
- 4. *Government of India. Report of the committee on development of small and medium entrepreneurs.1975*
- 5. *Anil Kumar, Small Business and Entrepreneurship, I.K. Intl*
- 6. *Bharusali Entrepreneur Development*
- 7. *Vasanth Desai, Management of small Scale Industry*
- 8. *Vasanth Desai, Problems and prospects of small Scale Industry*
- 9. *CSV Murthy, Entrepreneurs Development*
- 10. *Entrepreneurial Development –Dr.Anil Kumar SC.Poornima .Minai K.Abraham Jayashree K*
- 11. *Aruna Kaulgud, Entrepreneurship Management*

7.7 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

PRACTICALS**20 HRS**

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

- WEEK 1 Point of Sale Module 1
- WEEK 2 Point of Sale Module 2
- WEEK 3 Point of Sale Module 3
- WEEK 4 Point of Sale Module 4
- WEEK 5 Point of Sale Module 5
- WEEK 6 Point of Sale Module 6
- WEEK 7 Banquet & Conferencing Module 1
- WEEK 8 Banquet & Conferencing Module 2
- WEEK 9 Banquet & Conferencing Module 3
- WEEK 10 Banquet & Conferencing Module 4

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), *Managing conventions & Group business*. Educational institute of AH & MA.

8.2 ACCOMMODATION MANAGEMENT

THEORY

40 HOURS

MODULE 1 : YIELD MANAGEMENT

06 hrs

- 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

3.1 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.

3.2 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**

- 6.1. A day in the life of an Executive Housekeeper, Accommodation Manager
- 6.2. A day in the life of an Assistant Housekeeper
- 6.3. A day in the life of a Floor Supervisor
- 6.4. A day in the life of a Public Area Supervisor
- 6.5. A day in the life of a Desk Housekeeper
- 6.6. 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 Philips, Rotovision SA
3. *The Best in Office Interior Design*, Alan Philips, 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

8.3 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 01 hrs
- 2.1 PRODUCT / SERVICE MIX 03 hrs
 - Elements /Components
 - Difference between goods and services
 - Product life Cycle
 - Stages of New product/ service development
- 2.2 PRICE MIX 03 hrs
 - Factors influencing pricing
 - Pricing methods and strategies
- 2.3 PROMOTION MIX 03 hrs
 - Objectives of promotion
 - Elements of promotions mix
 - Advertising, sales, promotion, personal selling, publicity, public relations
- 2.4 PLACE MIX 03 hrs
 - Distribution channels/channel intermediaries
- 2.5 PEOPLE 03 hrs
 - Elements of People mix
 - Role of Employees and Internal Marketing
 - Role of customers and Relationship Marketing
- 2.6 PHYSICAL EVIDENCE 02 hrs
 - Essential Evidence, Peripheral Evidence
- 2.7 PROCESS 03 hrs
 - 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 : Zeital, Valeria and Mary Jo Baiter*
2. *Delivery Quality Service: Zenithal, 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 : Love Lock, Christoher H*
9. *Marketing Leadership in Hospitality-Foundations and practices : Robert Lewis and Richard Chambers.*
10. *Marketing of Hospitality Services :Lazer Marketing of Hospitality and Tourism Services: Prasanna Kumar, Tata McGraw Hill, 2010*

8.4 FINANCIAL MANAGEMENT IN HOTELS

THEORY

40 HRS

MODULE 1: FINANCIAL MANAGEMENT

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: COMPANY ACCOUNT

02 HRS

- 4.1 Introduction – Meaning of various terms and terminologies in Financial Statements of Company – Format of Balance Sheet as per Companies Act (theory only)

MODULE 5: ANALYSIS AND INTERPRETATION OF FINANCIAL STATEMENTS

10 HRS

- 5.1 Introduction and Meaning, Objectives - Tools and Techniques for Financial Analysis
- 5.2 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 6: FUND FLOW STATEMENT

05 HRS

- 6.1 Meaning, Objectives, Advantages, Limitations
- 6.2 Schedule of changes in working capital
- 6.3 Preparation of fund flow statement – (Adjustments only Dividend)

REFERENCE BOOKS

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

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 of 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	10
Chapter II	Scope, Objective, Methodology, and limitation of the project	
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 Dep. 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.

8.6: 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

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

PRACTICALS **20 HRS**

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

WEEK 1	Front Office Module 1
WEEK 2	Front Office Module 2
WEEK 3	Front Office Module 3
WEEK 4	Front Office Module 4
WEEK 5	Front Office Module 5
WEEK 6	Front Office Module 6
WEEK 7	Revision of Point of Sale Modules
WEEK 8	Revision of Point of Sale Modules
WEEK 9	Revision of Banquet & Conferencing Modules
WEEK 10	Revision of Banquet & Conferencing Modules

PRACTICAL EXAMINATION FOR VIII SEM

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

SUB DIVISIONS E F and G will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

- A. - 15 marks Front Office Module
- B. - 10 marks Point Of Sale Module
- C. - 5 marks Banquet & Conferencing Module
- D. - 5 marks Viva

INTERNAL EXAMINER

- E. - 5 marks Identifying Options
- F. - 5 marks Generating Reports
- G. - 5 marks Assignment - Any 3 recent trends in terms of computer in hospitality industry & Journal

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
2. WINHMS
3. Amadeus
4. Opera