BSc. Catering Science and Hotel Management (Under the faculty of Science)

CHOICE BASED
CREDIT COURSE – SEMESTER SYSTEM WITH GRADING

I  DURATION OF THE PROGRAMME
The programme is for six semesters spread over three years. There shall be 90 working days in each semester and shall comprise of 450 teaching hours including the days for the conduct of each semester examination.

II  COURSE IN THE PROGRAMME
The total number of course in Bsc. CS&HM programme could be 30, which may be spread through 120 credits. The main courses shall be divided into 4 categories as follows.

III Common courses
1. Communicative skills in English.
2. Critical reasoning writing and presentation.
3. Communication skills in languages other than English.
4. Reading Literature in English.
5. Indian Constitution Secularism and Sustainable environment.
6. Literature in Malayalam/Hindi/Other Indian/World languages other than English.
7. History and Philosophy of science.
8. General informatics.
9. Basic Numerical skills
10. Entrepreneurship Development.

IV Core courses
11. Accommodation operation (theory)
12. Accommodation operation (practical)
13. Advanced F & B Production – I
15. Advanced F & B Production (Practical)
16. Advanced F & B Service (Practical)
17. Food Beverage Management
18. Advanced F & B Service – II
19. Advanced F & B Production – II
20. Project
21. Hotel Report
22. Research Methodology
23. Facility Planning and Event Management
24. Training and development
V Complementary Courses
25. F & B Production – I  
26. F & B Service – I  
27. F & B Production (Practical)  
28. F & B Service (Practical)  
29. Front Office Theory  
30. Nutrition Hygiene and Sanitation  
31. Front Office Practical  
32. Travel and Tourism  
33. Hotel sales and Marketing  

VI Open Courses
34. Hotel Accounting  
35. Human Resource Management  

VII Semester wise distribution of courses  

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**SEM – III**

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# DETAILED SYLLABI

## FIRST SEMESTER

### ACCOMODATION OPERATIONS SYLLABUS (HM1BO1)

| I | House Keeping | 1. Introduction  
2. Role of house keeping industry  
3. Definition ,importance & functions of housekeeping  
4. Types of rooms & the significance  
5. Personal attributes of housekeeping staff |
| II | Organizational Framework of the department | 1. Organizational chart in small medium and large hotel  
2. Job description and job specification of executive housekeeper  
3. Duties and responsibilities of housekeeping staff  
4. Co ordinations of the departments |
| III | Science of cleaning | 1. Introduction  
2. Principles and reasons for cleaning  
3. Methods of cleaning  
4. Different types of cleaning agents – their selection and purchase  
5. Cleaning equipments- selection , care and storage |
| IV | Cleaning of different areas | 1. Cleaning of guest rooms( regular, weekly and spring cleaning )  
2. Making the bed  
3. Cleaning the bath room  
4. Turn down service /second service  
5. Spring cleaning procedure  
6. Weekly cleaning of rooms  
7. Environmental hygiene of guest room and public area  
8. Guest supplies |
<p>| V | House keeping procedures | 1. Housekeeping control desk – Role , importance and coordination |</p>
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| **II.** | 1. Preparing a room report  
2. Types of key and key handling  
3. Paging system and methods  
4. Duty allotment  
5. Checking VIP rooms  
6. Briefing and de briefing  
7. Lost and found procedures  
8. Handling guest complaint  
9. Maids cart/trolley |
| VI. | Linen management | 1. Layout of linen room  
2. Types of linen  
3. Linen sizes  
4. Responsibilities in linen room  
5. Equipment used in linen room  
6. Par stock, inventory, discard  
7. Linen controls  
8. Functions of uniform room/tailoring room |
| VII. | The laundry | 1. Types of laundries  
2. Handling guest laundries  
3. Laundry equipments  
4. Wallet service  
5. Characteristics of launder able linen  
6. Dry cleaning  
7. Cleaning agents used in laundry  
8. Laundry operations flow chart  
9. Stain removal  
10. Layout of laundry |
| VIII. | Care and cleaning of different surfaces | 1. Floor and floor coverings  
2. Wall surface and wall coverings  
3. Metals  
4. Glass  
5. Plastics  
6. Leather and rexin  
7. Soft furnishing |
| IX | Safety and first aid | 1. Concept and importance of safety  
2. Insurance and liability concern  
3. Potentially hazardous conditions  
4. Safety awareness  
5. Accidents and their prevention  
6. Steps to be taken in the event of an accident  
7. Safety rules  
8. First Aid  
9. First aid remedies |
10. Fire safety

| X | Flower arrangement /interior designing | 1. Objectives of interior design  
2. Basic types of design  
3. Elements of design  
4. Principles of design  
5. Types of flowers and containers used  
6. Types of flower arrangements  
7. Flower arrangement at various locations |

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**FOOD PRODUCTION & PATISSERIE THEORY - I (HMICO1)**

1. **INTRODUCTION TO COOKERY**

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<tr>
<td>1. Levels of skills and Experience</td>
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<td>2. Attitudes and Behavior in the Kitchen</td>
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<tr>
<td>3. Personal Hygiene</td>
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<td>4. Safety Procedure in Handling Equipment</td>
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<tr>
<td>5. Aims and objectives of cooking food</td>
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<td>6. Various textures</td>
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<td>7. Basic Culinary terms</td>
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2. **HIERARCHY AND DEPARTMENT STAFFING**
### Sub-topics to be covered

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<td>1.</td>
<td>Classical Brigade</td>
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<td>2.</td>
<td>Modern staffing in various category hotels</td>
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<td>3.</td>
<td>Role of Executive Chef</td>
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<td>4.</td>
<td>Duties &amp; Responsibilities of various chef</td>
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<td>5.</td>
<td>Co-operation with other Departments</td>
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### 3. KITCHEN ORGANIZATION & LAY OUT

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<tbody>
<tr>
<td>1.</td>
<td>General layout of kitchen in various organization</td>
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<td>2.</td>
<td>Layout of Receiving Areas</td>
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<td>Layout of storage Area</td>
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<td>Layout of service and wash up</td>
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<td>Various Fuels used</td>
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<td>Advantages &amp; Disadvantages of each</td>
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### 4. BASIC MENU PLANNING

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<td>Menu Planning Principle</td>
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5. BASIC PRINCIPLES OF FOOD PRODUCTION

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<td>3. Cuts of vegetables</td>
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<td>4. Classification of</td>
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<td>5. Uses of Fruit in</td>
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<td>6. Salads &amp; Salad</td>
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<td>4. Garnishes and accompaniment for Soups</td>
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Rice

1. Introduction
2. Classification and Identification
3. Cooking of rice, cereals & pulses
4. Varieties of rice & other cereals

5. METHODS OF COOKING FOOD

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<td>6. Poaching</td>
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8. BASIC COMMODITIES

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<td>3. Uses of flour in food production</td>
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<tr>
<td>1. Role of shortening</td>
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<td>2. Varieties of shortenings</td>
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<td>3. Advantages</td>
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Disadvantages of using different shortenings
4. Fats & Oil-Types, varieties

Raising agents
1. Classification of raising agent
2. Role of raising agents
3. Action and reactions

Sugar
1. Importance of sugar
2. Types of sugar
3. Cooking of sugar-(various stages)
4. Uses of sugar

Tea
1. Types of tea available
2. Preparing tea for consumption
3. Popular brands

Coffee
1. Types of coffee
2. Preparing coffee
3. Varieties of coffee blends

Chocolate
1. Manufacture of chocolates
### Milk

1. Pasteurization  
2. Homogenization  
3. Types of milk. e.g. skimmed condensed  
4. Nutritive value

### Cream

1. Introduction  
2. Processing of cream  
3. Types of cream

### Butter

1. Introduction  
2. Processing of butter  
3. Types of butter

### Cheese

1. Processing of cheese  
2. Types of cheese  
3. Classification of cheese  
4. Cooking of cheese  
5. Uses of cheese

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8. USE OF HERBS AND WINES IN COOKERY  
8. KITCHEN STEWARDING
UNIT – I
Introduction to catering – Different types of catering establishments,
Attributes of a waiter: Personal hygiene, punctuality, personality, attitude towards guests,
appearance, salesmanship and sense of urgency.

UNIT – II
Staff organization – The principle staff of different types of restaurants, duties and
responsibilities of a restaurant staff.
Types of restaurants: overview and key characteristics of coffee shop, continental restaurants,
speciality restaurants, pubs, night clubs, discotheques, snack and milk bar.

UNIT – III
Operating equipments: Classification of crockery, cutlery, glassware, hollowware, flatware,
special equipments.
Ancillary departments: Pantry, still room, silver room, wash-up and hot-plate.
Restaurant service: Misen scene, Misen place. Points to be remembered while laying a table,
do’s and don’ts in a restaurant, dummy waiter and its uses during service.

UNIT – IV
Different types of menu: Origin of menu, table d’hote menu, a la carte menu, French classical
menu. Food and their usual accompaniments.
Breakfast: Types, menu for each type, terms used in the service of continental breakfast. Cover laying for continental and English breakfast. Order taking procedures: In-person, telephone and door hangers.

UNIT - V
Types of service: Different styles of service, advantages and disadvantages.
Floor / Room service: Meaning, Full & Partial room service, Breakfast service in room, tray & trolley set-up for room service.
Lounge service: Meaning, organization of lounge service.
Tea service: Afternoon tea and high tea, order of service.
## ACCOMODATION OPERATION (HM11BO2)

### PRACTICALS (HM11BO2)

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<td>1</td>
<td>Types of hotel and service offered</td>
<td>Assignment</td>
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<td>Cleaning equipments</td>
<td>Demo</td>
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<td>Cleaning agents</td>
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<tr>
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<td>Cleaning equipments &amp; agents</td>
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<td>Cleaning of different surface</td>
<td>Demo</td>
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<td>Bed making</td>
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<td></td>
<td>Daily cleaning of guest room</td>
<td>Demo/practice</td>
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<td></td>
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<td>Periodical cleaning and special cleaning</td>
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<td>Guest room inspection</td>
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<td>Stain removal</td>
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<td>Flower arrangement</td>
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<td>House keeping records</td>
<td>Assignment</td>
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<td>Polishing-brasso, silver</td>
<td>Demo/practice</td>
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<td>Cleaning of ceramic and plastic</td>
<td>Demo</td>
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<tr>
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<td>Maids cart, trolley, turn down service, second service</td>
<td>Demo/practice</td>
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</tbody>
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### REFERENCE BOOKS

<table>
<thead>
<tr>
<th>S.No</th>
<th>Book name</th>
<th>Author</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>House keeping operations, design and management</td>
<td>Malani Singh and Jaya B George</td>
</tr>
<tr>
<td>2</td>
<td>Hotel housekeeping training manual</td>
<td>Sudhir Andrews</td>
</tr>
<tr>
<td>3</td>
<td>Hotel housekeeping management and operations</td>
<td></td>
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<tr>
<td>4</td>
<td>Accommodation operations management</td>
<td>S.K. Kaushal, S.N. Gautham</td>
</tr>
<tr>
<td>5</td>
<td>Hotel housekeeping operations &amp; management</td>
<td>G. Raghubalan, Smartee Raghubalan</td>
</tr>
<tr>
<td>6</td>
<td>Professional management of housekeeping operations</td>
<td>Thomas J.A. Jones</td>
</tr>
</tbody>
</table>
1. Identification and cuts of vegetables
2. Preparation of stocks – White, Brown and Fish
3. Preparation of Sauces
4. Soups:
   - Cream – vegetable, spinach, tomato greenpeas
   - Consomme – Royale, Celestine
   - National – Vichysoise, cabbage chowder
5. Eggs – boiled, fried, poached, scrambled, omelettes.
6. Fish – Fisho’rly a la nglaise, Colbert, poached, saumon grille, Florantine, mornay, pomfret meuniere, fish fingers
7. Poultry – jointing chicken, poulet roti a l anglaise, poulet sauté chasseur, poulet Maryland, roast chicken, chicken a la king
8. Meat - Fillet steak, tournedos, escalope, lamb stew, hot pots, grilled steak
9. Potatoes – French fries, lyonnaise, sauté, mashed, cream, parsley, parsienne
10. Vegetable – Veg. cooking, boiled, glazed, fried, stewed, braised
11. Salads and sandwiches – coleslaw, Russian salad, potato salad, carrot, salad nicoise, beetroot salad, fruit salad, waldrof salad, sandwiches-varieties
12. Sweets – honey comb mould, trifle, chocolate mousse, lemon soufflé, bread and butter pudding, caramel custard, albert pudding, Christmas pudding

INDIAN DISHES

- Snacks – dhokla, uppama, idly, wadas, samosa, paltice, cutlets
- Breads – chappaties, poories, parathas, bhaturas, missie roti, roomali roti, baki roti
• Rice – jeera pulao, veg. pulao, lime rice, alu ki thahari, yakhini pulao, prawn pulao, peas pulao, chicken biryani, muootn biryani, prawns biryani, veg. biryani, hyderabadi biryani, kashmiri pulao

• Gravies ( veg/ non veg ) – khorma ( chicken, mutton veg. ) shajahani, jal fraize, rogini chicken, rogan josh, chicken / mutton do pyaz, chicken chettinad, paneer malai kofta, palak paneer, butter chicken, aloo gobi, fish moilee, goan fish curry, macher jhol, dal makhani, dal thadka, mixed veg curry, pepper chicken, kadai chicken, mutton vindaloo,

• Dry ( veg./ non veg.)- salads, raitas, foogath, bhaaji, bhujjia, cuchumber, fried bhindi, avail, brinjal bhurta, masala fried fish, karimeen pollichudhu, chicken 65

• Sweets – Chiroti, gajjar hulwa, sheera, gulab jamun, boondhi ladoo, semiya payasam, pal payasam, badam/carrot kheer, jangri, shahi tukra, mysore pak, kesari, rasagullas, pumpkin hulwa.

Tandoor – Naan, kulcha, roti, chicken tikka , fish tikka, sheek kebab, tandoori chicken, hariyali chicken/ fish tikka, tangdi kebab.

FOOD & BEVERAGE SERVICE– I PRACTICAL
(HMIIC04)

1. Identification of cutlery, crockery, glassware and miscellaneous equipments.
2. Serviette folds.
3. Laying and relaying of table cloths.
4. Cleaning and polishing / wiping of cutlery, crockery and glassware.
5. Carrying a light tray.
6. Carrying a heavy tray.
7. Carrying glasses.
8. Handling cutlery and crockery.
9. Manipulating service spoon and fork.
10. Service of water.
11. Arrangement of sideboard.
12. Table d’hote cover laying.
13. A la carte cover laying.
14. Practice of simple menu compilation.
15. Receiving the guests, presenting the menu, taking orders.
17. Service of soup, fish, pastas.
18. Service of main course.
20. Service of sweet.
22. Service of non-alcoholic drinks, tea, coffee.
23. Continental breakfast cover and tray set up.
24. English breakfast cover and tray set up.
25. Changing ashtray during service.
26. Presenting the bill.
THIRD SEMESTER

FOOD AND BEVERAGE PRODUCTION THEORY – III (HMIIIBO3)

I) INDIAN COOKERY
   CONDIMENTS AND SPICES
   1. Introduction to Indian food
   2. Spices used in Indian Cookery
   3. Role of spices in Indian cookery
   4. Indian equivalent of spices (names)

   BASIC MASALAS
   1. Blending of spices and concept of ‘Masala’
   2. Different masalas used in Indian Cookery
      ♦ Wet masalas
      ♦ Dry masalas
   3. Composition of different masalas
   4. Varieties of masalas available in regional areas
   5. Special masala blends

   THICKENING AGENTS
   1. Role of thickening agents in Indian cuisine
   2. Types of thickening agents

II) QUANTITY FOOD PRODUCTION

QUANTITY FOOD PRODUCTION

2.1 EQUIPMENT
   Quality of equipment used
   Specification of equipment
   Care & maintenance of equipment
   Heat and cold generating equipment
   Modern developments in equipment manufacturing
2.2 MENU PLANNING
   Basic menu planning – recapitulation
   Special emphasis on quantity food production Planning of
   menus for various categories, such as;
   school/college students
   industrial workers
   hospitals
   canteens
   outdoor parties theme dinners
   transport/mobile catering
   Parameters for quantity food menu planning

2.3 INDENTING
   Principles of indenting
   Quantities/portions for bulk production
   Translation of recipes for indenting Practical difficulties
   involved in indenting

2.4 COSTING
   Introduction
   Basic costing
   Food costing
   Food cost control
   Problems related to food costing
   Importance & relevance of food costing

III ) SANDWICHES
   PARTS, FILLING, SPREADS AND GARNISHES, TYPES,
   MAKING AND STORING

IV ) INTERNATIONAL CUISINE
   BRITISH, MIDDLE EAST, SPANISH, FRENCH,
   ITALIAN, ORIENTAL AND MEXICAN

V ) CHARCUTIERE
   - SAUSAGES
   - FORCEMEATS
- MARINADES, CURES, BRINES
- BACON, HAM, GAMMON
- GALANTINES
- PATES AND TERRINES
- MOUSSES AND MOUSSELINES
- CHAUD FROID
- ASPIC JELLY
- NON EDIBLE DISPLAYS

VI ) APPETIZERS AND GARNISHES

- CLASSIFICATION
- EXAMPLES
DIFFERENT GARNISHES

VII ) BAKERY

1. Short Crust
2. Laminated
3. Choux
4. Hot Water/Rough Puff
5. Recipes and methods of preparation
6. Care to be taken while preparing pastry
7. Role of each ingredient
8. Temperature of baking pastry

BREADS

1. Principles of bread making
2. Simple yeast breads
3. Role of each ingredient in bread making
4. Baking temperature and its importance

PASTRY CREAM

1. Basic pastry creams
2. Uses in confectionery

ICING AND TOPPINGS

FORZEN DESSERTS
UNIT: I
Classification of beverages: Types of beverages, preparation of common non-alcoholic beverages. Examples tea, coffee, milk based drinks, juice, squash and aerated water, other bar non-alcoholic drinks used in dispense and main bar.

UNIT: II
Alcoholic beverage: Meaning, classification of alcoholic beverages.
Wines: Common grape varieties used in making wines, factors affecting the quality of wines, Manufacturing process of table wines (red, white and rose), brand names, Beer: Manufacturing process, types of beer and popular brands.

UNIT: III
Wine producing regions of France, Grape varieties, popular red and white wines. Champagne: Manufacturing process of Champagne, styles, brand names and bottle sizes
Wine producing regions of Germany and Italy, grape varieties and brands.

Unit IV
Fortified wines: Sherry, Port and Madiera – Production methods, and styles
Cider & Perry: Meaning.
Aperitifs & Digestives: Meaning
Liqueurs: Meaning, colour, flavour & country of origin of
Absinthe, Advocaat, Abricotine,
Anisette, Aurum, Benedictine, Cointreau Crème de menthe, crème
de mokka, all
curacaos, Dram buie, Glavya, Gold wasser, grand marnier, Kahlua,
Sambuca, Tia Maria, etc

UNIT : V
Spirit production methods - pot still and patent still.
Manufacturing process of Spirits (Whisky, Rum, Gin, Brandy,
Vodka and Tequila), styles and Brand names

Unit VI
Checking, control & Billing: Introduction & checking systems
Types of checks, copies, triplicate system and duplicate system,
checking for wines & other drinks.
The Bill - method of making a bill & settlement of accounts
Tobacco - Important tobacco producing countries of the world,
quality of cigars & cigarettes
serviced in hotel, strength & size of cigars, service method.
# FRONT OFFICE I – (HM111CO5)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Topic</th>
<th>Sub Topic</th>
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<tbody>
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</tbody>
</table>
| 1. Qualities of F O employee | VI | F O Personal  
Ref: F O Management – Sudhir Andrews  
F O Management – S K Bhattnagar  
Professional F O Management – Robert H Woods |
| 2. Job description of F O Manager |   |   |
| 3. Job description of Assistant F O Manager |   |   |
| 4. Job description of Reservation assistant |   |   |
| 5. Job description of Registration assistant |   |   |
| 6. Job description of Information assistant |   |   |
| 7. Job description of Concierge | VII | F O Operations  
Ref: F O Management – Sudhir Andrews  
Manging Front office Operations – Michel L Kasavana & Richard M Brokes |
| 8. Job description of lobby manager |   |   |
| 9. Handling of VIP |   |   |
| 10. G.R.E |   |   |
| 1. Guest cycle | VIII | F O responsibility  
Ref: F O Management – Sudhir Andrews  
F O Management – S K Bhattnagar  
Manging Front office Operations – Michel L Kasavana & Richard M Brokes |
| 2. Stages of guest cycle |   |   |
| 3. Tariff & basis of tariff charging |   |   |
| 4. Different types of room rates |   |   |
| 5. Different types of rooms |   |   |
| 1. Emergency situation | IX | Reservation  
Ref: F O Management – Sudhir Andrews  
F O Management – S K Bhattnagar  
Professional F O Management – Robert H Woods  
F O Operations & Management – Ahammed ismail |
| 2. Hotel & guest security |   |   |
| 3. Different types of complaints |   |   |
| 4. Handling with a complaint |   |   |
| 5. Safe deposit facility & lost & found |   |   |
| 1. Advance room reservation | X | Registration  
Ref: F O Management – Sudhir Andrews  
F O Management – S K Bhattnagar |
<p>| 2. Reservation section of F O |   |   |
| 3. Reservation form |   |   |
| 4. Functions of reservation section |   |   |
| 5. Modes of reservation |   |   |
| 6. Types of reservation |   |   |
| 7. Channels of reservation |   |   |
| 8. Handling reservation requests |   |   |
| 9. Various systems of reservation |   |   |
| 10. Group reservation |   |   |
| 11. Forecasting reservation |   |   |
| 12. Over booking |   |   |
| 13. Preventing common reservation problems |   |   |
| 14. Cancellation |   |   |
| 1. Pre registration |   |   |
| 2. Guest arrival |   |   |
| 3. Registration Procedure |   |   |
| 4. G. R. C |   |   |
| 5. Systems of registration |   |   |
| 6. Rooming &amp; Key issuing |   |   |</p>
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<td>2. Duties of Information assistant</td>
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<td>3. Paging</td>
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<td>4. Handling mail</td>
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<td>5. Handling message</td>
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<td>6. Types of information</td>
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<td>Check out &amp; account settlement</td>
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<td>1. Departure Procedure</td>
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<td>4. Express check out</td>
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<td>5. Self check out</td>
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<td>6. Duties of F O cashier</td>
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<td>7. Presentation &amp; settlement of bill</td>
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<td>2. Telephone skills</td>
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<td>3. Qualities of Telephone operator</td>
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<td>4. Telephone manners – do’s &amp; don’ts</td>
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<td>XIV</td>
<td>Yield Management</td>
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<td>1. Strategies &amp; Techniques</td>
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<td>2. Occupancy ratios</td>
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<td>3. Productivity Activity</td>
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<td>4. Market share index</td>
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<td>5. Weekly forecasting</td>
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<td>1. Purpose</td>
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<tr>
<td></td>
<td>2. Job description of Night Auditor</td>
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<td>3. Operating Modes</td>
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<td>4. Night auditing process</td>
</tr>
</tbody>
</table>
A. Classification of microbes into bacteria, yeast, and molds

I. Bacteria

- Morphology; shape, size, cell structure motility, spores
- Requirements; food, temperature, time moisture, oxygen and ph on bacterial growth
- Growth characteristics: growth phases
- Toxins

II. Harmful effects of bacteria

- Food borne illnesses
- Food poisoning
- Food infection
- Food spoilage, putrefaction

III. Prevention of food borne illnesses

Hygiene system to be followed
- Commodity hygiene
- Equipment hygiene
- Work area hygiene
- Personal hygiene

IV. Molds

- Morphology
- Growth factors
- Beneficial effects - cheese making and antibiotics
- Harmful effects
- Prevention and control of molds

V. Yeast

- Morphology
- Physiology & requirements for growth reproduction
- Chemical changes brought about by yeast cells
- Economic importance of yeast - alcoholic fermentation, bread making
- Harmful effects and control

VI. Role of microorganisms in the manufacture of fermented foods

- Dairy products
- Vegetable products
- Bakery products
- Alcoholic beverages
- Vinegar
- Indian foods - Idli, Dhokla, Bhaturas

B. Disinfections

I. Cleaning and disinfections

- By heat
- By chemicals (used in the hospitality industry, especially in the kitchen)
II. Cleaning of food preparation area and equipment
III. Dishwashing
   - Manual
   - Mechanical
   - Detergents used for this

C. Food preservation
   - Factors conducive to food spoilage
   - Principles of preservation
Preservation by;
   - Cold temperature (refrigeration, freezing)
   - Heat (pasteurization, sterilizing, canning)
   - Drying and dehydration
   - Chemical preservatives
   - Irradiation

D. Food adulteration
   - Food standards
   - Common adulterants
   - Test to detect adulterants

E. Carbohydrates in foods
   - Uses of carbohydrates in food preparation
   - Change in starch on cooking
   - Gelatinization of starch
   - Factors affecting stiffness of starch gels in food preparation
   - Pectic substances - their role in preparation of jelly and jams

F. Fats
   - Types of fats and oils and their uses
   - Chemical composition of fats and oils
   - Rancidity: factors affecting rancidity, prevention of rancidity
   - Reversion; factors affecting reversion
   - Refining: steam refining, alkali refining, bleaching, and steam deodorization
   - Hydrogenation
   - Shortening value of different fats

H. Emulsions
   - Theory of emulsification
   - Types of emulsions
   - Emulsifying agents
   - Their use in food emulsion with special reference to mayonnaise

I. Proteins
• Effect of heat on proteins: denaturation, coagulation, and effect of heat on milk, cheese, egg, and meat.
• Egg gels: stirred custard, baked custard, pie fillings and cream puddings
• Gelatin gels: properties of gelatin, hydration, sol formation, gel formation, enzymatic hydrolysis, food application as in cold puddings, moulded) salads etc.
• Milk proteins - coagulation of milk proteins
• Egg foams:
  ▪ Characteristics of egg foam, different stages of egg foam formation; foam stability & factors affecting the stability of egg foams
  ▪ Uses of egg foams: meringues, soufflés, omelettes, and foam cakes.

J. Meat proteins:
Effect of cooking and post mortem changes

K. Vegetables and fruits
- Importance of vegetables and fruits in the diet
- Pigments: effects of heat and processing on them and methods to retain the pigments
- Flavor: their role in cookery and how to use it to optimum advantages
- Turgor: effect of dressings, salts and sugar on the structure of vegetables, with special emphasis on salad greens
- Browning reaction, causes, desirable and undesirable effects in food preparation, prevention of undesirable browning.

L. Food additives
- Intentional additives
- Need for additives
- Types of additives
- Role of these additives (natural and synthetic) in modification of appearance in food preparation

M. NUTRITION
I. Introduction
- Definition of term "nutrition", nutrients
- Importance of food - physiological, psychological and social function of food
- Functions of nutrients in general

II. Carbohydrates
- Definition, composition, classification, mono, Di and poly saccharides
- Functions of carbohydrates in the body
- Dietary sources
- Daily requirements
- Effects of deficiency and excess

III. Lipids
- Definition
- Functions
- Classification: saturated and unsaturated fats, plant and animal fats
- Importance of poly unsaturated fatty acid; rancidity, hydrogenation
- Dietary sources and requirements
- Dangers of increasing fat in the diet
- Effects of deficiency
- Cholesterol and foods containing this
- Effects of increasing cholesterol contents in the diet and factors increasing its level in Blood.

IV. Energy
- Need for energy for voluntary and involuntary activities, Growth and SDA
- RDA for energy
- Dietary sources of energy
- Overweight/ obesity - their health hazards

V. Proteins
- Definition
- Composition
- Classification based on nutritional quality (alone)
- Mutual supplementation to improve the quality of vegetable proteins with low budget
- Functions
- Food / dietary sources
- Requirements; effects of deficiency and excess

VI. Vitamins
- Classification of vitamins
- Functions, sources and deficiency of fat soluble vitamins – A, D, E, K
- Functions, sources & deficiency of water soluble vitamins – Vitamin c, Thiamine, Riboflavin, Niacin, B 12, Folic acid

VII. Functions and classification of minerals in general
Functions, food sources, requirements of calcium, iron, iodine, fluorine and na (sodium)

VIII. Water
- Importance of water in health
- Water balance
- Dehydration, heat cramps and methods to prevent the same

IX. Nutritional losses upon cooking and the methods to prevent the same
- Mechanical
- Leaching
- Enzymatic action
- Oxidation
- Heat
- Acid and alkalis

X. Balanced diet
- Definition
- Importance of balanced diet
- Quantity and quality depending on age, sex, occupation and climate

XI. Menu planning - factors affecting meal
- Nutritional aspect-using five food groups
- Cereals and their products
- Meal pulse nut group
- Milk group
- Vegetable and fruit group
- Fats, oils and sugar group
- Psychological aspects of meal planning
- Meal schedules and economic aspect
- Low budget diets with examples
- Factors affecting food acceptability
- Critical evaluation of a few meals served at the institutes / hotels based on all these principles

Newer trends in restaurants with special emphasis on nutrition
APPLICATION OF COMPUTERS (HMIVA10, General Informatics)

Objective:
The basic objective of the course is to introduce the students to the world of computers and computer technology. To introduce the students to the basic concepts of Operating Systems, Word Processing, Worksheet processing, Presentations & Networking.

I COMPUTER FUNDAMENTALS - THEORY

01. INFORMATION CONCEPTS AND PROCESSING
   A. Definitions
   B. Data Processing Concepts

02. ELEMENTS OF A COMPUTER SYSTEM
   A. Definitions
   B. Characteristics of Computers
   C. Classification of Computers
   D. Limitations

03. HARDWARE FEATURES AND USES
   A. Components of a Computer
   B. Generations of Computers
   C. Primary and Secondary Storage Concepts
   D. Data Entry Devices
   E. Data Output Devices

04. SOFTWARE CONCEPTS
   A. System Software
   B. Application Software
   C. Language classification

II OPERATING SYSTEMS/ENVIRONMENTS - THEORY

01. INTRODUCTION TO WINDOWS
   A. What is Microsoft Windows?
   B. GUI/Features
   C. Parts of a Typical Window and their Functions

02. WINDOWS OPERATIONS - PRACTICAL
   A. Creating Folders
   B. Creating Shortcuts
   C. Copying Files/Folders
   D. Renaming Files/Folders
   E. Deleting Files/Folders
   F. Exploring Windows

III MS WORD - PRACTICAL

01. INTRODUCTION TO MS WORD
   A. Application on MS Word
   B. Parts of Interface

02. CREATING A DOCUMENT
   A. Entering Text
   B. Saving the Document
   C. Opening a Document already saved
   D. Getting around the Document
   E. Starting a new Document
03. FORMATTING A DOCUMENT
   A. Justifying Paragraphs
   B. Changing Paragraph Indents
   C. Setting Tabs and Margins
   D. Formatting Pages and Documents
   E. Using Bullets and Numbering
   F. Headers/Footers

04. SPECIAL EFFECTS
   A. Applying Special Effects e.g. Bold, Underline, Superscripts, Subscript
   B. Changing Fonts
   C. Changing Letter Case

05 CUT, COPY AND PASTE OPERATION
   A. Marking Blocks
   B. Copying and Pasting a Block
   C. Cutting and Pasting a Block
   D. Deleting a Block

06. USING MS-WORD TOOLS
   A. Spelling and Grammar
   B. Mail Merge

07. TABLES
   A. Create
   B. Delete
   C. Format

08. GRAPHICS
   A. Inserting Clipart, Pictures & Symbols
   B. Border/Shading
   C. Word Art

09. PRINTING THE DOCUMENT
   A. Page Layout options
   B. Previewing the Document
   C. Print options

VI MS-EXCEL - PRACTICAL

01. INTRODUCTION TO MS EXCEL
   A. Application on MS Excel
   B. Parts of Interface
   C. Starting Excel
   D. Parts of the Worksheet
   E. Navigating in a Worksheet
   F. Getting to know mouse pointer shapes

02. CREATING A WORKSHEET
   A. Entering the three different types of data in a worksheet
   B. Creating simple formulas
   C. Editing data in a worksheet
   D. Using AutoFill
   E. Saving a worksheet

03. MAKING THE WORKSHEET LOOK PRETTY
   A. Selecting cells to format
   B. Trimming tables with Auto Format
   C. Formatting cells for:
      - Currency
      - Comma
      - Percent
      - Decimal
      - Date
   D. Changing columns width and row height
   E. Aligning text
      - Top to bottom
      - Text wrap
04. GOING THROUGH CHANGES
   A. Moving and copying with drag and drop
   B. Copying formulas
   C. Moving and Copying with Cut, Copy, Paste and Paste Special
   D. Deleting cell entries, formats
   E. Deleting columns and rows from worksheet
   F. Inserting columns and rows in a worksheet

05. PRINTING THE WORKSHEET
   A. Previewing pages before printing
   B. Page Layouts
   C. Print Options
   D. Header and footer
   E. Inserting page breaks
   F. Printing the formulas in the worksheet

06. ADDITIONAL FEATURES OF A WORKSHEET
   A. Splitting worksheet window into two four panes
   B. Freezing columns and rows on-screen for worksheet title
   C. Attaching comments to cells
   D. Protecting a worksheet
   E. Functions

07. MAINTAINING MULTIPLE WORKSHEETS
   A. Moving from sheet in a worksheet
   B. Adding more sheets to a workbook
   C. Deleting sheets from a workbook
   D. Renaming sheet tabs
   E. Copying or moving sheets from one workbook to another

08. CHARTS
   A. Using Chart wizard
   B. Formatting the Chart with Chart Toolbar

09. EXCEL'S DATABASE FACILITIES
   A. Setting up a database
   B. Sorting records in the database

V. MS POWER POINT - PRACTICAL
   A. Introduction
   B. Planning a presentation
   C. Making simple presentations
   D. Slide Layouts, Designs
   E. Using Auto content Wizards and Templates
   F. Power Point views
   G. Inserting Clipart, Pictures, Diagrams, Tables, Charts, Header & footer
   H. Special effects – Custom Animation & Animation schemes
   I. Organizing a Slide Show

IV. NETWORKS – THEORY

01. Applications
02. Network Topology
   • Bus
   • Star
   • Ring
03. Types of Network
   • LAN
   • MAN
   • WAN
04. Network Channels
   • Fibre optic
   • Twisted
ADVANCED FOOD PRODUCTION PRACTICAL II (HMIVB05)

FRENCH MENUS

MENU 1  Consommé Carmen
   Poulet Saute Chasseur
   Pommes Lorette
   Haricots Verts
   Salade de Betterave
   Brioche
   Baba au Rhum

MENU 2  Bisque D'ecrevisse
   Escalope De Vea Viennoise
   Pommes Battaille
   Courge Provencale
   Epinards au Gratin.
   Croissants
   Gateau De Peche

MENU 3  Crème Dubarry
   Darne De Saumon Grille
   Sauce Poloise
Pommes Fondant
Petits Pois A La Flammande
French Bread
Tarte Tar tin

MENU 4  Veloute Dame Blanche
Cote De Pore Charcuterie
Pommes De Terre A La Crème
Carottes Glace Au Gingembre
Salade Verte
Harlequin Bread
Chocolate Cream Puffs

MENU 5  Cabbage Chowder
Poulet A La Rex
Pommes Marquise
Ratatouille
Salade De Carotte et Celeri
Clover Leaf Bread
Savarin Des Fruits

MENU 6  Barquettes Assort is
Stroganoff De Boeuf
Pommes Persilles
Salade De Chou-Cru
Garlic Rolls
Crepe Suzette

MENU 7  Duchesse Nantua
Poulet Maryland
Croquette Potatoes
Salade Nicoise
Brown Dread
Pate Des Pommes

MENU 8  Kromeskies
Filet De Sole Walweska
Pommes Lyonnaise
Funghi Marirati
Bread Sticks
Soufflé Milanaise
MENU 9  Vol-Au-Vent De Volaille et Jambon
        Homard Thermidor
        Salade Waldorf
        Vienna Rolls
        Mousse Au Chocolate

MENU 10 Crabe En Coquille
        Quiche Lorraine
        Salade de Viande
        Pommes Parisienne
        Foccacia
        Crème Brulee

CHINESE MENUS

MENU 1  Prawn Ball Soup
        Fried Wantons
        Sweet & Sour Pork
        Hakka Noodles

MENU 2  Hot & Sour soup
        Beans Sichwan
        Stir Fried Chicken & Peppers
        Chinese Fried Rice

MENU 3  Sweet Corn Soup
        Shao Mai
        Tung-Po Mutton
        Yangchow Fried Rice

MENU 4  Wanton Soup
        Spring Rolls
Stir Fried Beef & Celery
Chow Mein

MENU 5  Prawns in Garlic Sauce
        Fish Szechwan
        Hot & Sour Cabbage
        Steamed Noodles

INTERNATIONAL MENUS
Spain    SPAIN    Gazpacho
        Pollo En Pepitoria
        Paella
        Fritata De Patata
        Pastel De Manzana

ITALY    Minestrone
        Ravioli Arabeata
        Fettocine Carbonara
        Polo Alla Cacciatore Medanzane Parmigiane
        Grissini
        Tiramisu

GERMANY  Linsensuppe
        Sauerbaaten
        Spatzale
        German Potato Salad
        Pumpernickle
        Apfel Strudel

U.K.      Scotch Broth
        Roast Beef
        Yorkshire Pudding
        Glazed Carrots & Turnips
        Roast Potato
        Yorkshire Curd Tart
        Crusty Bread
GREECE  Soupe Avogolemeno  
Moussaka A La Greque  
Dolmas  
Tzaziki  
Baklava  
Harlequin Bread  

BAKERY AND PATISSERIE PRACTICAL  
MUST INCLUDE:  
- DECORATED CAKES.  
- GATEAUX.  
- INTERNATIONAL BREADS.  
- SORBETS, PARFAITS.  
- HOT/COLD DESSERTS.  

DEMONSTRATION OF  
Charcuterie  
- GALANTINES  
- PATE  
- TERRINES  
- MOUSSELINES  

PRACTICAL : FOOD & BEVERAGE SERVICE – II  
(HMIVBO6)  

1. Recollecting I year portions.  
2. Beverage order taking procedure.  
3. Service of red wine.  
4. Service of white wine.  
5. Service of rose wine.  
6. Service of Sherry, Port, Madeira and Marsala.  
7. Service of sparkling wine.  
8. Service of bottled beer, canned beer and draught beer.  
10. Service of whisky.
11. Service of gin.
12. Service of vodka.
15. Service of liqueur.
17. Service of cocktails.
18. Compiling a menu with wine suggestions.
19. Service of cigar and cigarettes.
20. Servin a dish from Gueridon

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<th>Practicals</th>
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<td>Mock Checking</td>
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<td>Mock guest complaint &amp; handling</td>
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<td>Preparation of Reservation form</td>
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<td>Preparation of G.R.C.</td>
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<td>Preparation of guest history card</td>
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<td>Evaluate &amp; make comparative study of the performance of different hotels</td>
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<td>Preparation of Night auditors report</td>
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<td>9</td>
<td>Visiting travel agencies</td>
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<td>Visiting tourist centers</td>
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<td>Visiting hotels &amp; resorts</td>
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<td>12</td>
<td>Mock telephonic drill</td>
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## TRAVEL AND TOURISM SYLLABUS (HMIVCO8)

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<td>2. Elements of tourism</td>
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<td>Tourism Management – P.N. Seth</td>
<td>5. Travel motivations</td>
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<td>International Travel &amp; Tourism-Jagmohan Negi</td>
<td>6. Job opportunities and employment generation</td>
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<td>7. Govt. revenue and foreign currency exchange</td>
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<td>8. Economic growth based on tourists statistics</td>
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<td>9. Economic benefit of tourism</td>
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<td>Tourism products and resources</td>
<td>1. Architectural heritage of India</td>
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<td>2. Islamic and inter European influence</td>
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<td>Archeology – Venkitaraman R.</td>
<td>3. Culture and iconography of India</td>
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<td>Indian culture – Luniya B.</td>
<td>4. Painting and music of India</td>
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<td>India and tourist paradise – Manoj Das</td>
<td>5. Classical and folk arts of India</td>
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<td>6. Fairs and festivals of India</td>
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<td>Tourism planning and development</td>
<td>1. Tourism policy formation</td>
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<td>Tourism planning – Gunclaire A.</td>
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<td>6. Tourism in Kerala and its policy</td>
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<td>7. Participation of public and private sector in planning</td>
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<td>Tourism Marketing</td>
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<td>2. Market segmentation of tourism</td>
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<td>Socio Economic impact of tourism</td>
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<td>International tourism and travel – Jagmohan Negi</td>
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<td>Dimensions of tourism – R.N. Kaul</td>
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<td>Protection of arts and folk arts</td>
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<td>Impacts of various cultural element sin Indian society</td>
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<td>Pilgrim and cultural tourism in India</td>
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# FIFTH SEMESTER

## FOOD & BEVERAGE MANAGEMENT (HMVB07)

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ADVANCED FOOD & BEVERAGE SERVICE THEORY – II
(HMVB08)

Unit I
Cocktail - Meaning, types of Cocktails, methods of making cocktails, points observed while making cocktails, Recipes of Whisky, rum, Gin, Brandy, Vodka, Tequila, Champagne based cocktails. (Given in reference text only) Mocktails - Meaning and recipes of famous mocktails. Speciality coffee – Meaning and examples

Unit - II
Beverage list - meaning & importance.
Dispense bar: Meaning, glassware & equipments used in the dispense bar, Garnishes & Kitchen supplies used in dispense bar.

Bar Design: Space requirement of bar, seating area and bar stools, lighting arrangements and interior designing of bar.

UNIT-III
Gueridon Service: Introduction, Mise en place for gueridon. Special equipments used, care & maintenance of equipment, taking the order, method of serving the dish at the table, carving and jointing at the table.

UNIT-IV
Function catering: Introduction, types of function, function service staff and Responsibilities, booking and organization of functions, Function menus and wines, tabling, seating arrangements, order of service for a formal function, Wedding organization - procedure at a wedding buffet reception, family line-up, procedure for toasts. Outdoor catering: Meaning, preliminary survey to be taken for an outdoor catering. Specialized forms of service: Hospital tray service, Airline service, Railway service.

UNIT-V
Menu Engineering: Meaning Menu Merchandising: Methods of pricing menus, Shape & fold of menu, Size of menu, Type & colour of paper or card, Layout, Printing & reprinting. Staff training – needs and duty rota.
I ) LARDER

- IMPORTANCE OF LARDER CONTROL
- SECTIONS OF LARDER
- DUTIES AND RESPONSIBILITIES OF LARDER CHEF

II ) KITCHEN MANAGEMENT

- PRINCIPLES OF KITCHEN LAYOUT AND DESIGN
- KITCHEN EQUIPMENTS
- GARBAGE DISPOSAL

III ) VOLUME FEEDING

3.1 INSTITUTIONAL & INDUSTRIAL CATERING
   Types of institutional & industrial catering
   Menu planning for institutional & industrial catering

3.2 HOSPITAL CATERING
   Diet menus Importance of hygiene

3.3 OFF PREMISES CATERING
   Hiring of equipment
   Menu planning
   Theme parties

3.4 QUANTITY PURCHASE & STORAGE
   Introduction to purchasing
   Purchasing system
RESEARCH METHODOLOGY [HMVB10]

The student will be required to undertake a research on any topic related to hospitality

Formulating
The length of the report may be 150 double spaced pages (excused appendices and annexure) 10% variation on either side is permitted.

Guidelines
List of contents of the research
   Chapter I - Introduction
   Chapter II Scope, Objective, Methodology, and limitation of the research
   Chapter III data analysis
   Chapter IV results and discussion
   Chapter V recommendation
   Chapter VI annexure, exhibits, and bibliography

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 the personal copy should be duly signed by the
The student should carry the personal copy to the Viva Voce.

The Student should also carry the following:
- Duly signed personal copy of the project
- Examination Hall ticket
- College Identity card
- Dress code should be formal

FACILITY PLANNING & EVENT MANAGEMENT (HMVB11)

EVENT MANAGEMENT

1. The events business
   a. Definition and framework
   b. Categories and typologies
   c. Historical context and precedence
   d. Characteristics of events

2. The market demands of events
   a. Introduction
   b. Size and scope of the event
   c. Determinants and motivation
   d. The structure of demand for event

3. The events business; supply and suppliers
   a. Introduction
   b. The structure of event service – public sector
   c. The structure of event service - private sector
   d. Companies and their duties
   e. Voluntary bodies, committees and individuals

4. Managing events
   a. Making a start
   b. Introduction
   c. Getting organized
   d. Event feasibility – finding and testing an idea
   e. The screening process
   f. Progressing the idea
5. Event planning
   a. Introduction
   b. The planning process
   c. Objectives, environmental search and information gathering
   d. Demand and operational planning
   e. Financial planning
   f. Marketing planning
   g. Getting it together

6. The event – venue finding, logistics and ambience
   a. Introduction
   b. Finding the venue
   c. Logistics – supplies, transport and distribution
   d. Catering
   e. Drink services
   f. Backdrop and staging
   g. Lightening
   h. Sound and communication
   i. Amenities and cleaning
   j. Creating the ambience

7. Marketing and public relations for events
   a. Introduction
   b. The target market
   c. How to influence the target market
   d. Marketing plan
   e. Marketing for a new event

Anton shone, Pryn proxy
Event planning – Allen J, Etobicoke

FACILITY PLANNING

1. Hotel Design
   Design Consideration
   A 1.1 Attractive Appearance
   1.2 Efficient plan
   1.3 Good location
   1.4 Suitable material
   1.5 Good workmanship
   1.6 Sound financing
   1.7 Competent Management
B. Evaluation of accommodational needs thumb rules

C. Ensuring that the hotel must combine the integrated function of housing feeding, entertainment, rentals, services, maintenance and light manufacturers

2. Facilities Planning;
   2.1 The systematic layout planning pattern (SLP);
   Planning Consideration
   2.2 Flow Process & Flow diagram
   2.3 Procedure for determining space, ways of determining space requirements space relationship
   2.4 Architectural consideration
   2.5 Difference between carpet area and plinth area
   2.6 Approximate cost of construction estimation

   2.7 Approximate operating areas in budget type/5 star type hotel. Approximate other operating areas per guest room
   2.8 Approx. water/electrical load requirement - estimation

3. Project Management
   3.1 Network analysis
   3.2 Basic rules & procedure for network analysis.
   3.3 C.P.M.
   3.4 P.E.R.T.
   3.5 Comparison of CPM & PERT
   3.6 Network crashing determining crash cost, normal cost
   5.7 Classroom exercises

REFERENCE:
1. Systematic layout planning - Richard Muther Cahners books, division of sahners publishing company, Inc. 89 Franklin Street, Boston.U.S.A.
2. Food Service Planning: Layout & Equipment: Lendal H Kotschevar, Margaut E Terrell
SYLLABUS – BSc- HOTEL ACCOUNTING [HMVDO1]

01 INTRODUCTION TO ACCOUNTING
A. Meaning and Definition
B. Types and Classification
C. Principles of accounting
D. Systems of accounting
E. Generally Accepted Accounting Principles (GAAP)

02 PRIMARY BOOKS (JOURNAL)
A. Meaning and Definition
B. Format of Journal
C. Rules of Debit and Credit
D. Opening entry, Simple and Compound entries
E. Practicals

03 SECONDARY BOOK (LEDGER)
A. Meaning and Uses
B. Formats
C. Posting
D. Practicals

04 SUBSIDIARY BOOKS
A. Need and Use
B. Classification
   - Purchase Book
   - Sales Book
   - Purchase Returns
   - Sales Returns
   - Journal Proper
D. Practicals

05 CASH BOOK
A. Meaning
B. Advantages
C. Simple, Double and Three Column
D. Petty Cash Book with Imprest System
   (simple and tabular forms)
E. Practicals

06 TRIAL BALANCE
A. Meaning
B. Methods
C. Advantages
D. Limitations
E. Practicals

07 FINAL ACCOUNTS
A. Meaning
B. Procedure for preparation of Final Accounts
C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet
D. Adjustments (Only four)
   - Closing Stock
   - Pre-paid Expenses
   - Outstanding Expenses
   - Depreciation

08 FOOD AND BEVERAGE ACCOUNTS
- Cost concepts
- Nature of food & beverage business, recipe costing
- Menu costing
- Cost sheet

09 UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS
A. Introduction to Uniform system of accounts
B. Contents of the Income Statement
C. Practical Problems
D. Contents of the Balance Sheet (under uniform system)
E. Practical problems
F. Departmental Income Statements and Expense statements (Schedules 1 to 16)
G. Practical problems

10 INTERNAL AUDIT AND STATUTORY AUDIT
A. An introduction to Internal and Statutory Audit
B. Distinction between Internal Audit and Statutory Audit
C. Implementation and Review of internal audit

11 DEPARTMENTAL ACCOUNTING
A. An introduction to departmental accounting
B. Allocation and apportionment of expenses
C. Advantages of allocation
D. Draw-backs of allocation
E. Basis of allocation
F. Practical problems

NOTE: USE OF CALCULATORS IS PERMITTED
SIXTH SEMESTER

PROJECT REPORT (HMVI12)

The student will be required to undertake a research on any topic related to hospitality

Formulating
The length of the report may be 150 double spaced pages (excused appendices and annexure) 10% variation on either side is permitted.

Guidelines
List of contents of the research
  Chapter I - Introduction
  Chapter II Scope, Objective, Methodology, and limitation of the research
  Chapter III data analysis
  Chapter IV results and discussion
  Chapter V recommendation
  Chapter VI annexure, exhibits, and bibliography

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 the personal copy should be duly signed by the faculty guide and Principal or HOD of the BHM Department. The student should carry the personal copy to the Viva Voce

The Student should also carry the following:
  ▪ Duly signed personal copy of the project
  ▪ Examination Hall ticket
  ▪ College Identity card
  ▪ Dress code should be formal

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HOTEL REPORT (HMVIB13)

HOTEL SALES AND MARKETING (HMVIC09)

2. Marketing – basic concepts – needs, wants, demand, exchange, transaction, value and satisfaction in hospitality industry – marketing process – marketing philosophies – related application of concept in hotel service industry.
4. Marketing environment – a basis for needs and trend analysis and marketing effectiveness – SWOT analysis for hospitality industry of Micor and Macro environment
7. Pricing of hospitality – concepts and methodology

Books Recommended:

HUMAN RESOURCES MANAGEMENT [HMVIDO2]

Planning
- Planning personnel function
- Personnel management environment in India
- Functions and operations of personnel office
- Manpower Planning
- Macro Level scenario of human resource planning
- Concepts and process of human resource planning
- Methods and techniques – Demand forecasting
- Methods and techniques- supply forecasting

Job Analysis and Job Design
- Job Analysis
- Job Description
- Job Specification
- Job Evaluation
- Job Evaluation Methods
- Job Design

Action Areas
- Selection and Recruitment
- Induction and Placement
- Performance Appraisal
- Performance Appraisal Methods
- Transfer Promotion and Reward
- Policies
- Training and Development
- Off the job training methods
- On the job training methods

Measurement in Human Resource Planning
- Human Resource Information System
- Human Resource Audit
- Human Resource Accounting

Human Resource Development
- Introduction to Human Resource Development
- Evolution and Importance of Human Resource Management
- Human Resource Development
- HRD Culture and Climate
- HRD and Organizational Development
Personal Process
- Inter Personal Processes
- Learning
- Perception
- Stress and Coping
- Intra – personal Process
- Helping
- Communication
- Interpersonal Styles

Group Process
- Group Formation and Group Process
- Organizational Communication
- Team Development and Functioning
- Conflict Collaboration and Competition

Union and Unionists
- Trade Union Development and function
- Trade Union Structures and Trade Union Recognition
- White Collar and Management of Trade Unions
- Management and Employers Association

Conflict Resolution
- Dynamics of Conflict and Collaboration
- Nature and Content of Collective Bargaining
- Negotiation Skills
- Role of Labour Administration Conciliation, arbitration and Adjustment

Worker’s Participation in Management
- Evolution, Structure and Processes
- Design and Dynamics of Participative Forums
- Strategies and Planning for Implementing Participation

Human Engineer and Research
- Meaning and Definition
- Work Measurement
- Work Improvement
- Method Study
- Motion Study
- Time Study
- Human Factor Engineering and Research
TRAINING AND DEVELOPMENT (HMVIB14)

Module I
Training process an overview; Training and development; Learning and skill acquisition; Role, responsibilities and challenges to training managers- Relationship between HRD and business strategies; Skill inventory; Scanning the environment for training areas; Organizational analysis for training.

Module II
Organisation and management of training function; Learning process; Learning and Knowledge management; Various tools and models.

Module III
Training climate and pedagogy – developing training modules – training methods and techniques- facilities planning and training aids.

Module IV

Module V
Management Development (MD): objectives of Management Development; Methods of Management Development; Various models of management development.

Books:
6. John Patrick: Training Research and Practice
INDUSTRIAL EXPOSURE TRAINING

Each student have to undergo Industrial Exposure Training of 20 weeks duration - four weeks each in the following departments of any Hotel of national or global repute.

1. Front Office
2. Housekeeping
3. F & B Production
4. F & B Service

After the completion of training the students shall immediately be submitting an industrial exposure training report within two weeks time. This Report shall also carry Two hundred and fifty marks. The marks shall be awarded by the concerned training coordinator of the college, based on the viva and the report submitted by the student. Each student has to have a certificate of successful completion of training.