



**BHARATI VIDYAPEETH (DEEMED TO BE UNIVERSITY)**  
**PUNE, 411030 (INDIA)**

**(Established under section 3 of the UGC Act, 1956  
Vide notification No.F.9-15/95-U.3 of the Government of India)  
'A'Grade University Status by Ministry of HRD, Govt.Of India  
Re-Accredited by NAAC with 'A' Grade**

**FOUR YEARS PROGRAMME IN  
BACHELOR IN HOTEL  
MANAGEMENT & CATERING TECHNOLOGY  
(BHMCT)**

**CHOICE BASED CREDIT SYSTEM  
SYLLABUS**

**To be implemented from the Academic Year  
2018 - 2019**



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**BHARATI VIDYAPEETH DEEMED UNIVERSITY, PUNE**  
**BHARATI VIDYAPEETH (DEEMED TO BE UNIVERSITY) PUNE**

(Established u/s 3 of the UGC Act, 1956 Vide Notification No. F.9-15/95-U.3 of the Govt. Of India)

**Faculty of Management**  
**Syllabus for Bachelor in Science (Hospitality & Hotel Administration)**  
**B.Sc (H&HA)**

Bharati Vidyapeeth, the parent body of Bharati Vidyapeeth University was established on 10th May 1964, by Dr. Patangrao Kadam with the objective of bringing about intellectual awakening and all side development of the people of our country through dynamic education.

Bharati Vidyapeeth is now a leading educational institution in the country, which has created a history by establishing, within a short span of 52 years or so, 180 educational institutions imparting education from the preprimary stage to postgraduate stage. Our college and institutions of higher education impart education in different disciplines including Medicine, Dentistry, Ayurved, Homeopathy, Nursing, Arts, Science, Commerce, Engineering, Pharmacy, Management, Social Sciences, Law, Environmental Science, Hotel Management and Catering Technology, Architecture, Physical Education, Journalism, Photography, Computer Science and Information Technology, Biotechnology & Agriculture.

These educational institutions which have achieved acclaimed academic excellence also cater to the educational needs of thousands of students coming from various states and abroad. Our teaching faculty includes highly qualified, experienced, dedicated and student caring teachers. These educational institutions are located at various places viz. Pune, Navi Mumbai, Kolhapur, Solapur, Sangli, Karad, Panchgani, Jawahar and New Delhi. This spectacular success achieved by Bharati Vidyapeeth is mainly a creation of unusual foresight, exceptionally dynamic leadership and able guidance of the founder of the Vidyapeeth, Dr. Patangrao Kadam. It has been our constant endeavor to impart high quality education and training to our students and so, no wonder that our institutions have been nationally known for their academic excellence. In recognition of the academic merit achieved by these institutions and their potential for development which they have, the Department of Human Resource Development, Government of India and the University Grants Commission of India have accorded the status of a deemed to be university to Bharati Vidyapeeth with its twenty nine constituent units.

Besides these 180 educational institutions, Bharati Vidyapeeth has also been running a Co-operative Bank, Co-operative Consumer Stores, Co-operative Poultry, Co-operative Sugar Factory, Charitable Hospitals and Medical Research Centre and the like.

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## **BHARATI VIDYAPEETH DEEMED UNIVERSITY, PUNE**

Bharati Vidyapeeth, the parent organization of this University is one of the largest educational organizations in the country. It has 171 educational units under its umbrella including 67 Colleges and Institutes of conventional and professional disciplines.

The Department of Human Resource Development, Government of India on the recommendations of the University Grants Commission accorded the status of "Deemed to be University" initially to a cluster of 12 units of Bharati Vidyapeeth. Subsequently,

17 additional colleges/institutes were brought within the ambit of Bharati Vidyapeeth Deemed University vide various notifications of the Government of India.

Bharati Vidyapeeth Deemed University commenced its functioning on 26th April, 1996.

Constituent Units of Bharati Vidyapeeth Deemed University

1. BVDU Medical College, Pune.
2. BVDU Dental College & Hospital, Pune
3. BVDU College of Ayurved, Pune
4. BVDU Homoeopathic Medical College, Pune
5. BVDU College of Nursing, Pune
6. BVDU Yashwantrao Mohite College of Arts, Science & Commerce, Pune.
7. BVDU New Law College, Pune
8. BVDU Social Sciences Centre (M.S.W.), Pune
9. BVDU Yashwantrao Chavan Institute of Social Science Studies & Research, Pune.
10. BVDU Centre for Research & Development in Pharmaceutical Sciences & Applied Chemistry, Pune
11. BVDU College of Physical Education, Pune.
12. BVDU Institute of Environment Education & Research, Pune
13. BVDU Institute of Management & Entrepreneurship Development, Pune

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## **BHARATIVIDYAPEETHDEEMEDUNIVERSITY,PUNE**

14. BVDU Poona College of Pharmacy, Pune
15. BVDU College of Engineering, Pune
16. BVDU Interactive Research School in Health Affairs (IRSHA), Pune
17. BVDU Rajiv Gandhi Institute of Information Technology & Biotechnology, Pune
18. BVDU College of Architecture, Pune
19. BVDU Abhijit Kadam Institute of Management & Social Sciences, Solapur
20. BVDU Institute of Management, Kolhapur
21. BVDU Institute of Management & Rural Development administration, Sangli
22. BVDU Institute of Management & Research, New Delhi
23. BVDU Institute of Hotel Management & Catering Technology, Pune
24. BVDU Yashwantrao Mohite Institute of Management, Malakapur-Karad
25. BVDU Medical College & Hospital, Sangli
26. BVDU Dental College & Hospital, Mumbai
27. BVDU Dental College & Hospital, Sangli
28. BVDU College of Nursing, Sangli
29. BVDU College of Nursing, Navi Mumbai

### **Approval**

This University has come into being as per the provisions in the Act of the University Grants Commission (Section 3 of the UGCA of 1956) and by the notification of Government of India. It has the same legal status as that of the other statutory Universities in India.

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**BHARATI VIDYAPEETH (DEEMED TO BE UNIVERSITY)**  
**INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY**  
**Pune**

**A Great Choice:**

BVDUIHMCT is an institute dedicated to providing quality professional hospitality education. We teach our students the knowledge & specific skills necessary to live successful and to grow into positions of influence & leadership in their chosen profession.

BVIHMCT has been engaged in preparing students to make successful careers for the last 27 years, along the way, we have developed our own way of doing things. Things that our students like, and things that the employer's like & appreciate too.

**Our Vision:** Our vision is "To make education affordable and accessible to masses".

**Our Mission:** As a part of Bharati Vidyapeeth, we contribute in our own way to the vision of our founder, Dr. Patangrao Kadam—"Social transformation through dynamic education", by nurturing the spirit of professional education as a source and a system to enhance equality of life in society.

**Our Goal:** To ensure professional approach to teaching with an excellent environment for students to gain an international awareness of the industry through effective communication techniques.

**Our Objectives:**

- To offer students the opportunity to develop their practical, management, and communication abilities.
- To provide each individual student with the training know-how for a successful career in the highly competitive industry.
- To develop the personality of a student as required by the hospitality industry.
- To make students worthy citizens of the nation.

Increasingly selective hotels target BVDUIHMCT students not only for their achievements but also for their attitude which is vital in today's competitive world.

Realising the increasing importance of Hotel Management and Tourism as a profession and industry and also the need to make arrangements for Hotel Management and Tourism

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Education Dr.PatangraoKadam, the founder of BharatiVidyapeeth with his unusual futuristic vision established the Institute of HotelManagement&CateringTechnologyin the year 1992.

Over the years, the institution has established itself as an ideal centre of Hotel Management education.

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**BHARATI VIDYAPEETH (DEEMED TO BE UNIVERSITY)**

**Faculty of Management Studies**

**Bachelor in Science (Hospitality & Hotel Administration)**

**Revised Course Structure to be implemented from 2018-2019**

**I. Title:**

- a) **Name of the Programme:** Bachelor in Science (Hospitality & Hotel Administration)
- b) **Nature and Duration of Programme:** Full Time under Graduate Programme of 03 Years  
(Approved by UGC)

**II. Introduction:**

Bachelor in Science (Hospitality & Hotel Administration) is a Full Time Three year programme offered by Bharati Vidyapeeth Deemed University and conducted at Bharati Vidyapeeth Deemed University-Institute of Hotel Management & Catering Technology, Pune.

The institute has experienced faculty members, excellent infrastructure, well stocked library and Computer Lab with LAN/Internet facility and other facilities to provide a conducive environment for learning and development.

**III. Rationale for Syllabus Revision**

The curriculum of the Three Years Bachelor in Science (Hospitality & Hotel Administration) is devised to incorporate changes in the hospitality and tourism industry and to keep abreast with the current trends in the hospitality industry.

In view of the dynamic nature of the hospitality industry and the evolving expectations of the stakeholders such as the students, parents and the society, need was felt for the revision of the syllabus and to introduce a Choice Based Credit system.

Over the period of two years the faculty members of the institute, adjunct faculty members and industry experts have been involved in the framing of the structure and course content.

The revised syllabus is designed to equip the students with the essential knowledge, skills and attitudinal orientation vital for successful careers in the hospitality industry.

Attempt has been made to incorporate the current trends such as Environmental studies, Safety and security, Application of Computers in Hotels, Skill



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enhancement for Media and Journalism in Hospitality. Other relevant courses such as Retail Management, Event Management, Entrepreneurship Development, Hotel Economics, First aid have also been incorporated. The Curriculum provides students with an opportunity to select an area of specialization among the Discipline Specific electives.

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#### **IV. Objectives and Framework of the curriculum of B.Sc (H&HA) programme**

1. The basic objectives of the B.Sc(H&HA) programme is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.
2. The course structure of the B.Sc (H&HA) programme is designed keeping in view with the objectives stated above. Consequently certain essential features of such model programmes structure would be:
  - a) To impart to the student latest and relevant theoretical and practical knowledge for developing their competencies to work in the field of hospitality services.
  - b) To provide opportunities to the students within and outside the institute for developing necessary operational skills necessary for the hospitality industry.
  - c) To develop the right kind of values and attitudes to function effectively in the hospitality industry.
3. The following considerations have been taken into account:
  - a) The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
  - b) The design is simple and logical.
4. The relative importance of skill development and attitudinal orientation in management education suggest that the institutions offering B.Sc (H&HA) programmes should have some freedom on course development in choosing methods of instructions and internal assessment in a broad framework of objectives and curriculum structure.
5. A weightage of 40 percent is given to Internal Assessment, consisting of tasks like classroom exercises, tests, seminars, presentations, quizzes, group tasks, self study assignments, class room discussion etc.
6. The External Assessment (University Examination) has a weightage of 60 percent.

This full time Three Year programme in B.Sc (H&HA) has 6 semesters. Each semester has a total of 20 academic weeks of which 16 weeks's comprise instructional weeks.

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## **V. Eligibility for Admission**

Admission to the B.Sc (H&HA )programme is open to any candidate having passed the H.S.C.(Class XII) examination or its equivalent in academic streams of Science, Arts, Commerce or vocation from any recognized board.

Candidates who have taken admission to Four Years BHMCT and would like to change over to B.Sc(H&HA) after first year of BHMCT can do so subject to availability of seats and provided the candidate has passed all the subjects in First Year of BHMCT.

Candidates who have appeared for class XII Re-examination may also apply for admission. Admission of such candidates will remain provisional until submission of the H.S.C (Class XII) Mark list and passing Certificate in original.

Subject to the above conditions, the final admission is based solely on:

- i) Merit in the Entrance Examination conducted by Bharat iVidyapeeth Deemed University
- ii) Submission of College Leaving/Transfer/ Migration Certificate and Anti Ragging Affidavit.

## **VI. Structure of the Programme**

1. B.Sc (H & HA) is a three years programme divided into six semesters.
2. A student of B.Sc (H & HA) programme must take 150 credits to full fill the total number of credits required for the completion of the academic programme
3. The curriculum requires the students to spend at least 32 hours per semester for non credit course options such as Community Service, Sports Activities, Cultural Activities, General Interest Activities (during Semester I and Semester III B.Sc(H&HA) in order to encourage participation in extra curricular activities which is aimed at developing an all rounded personality of the students.

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4. After imparting general understanding of the hotel operations during the first three semesters, the students are provided with an opportunity to select areas of specialization in the fourth semester from amongst the Discipline Specific Elective courses in the fourth semester and in detail in the subsequent semesters.
  5. Students have to choose and study at least any two courses from among the list of Ability Enhancing Elective Courses and at least any two courses from among the list of Skill Enhancing Elective Courses of their choice during the second and third year of their choice during the Second & Third Year of B.Sc(H&HA). Ability Enhancing Elective course and Skill Enhancing Elective course carries 04 credits each.
  6. The programme includes on the job learning in the form of Industrial Exposure for a period of 18 weeks in a classified hotel of 3 star category and above during the fourth semester with 31 credits.
  7. The medium of instruction and examination will be English.
  8. A student would be required to complete the course within 08 academic years from the date of admission.
  9. Outline of the Structure of B.Sc (H&HA) programme is given in Appendix I and Detailed Syllabus is given in Annexure II.

## **VII. Attendance**

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

## **VIII. Choice Based Credit System**

In the credits system. Each in the credits system, each course is defined in terms of expected learning outcomes. The study load (The average number of clock hours spent per student is needed to achieve the Expected learning outcomes) determines the assigned credit value for each course. The total assigned credits of all courses are the assigned credit for the programme and this total constitutes the minimum credits required to be earned to complete the programme and obtain the degree from the university.

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The minimum credits to complete Three Years B.Sc (H&HA) programme shall be 150 credits.

The courses in B.Sc (H&HA) programmes are of various kinds and include:

DSC Discipline Specific Compulsory Course

DSE Discipline Specific Elective Course

AEC Ability Enhancing Compulsory Course AEE Ability Enhancing Elective Course

SEC Skill Enhancing Compulsory Course

SEE Skill Enhancing Elective Course

LEC Language Enhancing Compulsory Course

LEE Language Enhancing Elective Course

NC Non Credit Course

In terms of a semester of 15/16 weeks, Every One hour session per week of theory / lecture = One Credit per semester. Every Two hours Session per week of practice = One Credit per semester.

Discipline Specific courses are about 70% of the minimum credits that constitute the programme.

## **Assessment**

1. The final total assessment of the candidates shall be made in terms of an Internal Assessment (IA) and External Assessment (EA) with the exception of Ability Enhancing Elective courses and Skill Enhancing Elective Courses which will be made in terms of continuous Assessment only. The internal assessment will be conducted by the institute and external assessment will be conducted by the university. The external assessment will be based on the entire Syllabus. Internal Assessment (IA), Continuous Assessment (CA) and External Assessment (EA) will constitute as separate heads of passing and they will be shown separately in the transcripts.
2. For each course, the ratio of internal assessment in relation to the external assessment shall be 40:60.

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3. Internal assessment (IA) will be calculated as follows: 50% based on Attendance, class participation, performance, journal work, classroom exercises, presentations, quizzes, group tasks, self-study assignments, classroom discussion etc, and 50% based on the performance in minimum two class tests during the semester.
  4. External Assessment (EA) will be based on the examinations conducted by the University at the end of each semester.
  5. Ability Enhancing Elective courses and Skill Enhancing Elective Courses will have only Continuous Assessment (CA) based on the performance in minimum two class tests and submission of minimum 04 assignments during the semester.
  6. Industrial Exposure will have Continuous Assessment and External Assessment.

Continuous Assessment will be based on the Performance Appraisal filled by the departmental heads of the various Operational Departments of the Hotel in which the student undergoes Industrial Exposure. The Training Report has to be prepared and submitted to the Principal within the stipulated time for assessment. The training report will be assessed by a panel of examiners appointed by the University, comprising of one internal examiner and one external examiner (preferably HOD of a classified hotel of 3 Star category and above or a Senior faculty from any recognized Institute of Hotel Management).

7. Non Credit courses will be assessed as 'Satisfactory' or 'Unsatisfactory' Performance based on completion of assigned activities/tasks and submission of the report thereof.
8. Students have to complete the Compulsory Core Module in Environmental Studies and will be assessed as 'Pass or 'Fail' based on their performance in the examination conducted by the University.
9. Re-assessment of Internal Marks: In case of those students who have secured less than 5 grade points in internal assessment the institute shall administer additional internal assessment test, the result of which shall be conveyed to the University as revised internal marks. In case the result of the internal test as above results in lower marks than the original figure of

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marks shall prevail, in short the rule is that the higher of the two figures of the marks, shall be taken into consideration.

10. The Grades obtained in Internal Assessment/ContinuousAssessment will be communicated to the University at the end of each semester. These marks will be considered for the declaration of the results.

### **Standard of passing**

For all courses, both internal assessment and External assessment constitute separate heads of passing. In order to pass in such courses and to earn the assigned credits, the students must obtain a minimum grade point of 5(40%marks) at External Assesment and also a minimum of grade point of 5(40%marks) for Internal Assesment.

In order to pass in curses which are assessed on the bais of continuous assessment the student must secure at least Pass Grade equivalent to 5 grade points.

A student who fails at External Assessment (EA) of a course has to reappear only for External assessment and clear the head of passing, Similarly a student who fails in internal Assessment/ContinuousAssessment of a course has to appear only for Internal Assesment /Continious Assesment as a backlog student and clear the head of passing to secure the Grade Point Average (GPA) required for passing. The performance of Inernal assessment and continuous assessment will be combined to obtain Grade Point Average for the course the weights for performance at External Assesment and Internal Assesment shall be 60 % and 40 % respectively. Students can avail the verification/revaluation facility as per the prevailing policy, guidelines and norms of the University.

### **GradingSystem**

10 point Grading System for grading in each head of passing shall be adopted as suggested By the Bharati Vidyapeeth University.

The grading system shall be as shown in the Table1 below

<b>Range of Marks (out of 100)</b>	<b>GradePoint</b>	<b>Grade</b>
$80 \leq \text{Marks} \leq 100$	10	O
$70 \leq \text{Marks} < 80$	9	A+
$60 \leq \text{Marks} < 70$	8	A
$55 \leq \text{Marks} < 60$	7	B+

$50 \leq \text{Marks} < 55$	6	B
$40 \leq \text{Marks} < 50$	5	C
$\text{Marks} < 40$	0	D

The performance at Internal Assessment /Continuous Assessment will be combined to obtain the Grade Point Average (GPA) and EA will be combined to obtain the Grade Point Average (GPA) for the course. The Weights for performance at External Assessment and Continuous Assessment shall be 60 % and 40% respectively.

The GP for a course shall be calculated by first finding the total marks for the course. The corresponding GPAverage as per the table below shall be the GPA for the course.

The Formula to calculate the GradePoint (GP) -

Suppose that 'Max' is the maximum marks assigned for an examination or evaluation based on which Grade point will be computed. In order to determine the GP, set  $x = \text{Max}/10$  (since we have adopted 10 Points system) The GP is calculated by the formula as shown in the Table 2. After computing the grade point, the grade can be found from Table 1.

Table 2: Formula to calculate Grade Point in individual evaluations.

Range of Marks at the valuation	Formula for the Grade Point
$8x \leq M \leq 10x$	10
$5.5x \leq M < 8x$	Truncate $(M/x) + 2$
$4x \leq M < 5.5x$	Truncate $(M/x) + 1$

Two kinds of performance indicators namely Semester Grade Point Average (SGPA) and the Cumulative Grade Point Average (CGPA) shall be computed at the end of each term. The SGPA measures the cumulative performance of the learner in all the courses in a particular semester, while the CGPA measures the cumulative performance in all courses since his/her enrolment. The CGPA of a learner when he or she completes the programme is the final result of the learner.

The SGPA is calculated by the formula

$$\text{SGPA} = \frac{\sum C_k \times \text{GP}_k}{\sum C_k}$$

Where  $C_k$  is the credit value assigned to a course and  $\text{GP}_k$  is the GPA obtained by the learner in the course. In the above, the sum is taken over all courses that the learner has



undertaken for the study during the semester, including those in which he/she might have failed or those for which he/she remained absent.

### Formula to compute equivalent percentage marks for specified CGPA.

$$\begin{aligned} \% \text{Marks}(\text{CGPA}) = & \begin{aligned} & 10 \times \text{CGPA} - 10, \text{ if } 5.00 \leq \text{CGPA} \leq 6.00 \\ & 05 \times \text{CGPA} + 10, \text{ if } 6.00 \leq \text{CGPA} \leq 8.00 \\ & 10 \times \text{CGPA} - 20, \text{ if } 8.00 \leq \text{CGPA} \leq 9.00 \\ & 20 \times \text{CGPA} - 110, \text{ if } 9.00 \leq \text{CGPA} \leq 9.50 \\ & 40 \times \text{CGPA} - 300, \text{ if } 9.50 \leq \text{CGPA} \leq 10.00 \end{aligned} \end{aligned}$$

### ATKT Rules:

A student is allowed to keep term for semester III if he/she has a backlog of not more than eight courses (Theory as well as Practical) in Semester I and Semester II together

A student shall be allowed to keep term for semester V, if he/she has a backlog of not more (Theory as well as Practical) in Semester III and IV together and should pass all the subjects of Semester I and Semester II.

### Award of Honours

A student who has completed the minimum credit specified for the programmes shall be declared to have passed in the programme.

The final result will be in terms of letter grade only and is based on the CGPA of all courses studied and passed.

The criteria for the award of honours are given in the table below.

Question Paper Pattern for External Assessment conducted by the University

Range of CGPA	Final Grade	Performance Descriptor	Equivalent Range of Marks
$9.50 \leq \text{CGPA} \leq 10.00$	O	Outstanding	$80 \leq \text{Marks} \leq 100$
$9.00 \leq \text{CGPA} \leq 9.49$	A+	Excellent	$70 \leq \text{Marks} \leq 80$
$8.00 \leq \text{CGPA} \leq 8.99$	A	Very Good	$60 \leq \text{Marks} \leq 70$
$7.00 \leq \text{CGPA} \leq 7.99$	B+	Good	$55 \leq \text{Marks} \leq 60$
$6.00 \leq \text{CGPA} \leq 6.99$	B	Average	$50 \leq \text{Marks} \leq 55$
$5.00 \leq \text{CGPA} \leq 5.99$	C	Satisfactory	$40 \leq \text{Marks} \leq 50$

CGPA below $\leq 5.00$	F	Fail	Marks below 40
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The pattern of Question Paper for External Assessment (60 Marks) of Theory subjects conducted by the University will be as follows:

1. The Question Paper will be divided into 02 Sections, Section I and Section II.
2. Each Section will consist of 03 Questions and all questions will be compulsory.
3. Question 1 of each Section shall be Objective in nature (Multiple Choice Question, Fill in the Blanks, Match the Pairs, True or False etc.) and carry a total of 06 marks only.
4. Question 2 and Question 3 will be of 12 marks each with internal choice. A question may be subdivided into sub-question a, b, c ... and the allocation of marks will depend on the weightage given to the topic.
5. Questions shall be set to assess the basic knowledge acquired, comprehension and application of knowledge in a given situation.
6. The Chairman of Board of Paper Setters for each course shall ensure that the questions cover the entire syllabus as per the weightage of marks indicated in the syllabus.
7. The duration of written examination shall be 2 ½ hours.

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**PROGRAMME STRUCTURE FOR B.Sc. (H&HA)**

**B.Sc. (H&HA) (6 semesters with subjects)**

**Bachelor of Science (Hospitality and Hotel Administration)-Three Years under Choice Based Credit System**

DSC: DISCIPLINE SPECIFIC COMPULSORY COURSE

LEC: LANGUAGE ENHANCING COMPULSORY COURSE

NC: NON CREDIT COURSE

LEE: LANGUAGE ENHANCING ELECTIVE COURSE

AEC: ABILITY ENHANCING COMPULSORY COURSE

SEC: SKILL ENHANCING COMPULSORY COURSE

SEM	SUBJEC CODE	SUBJECT NAME	CHOICE	MARKS				HORS / WEEK	CREDITS / WEEK
				IA	EA	CA	Total		
I	DSC 101	BASIC INDIAN FOOD PRODUCTION (THEORY)	COMPULSORY	40	60	--	100	03	03
	DSC 101 A	BASICINDIANFOODPRODUCTION(PRACTICAL)	COMPULSORY	40	60	--	100	04	02
	DSC 102	BASIC FOOD & BEVERAGE SERVICE I (THEORY)	COMPULSORY	40	60	--	100	03	03
	DSC 102 A	BASICFOOD&BEVERAGE SERVICEI(PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	DSC 103	BASIC HOUSEKEEPING OPERATIONS (THEORY)	COMPULSORY	40	60	--	100	02	02
	DSC 103 A	BASIC HOUSEKEEPING OPERATIONS	COMPULSORY	40	60	--	100	02	01
	DSC 104	BASIC FRONT OFFICE OPERATIONS (THEORY)	COMPULSORY	40	60	--	100	02	02
	DSC 104 A	BASIC FRONT OFFICE OPERATIONS ( PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	AEC 101	FOOD COMMODITIES	COMPULSORY	20	30	--	50	02	02
	LEE 101 LEE 102	BUSINESS COMMUNICATION*(T	ANYONE	40	60	--	100	02	02
	LEE 101A LEE 102A	BUSINESSCOMMUNICATION(PRACTICAL) BASICFRENCH(PRACTICAL)	ANYONE*	20	30	--	50	04**	02
				40	600	--	1000	28	21

**\*EXEMPTION OF BUSINESS COMMUNICATION ONLY IF THE CANDIDATE HAS SECURED A MINIMUM OF 60% & ABOVE IN THE QUALIFYING EXAMINATION.**

**\*\*INCLUDE S CLASS HOURS AS WELL AS HOURS SPENTIN PRACTICE OUT SIDE CLASS.**

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS				HOURS/ WEEK	CREDITS/ WEEK
				IA	EA	CA	TOTAL		

II	DSC201	BASICCONTINENTALFOOD DPRODUCTION (THEORY)	COMPULSORY	40	60	--	100	03	03
	DSC201 A	BASICCONTINENTALFOOD DPRODUCTION(PRACTICAL)	COMPULSORY	40	60	--	100	04	02
	DSC202	BASICFOOD&BEVERAGES SERVICEII(THEORY)	COMPULSORY	40	60	--	100	03	03
	DSC202 A	BASICFOOD&BEVERAGES SERVICEII(PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	DSC203	MANAGING HOUSEKEEPING OPERATIONS(THEORY)	COMPULSORY	40	60	--	100	02	02
	DSC203 A	MANAGING HOUSEKEEPING OPERATIONS (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	DSC204	MANAGING FRONT OFFICE OPERATIONS(THEORY)	COMPULSORY	40	60	--	100	02	02
	DSC204 A	MANAGING FRONT OFFICE OPERATIONS (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	SEC101	PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY (THEORY)	COMPULSORY	40	60	--	100	03	03
	SEC101 A	PERSONALITY SKILLS FORHOSPITALITY INDUSTRY (PRACTICAL)	COMPULSORY	20	30	--	50	04*	02
				<b>380</b>	<b>570</b>		<b>950</b>	<b>27</b>	<b>20</b>

\*INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE CLASS

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS	HOURS / WEEK	CREDITS / WEEK
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				IA	EA	CA	Total		
III	DSC301 (I)	INDUSTRY EXPOSURE & REPORT-I	COMPULSORY	--	120	80	200	54	35
	AEE 101- 107	SELECT FROM LIST	ANY ONE	--	--	50*	50	04	04
				--	<b>120</b>	<b>130</b>	<b>250</b>	<b>58</b>	<b>39</b>

THE STUDENT IS REQUIRED TO UNDERTAKE 22 WEEKS OF INDUSTRIAL EXPOSURE WITH A CLASSIFIED HOTEL (3 STAR AND ABOVE) IN THE FOLLOWING OPERATIONAL DEPARTMENTS:

- FOOD PRODUCTION OPERATIONS
- FOOD & BEVERAGE OPERATIONS
- HOUSEKEEPING /ACCOMODATION OPERATIONS
- FRONT OFFICE OPERATIONS

\*ABILITY ENHANCING ELECTIVE COURSES WILL HAVE CONTINUOS ASSESSMENT BASED ON PERFORMANCE IN THE TWO CLASS TESTS AND SUBMISSION OF MINIMUM FOUR ASSIGNMENTS

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS				HOURS/ WEEK	CREDITS/ WEEK
				IA	EA	CA	Total		
IV	DSC 401	LARDER & BASIC BAKING (THEORY)	COMPULSORY	40	60	--	100	04	04
	DSC 401A	LARDER & BASIC BAKING (PRACTICAL)	COMPULSORY	40	60	--	100	08	04
	DSC 402	ALCOHOLIC BEVERAGES (THEORY)	COMPULSORY	40	60	--	100	03	03
	DSC 402A	ALCOHOLIC BEVERAGES (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	DSC 403	ALLIED HOUSEKEEPING FUNCTIONS (THEORY)	COMPULSORY	40	60	--	100	02	02
	DSC 403A	ALLIED HOUSEKEEPING FUNCTIONS (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	DSC 404	FRONT OFFICE ACCOUNTING (THEORY)	COMPULSORY	40	60	--	100	02	02
	DSC 404 A	FRONT OFFICE ACCOUNTING (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	LEC101	HOTEL FRENCH (THEORY)	COMPULSORY	40	60	--	100	03	03
	LEC101A	HOTEL FRENCH (PRACTICAL)	COMPULSORY	20	30	--	50	04*	02
	SEE101-106	SELECT FROM LIST	ANY ONE	--	--	50**	50	04	04
	NC101A NC102A NC103A NC104A	COMMUNITY SERVICE SPORTS ACTIVITIES CULTURAL ACTIVITIES	ANYONE***	--	--	--	--	02	00
				380	570	50	1000	36	27

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\*INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE CLASS

\*\*SKILL ENHANCING ELECTIVE COURSES WILL HAVE CONTINUOS ASSESSMENT BASED ON PERFORMANCE IN THE TWO CLASS TESTS AND SUBMISSION OF MINIMUM FOUR ASSIGNMENTS

\*\*\* STUDENTS ARE REQUIRED TO TAKE ANY ONE OF THE NON CREDIT COURSES WHICH WILL BE ASSESSED AS "SATISFACTORY" OR "UNSATISFACTORY" PERFORMANCE BASED ON COMPLETION OF ASSIGNED ACTIVITIES /TASKS AND SUBMISSION OF REPORT THERE OF.



SEM	SUBJECT CODE	SUBJECTNAME	CHOICE	MARKS				HOURS/ WEEK	CREDITS/ WEEK
				IA	EA	CA	TOTAL		
V	DSE101  DSE102 DSE103	QUANTITY INDIAN & REGIONAL FOOD PRODUCTION (THEORY) ALCOHOLIC BEVERAGES II (THEORY) ACCOMMODATION OPERATIONS (THEORY)	ANY ONE	40	60	--	100	04	04
	DSE101A  DSE102A DSE103A	QUANTITY INDIAN & REGIONAL FOOD PRODUCTION (PRACTICAL) ALCOHOLIC BEVERAGES II (PRACTICAL) ACCOMMODATION OPERATIONS (PRACTICAL)	ANY ONE	40	60	--	100	08  08*  08*	04  04  04
	SEC 102	ACCOUNTING SKILLS FOR HOTELS (THEORY)	COMPULSORY	40	60	--	100	03	03
	SEC 103	TOURISM OPERATIONS (THEORY)	COMPULSORY	40	60	--	100	03	03
	AEC 102	HOSPITALITY LAW (THEORY)	COMPULSORY	40	60	--	100	03	03
	AEE 101- 107	SELECT FROM LIST	ANY ONE	--	--	50**	50	04	04
				200	300	50	550	25	21

\*INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE CLASS

STUDENTS OPTING FOR DSE 102A MAY UNDERTAKE MINIMUM 08 ODC OR PARTTIMEJOB/ WEEKEND JOB WITH REPUTED HOTELS/ RESTAURANTS FOR MINIMUM 64 HOURS IN THE SEMESTER.

STUDENTS OPTING FOR DSE 103A MAY ENGAGE THEMSELVES IN PRACTICAL TRAINING/ PART TIME JOB WITH REPUTED HOTELS FOR MINIMUM 64 HOURS IN THE SEMESTER

\*\* ABILITY ENHANCING ELECTIVE COURSES WILL HAVE CONTINUOUS ASSESSMENT BASED ON PERFORMANCE IN THE TWO CLASS TESTS AND SUBMISSION OF MINIMUM FOUR ASSIGNMENTS.

SEM	SUBIEC	SUBJECTNAME	CHOICE	MARKS	HOURS	CREDITS/
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		TCODE			IA	EA	CA	Total	/WEEK	WEEK
VI	DSE 201 DSE 202 DSE 203	SELECT FROM LIST (THEORY)	ANY ONE	40	60	--	100	04	04	
	DSE 201 A DSE 202 A DSE 203 A	SELECT FROM LIST (PRACTICAL)	ANY ONE	40	60	--	100	08 08* 08*	04 04 04	
	SEC 104	APPLICATIONS OF COMPUTER IN HOTELS (THEORY)	COMPULSORY	20	30	--	50	02	02	
	SEC 104 A	APPLICATIONS OF COMPUTER IN HOTELS (PRACTICAL)	COMPULSORY	40	60	--	100	04	02	
	AEC 103	HOSPITALITY MARKETING (THEORY)	COMPULSORY	40	60	--	100	03	03	
	AEC 104	HUMAN RESOURCE MANAGEMENT (THEORY)	COMPULSORY	40	60	--	100	03	03	
	SEE 101 - 107	SELECT FROM LIST (THEORY)	ANY ONE OR TWO**	--	--	50 * *	50	04	04	
					220	330	50	600	28	22

\*INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE CLASS

STUDENTS OPTING FOR DSE 203 A-DSE 204 A MAY UNDERTAKE MINIMUM 08 ODC OR PART TIME / WEEKEND JOB WITH REPUTED HOTELS / RESTAURANTS FOR MINIMUM 64 HOURS IN THE SEMESTER.

STUDENTS OPTING FOR DSE 205 A-DSE 206 A MAY ENGAGE THEMSELVES IN PRACTICAL TRAINING/ PART TIME JOB WITH REPUTED HOTELS FOR MINIMUM 64 HOURS IN THE SEMESTER.

\*\*SKILL ENHANCING ELECTIVE COURSES WILL HAVE CONTINUOUS ASSESSMENT BASED ON PERFORMANCE IN THE TWO CLASS TESTS AND SUBMISSION OF MINIMUM FOUR ASSIGNMENTS

#### LIST OF DISCIPLINE SPECIFIC ELECTIVE COURSE(THEORY)

DSE201      ADVANCED FOOD PRODUCTION & KITCHEN MANAGEMENT(THEORY)

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DSE202	FOOD & BEVERAGE OPERATIONS & MANAGEMENT(THEORY)
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DSE203	ACCOMMODATION MANAGEMENT (THEORY)
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**LIST OF DISCIPLINE SPECIFIC ELECTIVE COURSE(PRACTICAL)**

DSE201	ADVANCED FOOD PRODUCTION & KITCHEN MANAGEMENT (PRACTICAL)
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DSE202	FOOD & BEVERAGE OPERATIONS & MANAGEMENT(PRACTICAL)
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DSE203	ACCOMMODATION MANAGEMENT (PRACTICAL)
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**LIST OF ABILITY ENHANCING ELECTIVE COURSES**

AEE101	CATERING SCIENCE
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AEE102	DIETITICS & NUTRITION
--------	-----------------------

AEE103	FOOD & BEVERAGE CONTROLS
--------	--------------------------

AEE104	PRINCIPLES OF MANAGEMENT
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AEE105	ORGANISATION BEHAVIOR
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AEE106	HOTEL ECONOMICS
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AEE107	FINANCIAL MANAGEMENT
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**LIST OF SKILL ENHANCING ELECTIVE COURSES**

SEE101	FIRST AID
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SEE102	HOTELMAINTENANCE
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SEE103	RETAILMANAGEMENT
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SEE104	EVENTMANAGEMENT
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SEE105	ENTREPRENEURSHIP DEVELOPMENT
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SEE106	FACILITYPLANNING
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SEE107	SKILL ENHANCEMENT FOR MEDIA &JOURNALISMINHOSPITALITY (PRACTICAL)
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# **SEMESTER- I**

	<b>SUBJECT CODE: DSC 101</b>				
	<b>SUBJECT : BASIC INDIAN FOOD PRODUCTION (THEORY)</b>				
<b>Teaching Scheme/Week</b>		<b>Examination Scheme</b>			
<b>Theory hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>03</b>	<b>40</b>	<b>60</b>	<b>-----</b>	<b>100</b>	<b>03</b>

### **Rationale :**

This subject intends to develop knowledge and basic culinary skills, which will help students to develop a comprehensive insight into culinary history, ingredients and their uses, methods of cooking, basic cooking equipment and tools.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Introduction to art of cookery</b>	<b>06</b>	<b>08</b>
1.1	Culinary History		
1.2	Origins of classical and modern cuisine		
1.3	Classical kitchen brigade for a five star hotel		
1.4	Duties and responsibilities of Executive Chef and various chefs		
1.5	Organization of modern kitchen		
1.6	Standards of professionalism		
1.7	Kitchen Uniforms		
1.8	Inter departmental co-ordination		
<b>Chapter 2</b>	<b>Mise-en-place</b>	<b>04</b>	<b>08</b>
2.1	Importance		
2.2	Weighing and measuring ingredients-weight and volume consideration		
2.3	Preparation of ingredients		
2.4	Methods of mixing food		
<b>Chapter 3</b>	<b>Equivalents of ingredients</b>	<b>04</b>	<b>04</b>
3.1	Equivalents of various ingredients used in the kitchen-cereals, pulses, vegetables, fruits, nuts, fish, meat.		
<b>Chapter 4</b>	<b>Methods of Cooking</b>	<b>14</b>	<b>16</b>
4.1	Aims and Objectives of cooking food		
4.2	Effects of heat on food- proteins, carbohydrates, vitamins, fats, minerals, fruit and vegetable fiber, flavor components		
4.3	Types of pigments in vegetables, fruits and animal products		

4.4	Effects of heat, acid, alkali, oxidation and metal on pigments		
4.5	Precautions for enhancing and retention of colour.		
4.6	Methods of heat transfer- conduction, convection, radiation.		
4.7	Cooking methods- Moist & Dry (Salient features of various cooking methods, temperature precaution) Steaming, braising, stewing, poaching, boiling, baking, roasting, grilling, frying, broiling, microwave and solar.		
<b>Chapter 5</b>	<b>Tools &amp; Equipments</b>	<b>04</b>	<b>06</b>
5.1	Introduction to various types of Knives, Hand tools and Small equipments, Measuring devices, Pots, Pans and Containers		
5.2	Use and maintenance of Equipment- Cooking range, Mixer, OTG, Refrigerator.		
5.3	Properties, Advantages and Disadvantage of various materials used in tools and equipment		
<b>Chapter 6</b>	<b>Sanitation and Safety</b>	<b>08</b>	<b>08</b>
6.1	Personnel Hygiene		
6.2	Food Storage		
6.3	Hygiene & safe practices in food handling and preparation		
6.4	Cleaning and Sanitizing Equipments		
6.5	Rodent and insect control		
6.6	Safety practices at work place, preventing cuts & burns, falls & injuries		
6.7	Fire prevention.		
6.8	HACCP system.		
<b>Chapter 7</b>	<b>Standard Recipe</b>	<b>04</b>	<b>06</b>
7.1	Definition		
7.2	Uses & Limitations		
7.3	Structure		
<b>Chapter 8</b>	<b>Culinary Terms</b>	<b>04</b>	<b>04</b>

Raita	Payassam	Do pyaza
Murabba	Korma	Bharwaan
Phirnee	Kofta	Bhurta
Chenna	Khoya	Pakora
Rabarhi	Kachumber	Kadhi
Khichri	Kachori	Baghar
Achar	Boti	Bhujjia
Halwa	Bonda	Foogath
Bhunnana	Bhunao	Vindaloo
Boondi	Kheema	Burfi
Pachadi	Dhansak	Chikki
Kulfi	Pulao	Falooda

### REFERENCE BOOKS:

Sr.No.	Name of the Book	Author	Publisher
1	Professional Cooking	Wayne Gisselen	John Wiley & Sons , N.Y
2	Modern cookery for Teaching and Trade	Thangam E. Philip	Orient Longman Ltd.Mumbai
3	Theory of cookery	Krishna Arora	Frank Bros & Co. Ltd. New Delhi
4	Theory of Catering	Kinton Ceserani	ELBS
5	Practical cookery	Kinton Ceserani	ELBS
6	The book of ingredients	Jane Grigson	Pengiu Books ,England
7	Basic Cookery	Richard Maetland & Derek Welsby	Heinemann Professional
8	Food Commodities	Bernard Davis	Heinemann Professional
9	Food Commodities For Cookery	Lingard & Sizer	Butterworth & Heinemann

SUBJECT CODE:DSC101A					
SUBJECT:BASIC INDIAN FOOD PRODUCTION (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	-----	100	02

Minimum 12 practicals of Indian menus to be conducted and should include basic rice/ Indian bread meat, vegetable and sweet dishes.

**It is recommended that demonstrations be conducted in the initial stages to familiarise the students with the following:**

1. Introduction of various tools and their usage.
  2. Familiarization and identification of commonly used ingredients—weights and volume conversion, yield testing.
  3. Basic hygiene practices to be observed in the kitchen.
  4. Safety practices in the kitchen.
  5. Food storage.
  6. Use of knife and cutting techniques, cuts of vegetables.
  7. Pre-preparations, mixing methods.
  8. Basic Cooking methods.
- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.



<b>SUBJECT CODE:DSC 102</b>					
<b>SUBJECT: BASIC FOOD &amp; BEVERAGE SERVICE–I (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	-----	100	03

### **Rationale:**

To impart comprehensive knowledge and develop technical skills in basic aspects of Food & Beverage operations in the hotel industry.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>The Food &amp; Beverage Industry</b>	<b>06</b>	<b>08</b>
1.1	Introduction to Food & Beverage Industry		
1.2	Classification of Catering Establishments		
1.3	Introduction to Food & Beverage Operations		
<b>Chapter 2</b>	<b>Food &amp; Beverage Service Areas in the Hotel</b>	<b>08</b>	<b>10</b>
2.1	Restaurant , Coffee Shop, Room Service, Bars, Banquets, Snack Bars, Executives lounges,		
2.2	Business Centre & Night Clubs Auxiliary Areas		
<b>Chapter 3</b>	<b>Food &amp; Beverage Service Equipments</b>	<b>06</b>	<b>10</b>
3.1	Types & Usage of Equipments , Furniture, Chinaware, Silverware, Glassware, Linen and Disposables		
3.2	Special Equipments,Care and maintenance of Equipments		
<b>Chapter 4</b>	<b>Food &amp; Beverage Service Personnel</b>	<b>08</b>	<b>12</b>
4.1	Food & Beverage Service Organizations		
4.2	Job Description & Job Specification of Food & Beverage Staff		
4.3	Attitudes & attributes of Food & Beverage service personnel, competencies		
4.4	Basic etiquettes for service staff, Interdepartmental relationship		
<b>Chapter 5</b>	<b>Food &amp; Beverage Service Methods</b>	<b>12</b>	<b>12</b>
5.1	Table Service- Silver / English, Butler / French, Russian, American		

5.2	Self Service , Buffet & Cafeteria		
5.3	Specialized Service- Gueridon , Tray, Trolley, Lounge, Room		
5.4	Single Point Service – Take away, Vending Machine,		
5.5	Food Courts, Bars& Automats		
5.6	Mise-en-place & Mise-en-scene		
<b>Chapter 6</b>	<b>In Room Dining-IRD</b>	<b>08</b>	<b>08</b>
6.1	Introduction		
6.2	Equipments Required for IRD–Trays& Trolleys		
6.3	In Room Dining Procedures-Misen place activities		
6.4	Order Taking for IRD and Execution of IRD order		
6.5	Collecting the order and Carryingit to the Room		
6.6	Other Services		

### Glossary of Terms

Popular Catering	Industrial Catering	ODC
Fast Food	Welfare Catering	Bistro
Take away	Transport Catering	Brasserie
Gastrodome	Carvery	Self Service
Gastropubs	Echelon	Assisted Service
Table Service	Drive thru	Maitre d’hotel
Silver Service	Kiosks	Chef de rang
English Service	Food Court	Demi Chef de rang
Russian Service	Drive-in	Station
American Service	Insitu Service	Commis de rang
Gueridon Service	Single Point Service	Debarrasseur
Sommelier	Chef d’etage	Chef de sale
Bus Boy	Hot Plate	Barista
Aboyeur	Off-board	Still Room
Deferred Wash	Tray Jack	EPOS
Mise-en-place	Mise-en-scene	Polivit
Crumb down	Dummy Waiter	Carte du jour
Waiters Friend	EPNS	Tisane
Café Complet	Café Simple	Cover
Still Set	Still room	Perrier
Evian		

### Assignments:

- A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.
- Identify various outlets providing different types of service in the city.
  - Identify different brands of various F & B service outlets in the city.
  - Various F & B equipments with sizes, capacity, picture –in form of Power Point Presentation.
  - Making various creative napkin folds.

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**REFERENCE BOOKS:**

<b>Sr.No.</b>	<b>Name of the Book</b>	<b>Author</b>	<b>Publisher</b>
1	Food & Beverage Service	Denis Lillycrap Cousins	Book Power
2	Modern Restaurant Service	John Fuller	Hutchinson
3	Food & Beverage Service	Sudhir Andrews	Tata McGraw Hill

<b>SUBJECTCODE : DSC 102 A</b>					
<b>SUBJECT: BASIC FOOD &amp; BEVERAGE SERVICE– I (PRACTICAL)</b>					
Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	01

<b>Sr.No.</b>	<b>Topic</b>
1	Restaurant Etiquettes
2	Restaurant Hygiene Practices
3	Mise en place & Mise en scene
4	Identification of Equipments
5	Laying & relaying of tablecloths
6	Napkin Folds
7	Service of Water ,Carrying a salver/ tray
8	Room Service Order taking Procedure, Tray Set-ups
9	Handling service gear
10	Carrying plates, glasses & other Equipments
11	Setting of table d'hôte&A'la carte cover
12	Changing of Ashtray
13	Planning & Writing Indian Menus
14	Laying cover for Indian menu
15	Service of Indian Food & Accompaniments. Clearance following the same
16	Laying the cover for a three course continental menu (Starter, Main Courses, Sweets)

<b>SUBJECT CODE: DSC 103</b>					
<b>SUBJECT : BASIC HOUSEKEEPING OPERATIONS (THEORY)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Theory hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>02</b>	<b>40</b>	<b>60</b>	<b>---</b>	<b>100</b>	<b>02</b>

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

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Introduction to Hotel House Keeping</b>	<b>04</b>	<b>08</b>
1.1	Importance of Housekeeping.		
1.2	Functions of Housekeeping.		
1.3	Areas of House Keeping responsibility		
1.4	Types of Guest Rooms ,		
1.5	Standard Guest Room amenities & facilities for regular and VIP rooms		
<b>Chapter 2</b>	<b>Layout of House Keeping Department</b>	<b>04</b>	<b>06</b>
2.1	Section of the housekeeping department		
2.2	Layout of Housekeeping Department		
2.3	Functions of each section		
2.4	Maids Service room - Location, Function		
<b>Chapter 3</b>	<b>Organization of House Keeping Department</b>	<b>04</b>	<b>08</b>
3.1	Hierarchy of Large, medium and small hotel's Housekeeping department.		
3.2	Attributes of Housekeeping staff.		
3.3	Job Description and Job Specification of House Keeping Personnel		
<b>Chapter 4</b>	<b>Cleaning Equipment used in Housekeeping Operations</b>	<b>04</b>	<b>06</b>
4.1	Classification, Use, care & maintenance.		
<b>Chapter 5</b>	<b>Cleaning Agents</b>	<b>04</b>	<b>06</b>
5.1	Classification , Use, care and Storage, Distribution & Control		

<b>Chapter 6</b>	<b>Co-ordination of Rooms division with other Departments</b>	<b>02</b>	<b>06</b>
6.1	Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts		
<b>Chapter 7</b>	<b>Cleaning Routine of Housekeeping Department</b>	<b>04</b>	<b>06</b>
7.1	General principles of cleaning.		
7.2	Work routine for Housekeeping Department floor supervisors and chamber maids.		
7.3	Rules of the floor.		
<b>Chapter 8</b>	<b>Cleaning Routine of Guest Rooms</b>	<b>04</b>	<b>08</b>
8.1	Daily cleaning of occupied, departure, vacant, under repair, VIP.		
8.2	Evening service & second service procedures.		
8.3	Weekly cleaning / periodic cleaning. Spring Cleaning tasks to be carried out.		
<b>Chapter 9</b>	<b>Cleaning Routine of Public Areas</b>	<b>02</b>	<b>06</b>
9.1	Areas to be maintained		
9.2	Daily, weekly cleaning procedures for various Public areas such as Lobby/ Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Elevators, and staircase and Corridors		

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## Glossary of Terms

Amenity	Back to back	Deep cleaning
Back of the house	Double lock	Faucet
Departure room	DND	Floor pantry
Front of the house	GRA	Inventory
Hardscape	Landscape	Preventive Maintaence
Job description	Job specification	Occupancy report
OOO	Organization chart	Room status discrepancy
Rooms division manager	Room status report	Twin room
WC	Maid's service room	Cabana
Hollywood room	Lanai	Suite
Interconnecting room	Efficiency room	Pent house
Duplex	Hospitality suite	Murphy bed
U/R	Z -bed	Duvet
King bed	Queen bed	Aerosols
Bidet	Abrasives	Hand caddy
Blade dispenser	Coverlet	Chamois
Buffing	Burnishing	Shams
Crib		Dust ruffle
Disinfectants	Dustette	Jewelers' rouge
Dutch wife		Dust sheet
Shoe mitt	Drugget	Tent card
Squeegee	Vanity unit	Deodorizers
Lint	Johnny mop	Swab
Wringer mop	Upholstery	Feather brush
Scrim	Glass cloth	Linen chute
Block cleaning	Foot fold	Re-sheeting
Mitring	Orthodox cleaning	Spring cleaning
Second service	Turndown service	Jacuzzis
Team cleaning	Damp dusting	Jacuzzis
Powder room	Sauna	

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### REFERENCE BOOKS

<b>Sr. No.</b>	<b>Name of the Book</b>	<b>Author</b>	<b>Publisher</b>
1	Hotel House Keeping Operations & Management-	Sudhir Andrews	Tata McGraw Hill
2	Hotel Housekeeping & Management	G Raghubalan Smritee Raghubalan	Oxford University Press
3	Hotel, Hostel & Hospital Housekeeping	Branson & Lennox	E L B S
4	Accomodation Management	Rosemary Hurst	Heinemann publishing



SUBJECT CODE: DSC 103A					
SUBJECT : BASIC HOUSEKEEPING OPERATIONS (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	01

**1. Introduction to the Housekeeping department.**

- Identifying various sections of the Housekeeping department
- Introduction to the various types of Guest rooms and Public areas in the Hospitality Training centre
- Introduction to Guest room supplies and their placement.

**2. Introduction to Cleaning Equipment's and cleaning agents.**

- Identification of manual and mechanical cleaning equipment.
- Different parts of equipment.
- Function of cleaning equipments.
- Care and maintenance.
- Introduction to Cleaning Agents as per their classification and function.
- Sweeping and Mopping Dry surfaces.

**3. Cleaning and Polishing of Laminated surfaces.**

- Cleaning and polishing of wooden surfaces.
- Cleaning and polishing of plastic and acrylic surfaces.
- Cleaning and polishing of oil painted surfaces.
- Sweeping and Mopping – Dry surfaces.

**4. Polishing of Brass Articles.**

- Cleaning and polishing of Brass Ornamental and utility articles.
- Sweeping and mopping of Public areas.

**5. Polishing of Silver articles**

- Cleaning and polishing of Silver articles.
- Cleaning of oil painted surfaces.

**6. Cleaning of Glass surfaces**

- Cleaning and polishing of window panes.
- Cleaning and polishing of glass counters.
- Cleaning of ventilators.

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## **7. Polishing of Wooden surfaces**

- Cleaning and polishing of wooden surfaces Sand papering and French polishing. Wax polishing, Mansion polishing
- Cleaning of wooden and metal frames of furniture.

## **8. Cleaning of different floor finishes**

- Cleaning and scrubbing of Kota, Ceramic, Wooden, Stone and Marble floor finishes.

## **9. Cleaning of different wall finishes**

- Cleaning and scrubbing of Kota, Ceramic, Wooden, Stone and Marble wall finishes.

## **10. Bed making**

- Different styles of making a bed- Day bed, Evening bed.
- Cleaning of Guest room- Morning service and Evening service.

## **11. Daily Cleaning of Guest rooms - Departure, Occupied and Vacant rooms.**

## **12. Weekly Cleaning of Guest rooms.**

- Super Cleaning and scrubbing of various surfaces in a guest room.

## **13. Daily, Weekly cleaning of Public Areas (Corridors, Restaurant, Administrative Offices, Staircases and Elevators, Exterior areas)**

<b>SUBJECT CODE: DSC 104</b>					
<b>SUBJECT : BASIC FRONT OFFICE OPERATIONS (THEORY)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Theory hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>02</b>	<b>40</b>	<b>60</b>	<b>---</b>	<b>100</b>	<b>02</b>

**Rationale:** The subject aims to establish the importance of Front office and its role in the hospitality Industry. It prepares the student to acquire basic knowledge and skills necessary to identify the required standards.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Introduction To Hospitality Industry</b>	<b>06</b>	<b>10</b>
1.1	Evolution to Hotel Industry		
1.2	Classification of Hotels (Based on various categories like size, location, clientele, length of stay, facilities, ownership)		
<b>Chapter 2</b>	<b>Front office Organisation</b>	<b>06</b>	<b>10</b>
2.1	Introduction to Front office Dept.		
2.2	Layout of Front office Dept., Equipment's used in Front office department.		
2.3	Essential Attributes and Qualities of Front Office staff		
2.4	Organizational Chart of Hotels (Large, Medium, Small)		
2.5	Duties and Responsibilities of Front office staff		
<b>Chapter 3</b>	<b>Room Rates &amp; Tariff</b>	<b>06</b>	<b>12</b>
3.1	Types of Guests.		
3.2	Types of room		
3.3	Room Tariff (factors affecting room Tariff, Establishing the end of the day)		
3.4	Types of Rates (Rack, FIT, Crew, Group, Corporate)		
3.5	Meal Plans		
3.6	Basis of charging Tariff		

<b>Chapter 4</b>	<b>Bell Desk &amp; Concierge</b>	<b>04</b>	<b>10</b>
4.1	Procedure for Guest Arrival & Departure		
4.2	Procedure for Left luggage & Scanty Baggage		
4.3	Paging & Luggage Handling		
4.4	Other Duties of Bell staff		
4.5	Valet service		
<b>Chapter 5</b>	<b>Guest Cycle and Room Reservations</b>	<b>08</b>	<b>12</b>
5.1	Guest Cycle		
5.2	Modes and Sources of reservation		
5.3	Importance of reservation		
5.4	Procedure for taking reservation		
5.5	Records used in reservation		
5.6	Types of reservation		
5.7	Computerized reservation system		
5.8	Overbooking		
<b>Chapter 6</b>	<b>Interdepartmental communication</b>	<b>02</b>	<b>06</b>
6.1	Coordination of Front office department with other departments (Housekeeping, Food and Beverage department, Sales and Marketing department Engineering and Maintenance department Security, Accounts, Human Resource)		

## Glossary of Terms

Resort	Motel	Transit hotel
Convention hotel	Timeshare hotel	Casino hotel
Boutique hotel	Heritage hotel	Budget hotel
American Plan	Modified American Plan	Continental Plan
Bermuda Plan	Go plan	Walk in
Check in	Checkout	Walkout
No show	Overstay	Under stay
Crib rate	Corporate rate	CVGR
Rack rate	Day rate	GDS
CRS	Amendment	Guaranteed booking
Confirmed reservation	GIT	SB
Concierge	Waitlist	PBX
Paging	Retention charge	Sleep out
NB	Left luggage	Studio
PABX	EPABX	Valet
Skipper	Quad room	
Valet		
Resort	Motel	Transit hotel
Convention hotel	Timeshare hotel	Casino hotel
Boutique hotel	Heritage hotel	Budget hotel
American Plan	Modified American Plan	Continental Plan
Bermuda Plan	Go plan	Walk in
Check in	checkout	Walkout
No show	Overstay	Under stay

## REFERENCE BOOKS

Sr. No.	Name of the Book	Author	Publisher
1	Hotel Front Office Operations & Management	Sudhir Andrews.	Tata McGraw Hill
2	Check-in Check -out	Jerome Vallen	WM.C Brown IOWA
3	Principles of Hotel Front Office Operations	Sue Baker,P.Bradley, J.Huyton	Continuum
4	Hotel Front Office	Bruce Graham Stanley	Thornes
5	Managing Front Office operations	Michael Kasavanna Richard Brooks	AH&LA,

		Charles Steadmon	
6	Front Office Procedures & Management	Peter Abott.& Sue Lewry	Butterworth & Heinemann
7	Front Office operations	Colin Dix, Chris Baird	Pearson
8	Front Office Operations and Administration	Dennis foster	Glencoe.

<b>SUBJECT CODE: DSC 104 A</b>					
<b>SUBJECT : BASIC FRONT OFFICE OPERATIONS (PRACTICAL)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Practical hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>02</b>	<b>40</b>	<b>60</b>	<b>-----</b>	<b>100</b>	<b>01</b>

1. Telephone Etiquettes and mannerisms  
Role play of situations pertaining to Telephone handling.
2. Handling guest mail  
Role play of situations pertaining to handling guest mails (in-house, expected and checked out guests)
3. Handling guest messages  
Role play of situations pertaining to handling guest message (Telephonic, In Person)
4. Situations on basis of charging Room tariff
5. Handling Arrival and Departure procedure at bell desk
6. Handling Scanty baggage and Left luggage procedure at bell desk
7. Handling Guest enquires and providing information
8. Procedure for receiving reservations  
Procedure for determining room availability using conventional charts
9. Procedure for receiving reservations  
Procedure for determining room availability using software
10. Procedure for receiving reservations  
Procedure for Amendments & Cancellation
11. Handling guest who are blacklisted

## **ASSIGNMENTS**

1. Country, Capital, Currencies & Airlines
2. India – States and Capitals
3. 10 Tourist destination of Maharashtra
4. 10 Tourist destination of India
5. Metro cities information (Location, Shopping, Facilities, Restaurants, Places of interest, Historical Monuments)
6. Information on National and International chain of Hotels  
Presentation on assignments with the use of audio visual aids.

<b>SUBJECT CODE: AEC 101</b>					
<b>SUBJECT : FOOD COMMODITIES (THEORY)</b>					
Teaching Scheme/Week			Examination Scheme		
Theory hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	20	30	-----	50	02

**Rationale** This subject intends to develop help students to develop an understanding into ingredients used in the kitchen, their types, uses, and storage.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Vegetables and Fruits</b>	<b>04</b>	<b>04</b>
1.1	Classification and Uses		
1.2	Purchasing and Storage		
<b>Chapter 2</b>	<b>Cereals and Pulses</b>	<b>04</b>	<b>04</b>
2.1	Wheat – Composition and Structure, Flour Milling and Types of Flours		
2.2	Rice – Types of Rice and Rice Products		
2.3	Introduction to maize, barley and oats		
2.4	Pulses – Types, method of sprouting and cooking		
<b>Chapter 3</b>	<b>Fats and Oils</b>	<b>03</b>	<b>03</b>
3.1	Sources and Properties		
3.2	Manufacture and Uses		
3.3	Rendering of fats		
3.4	Rancidity in fats and oils		
<b>Chapter 4</b>	<b>Sugar</b>	<b>03</b>	<b>03</b>
4.1	Sources, Types, Functions and Storage		
<b>Chapter 5</b>	<b>Raising Agents</b>	<b>02</b>	<b>02</b>
5.1	Definition, Principle and Classification		
<b>Chapter 6</b>	<b>Herbs, Spices and Condiments</b>	<b>03</b>	<b>02</b>
6.1	Functions and Storage		
6.2	Difference between Herbs and Spices		
6.3	Condiments		
<b>Chapter 7</b>	<b>Colours and Flavours, Gels and Gelling Agents, Preserves</b>	<b>03</b>	<b>02</b>
7.1	Colours – Forms, Instructions for use		
7.2	Flavours – Types		
7.3	Examples of commonly used colours, flavours and essences		
7.4	Classification, Types and Uses of Edible gums		
7.5	Preserves - Types		

<b>Chapter 8</b>	<b>Milk</b>	<b>03</b>	<b>03</b>
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8.1	Composition, Types, Uses and Storage		
<b>Chapter 9</b>	<b>Cheese</b>	<b>04</b>	<b>03</b>
9.1	Classification		
9.2	Manufacturing of Cheddar Cheese		
9.3	Uses, Purchasing and Storage of Cheese		
<b>Chapter10</b>	<b>Butter, Cream and Yoghurt</b>	<b>03</b>	<b>04</b>
10.1	Butter – Manufacturing, Types and Uses		
10.2	Cream – Types and Uses		
10.3	Yoghurt – Types and Uses		

### REFERENCE BOOKS:

<b>Sr.No.</b>	<b>Name of the Book</b>	<b>Author</b>	<b>Publisher</b>
1	Food Commodities	Bernard Davis	Heinemann Professional
2	Food Commodities For Cookery	Lingard & Sizer	Butterworth & Heinemann
3	The Book of Ingredients	Jane Grigson	Pengiuin Books ,England

SUBJECT CODE:LEE101					
SUBJECT:BUSINESS COMMUNICATION					
Teaching Scheme/Week		Examination Scheme			
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	-----	100	0

	Hours	Marks
<b>Chapter1 The Communication Process</b>	<b>06</b>	<b>15</b>
1.1 Definition and importance of communication.		
1.2 Elements of communication/process of communication		
1.3 Formal and informal communication-		
1.4 Types of communication– Flow of communication (vertical, horizontal, lateral),		
1.5 Barriers to effective communication		
1.6 How to overcome communication barriers		
<b>Chapter2 Oral communication</b>	<b>04</b>	<b>10</b>
2.1 Advantages and disadvantages		
2.2 Articulation and delivery		
2.3 Making speeches and presentations		
2.4 Telephone etiquettes		
2.5 Standard phrases used in hotels and restaurants.		
<b>Chapter3 Written communication</b>	<b>14</b>	<b>35</b>
3.1 Advantages & disadvantages		
3.2 Letter of enquiry, Letter of complaint, Letter of apology, Letter of order, Letter of application Accompanied by bio-data, Letter of resignation, Letter of collection & sales		
3.3 Writing a logbook		
3.4 Paragraph structure		
3.5 Report writing (incidents, visits)		
3.6 Memos, notices, circulars		
3.7 Notes Making		

### REFERENCE BOOKS

- 1 Technical Communication, an & Sharma, Oxford University Press Principle and Practice Meenakshi Raman, Sangeeta Sharma, Oxford University Press
- 2 Technical communication, Urmila Rai & S.M Rai, Himalaya Publication
- 3 Essentials of Technical Communication, Sunil Gokhale Himalaya Publication
- 4 English Grammar & Composition, Wren & Martin, Orient Longman

<b>SUBJECT CODE:LEE 101A</b>					
<b>SUBJECT:BUSINESS COMMUNICATION (PRACTICAL)</b>					
Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04*	20	30	----	50	02

<b>Sr.No</b>	<b>Topic</b>
1	Self introduction.
2	Extempore onvarious topics
3	Presentations onvarious topics
4	Group Discussion.
5	Telephone etiquettes and hand ling telephones.
6	Practice of Standard phrases used in hotels and restaurants
7	Preparation for interviews.
8	Importance of Body language informal situations
9	Conduct of Meeting/briefing
10	Preparing Reports-Visit/incident
11	Presentation of Reports.
12	Formal Speeches
13	Reading
14	Vocabulary development
15	Debate
16	Book reading and Discussion

<b>SUBJECT CODE:LEE102</b>					
<b>SUBJECT: BASIC FRENCH(THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	02

### **Rationale**

To introduce basic knowledge of French language to the students of Hotel management

		<b>Hours</b>	<b>Mark</b>
<b>Chapter1</b>	<b>INTRODUCTION</b>		<b>12</b>
1.1	Alphabet		
1.2	Accents		
1.3	Articles:Definite, Indefinite, partitive and contracted articles		
1.4	Subject Pronouns		
1.5	Basic greetings		
1.6	Vocabulary related to classroom		
1.7	Cardinal Numbers (0-100) & Ordinal Numbers		
1.8	Time, days of a week, months		
1.9	Vocabulary related to seasons, weather		
<b>Chapter2</b>	<b>Conjugation– PresentTense</b>	<b>08</b>	<b>08</b>
2.1	Conjugation of verbs être and avoir		
2.2	Conjugation of first regular group ‘-er’(Ex.Parleretc)		
2.3	Conjugation of second regular group ‘-ir’(Ex.firir)		
2.4	Conjugation of third regular group ‘-re’(ex.attendre)		
2.5	Conjugation of third regular group ‘-oir’(ex.Vouloir)		
<b>Chapter3</b>	<b>Grammar</b>	<b>06</b>	<b>12</b>
3.1	Adjectives : Qualifying, Demonstrative, Possessive		
3.2	Preposition		
3.3	Plural		
3.4	Masculine and Feminine		

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3.5	Negations		
3.6	Pronouns:Subject, object, en, y, reflexive		
<b>Chapter4</b>	<b>Personal Life</b>	<b>03</b>	<b>10</b>
4.1	Self Introduction		
4.2	Vocabulary relatedtofamily		
4.3	Hobbies,daily routine		
<b>Chapter5</b>	<b>At work</b>	<b>01</b>	<b>08</b>
4.1	Professions		
4.2	Vocabulary related to professions		
<b>Chapter6</b>	<b>Translation</b>	<b>04</b>	<b>10</b>
5.1	English to French		
5.2	French to English		

## REFERENCE BOOKS

- 1 Basic French for Hotel Industry,Vaishali Mankikar Continental, Prakashan,Pune
- 2 Basic French course for the Hotel Industry, Catherine Lobo, Sonali Jadhav Tanay Enterprises,Pune

SUBJECT CODE:LEE102A				
SUBJECT: BASIC FRENCH (PRACTICAL)				
Teaching Scheme/Week	Examination Scheme			
Practical Hours	IA Marks	EA Marks	Total Marks	Credits
04*	20	30	50	02

**Rational:** To enable students to acquire correct pronunciation of French terminology and practice basics spoken French skills.

**S.No. Topic**

- 1 Alphabets
- 2 Basic greetings
- 3 Numbers
- 4 Days of the week, Date, Months
- 5 Vocabulary related to Classroom
- 6 Question & Answers related to classroom
- 7 Time– Clock, Questions and Answers related to time
- 8 Seasons and weather
- 9 Question & Answers related to seasons and weather
- 10 Vocabulary related Professions
- 11 Questions & Answers related to professions
- 12 Vocabulary related to family
- 13 Questions & Answers related to family
- 14 Vocabulary related to hobbies and daily routine
- 15 Questions & Answers related to hobbies and daily routine
- 16 Self Introduction

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# **SEMESTER- II**

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	<b>SUBJECT CODE: DSC 201</b>				
	<b>SUBJECT : BASIC CONTINENTAL FOOD PRODUCTION (THEORY)</b>				
Teaching Scheme/Week		Examination Scheme			
Theory hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60		100	03

### Rationale:

This subject intends to develop knowledge of stocks, soups, sauces, egg and fish cookery, salads and potato preparations and its application in continental cooking.

		Hours	Marks
<b>Chapter 1</b>	<b>Stocks , Essences and Glazes</b>	<b>06</b>	<b>06</b>
1.1	Definition of stocks		
1.2	Ingredients used in stock making		
1.3	Care and rules of stock making		
1.4	Recipes of one litre of various stocks. (White stock, Brown stock, Fish stock and Vegetable stock)		
1.5	Storage of Stocks.		
1.6	Essences, Glazes & Convenience bases.		
<b>Chapter 2</b>	<b>Soups</b>	<b>06</b>	<b>08</b>
2.1	Classification of Soup with 5 examples each ( Consommé, Cream, Puree, Broths, Chowder, Veloute, Bisque, National Soup)		
2.2	Consommé- Definition, Ingredients, Clarification, Recipe for one litre and five variations.		
2.3	Garnishes and Accompaniments for Soups & Consommés.		
<b>Chapter 3</b>	<b>Sauces</b>	<b>08</b>	<b>10</b>
3.1	Definition of Sauces. Structure & Functions of Sauces.		
3.2	Thickening agents – Roux: preparation and types, Beurre Manie, White Wash, Cornstarch, Arrowroot,		

3.3	Waxymaize, Instant Starches, Liaison.		
3.4	Classification of sauces.		
3.5	Recipes of Mother sauces – 1 litre&five derivatives of each sauce.		
3.6	Butter sauces – types		
	Dessert sauces – types.		
	Miscellaneous sauces.		
<b>Chapter 4</b>	<b>Textures</b>	<b>03</b>	<b>04</b>
4.1	Definition and Characteristics		
4.2	Types – Desirable and Undesirable		
<b>Chapter 5</b>	<b>Eggs</b>	<b>06</b>	<b>08</b>
5.1	Composition, Structure & Selection		
5.2	Uses in cookery		
5.3	General cooking principles - Effect of heat, acid, salt & sugar		
5.4	Cooking eggs – boiling, poaching, frying , shirred eggs, scrambled eggs, omelets, soufflés		
5.5	Types and Storage		
<b>Chapter 6</b>	<b>Fish</b>	<b>06</b>	<b>08</b>
6.1	Classification of fish with examples & characteristics.		
6.2	Selection of fish & shellfish		
6.3	Cuts of fish.		
6.4	Cooking of fish.		
6.5	Handling & Storage of fish		
6.6	Local equivalents of fish varieties.		
<b>Chapter 7</b>	<b>Salads</b>	<b>04</b>	<b>06</b>
7.1	Definition of salad, Classification and structure of salad		
7.2	Rules for salad making		
7.3	Salad dressings – Definition, Ingredients used for salad dressing, Types of salad dressings		
7.4	Different types of Salad – Caesar      Waldorf      Nicoise Russian      Cole slaw      Tossed Florida      German      Japonaise Mimosa      Raphael      Andalouse      Eve		
<b>Chapter 8</b>	<b>Potatoes and other starches</b>	<b>03</b>	<b>06</b>
8.1	Various styles of potato preparations: Parsley Potato, Potato Lyonnaise, Potato Marquise, Potato Duchesse, French Fries, Fried Potato, Dauphinois Potato, Potato Croquettes, Potato Lorette, Anna Potato, Macairepotato, Potato Brioche, Chester		

8.2	Potato, Hashed Brown, Jacket Baked		
8.3	Cooking Rice. - Boiling & steaming, Reheating. Pasta – Varieties and Cooking of Pasta.		
<b>Chapter 9</b>	<b>Culinary Terms</b>	<b>06</b>	<b>04</b>
9.1	Bain Marie            Appetizer            Baste Blend                    Blanched            Bouquet garni Caramel                Bouillon            Garniture Consommé            Dough                Estouffade Court Bouillon      Cutlet                Garnish Beurre Manie        Fumet                Glaze Concasse              Liason                Mire Poix Hors d'œuvre        Julienne            Knead Mis – en- Place      Marinade            Matignon Paysanne              Paner                Parboil Poach                    Puree                Sabayon Ragout                Potage                Roux Simmer                Royale                Stew Infusion                Au gratin            Sear Bisque                  Macedione            Zest Fricasse                Pare                  Souffle Barbeque              Croutons            Printaniere Beurre Noir            Espagnole            Brunoise Maitre – d- hotel butter		

## REFERENCE BOOKS:

Sr.No.	Name of the Book	Author	Publisher
1	Professional Cooking	Wayne Gisselen	John Wiley & Sons , N.Y
2	Modern cookery for Teaching and Trade	Thangam E. Philip	Orient Longman Ltd.Mumbai
3	Theory of cookery	Krishna Arora	Frank Bros & Co. Ltd. New Delhi
4	Theory of Catering	Kinton Ceserani	ELBS
5	Practical cookery	Kinton Ceserani	ELBS
6	The book of ingredients	Jane Grigson	Pengiu Books ,England
7	Basic Cookery	Richard Maetland & Derek Welsby	Heinemann Professional

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8	Food Commodities	Bernard Davis	Heinemann Professional
9	Food Commodities For Cookery	Lingard & Sizer	Butterworth & Heinemann

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<b>SUBJECT CODE: DSC 201A</b>					
<b>SUBJECT : BASIC CONTINENTAL FOOD PRODUCTION (PRACTICAL)</b>					
Teaching Scheme/Week	Examination Scheme				
Practical hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60		100	02

Minimum 12 practicals of Continental menus to be conducted and should include the following : basic soups, sauces, egg preparations, fish preparations, stews, vegetables, potatoes, salads, basic custard, puddings and mousses.

- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

<b>SUBJECT CODE:DSC 202</b>					
<b>SUBJECT: BASIC FOOD &amp; BEVERAGE SERVICE II (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60		100	03

**Rationale:**

This subject aims to provide fundamental knowledge of Food & Beverage Menus with purpose to apply knowledge & skills required to provide immense services to the guest.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>The Service Sequence</b>	<b>10</b>	<b>12</b>
1.1	Taking Bookings		
1.2	Preparation for service		
1.3	Methods of Order Taking		
1.4	Types of KOT, BOT		
1.5	Service of Food & Beverage		
1.6	Clearing Following Services		
1.7	Billing Methods, dealing with discrepancies		
1.8	Feedback system		
<b>Chapter 2</b>	<b>Types of Meals</b>	<b>10</b>	<b>14</b>
2.1	Breakfast- Types & Service methods		
2.2	Brunch		
2.3	Lunch		
2.4	Afternoon Teas, High Tea		
2.5	Dinner		
2.6	Supper		
<b>Chapter 3</b>	<b>Menu Knowledge</b>	<b>12</b>	<b>14</b>
3.1	Introduction		
3.2	Menu Types – Table d’ hote& A ’la carte ’ menu		
3.3	Menu Planning, Considerations & Constraints		
3.4	Menu Terms		
3.5	French Classical Menu		
3.6	Classical Foods, Accompaniments , cover & service		

<b>Chapter 4</b>	<b>Control Methods</b>	<b>06</b>	<b>08</b>
4.1	Necessity & Functions of Control System		
4.2	Objectives of Control System		
4.3	Flow chart of F & B system		
4.4	Purpose of Revenue control system		
<b>Chapter 5</b>	<b>Non Alcoholic Beverages</b>	<b>10</b>	<b>12</b>
5.1	Classification		
5.2	Hot Beverages-Types, Production, Service		
5.3	Cold Beverages-Types, Production, Service		

### Glossary of Terms

Gueridon Service	Single Point Service	Debarrasseur
Trancheur	Chef d'étage	Chef de sale
Sommelier	Mixologist	Barista
Bus Boy	Hot Plate	Still Room
Aboyeur	Off-board	EPOS
Deferred Wash	Tray Jack	Plat du jour
Mise-en-place	Mise-en-scene	Carte du jour
Crumb down	Dumb Waiter	Tisane
Waiters Friend	EPNS	Cover
BOT	KOT	Accompaniment

### Assignments:

Minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Collect Menus of Fine Dining Restaurants, QSR, 5 Star Hotel, Coffee Shop
2. Prepare a chart of food and accompaniments for French and Indian menu.
3. Prepare one menu each of Fixed, Cyclic for Cafeteria.

### REFERENCE BOOKS:

Sr.No.	Name of the Book	Author	Publisher
1	Food & Beverage Service	Denis Lillicrap, Cousins	Book Power
2	Modern Restaurant Service	John Fuller	Hutchinson
3	Food & Beverage Service- Training Manual	Sudhir Andrews	Tata McGraw Hill
4	The Restaurant (from Concept to operation)	John Walker Donald Lundberg	John Wiley & Sons

<b>SUBJECT CODE:DSC 202 A</b>					
<b>SUBJECT: BASIC FOOD &amp; BEVERAGE SERVICE– II (PRACTICAL)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Practical Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>02</b>	<b>40</b>	<b>60</b>	<b>-----</b>	<b>100</b>	<b>01</b>

<b>Sr. No</b>	<b>Topic</b>
1	Miseen place & miseen scene
2	Taking an Order for meal and writing KOT
3	Sequence of Service (Clearing , Crumbing & service of coffee and presenting the bill)
4	Restaurant Reservation System
5	Breakfast Menu Planning, Cover Layup & Service : Continental, American Breakfast
6	Service of non alcoholic beverages
7	Breakfast Menu Planning, Cover Layup & Service : Full English Breakfast
8	Menu Planning, Cover Layup & Service: Full Afternoon Tea & High Tea
9	Menu Planning, Cover Layup & Service: Brunch & Supper
10	Menu Planning, Cover Layup & Service:17 Course French Classical menu
11	Menu Planning, Cover Layup & Service: Hor-d'oeuvres, Potage, Oeuf, Farineaux
12	Menu Planning, Cover Layup & Service: Poisson, Entree ´ , Sorbet, Releve ´ , Roti, Legume, Salade
13	Menu Planning, Cover Layup & Service: Buffettroid, Entremets, Savoureux, Fromage, Dessert
14	Menu Planning, Cover Layup & Service:5-7 Course French Classical Menu
15	Menu Planning, Cover Layup & Service:3- 4 Course French Classical menu
16	Menu Planning, Cover Layup & Service: Indian Lunch & Dinner Menu



<b>SUBJECT CODE: DSC 203</b>					
<b>SUBJECT : MANAGING HOUSEKEEPING OPERATIONS (THEORY)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Theory hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>02</b>	<b>40</b>	<b>60</b>	<b>---</b>	<b>100</b>	<b>02</b>

**Rationale:** The subject aims to establish the importance of House keeping and their role in the Hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Housekeeping Supervision</b>	<b>04</b>	<b>08</b>
1.1	Importance of supervision		
1.2	Checklist for inspection		
1.3	Dirty Dozen		
<b>Chapter 2</b>	<b>Control Desk</b>	<b>06</b>	<b>12</b>
2.1	Importance and functions of Control Desk		
2.2	Records maintained		
2.3	Key Control- Computerized keys, Manual keys,		
2.4	Key Control Procedures		
2.5	Lost & Found Procedures- Procedure for Guest articles Procedure for lost Hotel Property, Records maintained		
<b>Chapter 3</b>	<b>Linen, Uniform Room&amp; sewing room</b>	<b>08</b>	<b>14</b>
3.1	Layout of Linen Room		
3.2	Classification of Linen		
3.3	Sizes of Linen		
3.4	Calculation of Linen requirement		
3.5	Discard management		
3.6	Issue & exchange of uniforms		
3.7	Activities & Equipments in sewing room		

<b>Chapter 4</b>	<b>Textiles</b>	<b>06</b>	<b>12</b>
4.1	Classification of fibers with examples		
4.2	Characteristics and uses of fabrics used in Hotel Industry		
<b>Chapter 5</b>	<b>Laundry Management</b>	<b>08</b>	<b>14</b>
5.1	In - house laundry v/s Contract Laundry- Merits & Demerits		
5.2	Layout, Equipment's & Agents		
5.3	Laundry procedure : Guest, House		
5.4	Stains and Stain removal		
5.5	Dry-cleaning - Agents and procedures		

## Glossary of Terms

Dirty dozen	Tarnish	Guestroom inspection
Inspection checklist	Log book	Vanity unit
Vestibule	White ragging	Gate pass
Scheduled maintenance	Antichlor	Calender
Contingency plan	Cutting down	Damask
Laundromats	Linen	Discard/ Condemned
Light linen	Linen Par	OPL
Seersucker	Selvedge	Sizing
Soft furnishing	Stock taking	Suds
Tensile strength	Togs	Thread count
Drill	Dungarees	Gaberdine
Toque	Darning	Seams
Shirring	Thimbles	Drycleaning
Weft	Warp	Selvedge
Thread count	Flax	Flannelette
Mercerization	Saniforization	Napery
Napping	Pile weave	Seersucker
Yarn	Spining	Sericulture

Felt	Weighting	Antichlors
Hydro extractor	Tumble dryer	Bleach
Suzie	Flat bed press	Absorbents

## REFERENCE BOOKS

Sr.No.	Name of the Book	Author	Publisher
1	Hotel House Keeping Operations & Management	Sudhir Andrews	Tata Mc Graw Hill
2	Hotel Housekeeping & Management	G Raghubalan, SmriteeRaghubalan	Oxford University Press
3	Hotel, Hostel & Hospital Housekeeping	Branson & Lennox	E L B S
4	Accommodation Management	Rosemary Hurst	Heinemann publishing
5	Accommodation Management	Rosemary Hurst	Heinemann publishing

<b>SUBJECT CODE: DSC 203 A</b>					
<b>SUBJECT : MANAGING HOUSEKEEPING OPERATIONS (PRACTICAL)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
Practical hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
<b>02</b>	<b>40</b>	<b>60</b>	<b>-----</b>	<b>100</b>	<b>01</b>

**1. Using a Room and public area inspection checklist**

- Cleaning of a Guest room and public area.
- Checking of the Guest room and public area using a check list.

**2. Various forms, formats maintained at control desk**

**3. Linen room inventory**

- Physical inventory of linen

**4. Monogramming**

- Monogramming of linen and uniforms using chain stitch and satin stitch
- Setting up and cleaning of linen and uniform room
- Setting up and cleaning of floor pantry

**5. Mending**

- Mending of torn linen and repair of uniforms- Button and hook stitching.

**6. Identification and construction of weaves**

- Plain weave
- Basket weave
- Figured weave
- Pile weave

**7. Identification and construction of weaves**

- Satin weave
- Twill weave
- Sateen weave

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## **8. Stain Removal**

- Identification, classification and stain removal procedures for- Animal, vegetable, mineral, metalloid.

## **9. Stain Removal**

- Identification, classification and stain removal procedures for acidic, alkaline, pigments and miscellaneous stains.

## **10. Laundering Procedure**

- Prewashing, washing, rinsing
- Starching
- Blueing

## **11. Laundering Procedure**

- Washing, Ironing of cotton, silk and synthetic fabrics.
- Cleaning of laundry and laundry equipments.

## **ASSIGNMENTS**

1. Fabrics used in Hotel Industry (Samples to be collected)

**Presentation on assignments with the use of audio visual aids.**

<b>SUBJECT CODE: DSC 204</b>					
<b>SUBJECT :MANAGING FRONT OFFICE OPERATIONS (THEORY)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Theory hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>02</b>	<b>40</b>	<b>60</b>	<b>----</b>	<b>100</b>	<b>02</b>

**Rationale:** The subject aims to establish the importance of Front office and their role in the Hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects related to arrival and Departure.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Pre- arrival Procedure</b>	<b>02</b>	<b>08</b>
1.1	Pre Arrival activities- Preparing an arrival list.		
1.2	Pre Arrival Procedure for FIT/FFIT, VIP.		
1.3	Pre Arrival Procedure for group arrival (Special arrangements, meal coupons etc.)		
<b>Chapter 2</b>	<b>Arrival procedures for various categories</b>	<b>08</b>	<b>12</b>
2.1	Types of Registration & its importance		
2.2	Procedure for Arrival for FIT / FFIT/ Walk-in.		
2.3	Procedure for Arrival for VIP		
2.4	Procedure for Arrival for Group		
2.5	Dealing with overbooking situations and walking a guest		
<b>Chapter 3</b>	<b>Procedures at Front Desk</b>	<b>06</b>	<b>10</b>
3.1	Room change Procedure		
3.2	Safe deposit lockers		
3.3	Handling Guest Complaints		
3.4	Dealing with Emergencies, Medical, Theft, Fire, Bomb threat, Robbery, Terrorist attacks		
<b>Chapter 4</b>	<b>Guest Departure</b>	<b>06</b>	<b>10</b>
4.1	Summary of Front office Duties at checkout		
4.2	Tasks performed at Bell Desk, Cashier & Reception.		
4.3	Late checkout & Late charge		
4.4	Express checkout		
4.5	Departure Notification		

4.6	Soliciting guest comments		
4.7	Creating a good lasting Impression		
4.8	Onward & Future Reservations		
4.9	Updating Front Office Records		
<b>Chapter 5</b>	<b>Methods of Payment</b>	<b>08</b>	<b>12</b>
5.1	Handling Cash, Credit Cards		
5.2	Handling Foreign Currency, TravellersCheques , Bills to company, Travel Agent		
5.3	Foreign Currency Regulations pertaining to payment of bills.		
<b>Chapter 6</b>	<b>Guest Relations</b>	<b>02</b>	<b>08</b>
6.1	Hospitality Desk - Its Functions & role.		
6.2	Standard Operating Procedures at Hospitality Desk		

## Glossary of Terms

Float	FIT	FEEC
Overbooking	Voucher	Allowances
C Form	VPO	Cut off time
Guest folio	House limit	Floor limit
Late charge	Late checkout charge	Petty cash
Posting	Transient guest	Cancellation bulletin
Sold out	House guest	Blacklist
Double occupancy	Departure	Crew
House count	No show	GRC
Room rack	Sleep out	Stay over
Under stay	Walk in	Walking a guest
Cut off time	Check out	Retention charge

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## REFERENCE BOOKS

<b>Sr.No.</b>	<b>Name of the Book</b>	<b>Author</b>	<b>Publisher</b>
1	Hotel Front Office Operations	Sudhir Andrews.	Tata Mc Graw Hill
2	& Management		
3	Check-in Check –out	Jerome Vallen	WM.C Brown IOWA
4	Principles of Hotel Front Office Operations	Sue Baker, P. Bradley J. Huyton	Continuum
5	Hotel Front Office	Bruce Graham Stanley	Thornes
6	Managing Front Office operations	Michael Kasavanna Richard Brooks Charles Steadmon	AH & LA,
7	Front Office Procedures & Management	Peter Abott.& Sue Lewry	Butterworth & Heinemann
8	Front Office operations	Colin Dix, Chris Baird	Pearson
9	Front Office Operations and administration	Dennis foster	Glencoe



<b>SUBJECT CODE: DSC 204 A</b>					
<b>SUBJECT : MANAGING FRONT OFFICE OPERATIONS (PRACTICAL)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Practical hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>02</b>	<b>40</b>	<b>60</b>	<b>---</b>	<b>100</b>	<b>01</b>

**1. Procedure for check-in walk in guests.**

Role play of situations pertaining to arrival and receiving of walk-in guests.

**2. Procedure for check-in of reserved guests.**

Role play of situations pertaining to arrival and receiving of guests with confirmed reservations.

**3. Procedure for check-in of foreigners.**

Role play of situations pertaining to arrival and receiving of foreign guests.

**4. Procedure for Group Check-in**

Role play of situations pertaining to Pre-arrival, arrival and receiving of groups.

**5. Procedure for VIP Check-in**

Role play of situations pertaining to Pre-arrival, arrival and receiving of VIP guests.

**6. Handling overbooked situations and walking a guest**

Role play of situations pertaining to overbooking and walking a guest.

**7. Procedure for room change**

Role play of situations pertaining to guests request for a room change.

**8. Procedure for checking out a guest**

Role play of situations pertaining to checking out of a guest.

**9. Procedure for accepting various forms of settlements**

Role play of situations pertaining to settlement by Cash.

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Role play of situations pertaining to settlement by credit card.

**10. Procedure for accepting various forms of settlements**

Role play of situations pertaining to settlement by BTC.

Role play of situations pertaining to settlement by Travel agent.

Role play of situations pertaining to settlement by Travellers' cheque.

**11. .Procedure for accepting various forms of settlements**

Role play of situations pertaining to settlement by foreign currency

**12. The Hospitality desk**

Role play of situations pertaining to complaint handling at hospitality desk.

**13. Standard operating Procedure at front desk**

Role play of situations pertaining to SOP's to be followed during reservation, occupancy and checkout.

**ASSIGNMENTS**

1. Metro cities information (Location, Shopping, Facilities, Restaurants, Places of interest, Historical Monuments)
2. Information on National and International chain of Hotels
3. Collection of brochures and tariff card of different types of Hotel.

**Presentation on assignments with the use of audio visual aids.**

<b>SUBJECT CODE:SEC 101</b>					
<b>SUBJECT : PERSONALITY SKILLS FOR HOPITALITY INDUSTRY (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CAMarks	Total Marks	Credits
03	40	60	–	100	03

**Rationale:** The subject is designed to make students understand the concept and components of personality, thereby to apply the acquired knowledge towards achieving excellence in their respective academic careers.

		Hours	Marks
<b>Chapter 1</b>	<b>Introduction to personality development</b>	<b>02</b>	<b>02</b>
<b>Chapter 2</b>	<b>Communication Skills</b>	<b>06</b>	<b>08</b>
2.1	Modes of communication		
2.2	Verbal and Non-verbal communication		
2.3	Professional presentations( Types, Use of A/V aids)		
<b>Chapter 3</b>	<b>Impression Management</b>	<b>06</b>	<b>06</b>
3.1	Importance of Physical appearance and grooming ( presentable and attractive appearance, dressing, make up, poise and posture)		
3.2	Importance of Physical Fitness		
3.3	Body Language-Kinesics ,Haptics ,Vocalics ,Proxemics Chronemics		
<b>Chapter 4</b>	<b>Personality profile and Self development</b>	<b>06</b>	<b>12</b>
4.1	Elements of persnality		
4.2	Determinants of persnality		
4.3	Personal goal setting and action plan		
4.4	Areas of self developement		
4.5	Self Analysis (Self esteem, Motivation, Attitude)		
4.6	SWOT Analysis- Concept		
<b>Chapter 5</b>	<b>Time Management</b>	<b>04</b>	<b>04</b>
5.1	Time Planning		
5.2	Time Quadrant model		
5.3	Time Wasters and Robbers		

<b>Chapter 6</b>	<b>Emotions</b>	<b>04</b>	<b>06</b>
6.1	What are emotions		
6.2	Emotions and personality		
6.3	Emotional Stability		
6.4	Emotional Maturity		
6.5	Emotional Intelligence		
<b>Chapter 7</b>	<b>Ethics</b>	<b>04</b>	<b>06</b>
7.1	Introduction to Ethics and values		
7.2	Code of ethics		
7.3	Ethics and positive Human relationship		
7.4	Function of values		
7.5	Sets of value for harmonious life		
<b>Chapter 8</b>	<b>Skill development for personality enrichment</b>	<b>08</b>	<b>08</b>
8.1	Identifying general and specific skills		
8.2	Human Skills		
8.3	Cognitive skills		
8.4	Technical skills		
8.5	Listening Skills		
8.6	Practical skills		
<b>Chapter 9</b>	<b>Stress Management</b>	<b>04</b>	<b>04</b>
9.1	Introduction		
9.2	Management strategies		
9.3	Stress managers		
9.4	Stress control		
<b>Chapter10</b>	<b>Frustration</b>	<b>04</b>	<b>04</b>
10.1	Introduction		
10.2	Causes of frustration		
10.3	Effects of frustration		
10.4	Solutions for avoiding frustration		

#### REFERENCE BOOKS:

Sr.No.	Name of the Book	Author	Publisher
1	Development of Generic Skills-I	K Sudesh	Nandu printers and publications
2	Development of Generic Skills-II	K Sudesh	Nandu printers and publications
3	Development of Generic Skills	M K MALKE	Central techno Publication
4	Basic Managerial skills for all Human learning	E H Mcgrath	Prentice Hall, India

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<b>SUBJECT CODE: SEC 101 A</b>					
<b>SUBJECT : PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY (PRACTICAL)</b>					
Teaching Scheme/Week	Examination Scheme				
Practical hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04*	20	30	-----	50	02

### **1. Development of proficiency in English**

- Practice on spoken communication skills and testing voice and accent, voice clarity, voice modulation and intonation.

### **2. Personal Introduction**

- Developing an Understanding of Social Etiquettes.

### **3. Business manners and etiquettes**

- To understand presenting oneself with finesse.

### **4. Debate**

- To understand subject knowledge, oral and leadership skills.

### **5. Group Discussion**

- To understand subject knowledge, oral and leadership skills.

### **6. Extempore**

- To understand subject knowledge, oral and leadership skills.

### **7. Body Language**

- Study of different pictorial expression of nonverbal communications and its analysis.

### **8. SWOT Analysis**

- Self evaluation.
- Self discipline
- Recognition of one's own limits and deficiencies.
- Self Awareness.

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**9. Presentation skills**

- To understand Preparing and delivery of presentation.

**10. Time Management techniques**

- To understand Time Quadrant model and its use.

**11. Stress management techniques**

- To identify factors that cause stress through questionnaire/games.

**12. Listening skills**

- To improve note making and listening skills.

**13. Organizing a seminar****14. Guest lectures of hospitality professionals.****15. Field visits**

- Field visits to various sectors of the hospitality industry as a learning experience for students.

**16. Report writing on guest lectures and field visits****Assignment**

1. Make a SWOT Analysis to identify your strength, weaknesses, opportunity and threats
2. Identify your areas of self development and plan a strategy to improve.
3. Identify qualities, traits of a eminent admired personality
4. Prepare a tree of life to understand personality determinants
5. Identify your values and prepare a code of ethics for yourself
6. Presentation on your role model in hospitality industr

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# **SEMESTER– III**

## **Industrial Training**

<b>SUBJECT CODE:DSC 301</b>					
<b>SUBJECT:QUANTITY FOOD PRODUCTION &amp; BASIC BAKING (THEORY)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Theory Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>04</b>	<b>40</b>	<b>60</b>	<b>-</b>	<b>100</b>	<b>04</b>

Rationale:

This subject intends to develop knowledge & skills required for catering with emphasis on operational techniques practiced in quantity food production which will help students to produce quality food products in a large quantity. It also provides a detailed understanding of meat cookery.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Quantity Food Equipments</b>	<b>06</b>	<b>06</b>
1.1	Selection criteria		
1.2	Classification, Use, Care & Maintenance Of following equipments: Cooking Equipments – range, oven, salamander, grill,		
1.2.1	griddle, rotisserie, deefryer, tilting pan, steam jacket kettle, tandoor, steam cooker.		
1.2.2	Processing equipment – Mixer, food cutter, slicer, Food processor, food grinder, potato peeler. Holding & storage equipments – Steam table, bain marie, over hand infrared lamp, refrigerator, walk in cooler, deep freeze.		
<b>Chapter 2</b>	<b>Introduction to Catering Industry</b>	<b>06</b>	<b>08</b>
2.1	Types of catering establishments		
2.2	Commercial catering – Hotels & Restaurants		
2.3	Institutional catering – Hospital, School, College		
2.4	Industrial catering – Importance, types of management & functioning		
2.5	Transport catering – Air, Sea, Railway		
2.6	Outdoor catering		



<b>Chapter 3</b>	<b>Kitchen Layout</b>	<b>06</b>	<b>06</b>
3.1	Factors to be considered when palnning a kitchen		
3.2	Generallay out of quantity kitchen – Institution al kitchen, Industrial kitchen, Flight kitchen, Five star deluxe Hotel kitchen.		
<b>Chapter 4</b>	<b>Menu Planning</b>	<b>06</b>	<b>08</b>
4.1	Types of menu.		
4.2	Principles of menu planning.		
4.3	Planning of menus for various catering establishments.		
<b>Chapter 5</b>	<b>Food &amp; Nurtition</b>	<b>04</b>	<b>04</b>
5.1	Food Pyramid importance of balanced diet		
5.2	Points to be considered while preparing healthful meals.		
<b>Chapter 6</b>	<b>Elements of Costing</b>	<b>08</b>	<b>06</b>
6.1	Objectives of Food Cost Control		
6.2	Understanding Material cost, Labour cost, Overheads, Total cost.		
6.3	Food cost calculation : Gross Profit, Net Margin, Net Profit.		
<b>Chapter 7</b>	<b>Ingredients Used in Bakery</b>	<b>04</b>	<b>08</b>
7.1	Flour- Functions.		
7.2	Sugars – Functions.		
7.3	Fats – Types, Functions.		
7.4	Milk & milk products – Functions, guideline for usage.		
7.5	Eggs – Functions, guideline for usage.		
7.6	Leavening agents – Functions, guideline for usage.		
7.7	Fruits and nuts – Types, Functions.		
7.8	Salt – Functions, guideline for usage.		
7.9	Spices & Flavouring – Types, Functions.		
7.10	Chocolate & Cocoa – Types, Functions, guideline for usage.		

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<b>Chapter 8</b>	<b>Basic Principles of Baking</b>	<b>08</b>	<b>14</b>
<b>8.1</b>	Formulas and Measurements		
<b>8.2</b>	Baking process		
<b>8.3</b>	Steps in bread making		
<b>8.4</b>	Make up methods of cookies – Rolled, Dropped, Molded, Bagged, Icebox		
<b>8.5</b>	Cake Making Methods: Sugar Batter, Flour Batter, Boiling, Sugar Water, All in one		
<b>8.6</b>	Faults – Bread, Cake & Cookies.		

## REFERENCE BOOKS

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Non Alcoholic Beverage</b>	<b>10</b>	<b>12</b>
<b>1.1</b> <b>1.2</b> <b>1.3</b>	Classification Hot Beverages – Types, Production, Service Cold Beverages – Types Production, Service		
2	Modern Cookery for Teaching & Trade. Volume I	Thangam E. Philip	Orient Longman Ltd. Mumbai
3	Food Commodities	Bernard Davis	William Heinmen Ltd. London
4	Prasad Cooking with Indian Masters	J. Indersingh & Pradeep Das Gupta	Allied Publishers Ltd., New Delhi
5	Introduction to Catering Management	John fuller	John Wiley & Sons N.Y
6	Theory of Catering	Kinton Ceserani	ELBS
7	Food & Beverage Management	Bernard Davis, Shally Stone	William Heinmen Ltd. London
8	Theory of Cookery	Krishna Arora	Frank Bros & Co.

			Ltd. New Delhi
9	Practical Cookery	Kinton Ceserani	ELBS
10	Menu Planning	John Kivela	Hospitality Press
11	Food and Beverage Controls	Richard Kotas & Davis Bernard	International, Text Book Co. Ltd, Glasgow
12	Food & Beverage Costing	Jagmohan Negi	Himalaya Publishing
13	Basic Baking	S.C.Dubey	The Society of Indian Bakers
14	Understanding Baking	Joseph Amendola & Donald Lundberg	John Wiley & Sons, N.Y
15	Professional Baking	Wayne Gisselen	John Wiley & Sons, N.Y

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SUBJECT CODE:DSC 301 A					
SUBJECT:QUANTITY FOOD PRODUCTION & BASIC BAKING (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	-	100	04

- Minimum 12 menus to be conducted in Quantity Kitchen.  
Menus should comprise of 0 Indian menus for Industrial and Institutional purpose and 02 snacks menus.
- Minimum 08 Bakery practicals to be conducted and should include atleast 10 varieties of Bread, 10 varieties of cookies and also introduce them to basic cake making.
- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

SUBJECT CODE:DSC 302					
SUBJECT:INTRODUCTION TO BEVERAGE SERVICE (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	-	100	03

### Rationale

To impart comprehensive knowledge about various fermented & distilled alcoholic beverages such as wines, aperitifs, spirits, liqueurs & bitters.

		Hours	Marks
<b>Chapter 1</b>	<b>Non Alcoholic Beverages</b>	<b>10</b>	<b>20</b>
<b>1.1</b> <b>1.2</b> <b>1.3</b>	Classification Hot Beverages – Types Production, Service Cold Beverages – Types Production, Service		
<b>Chapter 2</b>	<b>Aperitifs</b>	<b>04</b>	<b>04</b>
<b>2.1</b> <b>2.2</b> <b>2.3</b> <b>2.4</b>	Definition Types-Wine Based, Spirit Based Service of Aperitifs Brands		
<b>Chapter 3</b>	<b>Introduction to Fermented Alcoholic Beverages</b>	<b>06</b>	<b>08</b>
<b>3.1</b> <b>3.2</b> <b>3.3</b>	Wine – Classification, Brands Beer – Classification, Brands Sake – Classification, Brand		
<b>Chapter 4</b>	<b>Introduction to Distilled Alcoholic</b>	<b>10</b>	<b>12</b>

	<b>Beverages</b>		
<b>3.1</b>	Brandy – Classification, Brands		
<b>3.2</b>	Rum – Classification, Brands		
<b>3.3</b>	Vodka – Classification, Brands		
<b>3.4</b>	Gin – Classification, Brands		
<b>3.5</b>	Whisky – Classification, Brands		
<b>3.6</b>	Tequila – Classification, Brands		
<b>Chapter 5</b>	<b>Introduction to Cocktails</b>	<b>06</b>	<b>06</b>
<b>5.1</b>	Methods of Making Cocktails		
<b>5.2</b>	Golden Rules		
<b>5.3</b>	Classification of Cocktails		
<b>5.4</b>	Examples of Cocktails		
<b>Chapter 6</b>	<b>Introduction to Cocktails</b>	<b>06</b>	<b>06</b>
<b>6.1</b>	Arrack, Aquavit, Schnapps, Fruit		
<b>6.2</b>	Brandies, Patis, Kirsch Feni, Calvados, Korn, Doppelkorn Cordials		
<b>Chapter 7</b>	<b>Introduction to Liqueur</b>	<b>03</b>	<b>05</b>
<b>7.1</b>	Introduction, Manufacturing		
<b>7.2</b>	Types		
<b>7.3</b>	Brands		
<b>Chapter 8</b>	<b>Introduction to Bitter</b>	<b>03</b>	<b>04</b>
<b>8.1</b>	Introduction, Manufacturing		
<b>8.2</b>	Types		
<b>8.3</b>	Brands		
<b>Chapter 9</b>	<b>Tobacco</b>	<b>03</b>	<b>05</b>
<b>9.1</b>	Introduction to Tobacco		
<b>9.2</b>	Types of Tobacco		
<b>9.3</b>	Manufacturing of Tobacco		
<b>9.4</b>	Cigar & Cigarettes		
<b>9.5</b>	Brands		
<b>9.6</b>	Service		

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## Glossary of Terms

Perrier	Angostura Bitters	Amer Picon
Underberg	Fernet Branca	Campari
Pernod	Aperitif	Unicorn
Pastis	Bitters	Malt
Grist	Kilning	Draft beer
Wort	Hops	Weissbier / Weizenbier
Mash	Lager	Cider
Mash –Tun	Ale	Perry
Brewing	Stouts	Sake
Micro – brewery	Porter	Calvados
Hops	Bottle-conditioned beer	Esters

## Assignment

Minimum of two assignments to be submitted by students by the end of the semester.

1. Wines from New world countries (USA, Australia, Africa and New Zealand)
2. Price list of wines from two outlets.
3. Indian wines brand names and prices
4. Price list of Beer from two outlets
5. Prepare a wine & other alcoholic beverages list.
6. List & give recipe of 10 cocktails of different base : Vodka, Rum, Tequila, Brandy, Whisky

## REFERENCE BOOKS

1. Food & Beverage Service, Dennis Lillicrap, Cousins, Book Power
2. Modern Restaurant Service, John Fuller, Hutchinson
3. Food & Beverage Service – Training Manual, Sudhir Andrews Tata Mc Graw Hill
4. The Restaurant (from Concept to operation), John Walker, Donald Lundberg John Wiley & Sons
5. The Beverage Book, Dunkan & Cousins Hodder & Stoughton
6. Professional Guide to Alcoholic Beverages, Lipinski Van Nostrand Reinhold
7. Oxford Companion to Wines, Jancis Robinson, Oxford University Press

<b>SUBJECT CODE:DSC 302 A</b>					
<b>SUBJECT:INTRODUCTION TO BEVERAGE SERVICE (PRACTICAL)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Practical Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>02</b>	<b>40</b>	<b>60</b>	<b>-</b>	<b>100</b>	<b>01</b>

<b>Sr.No.</b>	<b>Topic</b>
1	Types of Glassware use in Beverage Service
2	Service of Hot & Cold Non Alcoholic Beverages
3	Service of Aperitifs
4	Service of Wines Setting up cover for menu with wines
5	Service of Beer – Service Temperature, Equipment, Procedure, Brands
6	Service of Brandy
7	Service of Rum
8	Service of Vodka
9	Service of Tequila
10	Service of Gin
11	Service of Whisky
12	Service of Liqueur
13	Compiling a Wine & other drink list
14	Service of Cocktails
15	Types of bitter and service of bitter & other alcoholic beverages
16	Service of Cigar & Cigar

<b>SUBJECT CODE:DSC 303</b>					
<b>SUBJECT:ALLIED HOUSEKEEPING FUNCTIONS (THEORY)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Theory Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>02</b>	<b>40</b>	<b>60</b>	<b>-</b>	<b>100</b>	<b>02</b>

### **Rationale**

The subject aims to establish the importance of housekeeping Operations & its role in the Hospitality Industry. It also prepares the student to acquire knowledge of the operational aspects in housekeeping.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Horticulture &amp; Flower Arrangement</b>	<b>06</b>	<b>12</b>
<b>1.1</b>	Concept and Importance		
<b>1.2</b>	Principles, Types and Shapes of flower arrangements		
<b>1.3</b>	Types of indoor and outdoor plants used in hotels		
<b>1.4</b>	Tools, Equipement's and Accessories used in horticulture and flower arrangement		
<b>1.5</b>	Conditioning of Plant Materials		
<b>Chapter 2</b>	<b>Pest Control</b>	<b>04</b>	<b>08</b>
<b>2.1</b>	Types of Pests		
<b>2.2</b>	Preventive and Control measures		
<b>Chapter 3</b>	<b>Contract Cleaning</b>	<b>04</b>	<b>10</b>
<b>3.1</b>	Definition, Concept		
<b>3.2</b>	Jobs given on contract by Housekeeping		
<b>3.3</b>	Advantage & Disadvantages		
<b>3.4</b>	Pricing a contract		



<b>Chapter 4</b>	<b>Safety &amp; Security Processes</b>	<b>06</b>	<b>10</b>
<b>4.1</b>	Safety of Guests & Guests Property		
<b>4.2</b>	Safety of Hotel Property & employees		
<b>4.3</b>	Prevention of accidents		
<b>Chapter 5</b>	<b>Purchasing Systems</b>	<b>06</b>	<b>10</b>
<b>5.1</b>	Types of purchasing		
<b>5.2</b>	Purchase procedure for housekeeping supplies, linen, cleaning agents and cleaning equipments		
	Records of storage		
<b>Chapter 6</b>	<b>Housekeeping stores.</b>	<b>06</b>	<b>10</b>
<b>6.1</b>	Store requisition • •		
<b>6.2</b>	Issuing & controls of materials.		
<b>6.3</b>	Inventory Control & Stock taking		

## Glossary of Terms

Conditioning	Fillers	Foliage
Kenzan	Ikebana	Hogarth curve
Mechanics	Moribana	Nagiere
Oasis	Bonsai	Hardscape
Perennials	Horticulture	Landscape
Trellis	Patio	Deck
Turf	Pest	Fumigation
Dry rot	Rodent	Pesticutor
Wet rot	Silver fish	Osh Standards
Recycled	NonRecycled	Store indent
inventory items	inventory items	
Purchase order	Lead time	Stores requisition
Grand master key	Emergency key	Floor master key
Pass key	Contract	Stocktaking

**REFERENCE BOOKS**

<b>Sr. No</b>	<b>Name of the Book</b>	<b>Author</b>	<b>Publisher</b>
1	Hotel House Keeping Operations & Management -	Sudhir Andrews	Tata McGraw Hill
2	Hotel Housekeeping & Management	G Raghubalan	Oxford University
		Smritee Raghubalan	Press
3	Hotel, Hostel & Hospital Housekeeping	Branson & Lennox	E L B S
4	Accommodation Management	Rosemary Hurst	Heinemann Publishing
5	Accommodation Management	Rosemary Hurst	Heinemann Publishing

**SUBJECT CODE:DSC 303 A****SUBJECT: ALLIED HOUSEKEEPING FUNCTIONS (PRACTICAL)**

<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Practical Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>02</b>	<b>40</b>	<b>60</b>		<b>100</b>	<b>01</b>

**1. Using a Room and public area inspection checklist**

- Cleaning of a Guest room and public area.
- Checking of the Guest room and public area using a check list.

**2. Flower Arrangements**

- Demonstration of various styles and shapes of flower arrangements.

**3. Flower Arrangements**

- Preparation of various styles and shapes of flower arrangements.

**4. Introduction to Horticultural aspects.**

- Visit to green house for identification of indoor plants used in hotels.

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- Identification of outdoor plants used in hotels.
  - Identification and use of foliage in flower arrangements.
- 5. Special decorations for functions in hotel**
- Preparations for events organized in hotels – floral rangolis, garlands, tinsel and miscellaneous decorations.
- 6. Inventory and stocktaking of room and cleaning supplies**
- Requisition procedure
  - Calculating par stock
  - Stock Taking or physical inventory of room and cleaning supplies.
  - Documentation of supplies inventory.
  - Cleaning of housekeeping stores.
- 7. Using housekeeping software for material management**
- 8. Various methods of pricing contract**
- 9. Pest control demonstration.**
- 10. Standard operating Procedure at housekeeping**
- Handing of keys
  - Safety of Guests & Guests Property
  - Safety of Hotel Property & employees
- 11. Standard operating Procedure at housekeeping**
- To eliminate workplace hazards

## **ASSIGNMENTS**

1. Indoor and outdoor plants used in hotels.

<b>SUBJECT CODE:DSC 304</b>					
<b>SUBJECT: FRONT OFFICE ACCOUNTING (THEORY)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Theory Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>02</b>	<b>40</b>	<b>60</b>		<b>100</b>	<b>02</b>

### **Rationale**

The subject aims to establish the importance of Accommodations Operations & its role in the Hospitality Industry. It also prepares the student to acquire knowledge of the operational aspects in front office. It also prepares the student to acquire basic skills and knowledge necessary to calculate occupancy statistics in the front office department.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Front Office Accounting</b>	<b>06</b>	<b>10</b>
<b>1.1</b>	Importance of the front office accounting system		
<b>1.2</b>	Types of accounts		
<b>1.3</b>	Vouchers		
<b>1.4</b>	Folios		
<b>1.5</b>	Ledger		
<b>1.6</b>	The front office accounting cycle		
<b>1.7</b>	Use of computers in front office accounting		
<b>Chapter 2</b>	<b>Credit Control practices at front desk</b>	<b>06</b>	<b>10</b>
<b>2.1</b>	Objective of credit control		
<b>2.2</b>	Hotel credit control policy		
<b>2.3</b>	Credit control measures at check-in		
<b>2.4</b>	Credit control measures during occupancy		
<b>2.5</b>	Credit control measures at check out and after guest departure		

<b>Chapter 3</b>	<b>Calculation of various Statistical data using formula</b>	<b>06</b>	<b>10</b>
<b>3.1</b>	ARR, Room Occupancy %, Double Occupancy %, Bed Occupancy %, Foreign occupancy%, Local		
<b>3.2</b>	Occpancy % House Count, House Position, etc.		
<b>3.3</b>	Reports – DRR, Revenue Report, Daily Occupancy Report		
<b>Chapter 4</b>	<b>Night Auditor</b>	<b>04</b>	<b>10</b>
<b>4.1</b>	Concept of Night Audit & Role of Night Auditor		
<b>4.2</b>	Night Auditors Report		
<b>Chapter 5</b>	<b>Establishing Room Rates</b>	<b>06</b>	<b>10</b>
<b>5.1</b>	Rule of Thumb		
<b>5.2</b>	Hubbart's formula		
<b>5.3</b>	Market condition Approach		
<b>Chapter 6</b>	<b>Forecasting Room Availability</b>	<b>04</b>	<b>10</b>
<b>6.1</b>	Benefits of forecasting		
<b>6.2</b>	Data Required for forecasting		
<b>6.3</b>	Records Required for forecasting		
<b>6.4</b>	Room Availability forecast.		
<b>6.5</b>	Types of forecast & their sample format		

### Glossary of Terms

ARR	Rev Par	Yield
ARG	DRR	Re-capitulation sheet
Transcript	High Balance	High Debt
House count	City Ledger	House limit
Management Account	Overstay	Noshow
Stayover	Understay	CashPaid out
Forecasting	Hubbart's Formula	Rule of Thumb
Market Condition approach		

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1	Hotel Front Office Operations & Management	Sudhir Andrews	Tata McGraw Hill
2	Check – in Check – out	Jerome Vallen	WMC Brown Jowa
3	Principles of Hotel Front Office	Sue Baker, P. Bradley,	Continuum
4	Hotel Front Office	Bruce Graham Stanley	Thornes
5	Managing Front Office operations	Michael Kasavanna	AH&LA,
6	Front Office Procedures & Management	Peter Abott. & Sue Lewry	Butterworth & Heinemann
7	Front Office operations	Colin Dix, Chris Baird	Pearson
8	Front Office Operations and administration	Dennis Foster	Glencoe.
9	Hotel Accounting & Financial Control	OziD’Cunha	Dickey Enterprises

SUBJECT CODE:DSC 304 A					
SUBJECT: FRONT OFFICE ACCOUNTING (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60		100	01

**1. Use of computers in front office accounting**

Practice on use of front office software for accounting at front desk.

**2. Using and making various vouchers used at front desk**

Role play of situations pertaining to using and making vouchers like Allowance voucher, VPO, Cash voucher and miscellaneous vouchers.

**3. Credit control practices at front desk**

Role play of situations pertaining to credit control practices during reservations. Role play of situations pertaining to credit control practices during arrival.

**4. Credit control practices at front desk**

Role play of situations pertaining to credit control practices during occupancy. Role play of situations pertaining to credit control practices during checkout.

**5. Preparing a Night Auditors Report.**

**6. Calculations of various statistical data using Formulae**

ARR, Rev Par, Room Occupancy %, Double Occupancy %  
Bed Occupancy%, foreign occupancy %, Local Occupancy %

**7. Calculations of various statistical data using Formulae**

Bed Occupancy %, Foreign occupancy %, Local Occupancy %, Graphical presentation.

**8. Preparing Weekly & Monthly forecasts.**

**9. Using Hubbart's formula for calculating room rate**

**10. Using front office software for MIS reports**

Budgetary reports, Occupancy reports, Income and expenditure reports, forecasting reports etc.

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## 11. Situations dealing with guest problems

Role play of situations pertaining to guest problems and emergency situations like bomb, terrorist attack, fire, death and natural disasters.

### ASSIGNMENTS

1. Calculation of various statistical data using formula and graphical representation.
  2. Hubbart's Formula for calculating Room rate.
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SUBJECT CODE:LEC 101					
SUBJECT: HOTEL FRENCH (THEORY)					
Teaching Scheme/Week		Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits	
03	40	60	100	03	

### Rationale

To introduce basic knowledge of French language to the students of Hotel management

Chapter 1	Introduction	Hours	Marks
1.1	Alphabet	05	12
1.2	Accents		
1.3	Articles : Definite, Indefinite, partitive and contracted articles		
1.4	Subject Pronouns		
1.5	Basic greetings		
1.6	Vocabulary related to classroom		
1.7	Cardinal Numbers (0-100) & Ordinal Numbers		
1.8	Time, days of a week, months		
1.9	Vocabulary related to seasons, weather		
Chapter 2	Conjugation-Present Tense (verb relevant to hotel only)	05	08
2.1	Conjugation of verbs etre and avoir		
2.2	Conjugation of first regular group '-er' (Ex. parler etc)		
2.3	Conjugation of second regular group 'ir' (Ex. finir)		
2.4	Conjugation of third regular group 'oir' (ex. Vouloir)		
Chapter 3	Food & Beverage Service	06	12
3.1	Equivalents		
3.2	Restaurant Brigade		



<b>3.3</b>	French Classical menu (17 course) With classic examples of each course, & meanings in brief		
<b>3.4</b>	Wines <ul style="list-style-type: none"> <li>▪ Wine of France</li> <li>▪ Wine Terminology</li> <li>▪ Reading a wine label</li> <li>▪ Wine regions</li> </ul>		
<b>3.5</b>	French Cheese		
<b>Chapter 4</b>	<b>Kitchen</b>	<b>10</b>	<b>12</b>
4.1	Equivalents <ul style="list-style-type: none"> <li>• Kitchen Tools</li> <li>• Dairy Products</li> <li>• Vegetables</li> <li>• Fruits</li> <li>• Herbs and spices</li> <li>• Meat, fish, Poultry</li> <li>• Cereals</li> <li>• Seasoning</li> </ul>		
4.2	Weights and Measurements		
4.3	The Kitchen Brigade		
4.4	French Culinary Terms and meaning in English		
4.5	Recipe of any five basic food preparations  (Cream of Tomato, Egg, Omelette, Salad, Cake, Grilled Chicken)		
4.6	Translation of recipe from French to English		
<b>Chapter 5</b>	<b>House keeping</b>	<b>01</b>	<b>04</b>
5.1	Vocabulary related Guest room and hotel Floor		
<b>Chapter 6</b>	<b>Front Office</b>	<b>01</b>	<b>04</b>

**Chapter 7 Standard Phrases use dina hotel****04 08**

7.1 Translation from English to French

7.2 Translation from French to English

**REFERENCE BOOKS**

- 1 Basic French for Hotel Industry, Vaishali Mankikar, Continental Prakashan, Pune
- 2 Basic French course for the Hotel Industry, Catherine Lobo, Sonali Jadhav, Tanay Enterprises, Pune

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SUBJECT CODE:LEC 101 A				
SUBJECT: HOTEL FRENCH (PRACTICAL)				
Teaching Scheme/Week	Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
04*	20-	30	50	02

**Rationale**

To enable students to acquire correct pronunciation of French hotel terminology, to use standard phrase in French related to hotel operations and also practice spoken French skills.

**S.No. Topic**

- 1 Alphabets
- 2 Basic greetings, Days of the week, Date, Months – Question and Answer
- 3 Time-Clock, Questions and Answer related to time
- 4 Kitchen Equivalents
- 5 Kitchen Equivalents

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| 6  | Kitchen Equivalents  |
| 7  | To plan and read a menu in French and briefly describe the dishes in English   |
| 8  | To read, translate and say the recipe for basic dishes covered in theory class |
| 9  | To read, translate and say the recipe for basic dishes covered in theory class |
|    | Practice   |
| 10 | Question and Answers related to Kitchen  |
| 11 | Reading of a wine label  |
| 12 | Dialogues related to F & B Service   |
| 13 | Question and Answers related to F & B Service                                  |
| 14 | Standard phrases use in House keeping and Front Office                         |
| 15 | Questions & Answers, Dialogues related to House keeping                        |
| 16 | Question & Answers, Dialogues related to Front Office                          |

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<b>SUBJECT CODE:DSC 101</b>					
<b>SUBJECT: LARDER (THEORY)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Training Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>04</b>	<b>40</b>	<b>60</b>	<b>-</b>	<b>100</b>	<b>04</b>

### Rationale

This subject intends to develop knowledge and skills required for Garde Manger work and preparation of frozen desserts.

<b>Chapter 1</b>	<b>LeGarde Manger</b>	<b>Hours</b>	<b>Marks</b>
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1.1	Definition	06	08
1.2	Functions of larder department		
1.3	Breakdown of larder department		
1.4	Responsibilities of Chef Grade Manger		
1.5	Lardercontrol		
1.6	Liasion with kitchen & pastry department		
1.7	Layout of larder in a hotel		
1.8	Equipment & tools used in larder		
<b>Chaper 2</b>	<b>Horsd' oeuvres</b>	<b>02</b>	<b>06</b>
2.5	Types of horsd' oeuvres: Hot and Cold-Canapes, Cocktails, Relishes.		
2.6	Miscellaneous horsd' oeuvres-Antipasto, Bruschetta, Tapas,Amusebouche		
<b>Chaper 3</b>	<b>Sandwiches</b>	<b>02</b>	<b>06</b>
3.1	Composition		
3.2	Types – Hot&Cold		
<b>Chaper 4</b>	<b>Curing And Smoking</b>	<b>04</b>	<b>04</b>
4.1	Ingredients used for curing foods		
4.2	Curing methods		
4.3	Smoking		
<b>Chaper 5</b>	<b>Charcuterie</b>	<b>08</b>	<b>06</b>
5.1	Bacon – Cuts & uses		
5.2	Ham – Types & uses		
5.3	Differentiation – Ham, Bacon & Gammon		
5.4	Forcemeats – Types		

5.5	Sausages – Composition, Classification & types		
<b>Chaper 6</b>	<b>Pate, Terrinesand other cold foods</b>	<b>06</b>	<b>08</b>
6.1	Duties and responsibilities of Chef du Froid		
6.2	Aspic – Definition, function and types		
6.3	Chaud froid – Definition, types		
6.4	Using aspic jelly and Chaud froid sauce		
6.5	Pates & Terrines – Definition, preparation, difference		
6.6	Galatine & Ballotine – Definition, preparation, difference		
6.7	Mousse & Mouselline – Definition, preparation, difference		
6.8	Assembly of cold buffet		
6.9	Smorgasbord		
<b>Chaper 7</b>	<b>Creams, Custards, Pudding and</b>	<b>04</b>	<b>04</b>
	<b>Frozen Desserts</b>		
7.1	Basic custard		
7.2	Pastry cream – Definition, preparation & variations		
7.3	Pudding – Types		
7.4	Bavarians, Chiffons, Mousses & Souffles		
7.5	Frozendessert – Classification, popular ice-cream desserts and dessert sauces		
<b>Chaper 8</b>	<b>Culinary Terms</b>	<b>04</b>	<b>06</b>
	Anglaise	Assaisonner	Ateraux
	Abattis	Ballotine	Barder
	Beignet	Bouchee	Blondir
	Charlotte	Chiffonade	Coulis
	Dariole	Duxelle	Panada
	Foie Gras	Jardiniere	Jambonnette
	Meringue	Navarin	Papillote
			Aspic
			Bavarois
			Chantilly
			Crecy
			Farcir
			Jus-lie
			Parfait

Praline	Provencale	Quenelle	Quiche
Rataouille	Timbale	Darois	Crudite
Forcemeat	Rollmops	Frizzling	Baba
Kedergree	Rasping	Nori	Fleuron
Crepinetts	Tournedos	Zakuski	Matellote
Civet	Tournedos	Zakuski	Matellote
Macerate	Taboulleh	Gnocchi	Sippets
Tripe	Muesli	Neige	Pastillage
Dashi	Bombe	Compote	Tapenade
Lardons	Panache	Piquante	Baron
Sauerkarat	Salsa	Daube	Shaslik
Blanquette	Sundae	Crepes	Zabaglione
Qubus	Moussaka	Paella	Falafel
Baveuse	Waffles	Blackpudding	Truffles

<b>Chapter 9</b>	<b>Meat Cookery and Poultry</b>	<b>12</b>	<b>12</b>
9.1	Composition & structure		
9.2	Quality of meat		
9.3	Factors affecting flavor & tenderness		
9.4	Cooking of meats		
9.5	Selection, cuts, approximate weights and method of cooking		
	Of the following : Lamb, Pork, Beef, Veal		
9.6	Poultry – Selection, cuts and uses		

## REFERENCE BOOKS

- 1 Professional Cooking, Wayne Gisselen, John Wiley & Sons, N.Y
- 2 Professional Baking, Wayne Gisselen, John Wiley & Sons, N.Y
- 3 Modern Cookery for Teaching & Trade (Volume I & II), Thangam E. Philip, Orient Longman Ltd. Mumbai.
- 4 The Larder Chef, Leto. M.J.&Bode, K.H, Heinemann Professional
- 5 Larousse Gastronomique, Paul Hamlyn, Cookery Encyclopedia
- 6 Practical Cookery, Kinton Ceserani, ELBS

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|---|--|
| 7 | Professional Chefs, Art of Garde Manger, Frederic.H&John Nicolas, John Wiley & Sons, N.Y |
| 8 | Kitchen Planning & Management, John Fuller & David Kirk, Heinemann, Butterworth          |
| 9 | Classical Food Preparation & Presentation, W.K.H.Bode, Batsford                          |

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SUBJECT CODE:DSC 101 A				
SUBJECT: LARDER (PRACTICAL)				
Teaching Scheme/Week	Examination Scheme			
Training Hours	IA Marks	EA Marks	Total Marks	Credits
08	40	60	100	04

Minimum 20 practicals of Advanced Continental menus to be conducted.

Menus may be designed so as to cover classical appetizers, soups, sandwiches, main course, accompaniments, salads and desserts relevant to the theory covered in classroom sessions.

**Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.**

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	<b>SUBJECT CODE:DSC 102</b>				
	<b>SUBJECT: ALCOHOLIC BEVERAGES I (THEORY)</b>				
<b>Teaching Scheme/Week</b>		<b>Examination Scheme</b>			
<b>Training Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>04</b>	<b>40</b>	<b>60</b>	<b>-</b>	<b>100</b>	<b>04</b>

**Rationale :**

The students will gain comprehensive knowledge about various types of wines, aperitifs and beers.



	<b>SUBJECT CODE:AEC 102</b>				
	<b>SUBJECT: HOSPITAL LAW (THEORY)</b>				
Teaching Scheme/Week		Examination Scheme			
Theory	Hours	IA Marks	EA Marks	Total Marks	Credits
<b>03</b>		<b>40</b>	<b>60</b>	<b>100</b>	<b>03</b>

### Rationale

The subject aims to provide information regarding the various laws pertaining to the hotel and catering industry.

		Hours	Marks
<b>Chapter 1</b>	<b>The Indian Contract Act 1872</b>	<b>06</b>	<b>06</b>
1.1	Definition and essentials of a contract		
1.2	Valid, void and voidable contracts		
1.3	Free consent and consideration		
1.4	Performance and discharge fo contracts		
1.5	Breach of contract and remedies for breach of contract.		
<b>Chapter 2</b>	<b>The Sales of Goods Act 1932</b>	<b>04</b>	<b>04</b>
2.1	Meaning of contract of sale		
2.2	Difference between sale and agreement to sale		
2.3	Rights and duties of seller and buyer		
2.4	Unpaid seller		
<b>Chapter 3</b>	<b>The Partnership Act 1932</b>	<b>04</b>	<b>04</b>
3.1	Nature of partners		
3.2	Rights and duties of partners		
<b>Chapter 4</b>	<b>The Companies Act 1956</b>	<b>04</b>	<b>06</b>
4.1	Essential features of company		
4.2	Legal aspects of corporate social responsibility		
<b>Chapter 5</b>	<b>The Bombay Shop and Establishment Act</b>		<b>04</b>
5.1	General Provisions applicable to the Hotel industry		<b>06</b>

5.2	Daily and weekly working hours, over time, Annual leave with wages,		
<b>Chapter 6</b>	<b>The Industrial Dispute Act 1948</b>	<b>04</b>	<b>06</b>
6.1	Definition of Industry.		
6.2	Industrial disputes		
6.3	Settlement of industrial disputes		
6.4	Strike, lay-off, lock out, retrenchment and closure		
<b>Chapter 7</b>	<b>The payment of Wages Act 1936</b>	<b>04</b>	<b>06</b>
7.1	Responsibility of payment of wages		
7.2	Rules for payment of wages		
7.3	Permissible deductions		
<b>Chapter 8</b>	<b>Food Legislation</b>	<b>06</b>	<b>06</b>
8.1	The prevention of food Adulteration Act 1954		
8.2	Role of Food inspector and public analyst.		
8.3	Colouring, packing and labeling		
8.4	Prohibition and regulation of sales		
8.5	Preservatives		
8.6	Anti-oxidants, emulsifying, stabilizing and anti-caking agents.		
<b>Chapter 9</b>	<b>The Food Safety and Standards Act 2006</b>	<b>04</b>	<b>06</b>
9.1	Food Safety and Standards Authority of India		
9.2	General Principles of Food Safety		
9.3	General Provisions as to Articles of Food		
9.4	Provisions Relating to Import		
9.5	Special responsibilities related to food safety		
9.6	Offences and penalties		
<b>Chapter 10</b>	<b>The Consumer Protection Act</b>	<b>04</b>	<b>04</b>

10.1	Rights of a consumer		
10.2	Redressal of consumer disputes		
<b>Chapter 11</b>	<b>Licenses and Permits</b>	<b>04</b>	<b>06</b>
11.1	for applying and renewal of licenses and Permits. Licenses a and permits required for hotel and catering establishments		
11.2	Procedure for applying and renewal for licenses and Permits		
11.3	Provisions for suspension and cancellation of licenses		
11.4	By laws for operating Permit Rooms and Bar		

## REFERENCES

- 1 Mercantile Law, B.D.Joshi, Narendra Publication
- 2 Elements of Mercantile Law, N.D.Kappor, Tata Mac Graw Hill
- 3 Principles of Business Law, Ashwathappa. K, Himalaya Publication
- 4 Business Law, M.C.Kuchal, Viaks Publication
- 5 Various Bare Acts

## LIST OF ABILITY ENHANCING ELECTIVE COURSES

AEE	101	CATERING SCIENCE
AEE	102	DIETITICS & NUTRITION
AEE	103	FOOD & BEVERAGE CONTROLS
AEE	104	PRINCIPLES OF MANAGEMENT
AEE	105	ORGANISATION BEHAVIOR
AEE	106	HOTEL ECONOMICS
AEE	107	FINANCIAL MANAGEMENT

<b>SUBJECT CODE:AEE 101</b>					
<b>SUBJECT: CATERING SCIENCE</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Theory Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>04</b>	<b>--</b>	<b>--</b>	<b>50</b>	<b>50</b>	<b>04</b>

### **Rationale**

To develop awareness of the importance of hygiene in the Catering Industry.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Importance of Hygiene in the Catering Industry.</b>	<b>02</b>	<b>02</b>
1.1	Introduction, Definitions: Hygiene & Sanitation		
1.2	Significance of hygiene & Sanitation in the food industry		
<b>Chapter 2</b>	<b>Food Microbiology</b>	<b>10</b>	<b>06</b>
2.1	Classification & Morphology of Microorganisms Bacteria, Virus,		
2.2	Fungi, Algae, protozoa		
2.3	Growth of Bacteria and its relevance to the food industry.  Factors affecting microbial Growth. Moisture, Ph, Temperature, Oxygen, Time, Osmotic Pressure		
2.5	How food act as a substrate for microorganisms.		
2.6	Food spoilage, causes, chemical changes caused by microorganisms		
<b>Chapter 3</b>	<b>Food borne illnesses</b>	<b>10</b>	<b>04</b>
3.1	Microbialaction – Food Poisoning (Microorganisms  Involved, mode of transmission, control of food		

	Borneillness) Food infection (Bacterial, Viral Protozoal)		
	(Microorganisms involved, mode of transmission, Control of food borne illness)		
3.3	Toxic metals and chemicals		
3.4	Naturally occurring toxicants in food.		
3.5	Investigation of food- borne disease outbreak		
<b>Chapter 4</b>	<b>Beneficial effects of microorganisms</b>	<b>08</b>	<b>04</b>
4.1	Role of microorganisms in the manufacture of fermented foods, Dairy products, vegetable preparations, Bakery products & Alcoholic beverages		
<b>Chapter 5</b>	<b>Hygienic food Handling</b>	<b>08</b>	<b>06</b>
5.1	Importance of following sanitary procedures.		
5.2	Concept of danger zone		
5.3	Sanitary procedures while Preparation, Cooking, Mixing raw and cooked preparation, Holding : Hot holding, cooling, leftover		
5.4	Common faults in food preparation		
<b>Chapter 6</b>	<b>Environmetal Sanitation. Hygiene in food production and service areas.</b>	<b>08</b>	<b>06</b>
6.1	Types of wastes in catering establishments their disposal methods. Food Contamination and spoilage due to kitchen pests and Pest control.		
<b>Chapter 7</b>	<b>Hazard Analysis and critical control points,</b>		
	Importance, definition & usage of HACCP	<b>06</b>	<b>06</b>
<b>Chapter 8</b>	<b>Sanitation Regulation &amp; standards</b>	<b>06</b>	<b>06</b>
8.1	Food adulteration, Simple tests to detect food Adulterants in milk, sugar, turmeric, chilli powder, tea, Coffee semolina, Ghee, butter margarine, oil		
8.2	Control of food quality – Indian Stan		

- 9.1 Food Preservation by canning, drying, fermentation  
Pickling and curing, chemical preservatives & byirradiation.

## **REFERENCEBOOKS**

- 1 Food Hygiene and sanitation, Ms. S. Roday, Tata McGraw Hill
- 2 The technology of food preservation, Norman Desrosier, CBS Publishers
- 3 Food microbiology, William Frazier & Denn is Westhoff Tata Mc Graw Hill
- 4 Food science & experimental foods, Dr.M.Swaminathan Bappeo Publishers
- 5 Prevention of food adulteration act, 1954, Seth&Capoors, ILBS Publishers

SUBJECT CODE:AEE 102					
SUBJECT: DIETITICS & NUTRITION (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	--	50	04

#### Rationale

To develop basic awareness of important nutrients and knowledge of nutritional requirements for human beings & plan a balanced diet & understand the changes that occurs in the chemical components of food during preparation.

		Hours	Marks
<b>Chapter 1</b>	<b>Introduction to nutrition</b>	<b>04</b>	<b>04</b>
1.1	Definitions: Food, Diet, nutrients, nutrition, Malnutrition. Over and under nutrition / Energy, energy requirements.		
1.2	Basal metabolic rate, Factors affecting basal Metabolic rate.		
1.3	Concept of digestion, absorption, metabolism		
1.4	Objectives of cooking		
<b>Chapter 2</b>	<b>Carbohydrates</b>	<b>04</b>	<b>04</b>
2.1	Definition, Composition, Classification		
2.2	Food sources, Functions		
2.3	RDA (Adolescents and Adults)		
2.4	Importance of fiber in the Diet		
2.5	Symptoms of Deficiency and Excess of Carbohydrates In diet		
2.6	Effect of heat on Carbohydrates		

<b>Chapter 3</b>	<b>Proteins</b>	<b>06</b>	<b>04</b>
3.1	Definition, Composition, Classification		
3.2	Food sources		
<b>Chapter 4</b>	<b>Lipids</b>	<b>06</b>	<b>04</b>
4.1	Definition, Composition, Classification		
4.2	Food Sources		
4.3	RDA (Adolescents and Adults)		
4.4	Symptoms of deficiency and excess of fats		
4.5	Effect fo heart on fats		
<b>Chapter 5</b>	<b>Vitamins</b>	<b>06</b>	<b>06</b>
5.1	Definition, Classification of Vitamins in to Fat Solube And Water Soluble		
5.2	Functions, Sources, RDA, Symptoms of Deficiency and excess		
<b>Chapter 6</b>	<b>Mineral</b>	<b>06</b>	<b>04</b>
6.1	Classification, General Functions of Minerals - Calcium, Iron, Iodine, Sodium and Chlorine		
6.2	Food Sources, Symptoms of Deficiency and Excess		
6.3	RDA in Adolescents and Adults		
<b>Chapter 7</b>	<b>Water</b>	<b>02</b>	<b>04</b>
7.1	Sources, Functions of Water in human body, Sources of Water		
7.2	Deficiency and Excess		
<b>Chapter 8</b>	<b>Classification of Raw Materials into food Groups</b>	<b>02</b>	<b>04</b>
8.1	Their nutritive values-cereals, pulses, nuts & Oil seeds milk & milk Products, eggs, flesh foods, Vegetables		



<b>Chapter 9</b>	<b>Formulation of balanced &amp; Therapeutic Diet</b>	<b>10</b>	<b>06</b>
9.1	Five food groups system diet therapeutic diet		
9.2	Exchange list system		
9.3	Planning of a diet for normal adults (male&female)		
9.4	Concepts of Therapeutic diets, Foods to be avoided and Recommended in Diabetes Mellitus. Cardio vascular disorders.		
9.5	Gastro intestinal disorders, Kidney disorders and Liver Disorders. Fevers and Infections		
9.6	New trends in Nutrition (importance of avoiding junk food. Gluten free diet trans fatty acids, convenience food)		
<b>Chapter 10</b>	<b>Food Science</b>	<b>10</b>	<b>06</b>
10.1	pH-Definition and its relevance in industry		
10.2	Browning reactions (desirable & undesirable. Enzymatic And non enzymatic Reactions in food)		
10.3	Concept of gelatinization. Inversion and crystallization in starch.		
10.4	Definitions and relevance of Boiling point, Boiling under Pressure, Melting Point, Smoking point. Flash Point Surface Tension		
<b>Chapter 11</b>	<b>Food Additives</b>	<b>04</b>	<b>04</b>
11.1	Definition, types and functions and various Uses in food industry.		

## REFERENCE BOOKS

- 1 Nutrition and Dietetics, Ms. Shubhangini Joshi, Tata MC-Graw Hill
- 2 Hand Book of food and Nutrition, Dr. M.S. Swaminathan, Bappa
- 3 Diet and Nutrition, BNTiwari, Pearl Books

<b>SUBJECT CODE:AEE 401</b>					
<b>SUBJECT: CATERING SCIENCE (THEORY)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Theory Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>04</b>	<b>--</b>	<b>--</b>	<b>50</b>	<b>50</b>	<b>04</b>

### Rationale

To develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

### Hours Marks

<b>Chapter1</b>	<b>Importance of Hygiene in the Catering Industry.</b>	<b>04</b>	<b>06</b>
1.1	Introduction, Definitions: Hygiene & Sanitation		
1.2	Significance of hygiene & Sanitation in the food industry		
<b>Chapter2</b>	<b>Food Microbiology.</b>	<b>10</b>	<b>06</b>
2.1	Classification & Morphology of Microorganisms- Bacteria, Virus,		
2.2	Fungi, Algae, protozoa.		
2.3	Growth of Bacteria and its relevance to the food industry. Factors affecting microbial Growth. Moisture, Ph, Temperature, Oxygen, Time, Osmotic Pressure		
2.4	How food act as substrate for micro organisms.		
2.5	Concept of food contamination, Sterility, Cross Contamination, Contamination from plants & fruits, animals, sewage, soil, water, air.		
2.6	Food spoilage, causes, chemical changes caused by microorganisms		
<b>Chapter3</b>	<b>Food borne illnesses</b>	<b>10</b>	<b>04</b>
3.1	Microbial action-Food Poisoning (Microorganisms involved, mode of transmission, control of food		

	Borne illness) Foodinfection(Bacterial, Viral, Protozoal) (Micro organisms involved, mode of transmission, control of food born eillness)		
3.2	Toxicmetals and chemicals		
3.3	Naturally occurring toxicants in food.		
3.4	Investigation of food– borne disease outbreak		
<b>Chapter4</b>	<b>Beneficial effects of micro organisms</b>	<b>08</b>	<b>04</b>
4.1	Role of micro organisms in the manufacture of fermented foods, Dairyproducts, Vegetable preparations, Bakery products & Alcoholic beverages.		
<b>Chapter5</b>	<b>Hygienic food Handling</b>	<b>08</b>	<b>06</b>
5.1	Importance of following sanitary procedures.		
5.2	Concept of danger zone		
5.3	Sanitaryprocedures whilePreparation,Cooking, Mixing rawand cooked preparation, Holding: Hotholding, cooling, leftover		
5.4	Common Faults in food preparation		
<b>Chapter6</b>	<b>Environmental Sanitation. Hygiene in food production and service areas.</b>	<b>08</b>	<b>08</b>
6.1	Types of wastes in catering establishments the irdisposal methods. Food Contamination and spoilage due to kitchen pests and Pest control.		
<b>Chapter 7</b>	<b>Hazard Analysis and critical control points, Importance, definition &amp; usage of HACCP.</b>	<b>06</b>	<b>06</b>
<b>Chapter 8</b>	<b>Sanitation Regulation &amp; standards</b>	<b>06</b>	<b>06</b>
8.1	Food adulteration. Simple tests to detect food adult erantsin milk, sugar, turmeric, chilli powder, tea, coffee semolina, Ghee, butter margarine,oil		
8.2	Control of food quality– IndianStan.		

- 9.1              Food Preservation by canning, drying, fermentation,  
Pickling and curing, chemical preservatives & by irradiation.

## **REFERENCE BOOKS**

- 1      Food Hygiene and sanitation, Ms.S. Roday, Tata Mc Graw Hill
- 2      The technology of food preservation, Norman Desrosier, CBS Publishers
- 3      Food microbiology, William Frazier & Dennis Westhoff Tata McGraw Hill
- 4      Food science & experimental foods, Dr. M.Swaminathan Bappa Publishers
- 5      Prevention of food adulteration act, 1954, Seth & Capoor, ILBS Publishers

<b>SUBJECT CODE:DSC 401 (A)</b>					
<b>SUBJECT: DIETITICS &amp; NUTRITION</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	–	–	50	50	04

### **Rationale**

To develop basic awareness of important nutrients and knowledge of nutritional requirements for human beings & plan a balanced diet & understand the changes that occurs in the chemical components of food during preparation.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter1</b>	<b>Introduction to nutrition</b>	<b>04</b>	<b>04</b>
1.1	Definitions: Food, Diet, nutrients, nutrition, Malnutrition, over and under nutrition/Energy, energy requirements.		
1.2	Basal metabolic rate, Factors affecting basal metabolic rate.		
1.3	Concept of digestion, absorption, metabolism.		
1.4	Objectives of cooking.		
<b>Chapter 2</b>	<b>Carbohydrates</b>	<b>04</b>	<b>04</b>
2.1	Definition, Composition, Classification		
2.2	Foodsources, Functions		
2.3	RDA (Adolescents and Adults)		
2.4	Importance of fiber in the Diet		
2.5	Symptoms of Deficiency and Excess of Carbohydrates In diet		
2.6	Effect of heat on Carbohydrates		
<b>Chapter 3</b>	<b>Proteins</b>	<b>06</b>	<b>04</b>
3.1	Definition, Composition, Classification		
3.2	Food sources		
3.3	Essential and Non-essential Aminoacids		
3.4	RDA (Children and Adults)		

3.5	Effect of heat on Proteins		
<b>Chapter4</b>	<b>Lipids</b>	<b>06</b>	<b>04</b>
4.1	Definition, Composition, Classification		
4.2	Food Sources		
4.3	RDA (Adolescents and Adults)		
4.4	Symptoms of deficiency and excess of fats		
4.5	Effect of heat on fats		
<b>Chapter 5</b>	<b>Vitamins</b>	<b>06</b>	<b>06</b>
5.1	Definition, Classification of Vitamins in to Fat Soluble And Water Soluble		
5.2	Functions, Sources, RDA, Symptoms of Deficiency and excess		
<b>Chapter6</b>	<b>Mineral</b>	<b>06</b>	<b>04</b>
6.1	Classification, General Functions of Minerals- Calcium, Iron, Iodine, Sodium and Chlorine		
6.2	FoodSources,Symptoms of DeficiencyandExcess		
6.3	RD Ain Adole scents and Adults		
<b>Chapter7</b>	<b>Water</b>	<b>02</b>	<b>04</b>
7.1	Sources, Functions of Water in human body, Sources Of Water		
7.2	Deficiency and Excess		
<b>Chapter8</b>	<b>Classification of Raw Materials into food groups</b>	<b>06</b>	<b>04</b>
8.1	The irnutritive values-cereals, pulses, nuts& Oil seeds milk & milk Products, eggs,flesh foods, Vegetables & fruits, fats & oils.		
<b>Chapter 9</b>	<b>Formulation of balanced &amp; Therapeutic Diet</b>	<b>10</b>	<b>06</b>
9.1	Five food groups system diet therapeutic diet		

9.2	Exchange list system		
9.3	Planning of a diet for normal adults (male & female)		
9.4	Concepts of Therapeutic diets, Foods to be avoided and recommended in Diabetes Mellitus, Cardiovascular disorders,		
9.5	Gastro intestinal disorders, Kidney disorders and Liver disorders, Fevers and Infections		
9.6	New trend sin Nutrition (importance of avoiding junk food, gluten free diet, transfatty acids, convenience food)		
<b>Chapter 10</b>	<b>Food Science</b>	<b>10</b>	<b>06</b>
10.1	pH-Definition and its relevance in industry		
10.2	Browning reactions (desirable & undesirable, enzymatic And nonenzyti creaction sin food)		
10.3	Concept of gelatinization, inversion and cystallization in starch.		
10.4	Definitions and relevance of Boiling point, Boiling under Pressure, Melting Point,Smoking point,Flash Point, Surface Tension		
<b>Chapter 11</b>	<b>Food Additives</b>	<b>04</b>	<b>04</b>
11.1	Definition, types and functions andvarious uses in food industry		

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## REFERENCEBOOKS

- 1 Nutrition and Dietetics, Ms. Shubhangini Joshi, Tata Mc-Graw Hill
- 2 Hand Book of food and Nutrition, Dr. M.S. Swaminathan, Bappco
- 3 Diet and Nutrition, BN Tiwari, Pearl Books
- 4 Food Science, B.Srilakshmi, New Age International Publication



SUBJECTCODE: AEE103					
SUBJECT: FOOD & BEVERAGE CONTROLS					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

## Rationale

To impart to students various cost, control and inventory concepts in a food and beverage operation.

		Hours	Marks
<b>Chapter1</b>	<b>Introduction to Food &amp; Beverage management</b>	<b>8</b>	<b>6</b>
1.1	Sectors of Food & Beverage Industry		
1.2	Cost and market orientation		
1.3	Food & Beverage Management functions		
1.4	Responsibilities of food and beverage management		
1.5	Constraintst of o odand beverage management		
<b>Chapter2</b>	<b>An overview of Food and Beverage control</b>	<b>6</b>	<b>04</b>
2.1	Food and beverage control defined		
2.2	Objectives of food and beverage control		
2.3	Problems of food and beverage control		
2.4	The fundamentals of control		
<b>Chapter3</b>	<b>Cost, Profit and Sales concepts</b>	<b>10</b>	<b>6</b>
3.1	The elements of cost		
3.2	Basic cos tconcepts - Fixed and variable costs, Direct And indirect costs,Control lable and uncontrollable costs, Estimated, budgeted and Standard costs Outlay And opportunity costs		
3.3	Kinds of profit		
3.4	Break evenan alysis		
<b>Chapter4</b>	<b>Budgeting for Food and Beverage Operations</b>	<b>10</b>	<b>6</b>
4.1	Budgets defined		
4.2	Objectives of budgetary control		
4.3	Types of budgets		

4.4	Basic stages in the preparation of budgets		
4.5	Obstacles to control		
<b>Chapter 5</b>	<b>Purchasing</b>	<b>6</b>	<b>6</b>
5.1	The main duties of the purchasing manager		
5.2	The purchasing procedure for food and beverage		
5.3	The selection of a supplier		
5.4	Methods of purchasing food and beverage		
5.5	Purchase specifications for food and beverage		
<b>Chapter 6</b>	<b>Receiving, Storing and Issuing</b>	<b>8</b>	<b>8</b>
6.1	Objectives of receiving food		
6.2	Theme at tag		
6.3	Stock taking of food		
6.4	Receiving of beverages		
6.5	Storing and issuing of beverages		
6.6	Cellar records		
6.7	Issuing beverages		
6.8	Stock taking of beverages		
<b>Chapter 7</b>	<b>Control checklist</b>	<b>6</b>	<b>6</b>
7.1	Food control checklist		
7.2	Beverage control checklist, bar procedures, beverage control procedures		
7.3	Prevention of fraud in the bar		
<b>Chapter 8</b>	<b>Management information System</b>	<b>10</b>	<b>8</b>
8.1	Various Reports		
8.2	Calculation of Actual Cost		
8.3	Daily Food Cost		
8.4	Monthly Food Cost		
8.5	Statistical Revenue Reports		
8.6	Cumulative and Non-Cumulative		

## REFERENCE BOOKS

- 1 Food and Beverage management, Bernard Davis, Sally Stone, Butter worth Heineman Ltd
- 2 Food and beverage control, Richard Kotas Bernard Davis, International, Textbook, Glasgow
- 3 Cost accounting- Methods and Problems, BKBhar, Academic Publishing

SUBJECT CODE: AEE104					
SUBJECT: PRINCIPLES OF MANAGEMENT					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

### Rationale

To make the student understand the concepts of management and the impractical application in the hospitality industry.

		Hours	Marks
<b>Chapter1</b>	<b>Introduction to management</b>	<b>06</b>	<b>04</b>
1.1	Management and Organization defined		
1.2	Why organizations and managers are needed		
1.3	Types of managers		
1.4	External and internal factors that affect management		
<b>Chapter2</b>	<b>The Evolution of Management theory</b>	<b>08</b>	<b>08</b>
2.1	Brief history of management thought		
2.2	Taylor's Scientific Management Theory		
2.3	Fayol's Classical Organization Theory		
<b>Chapter3</b>	<b>Planning and Decision Making</b>	<b>08</b>	<b>08</b>
3.1	Planning defined		
3.2	Importance of plans and goals		
3.3	Hierarchy of plans/Types of plans (Objectives, Strategies, Policies, Procedures, Methods, Rules, Programmes, Budgets)		
3.4	Steps in planning		
3.5	The rational model of decision making		
<b>Chapter4</b>	<b>Organising &amp; Staffing</b>	<b>12</b>	<b>08</b>
4.1	Organising defined and importance		
4.2	Formal and informal organization		
4.3	Span of management		
4.4	Departmentation		
4.5	Centralisation & Decentralisation		
4.6	Delegation of Authority		

<b>Chapter5</b>	<b>Leadership</b>	<b>10</b>	<b>06</b>
5.1	Leadership styles		
5.2	Leadership theory (Blake & Mouton's Managerial Grid, Trait Theory, Contingency Theory)		
5.3	Characteristics of a good leader		
<b>Chapter6</b>	<b>Motivation</b>	<b>08</b>	<b>08</b>
6.1	Motivation defined		
6.2	Nature and importance		
6.3	Theories of motivation		
	i) Maslow's Hierarchy of Needs		
6.4	ii) McGregor's Theory X & Theory Y		
6.5	Benefits of high morale/motivation		
<b>Chapter7</b>	<b>Co ordination</b>	<b>06</b>	<b>04</b>
7.1	Co-ordination defined		
7.2	Need for Coordination		
7.3	Problems in achieving effective coordination		
7.4	Approaches to achieving effective coordination		
<b>Chapter8</b>	<b>Controlling</b>	<b>06</b>	<b>04</b>
8.1	Control defined		
8.2	Need for control		
8.3	Steps in the control process		

## REFERENCE BOOKS

- 1 Management, Stoner and Freeman, Prentice Hall of India
- 2 Essentials of Management, Koontz, O' Donnell, Mac Graw Publishing Co.
- 3 The best of Peter Drucker on Management, Peter Drucker Mac Graw Publishing Co.
- 4 Management Process, R. Davar, Universal Books

<b>SUBJECT CODE:AEE105</b>					
<b>SUBJECT:ORGANIZATIONAL BEHAVIOUR</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

## **Rationale**

The subject aims to introduce students to the various elements and dynamics of organizational behavior.

<b>Chapter1</b>	<b>Introduction to organizational behavior</b>	<b>Hours</b>	<b>Marks</b>
		<b>04</b>	<b>04</b>
1.1	Organizational behaviour defined.		
1.2	Relevance and scope.		
<b>Chapter2</b>	<b>Foundation of individual behaviour</b>	<b>06</b>	<b>06</b>
2.1	Environmental factors		
2.2	Personal factors		
2.3	Organizational factors		
2.4	Psychological factors		
2.5	Personality, perception, attitudes and learning		
<b>Chapter3</b>	<b>Motivation</b>	<b>06</b>	<b>06</b>
3.1	Nature of Motivation		
3.2	Theories of motivation-Maslow, Herzberg, Equity And Expectancy		
<b>Chapter4</b>	<b>Foundation of Group Behaviour</b>	<b>06</b>	<b>06</b>
4.1	Group Dynamics		
4.2	Group Formation		
4.3	Group Task		
4.4	Group Decision making		

<b>Chapter 5</b>	<b>Leadership</b>	<b>04</b>	<b>04</b>
5.1	Nature of leadership		
5.2	Theories of leadership-Traittheory, Behavioural and Fielder's contingency theory		
<b>Chapter 6</b>	<b>Communication</b>	<b>04</b>	<b>04</b>
6.1	Inter personal communication		
6.2	Barriers and ways of overcoming barriers		
6.3	Organizational communication		
6.4	Informal communication		
<b>Chapter 7</b>	<b>Conflicts</b>	<b>03</b>	<b>04</b>
7.1	Causes of conflicts		
7.2	Ways of overcoming conflicts		
<b>Chapter 8</b>	<b>Organization</b>	<b>05</b>	<b>04</b>
8.1	Organizational structures		
8.2	Behavioural implications of different structures		
<b>Chapter 9</b>		<b>05</b>	<b>06</b>
9.1	Organizational Change		
9.2	Factors responsible for change		
9.3	Resistance to change		
9.4	Implementation of the change process		
	Ways of overcoming theresistance		
<b>Chapter10</b>	<b>Organizational Culture</b>	<b>05</b>	<b>06</b>
10.1	Definition and importance of organizational culture		
10.2	Creation and sustenance of organizational culture		

## REFERENCEBOOKS

- 1 Essentials of Organizational Behaviour, Stephen. P. Robbins Prentice Hall of Indi
- 2 Organisational Behaviour, Fred Luthans, McGraw Hill
- 3 Organisational Behaviour, Ashwathappa. K,Himalaya Publishing House
- 4 Organisational Behaviour, B.P.Singh, DhanpatRai & sons
- 5 Organisation Behaviour, Umashankaran, Tata McGraw Hill

<b>SUBJECT CODE:AEE106</b>					
<b>SUBJECT:HOTEL ECONOMICS (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

### **Rationale**

This subject helps the students to develop an understanding of the concept and theories of application of management techniques in the field of economics. Moreover, they should be able to understand the Manager's role in the decision making process from an economic viewpoint.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter1</b>	<b>Nature &amp; Significance of Managerial Economics</b>	<b>04</b>	<b>08</b>
1.1	Meaning, Features & Significance		
1.2	Functions of Managerial Economist		
<b>Chapter2</b>	<b>Basic Terms used in Economics</b>	<b>08</b>	<b>08</b>
2.1	Micro & Macro Economics		
2.2	Problem of Scarcity – Lionel Robbins Definition of Economics		
2.3	Economic Tasks– Production & Distribution		
2.4	Economic Entities– Household & Firm		
2.5	Distinction between Plant, Firm & Industry		
<b>Chapter3</b>	<b>Demand Analysis</b>	<b>12</b>	<b>08</b>
3.1	Meaning, Types & Determinants of Demand		
3.2	Meaning & Determinants of Individual & Market Demand		
3.3	Demand Function & Demand Schedule		
3.4	The Law of Demand		
<b>Chapter4</b>	<b>Theory of Consumer Demand</b>	<b>10</b>	<b>06</b>
4.1	Utility- Meaning & Types		
4.2	The Law of Diminishing Marginal Utility		
4.3	The Law of Equi-Marginal Utility		

<b>Chapter5</b>	<b>Elasticity of Demand</b>	<b>10</b>	<b>06</b>
5.1	Concepts, Kinds & Types		
5.2	Measurement of Price Elasticity Demand		
<b>Chapter6</b>	<b>Production Analysis</b>	<b>08</b>	<b>06</b>
6.1	Concepts & Attributes		
6.2	The Law of Variable Proportions		
6.3	The Law of Returns to Scale		
<b>Chapter7</b>	<b>Supply Analysis</b>	<b>06</b>	<b>04</b>
7.1	Meaning & Determinants of Supply		
7.2	The Law of Supply		
7.3	Elasticity of Supply-meaning, measurement & factors Affecting elasticity of Supply		
<b>Chapter8</b>	<b>Types of Market</b>	<b>06</b>	<b>04</b>
8.1	Meaning & Classification of Market Structure		
8.2	Types of Market Structures Formed by the Nature of Competition		

## REFERENCE BOOKS

- 1 Business Economics, V. G. Mankar, Himalaya Publishing House,
- 2 Modern Micro Economics, Ahuja H. L, S. Chand Publishing
- 3 Business Economics (Micro), Dr. (Ms). Girija Shamkar, Nirali Prakashan



<b>SUBJECT CODE:AEE107</b>					
<b>SUBJECT:FINANCIAL MANAGEMENT (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

## Rationale

This subject helps the students to develop an understanding of the concepts and theories of Financial Management in the Hospitality industry. This will also help the student in analyzing the financial statements and capital budgeting.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Financial Management</b>	<b>04</b>	<b>04</b>
1.1	Definition, Scope and objectives-Branches of accounting-		
1.2	Historical, cost, Financial control, Financial Management and Revenue.		
<b>Chapter 2</b>	<b>Ratio Analysis</b>	<b>12</b>	<b>08</b>
2.1	Meaning, Importance and limitations		
2.2	Practical problems on computation of Liquidity Ratios- Current and Quick Ratio. Activity / Turnover Ratios- Stock Turnover Ratio, Debtors Turnover Ratio, Creditors Turnover Ratio, Long-term Solvency Ratios- Proprietary Ratio, Debt Equity Ratio.		
2.3	Profitability Ratios- Gross Profit, Net Profit, Operating ratio, Return on Capital employed, Return on Proprietor's Fund Ratio. Practical problems on preparation of Balance sheet from given Ratios.		
<b>Chapter 3</b>	<b>Funds Flow and Cash Flow Statement</b>	<b>12</b>	<b>10</b>
3.1	Nature, Importance and Uses		
3.2	Differences between Funds Flow and Cash Flow Statement		
3.3	Practical problems on preparation of Funds Flow considering following adjustment only: Depreciation		
	On fixed Assets, Dividend- Interim and Final and Taxation		

<b>Chapter 4</b>	<b>Working Capital Management</b>	<b>08</b>	<b>06</b>
4.1	Definition and Meaning		
4.2	Factors affecting working capital		
4.3	Working capital cycle		
4.4	Practical problems on determination of working capital		
<b>Chapter 5</b>	<b>Capital Budgeting</b>	<b>10</b>	<b>06</b>
5.1	Meaning and Importance		
5.2	Practical problems on capital budgeting : payback period, Accounting Rate of return, Netpresent Value		
<b>Chapter6</b>	<b>Budgets,Budgeting and Budgetary Control</b>	<b>08</b>	<b>08</b>
6.1	Definition and Characteristics of Budgets		
6.2	Meaning and Advantages of Budgetary control		
6.3	Practical problems on Cash Budget, Flexible Budget		
<b>Chapter7</b>	<b>Introduction to Pricing and Value added Tax.</b>	<b>10</b>	<b>08</b>
7.1	Importance of Pricing.		
7.2	Methods of Pricing- Costplus, Rate of Return, Absorption Contribution and Backward.		
7.3	History, Meaning and Advantages of Value added tax In Hotel and Catering establishment		

The students may be assigned exercises related to Hotel Accounting to get hands on experience.They may beg ivenassignmentsto collect various Formats use din the Hotel Industry and to present samein the class.

## REFERENCE BOOKS

- 1 Financial Management, M.Y.Khan & P.K.Jain,Tata McGraw Hill
- 2 Financial Management, Prof. Dr. S.V. Patankar, Everest Publishing House
- 3 Financial Management, Prof. N. M. Vechalekar, Nirali Publication
- 4 Financial Management, Satish M Inamdar, Everest Publishing House
- 5 Introduction To Management Accounting, L.N.Chopdeand D.H.Choudhary, Sheth Publishers Pvt.Ltd
- 6 Financial and Cost Control Techniques, Dr. Jagmohan Negi, Gaurav Manohar Metropolitan Book Co. Pvt. Ltd. New Delhi.

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# **SEMESTER– IV**

<b>SUBJECT CODE:DSC401</b>					
<b>SUBJECT:LARDER AND BASIC BAKING (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

### **Rationale**

This subject tends to develop knowledge and skills required for Garde Manger work and preparation of frozen desserts. It will also enhance understanding of the basic principles of baking, ingredients used in bakery and their role. It attempts to develop an understanding of meat cookery.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>LeGardeManger</b>	<b>04</b>	<b>06</b>
1.1	Definition		
1.2	Functions of larder department		
1.3	Break down of larder department		
1.4	Responsibilities of Chef Garde Manger		
1.5	Larder control		
1.6	Liasion with kitchen & pastry department		
1.7	Layout of larder in a hotel		
1.8	Equipments & tools use in larder		
<b>Chapter 2</b>	<b>Horsd'oeuvres</b>	<b>03</b>	<b>04</b>
2.1	Types of horsd'oeuvres: Hot and Cold- Canapés, Cocktails, Relishes.		
2.2	Miscellaneous horsd'oeuvres- Antipasto, Bruschetta, Tapas, Amusebouche		
<b>Chapter 3</b>	<b>Meat Cookery and Poultry</b>	<b>10</b>	<b>10</b>
3.1	Composition & structure		
3.2	Quality of Meat		
3.3	Factors affecting flavour & tenderness		
3.4	Cooking of meats		
3.5	Selection, Cuts, approximate weights & method of cooking of the following- Lamb, Pork, Beef, Veal.		
3.6	Poultry- Selection, Cuts, Uses.		

<b>Chapter 4</b>	<b>Curing And Smoking</b>	<b>02</b>	<b>02</b>
4.1	Ingredients used for curing foods		
4.2	Curing methods		
4.3	Smoking		
<b>Chapter 5</b>	<b>Charcuterie</b>	<b>05</b>	<b>06</b>
5.1	Bacon– cuts & uses		
5.2	Ham– types & uses		
5.3	Differentiation – Ham, Bacon & Gammon		
5.4	Forcemeats – types		
5.5	Sausages– composition, classification & types		
<b>Chapter 6</b>	<b>Pate,Terrines and other cold foods</b>	<b>05</b>	<b>06</b>
6.1	Duties and responsibilities of Chefdu - froid		
6.2	Aspic– definition, function & types		
6.3	Chaufroid – definition, types		
6.4	Using as picjelly & chaud froid sauce		
6.5	Pates & Terrines– definition, preparation, difference		
6.6	Galantine & Ballotine- definition, preparation, difference		
6.7	Mousse & Mouselline- definition, preparation, difference		
6.8	Assembly of cold buffet		
6.9	Smorgas bord		
<b>Chapter 7</b>	<b>Creams,Custards,Puddingsand FrozenDesserts</b>	<b>04</b>	<b>06</b>
7.1	Basic custard		
7.2	Pastrycream – definition, preparation & variations		
7.3	Pudding– types		
7.4	Bavarians, Chiffons, Mousses & Souffles		
7.5	Frozen dessert – classification, popularice - cream desserts		
7.6	Dessert sauces		
<b>Chapter 8</b>	<b>Culinary Terms</b>	<b>04</b>	<b>06</b>
Anglaise	Assaisonner	Ateraux	Aspic
Abattis	Ballotine	Barder	Bavarois
Beignet	Bouchee	Blondir	Chantilly
Charlotte	Chiffonade	Coulis	Crecy
Dariole	Duxelle	Panada	Farcir
FoieGras	Jardiniere	Jambonnette	Juslie
Meringue	Navarin	Papillote	Parfait
Praline	Provencale	Quenelle	Quiche
Ratatouille	Timbale	Dartois	Crudite
Forcemeat	Rollmops	Frizzling	Baba

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Kedegree	Rasping	Nori	Fleuron
Crepinettes	Tournedos	Zakuski	Matellote
Civet	Duglere	Rissotto	Hummus
Macerate	Taboulleh	Gnocchi	Sippets
Tripe	Muesli	Neige	Pastillage
Dashi	Bombe	Compote	Tapenade
Lardons	Panache	Piquante	Baron
Sauerkraut	Salsa	Daube	Shaslik
Blanquette	Sundae	Crepes	Zabaglion
Qubus	Moussaka	Paella	Falafel
Baveuse	Waffles	Blackpudding	Truffles

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<b>Chapter 9</b>	<b>Ingredients Used in Bakery</b>	<b>05</b>	<b>04</b>
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- |      |   |
|------|---|
| 9.1  | Flour– Functions.   |
| 9.2  | Sugars – Functions  |
| 9.3  | Fats - Types, Functions                                   |
| 9.4  | Milk & milk products - Functions, guidelines for usage    |
| 9.5  | Eggs - Functions, guidelines for usage                    |
| 9.6  | Leaven ingagents - Functions, guidelines for usage        |
| 9.7  | Fruits and nuts - Types, Functions.                       |
| 9.8  | Salt- Functions, guidelines for usage                     |
| 9.9  | Spices & Flavouring - Types, Functions                    |
| 9.10 | Chocolate & Cocoa- Types, Functions, guidelines for usage |

<b>Chapter 10</b>	<b>Basic Baking</b>	<b>06</b>	<b>10</b>
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|------|--|
| 10.1 | Steps in Bread making  |
| 10.2 | Methods of making cookies – Rolled, Dropped, Molded,<br>Bagged, Ice Box, Stencil, Sheet, Bar |
| 10.3 | Cake Mixing Methods – Sugar Batter, Flour Batter, Boiling,<br>Sugar Water, All in One        |
| 10.4 | Faults in Bread, Cakes, Cookies.   |

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## REFERENC EBOOKS

- 1 Professional Cooking, Wayne Gisselen, John Wiley & Sons, N.Y
- 2 Professional Baking, Wayne Gisselen, John Wiley & Sons, N.Y
- 3 Modern Cookery for Teaching & Trade (Volume I&II), Thangam E.Philip, Orient Longman Ltd.Mumbai.
- 4 The Larder Chef, Leto. M. J & Bode. K. H, Heinemann Professional
- 5 Larousse Gastronomique, Paul Hamlyn,Cookery Encyclopedia
- 6 Practical Cookery, Kinton Ceserani, ELBS
- 7 Professional Chefs- Art of Garde Manger, Frederic. H & John Nicolas, John Wiley & Sons, N.Y
- 8 Kitchen Planning & Mgmt, John Fuller & David Kirk, Heinemann Butterworth
- 9 Classical Food Preparation & Presentation,W.K.H. Bode, Batsford
- 10 BasicBaking,S.C.Dubey,TheSocietyofIndianBakers
- 11 Understanding Baking, Joseph Amendola & Donald Lundberg, John Wiley & Sons, N.Y

<b>SUBJECTCODE:DSC 401A</b>					
<b>SUBJECT:LARDER AND BASICBAKING(PRACTICAL)</b>					
<b>TeachingScheme/Week</b>	<b>ExaminationScheme</b>				
<b>Practical Hours</b>	<b>IAMarks</b>	<b>EAMarks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>08</b>	<b>40</b>	<b>60</b>	<b>-----</b>	<b>100</b>	<b>04</b>

- Minimum 08 practicals of Advanced Continental menu to be conducted. Menu may be designed so as to cover classical appetizers, soups, main course, accompaniments, salads and desserts.
- Minimum 04 Bakery practicals to be conducted to include varieties of bread, cookies and also introduce them to basic cake making.
- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day today basis.



<b>SUBJECTCODE:DSC 402</b>				
<b>SUBJECT:ALCOHOLICBEVERAGES – I(THEORY)</b>				
TeachingScheme/Week	Examination Scheme			
Theory Hours	IAMarks	EAMarks	TotalMarks	Credits
03	40	60	100	03

**Rationale:**

To impart comprehensive knowledge about various fermented & distilled alcoholic beverages such as wines, aperitifs, spirits, liqueurs & bitters.

		Hours	Marks
<b>Chapter 1</b>	<b>Aperitifs</b>	<b>02</b>	<b>04</b>
1.1	Definition		
1.2	Types- Wine Based, Spirit Based		
<b>Chapter 2</b>	<b>Introduction to Fermented Alcoholic Beverages</b>	<b>10</b>	<b>12</b>
2.1	Wine- Classification , Brands		
2.2	Beer – Classification, Brands		
2.3	Sake – Classification , Brand		
<b>Chapter 3</b>	<b>Introduction to Distilled Alcoholic Beverages</b>	<b>14</b>	<b>16</b>
3.1	Brandy – Classification, Brands		
3.2	Rum – Classification, Brands		
3.3	Vodka – Classification, Brands		
3.4	Gin – Classification, Brands		
3.5	Whisky – Classification, Brands		
3.6	Tequila – Classification, Brands		
<b>Chapter 4</b>	<b>Introduction to Cocktails</b>	<b>08</b>	<b>10</b>
4.1	Methods of Making Cocktails		
4.2	Golden Rules		
4.3	Classification of Cocktails		
4.4	Examples of Cocktails		
<b>Chapter 5</b>	<b>Other Alcoholic Beverage</b>	<b>03</b>	<b>04</b>
5.1	Arrack, Aquavit, Schnapps, Fruit Brandies, Pastis,		
5.2	Kirsch, Feni, Calvados, Korn, Doppelkorn, Cordials		
<b>Chapter 6</b>	<b>Introduction to Liqueur</b>	<b>06</b>	<b>08</b>
6.1	Introduction, Manufacturing		
6.2	Types		
6.3	Brands		

<b>Chapter 7</b>	<b>Introduction to Bitter</b>	<b>03</b>	<b>04</b>
7.1	Introduction, Manufacturing		
7.2	Types		
7.3	Brands		
<b>Chapter 8</b>	<b>Introduction to Tobacco</b>	<b>02</b>	<b>02</b>
8.1	Introduction		
8.2	Types, Brands of Cigar, Cigarettes.		

## Glossary of Terms

Distillation	Aqua-vitae	Eau-de-vie
Congeners	Pot still	Fore-shots
Blending	Coffey still	Maturing
Cognac	Armagnac	Bonne chauffe
Ageing	Angels share	Brouillis
Grande Fine Champagne	Fine Champagne	Fine Maison
VSOP	Napoleon Brandy	Old liqueur cognac
Hors d'age	Marc	Grappa
Grain Whiskey	Ouzo	Peats reek
Single malt	Blended whisky	Malt whiskey
Dunder	Vatted malt	Rye whisky
Schnapps	White rum	Bagasse
Wine	Aromatized wine	Dark rum
Blue wine	Blush wine	Agave
Champagne	Sparkling wine	Vine
Asti spumante	Vins mousseux	Fortified wine
Vinho coto		

**Assignment:** Minimum of two assignments to be submitted by students by the end of the semester.

1. Wines from New world countries (USA, Australia, Africa and New Zealand)
2. Price list of wines from two outlets.
3. Indian wines brand names and prices
4. Price list of Beer from two outlets
5. Prepare a wine & other alcoholic beverages list.
6. List & give recipe of 10 cocktails of different base : Vodka, Rum, Tequila, Brandy, Whisky

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**REFERENCE BOOKS:**

<b>Sr.No.</b>	<b>Name of the Book</b>	<b>Author</b>	<b>Publisher</b>
1	Food & Beverage Service	Denis Lillicrap, Cousins	Book Power
2	Modern Restaurant Service	John Fuller	Hutchinson
3	Food & Beverage Service- Training Manual	Sudhir Andrews	Tata McGraw Hill
4	The Restaurant (from Concept to operation)	John Walker Donald Lundberg	John Wiley & Sons
5	The Beverage Book	Duncan & Cousins	Hodder & Stoughton
6	Professional Guide to Alcoholic Beverages	Lipinski	Van Nostrand Reinhold
7	Oxford Companion to Wines	Jancis Robinson	Oxford University Press

<b>SUBJECTCODE:DSC-402A</b>					
<b>SUBJECT:ALCOHOLIC BEVERAGES – I (PRACTICAL)</b>					
<b>TeachingScheme/Week</b>	<b>ExaminationScheme</b>				
<b>PracticalHours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
02	40	60	-----	100	01

<b>Sr.No</b>	<b>Topic</b>
1	Types of Glassware used in Beverage Service
2	Service of Aperitifs
3	Service of Wines
4	Setting up cover for menu with wines
5	Service of Beer – Service Temperature, Equipment, Procedure, Brands
6	Service of Brandy
7	Service of Rum
8	Service of Vodka
9	Service of Tequila
10	Service of Gin
11	Service of Whisky
12	Service of Liqueur at the bar and at the table
13	Compiling a Wine & other drink list
14	Service of Cocktails at the bar and at the table
15	Types of bitter and service of bitter& other alcoholic beverages
16	Service of Cigar & Cigarettes

<b>SUBJECT CODE: DSC 403</b>					
<b>SUBJECT : ALLIED HOUSEKEEPING FUNCTIONS(THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory hours	IA	EA	CA	Total	Credits
	Marks	Marks	Marks	Marks	
02	40	60	---	100	02

### **Rationale:**

The subject aims to establish the importance of Housekeeping Operations & its role in the Hospitality Industry. It also prepares the student to acquire knowledge of the operational aspects in housekeeping.

		Hours	Marks
<b>Chapter1</b>	<b>Horticulture &amp; Flower Arrangement</b>	<b>06</b>	<b>12</b>
1.1	Concept and Importance		
1.2	Principles, Types and Shapes of flower arrangements		
1.3	Types of indoor and outdoor plants used in hotels		
1.4	Tools, Equipment's and Accessories used in horticulture and flower arrangement		
1.5	Conditioning of Plant Materials		
<b>Chapter 2</b>	<b>Pest Control</b>	<b>04</b>	<b>08</b>
2.1	Types of Pests		
2.2	Preventive and Control measures		
<b>Chapter 3</b>	<b>Contract Cleaning</b>	<b>04</b>	<b>10</b>
3.1	Definition, Concept		
3.2	Jobs given on contract by Housekeeping		
3.3	Advantage & Disadvantages		
3.4	Pricing a contract		
<b>Chapter 4</b>	<b>Safety &amp; Security Processes</b>	<b>06</b>	<b>10</b>
4.1	Safety of Guests & Guests Property		
4.2	Safety of Hotel Property & employees		
4.3	Prevention of accidents		
<b>Chapter 5</b>	<b>Purchasing Systems.</b>	<b>06</b>	<b>10</b>
5.1	Types of purchasing.		
5.2	Purchase procedure for housekeeping supplies, linen,		

5.3	cleaning agents and cleaning equipments Records of storage		
<b>Chapter 6</b>	<b>Housekeeping stores.</b>	<b>06</b>	<b>10</b>
6.1	Store requisition		
6.2	Issuing & controls of materials.		
6.3	Inventory Control & Stock taking.		

## Glossary of Terms

Conditioning	Fillers	Foliage
Kenzan	Ikebana	Hogarth curve
Mechanics	Moribana	Nagiere
Oasis	Bonsai	Hardscape
Perennials	Horticulture	Landscape
Trellis	Patio	Deck
Turf	Pest	Fumigation
Dry rot	Rodent	Pesticutor
Wet rot	Silver fish	OSH Standards
Recycled inventory items	NonRecycled inventory items	Store indent
Purchase order	Lead time	Stores requisition
Grand master key	Emergency key	Floor master key
Pass key	Contract	Stocktaking
Charge Back	Contract Specification	Outsourcing

## REFERENCE BOOKS

Sr.No.	Name of the Book	Author	Publisher
1	Hotel House Keeping Operations & Management-	Sudhir Andrews	Tata McGraw Hill
2	Hotel Housekeeping & Management	G RaghubalanSmriteeRaghubalan	Oxford University Press
3	Hotel, Hostel & Hospital Housekeeping	Branson & Lennox	E L B S
4	Accomodation Management	Rosemary Hurst	Heinemann publishing
5	Accomodation Management	Rosemary Hurst	Heinemann publishing

<b>SUBJECT CODE: DSC 403 A</b>					
<b>SUBJECT : ALLIED HOUSEKEEPING FUNCTIONS (PRACTICAL)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Practical hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>02</b>	<b>40</b>	<b>60</b>	<b>-----</b>	<b>100</b>	<b>01</b>

### **1. Using a Room and Public area inspection checklist**

- Cleaning of a Guest room and Public area.
- Checking of the Guest room and Public area using a check list.

### **2. Flower Arrangements**

- Demonstration of various styles and shapes of flower arrangements.

### **3. Flower Arrangements**

- Preparation of various styles and shapes of flower arrangements.

### **4. Introduction to Horticultural aspects.**

- Visit to Green house for identification of indoor plants used in hotels.
- Identification of outdoor plants used in hotels.
- Identification and use of foliage in flower arrangements.

### **5. Special decorations for functions in hotel**

- Preparations for events organized in hotels- Floral rangolis, Garlands, Tinsel and miscellaneous decorations.

### **6. Inventory and stocktaking of room and cleaning supplies**

- Requisition procedure.
- Calculating par stock.
- Stock taking or physical inventory of room and cleaning supplies.
- Documentation of supplies inventory.
- Cleaning of housekeeping stores.

### **7. Using housekeeping software for Material Management**

### **8. Various methods of pricing a contract**

### **9. Pest control demonstration.**

### **10. Standard operating Procedure at Housekeeping**

- Handling of keys

- 
- 
- Safety of Guests & Guest Property
  - Safety of Hotel Property& employees

#### **11. Standard operating Procedure at housekeeping**

- To eliminate workplace hazards

#### **ASSIGNMENTS**

1. Indoor and outdoor plants used in hotels.

**Presentation on assignments with the use of audio visual aids.**



<b>SUBJECT CODE: DSC 404</b>					
<b>SUBJECT : FRONT OFFICE ACCOUNTING (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory hours	IA	EA	CA	Total	Credits
	Marks	Marks	Marks	Marks	
02	40	60	-----	100	02

### **Rationale:**

The subject aims to establish the importance of Front office Operations & its role in the Hospitality Industry. It also prepares the student to acquire knowledge of the operational aspects in front office. It also prepares the student to acquire basic skills and knowledge necessary to calculate occupancy statistics in the front office department.

		Hours	Marks
<b>Chapter 1</b>	<b>Front Office Accounting</b>	<b>06</b>	<b>10</b>
1.1	Importance of the front office accounting system		
1.2	Types of accounts		
1.3	Vouchers		
1.4	Folios		
1.5	Ledger		
1.6	The front office accounting cycle		
1.7	Use of computers in front office accounting		
<b>Chapter 2</b>	<b>Credit Control practices at front desk</b>	<b>06</b>	<b>10</b>
2.1	Objectives of credit control		
2.2	Hotel credit control policy		
2.3	Credit control measures at check-in		
2.4	Credit control measures during occupancy		
2.5	Credit control measures at check out and after guest departure		
<b>Chapter 3</b>	<b>Calculation of various Statistical data using formula</b>	<b>06</b>	<b>10</b>
3.1	ARR, Room Occupancy %, Double Occupancy %, Bed Occupancy %, Foreign occupancy %, Local Occupancy % House Count, House Position, etc.		
3.2	Reports - DRR, Revenue Report, Daily Occupancy Report.		

<b>Chapter4</b>	<b>Night Auditor</b>	<b>04</b>	<b>10</b>
4.1	Concept of Night Audit & Role of Night Auditor		
4.2	Night Auditor's Report		
<b>Chapter 5</b>	<b>Establishing Room Rates</b>	<b>06</b>	<b>10</b>
5.1	Rule of Thumb		
5.2	Hubbart's formula		
5.3	Market Condition Approach		
<b>Chapter 6</b>	<b>Forecasting Room Availability</b>	<b>04</b>	<b>10</b>
6.1	Benefits of forecasting		
6.2	Data Required for forecasting		
6.3	Records Required for forecasting		
6.4	Room Availability forecast.		
6.5	Types of forecast & their sample format		

### Glossary of Term

ARR	Rev Par	Yield
ARG	DRR	Re -capitulation sheet
Transcript	High Balance	High Debt
House count	City Ledger	House limit
Management Account	Overstay	Noshow
Stayover	Understay	Cash Paid out
Forecasting	Hubbart's Formula	Rule of Thumb
Market Condition approach		

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## REFERENCE BOOKS

Sr.No.	Name of the Book	Author	Publisher
1	Hotel Front Office Operations& Management	Sudhir Andrews.	Tata McGraw Hill
2	Check-in Check –out	Jerome Vallen	WM.C Brown IOWA
3	Principles of Hotel Front Office Operations	Sue Baker,P.Bradley,J.Huyton	Continuum
4	Hotel Front Office	Bruce Graham Stanley	Thornes
5	Managing Front Office operations	Michael Kasavanna Richard Brooks Charles Steadmon	AH&LA
6	Front Office Procedures & Management	Peter Abbott.& Sue Lewry	Butterworth & Heinemann
7	Front Office operations	Colin Dix, Chris Baird	Pearson
8	Front Office Operations and administration	Dennis foster	Glencoe
9	Hotel Accounting & Financial Control	OziD'Cunha	Dickey Enterprises

<b>SUBJECT CODE: DSC 404A</b>					
<b>SUBJECT : FRONT OFFICE ACCOUNTING (PRACTICAL)</b>					
Teaching Scheme/Week	Examination Scheme				
Practical hours	IA	EA	CA	Total	Credits
	Marks	Marks	Marks	Marks	
02	40	60	-----	100	01

**1. Use of computers in front office accounting**

Practice on use of front office software for accounting at front desk.

**2. Using and making various vouchers used at front desk**

Role play of situations pertaining to using and making vouchers like Allowance voucher, VPO, Cash voucher and miscellaneous vouchers.

**3. Credit control practices at front desk**

Role play of situations pertaining to credit control practices during reservations.  
Role play of situations pertaining to credit control practices during arrival.

**4. Credit control practices at front desk**

Role play of situations pertaining to credit control practices during occupancy.  
Role play of situations pertaining to credit control practices during checkout.

**5. Preparing a Night Auditor's Report.**

**6. Calculations of various statistical data using Formulae**

ARR, Rev Par, Room Occupancy %, Double Occupancy %, Bed Occupancy %, foreign occupancy %, Local Occupancy %

**7. Calculations of various statistical data using Formulae**

Bed Occupancy %, Foreign occupancy %, Local Occupancy %  
Graphical presentation.

**8. Preparing Weekly & Monthly forecasts.**

**9. Using Hubbart's formula for calculating room rate**

**10. Using front office software for MIS reports**

Budgetary reports, Occupancy reports, Income and expenditure reports, forecasting reports etc.

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### **11. Situations handling with guest problems**

Role play of situations pertaining to guest problems and emergency situations like bomb, terrorist attack, fire, death, theft and natural disasters.

### **ASSIGNMENTS**

1. Calculation of various statistical data using formula and graphical representation.
2. Hubbart's Formula for calculating Room rate.

SUBJECT CODE:LEC101				
SUBJECT:HOTEL FRENCH(THEORY)				
Teaching Scheme/Week	Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
03	40	60	100	03

### Rationale

To introduce basic knowledge of French language to the students of Hotel management

		Hours	Marks
<b>Chapter 1</b>	<b>Introduction</b>	<b>05</b>	<b>12</b>
1.1	Alphabet		
1.2	Accents		
1.3	Articles: Definite, Indefinite, partitive and contracted articles		
1.4	Subject Pronouns		
1.5	Basic greetings		
1.6	Vocabulary related to classroom		
1.7	Cardinal Numbers (0-100) & Ordinal Numbers		
1.8	Time, days of a week, months		
1.9	Vocabulary related to seasons, weather		
<b>Chapter 2</b>	<b>Conjugation-Present Tense(verb relevant to hotel only)</b>	<b>05</b>	<b>08</b>
2.1	Conjugation of verbs être and avoir		
2.2	Conjugation of first regular group ‘-er’(Ex.Parler etc)		
2.3	Conjugation of second regular group ‘-ir’(Ex.firir)		
2.4	Conjugation of third regular group ‘-re’(ex.attendre)		
2.5	Conjugation of third regular group ‘-oir’(ex.Vouloir)		
<b>Chapter 3</b>	<b>Food &amp; Beverage Service</b>	<b>06</b>	<b>12</b>
3.1	Equivalents		
3.2	Restaurant Brigade		
3.3	French Classical menu (17 course) With classic examples of each course, & meanings in brief		
3.4	Wines <ul style="list-style-type: none"> <li>Wine of France</li> <li>Wine Terminology</li> <li>Reading a wine label</li> <li>Wine regions</li> </ul>		
3.5	French Cheese		

<b>Chapter 4</b>	<b>Kitchen</b>	<b>10</b>	<b>12</b>
4.1	Equivalents		
	<ul style="list-style-type: none"> <li>• Kitchen Tools</li> <li>• Dairy Products</li> <li>• Vegetables</li> <li>• Fruits</li> <li>• Herbs and spices</li> <li>• Meat, fish, Poultry</li> <li>• Cereals</li> <li>• Seasoning</li> </ul>		
4.2	Weights and Measurements		
4.3	The Kitchen Brigade		
4.4	French Culinary Terms and the meaning in English		
4.5	Recipe of any five basic food preparations (Cream of Tomato, Egg Omelette, Salad, Cake, Grilled Chicken)		
4.6	Translation of recipe from French to English		
<b>Chapter5</b>	<b>House keeping</b>	<b>01</b>	<b>04</b>
5.1	Vocabulary related Guest room and hotel Floor		
<b>Chapter6</b>	<b>Front Office</b>	<b>01</b>	<b>04</b>
6.1	Vocabulary related to Front Office operations		
<b>Chapter7</b>	<b>Standard Phrases use dina hotel</b>	<b>04</b>	<b>08</b>
7.1	Translation from English to French		
7.2	Translation from French to English		

## REFERENCE BOOKS

- 1 Basic French for Hotel Industry, Vaishali Mankikar, Continental Prakashan, Pune
- 2 Basic French course for the Hotel Industry, Catherine Lobo, Sonali Jadhav, Tanay Enterprises, Pune

SUBJECT CODE:LEC 101A				
SUBJECT:HOTEL FRENCH (PRACTICAL)				
Teaching Scheme/Week	Examination Scheme			
Practical Hours	IA Marks	EA Marks	Total Marks	Credits
04*	20	30	50	02

### Rationale

To enable students to acquire correct pronunciation of French hotel terminology, to use standard phrase in French related to hotel operations and also practice spoken French skills.

### S.No. Topic

- 1 Alphabets
- 2 Basic greetings, Days of the week, Date, Months– Question and Answers
- 3 Time– Clock, Questions and Answers related to time
- 4 Kitchen Equivalents
- 5 Kitchen Equivalents
- 6 Kitchen Equivalents
- 7 To plan and read a menu in French and briefly describe the dishes in English
- 8 To read, translate and say the recipe for basic dishes covered in theory class
- 9 To read, translate and say the recipe for basic dishes covered in theory class-Practice
- 10 Question and Answers related to Kitchen
- 11 Reading of a wine label
- 12 Dialogues related to F & B Service
- 13 Question and Answers related to F & B Service
- 14 Standard phrases use in House keeping and Front Office
- 15 Questions & Answers, Dialogues related to House keeping
- 16 Question & Answers, Dialogues related to Front Office



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# **SEMESTER -V**

<b>SUBJECT CODE:DSE 101</b>					
<b>SUBJECT:QUANTITY &amp; INDIA REGIONAL FOOD PRODUCTION (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	-----	100	04

### **Rationale**

This subject intends to develop knowledge & skills required for catering with emphasis on operational techniques practiced in quantity food production which will help students to produce quality products in a large quantity. It also provides a detailed understanding of meat cookery.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Quantity Food Equipments</b>	<b>03</b>	<b>06</b>
1.1	Selection criteria		
1.2	Classification, Use, Care & Maintenance of following equipments. Cooking Equipments - range, oven, salamander, grill, griddle, rotisserie, deep fryer, tilting pan, steam jacket kettle, tandoor, steam cooker. Processing equipments - Mixer, food cutter, slicer, food processor, food grinder, potato peeler. Holding & storage equipments - Steam table, bain marie, overhead infrared lamp, refrigerator, walk in cooler, deep freezer		
<b>Chapter 2</b>	<b>Introduction to Catering Industry</b>	<b>06</b>	<b>06</b>
2.1	Institutional catering - Hospital, School, College Industrial catering Transport catering - Air, Sea, Railway Outdoor catering		
<b>Chapter 3</b>	<b>Kitchen Layout</b>	<b>03</b>	<b>06</b>
3.1	Factors to be considered when planning a kitchen		
3.2	General layout of quantity kitchen of Institutional, Industrial, Flight catering, Five star deluxe hotels.		
<b>Chapter 4</b>	<b>Menu Planning</b>		
4.1	Types of menu		
4.2	Principles of menu planning	<b>04</b>	<b>06</b>
4.3	Planning of menus for various catering		

<b>Chapter 5</b>	<b>Food and Nutrition</b>	<b>02</b>	<b>04</b>
5.1	Importance of Balance diet		
5.2	Points to be considered while healthful meals		
<b>Chapter 6</b>	<b>Indian Spices and Masalas</b>	<b>04</b>	<b>06</b>
6.1	Role of Indian spices and ingredients in Indian Cooking.		
6.2	Role of masalas in Indian cuisine.		
6.3	Different masalas used in Indian cooking - wet and dry. Composition of different masalas - garam masala, sambar masala , rasam powder, chat masala, dhansak masala, Goda masala and proprietary masala blends		
6.4	Basic Indian Gravies - Makhani, Kadhai Brown, White, Green		
<b>Chapter 7</b>	<b>Regional Cooking Style</b>	<b>22</b>	<b>20</b>
7.1	Cooking from different states with reference to - - Geographical location - Historical background - Seasonal availability of raw material - Special equipments and fuels. Staple diet & popular food preparations. For the following cuisines / states.		
	1. Maharashtra	7. Tamilnadu	
	2. Gujarati	8. Kashmiri	
	3. Karnataka	9. Lucknowi	
	4. Bengali	10. Kerala	
	5. Punjab	11. Hyderabadi	
	6. Bengali	12. Goan	

Kahwah	Wazwan	Ver
Sandesh	Toddy	Loochi
Sorpotel	Shukto	Imarti
Kari	Shikora	Gile hikmat
Gustaba	Seekh kebab	Galavat
Kalan	Saunth	Gajjac
Malpua	Rista	Wark
Roganjosh	Raan	Tandoor
Ittr	Pongal	Gujiya
Zarda	Panch phoran	Bisi bela huiyana
Shikampuri kebab	Naan	Kabachini
Dosa	Mussallum	Salan
Yakhini	Moin	Baffad
Bhatura	Biryani	Falooda
		Loab
		Kalia
		Dhungar

## REFERENCE BOOKS

Sr. No.	Name of the Book	Author	Publisher
1	Professional Cooking	Wayne Gisselen	John Wiley & Sons, N.Y
2	Modern cookery for teaching & trade. Volume I	Thangam E. Philip	Orient Longman Ltd. Mumbai
3	Food commodities	Bernard Davis	William Heinmen Ltd. London
4	Prasad Cooking with Indian Masters	J. Indersingh & Pradeep Das Gupta	Allied publishers Ltd. New Delhi
5	Introduction to Catering Management	John Fuller	John Wiley & Sons, N.Y
6	Theory of Catering	Kinton ceserani	ELBS
7	Food & Beverage Management	Bernard Davis, Shally Stone	William Heinmen Ltd. London
8	Theory of cookery	Krishna Arora	Frank Bros & Co. Ltd. New Delhi
9	Practical cookery	Kinton Ceserani	ELBS
10	Menu Planning	John Kivela	Hospitality Press

11	Hyderabadi Cuisine	Pratibha Karam	Harper Collins
12	Dastarkhwan-e-A-wadh	Sangeeta Bhatnagar & R.K Saxena	Harper Collins
13	Wazwaan	Rocky Mohan	Roli & Janssen
14	Punjabi Cuisine	Premjit Gill	Harper Business
15	A Taste of India	Madhur Jaffrey	Mac Millan Publishing
16	Tandoor	Ranjit Rai	Overlook Press
17	The Bengal Book	Das Gupta	UBSPD
18	Maharastrian Cuisine	Kaumudi Marathe	Zaika

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<b>SUBJECT CODE:DSE 101 A</b>					
<b>SUBJECT: Quantity &amp; Indian Regional FOOD Production (PRACTICAL)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	-----	100	04

Minimum 20 menus to be conducted.

Menus should comprise of 06 Indian menus for Industrial and Institutional purpose and 02 snack menus in quantity kitchen and 12 Indian Regional menus.

**Students are required to maintain a journal to record the various practicals attended and the teacher first record the performance evaluation of the same on a day to day basis.**

<b>SUBJECT CODE:DSE 102</b>					
<b>SUBJECT: ALCOHOLIC BEVERAGES II (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	-----	100	0

### Rationale

To impart comprehensive knowledge of various spirits, liqueurs and cocktails.

		Hours	Marks
<b>Chapter 1</b>	<b>Spirits</b>	<b>08</b>	<b>06</b>
1.1	Introduction to Spirits		
1.2	Fermentation and Distillation Process		
1.3	Pot Still and Patent still.		
1.4	Various methods of Measuring Alcoholic Strength		
<b>Chapter 2</b>	<b>Whisky</b>	<b>10</b>	<b>08</b>
2.1	Ingredients used in making of Whisky.		
2.2	Manufacturing process of Whisky.		
2.3	Types of Whisky-Scotch and Irish Whisky		
2.4	Americal and Canadian Whisky		
2.5	International and IMFL Brand		
<b>Chapter 3</b>	<b>Brandy</b>	<b>08</b>	<b>08</b>
3.1	Ingredients used in making of Brandy		
3.2	Manufacturing process of Brandy		
3.3	Types of Brandy - Cognac and Armagnac		
3.4	Labeling Terminology		
3.5	Fruit and other Brandies.		
3.6	International and IMFL Brands.		

<b>Chapter 4</b>	<b>Rum</b>	<b>06</b>	<b>06</b>
4.1	Ingredients used in making of Rum		
4.2	Manufacturing process of Rum		
4.3	Type of Rum-White, dark and golden		
4.4	International and IMFL Brands		
<b>Chapter 5</b>	<b>Gin</b>	<b>06</b>	<b>06</b>
5.1	Ingredients used in making of Gin.		
5.2	Manufacturing process of Gin		
5.3	Types of Gin.		
5.4	International and IMFL Brands		
<b>Chapter 6</b>	<b>Vodka</b>	<b>04</b>	<b>04</b>
6.1	Ingredients used in making of Vodka		
6.2	Manufacturing process of Vodka.		
6.3	Types of Vodka		
6.4	International and IMFL Brands.		
<b>Chapter 7</b>	<b>Tequila</b>	<b>06</b>	<b>04</b>
7.1	Ingredients used in making of Tequila.		
7.2	Manufacturing process of Tequila		
7.3	Types of tequila		
7.4	Brands of Tequila		
<b>Chapter 8</b>	<b>Other Alcoholic Beverages</b>	<b>04</b>	<b>06</b>
8.1	Aquavit		
8.2	Schnapps		
8.3	Pastis		
8.4	Feni		
8.5	Arrack		
<b>Chapter 9</b>	<b>Liqueurs.</b>	<b>06</b>	<b>06</b>



9.1	Definition and types of liqueurs		
9.2	Production methods		
9.3	Service of Liqueurs.		
<b>Chapter 10</b>	<b>Cocktails</b>	<b>06</b>	<b>06</b>
10.1	Introduction and history of cocktails		
10.2	Methods of making cocktails and rules for making cocktails		
10.3	Equipments glassware, and garnishes used in making of cocktails, Cocktail recipe		

## Glossary of Terms

Hors d'age	Marc	Grappa
Pisco	Ouzo	Peats Reek
Grain whisky	Blended whisky	Malt whisky
Single malt	Vatted malt	Rye whisky
Corn whisky	Bourbon	Jack Daniels
London dry gin	Plymouth	Steinhaeger
Old tom gin	Dutch gin	Bagasse
Dunder	White rum	Dark rum
Silver Tequila	Gold Tequila	Agave
Schnapps	Aquavit	Arrack
Tiquira	Absinthe	Pastis
Pernod	Ricard	Apertitifs
Angostura bitters	Cordials	Aromatized wines
Ale	Lager	Stout
Porter	Boquet	Burgundy
Aguardante	Grappa	Quetsch
Himadors		

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## **Field Visit**

Students should be taken for visit to Winery and report must be submitted individually.

Work Shop -A cocktail and mocktail workshop to be conducted and the report must be submitted individually.

Minimum of 02 assignments to be submitted by students by the end of these semester based on following topics.

- 1 Types of mocktail with recipes, glassware, method and presentation
- 2 Collecting themed bar menu cards (Minimum 5)
- 3 Price list of Spirits from 5 outlets

## **REFERENCE BOOKS**

- 1 Food and Beverage Service, Dennis Lillicrap, John Cousins Power Book
- 2 Modern Restaurant Service, John Fuller, Hutchinson
- 3 Food and Beverage Service, Sudhir Andrews, Tata Mc Graw Hill Edition
- 4 The Beverage Book, Durkan & Cousins, Hodder Arnold, H & S Toughton
- 5 Professional Guide to Alcoholic Beverages, Lipinski Van Nostrand Reinhold
- 6 Oxford Companion to wines, Jancis Robinson, Oxford University Press
- 7 The Restaurant (From Concept to Operations), Donald lundberg John Willey
- 8 The ultimate Encyclopedia of Wines, Beer, Spirits and liqueues, Stuart Walton, brain Glover hermes house

	<b>SUBJECT CODE:DSE 102 A</b>				
	<b>SUBJECT: ALCOHOLIC BEVERAGES II (PRACTICAL)</b>				
Teaching Scheme/Week			Examination Scheme		
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	---	100	04

Sr. No.	Topic
1.	Preparing a Beverage list
2.	Preparing an Beverage order ticket
3.	Service of Whisky
4.	Service of Brandy
5.	Service of Rum
6.	Service of Gin
7.	Service of Vodka
8.	Service of Tequila
9.	Service of other alcoholic beverages
10.	Service of Liqueurs
11.	Types of Cocktails
12.	Methods of making cocktails-Buildup, Stirred
13.	Methods of making cocktails-Layered, Floating
14.	Menu planning and Service of food and alcoholic beverages
15.	Preparing of Beverage List for a Specialty bar
16.	Maintenance of statutory books

<b>SUBJECT CODE:DSE 103</b>					
<b>SUBJECT: ACCOMMODATION OPERATIONS (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	-	100	04

### Rationale

The subjects aims to introduce students to the elements of interior designing of guest rooms and public areas with respect to colour, lighting, window treatment, floor and wall finishes. It helps the student to understand sales techniques and role of sales and marketing department.

		Hours	Marks
<b>Chapter 1</b>	<b>Parstock Calculation and Inaventory</b>	<b>04</b>	<b>04</b>
1.1	Linen		
1.2	Uniform		
1.3	Guest Supplies and consumables		
1.4	Cleaning supplies and consumables		
1.5	Stocktaking and inventory		
<b>Chapter 2</b>	<b>Standard contents of a guest room</b>	<b>06</b>	<b>06</b>
2.1	Guest room furniture		
2.2	Standard furniture and room sizes		
2.3	Furniture arrangement in guest rooms		
2.4	Guest room fixtures and fitting		
2.5	Beds, mattresses and bedding		
2.6	Soft furnishings		
2.7	Accessories		
<b>Chapter 3</b>	<b>Interior Designing</b>	<b>06</b>	<b>06</b>

3.1	Importance & Definition		
3.2	Principles of Design		
3.3	Elements of Design- Line/Form/colour /texture		
<b>Chapter 4</b>	<b>Refurbishing &amp; Redecoration</b>	<b>04</b>	<b>04</b>
4.1	Definition		
4.2	Factors		
4.3	Snagging list		
<b>Chapter 5</b>	<b>Interior Decoration</b>	<b>20</b>	<b>20</b>
5.1	<b>Colour :</b> Colour Wheel, Colour schemes (used in hotel areas), Psychological effects of colour		
5.2	<b>Lighting :</b> Type / classification / importance, Lighting for guest rooms & public areas		
	<b>Window and Window Treatment :</b> Different types of Windows, Curtains & Draperies, VAlance, swags, Blinds		
	<b>Floor finishes &amp; wall coverings:</b>		
	Classification /Types		
	Characteristics & use		
	Selection criteria		
	Cleaning procedures- Agents used / polishing/		
	Burnishing, Floor seals		
	Carpets - Types, selection, care & maintenance		
	Types & functions of wall coverings		
<b>Chapter 6</b>	<b>Hospitality</b>	<b>04</b>	<b>04</b>
6.1	Importance of Hospitality		
6.2	Managing the delivery of Hospitality		
6.3	Developing a service management programme		
<b>Chapter 7</b>	<b>Hotel Technology</b>	<b>06</b>	<b>06</b>
7.1	Technology in guest room-cost & benefits		

7.2	Locking system		
7.3	Energy management and climate control system		
7.4	Network fire alarm system		
7.5	Communication systems		
7.6	Other technology-In room entertainment system, control panels		
<b>Chapter 8</b>	<b>Sales Techniques</b>	<b>04</b>	<b>04</b>
8.1	Co-ordination between front office & sales and marketing department in a hotel.		
8.2	MICE business		
8.3	Handling of group and corporate sales		
	Setting the price		
	Objective/ Determining Demand/ Estimating Costs/ Analysis of competitors cost, Prices and offers/ Pricing method and final price / Adoption of pricing strategy promotional pricing / Discriminative pricing		
<b>Chapter 9</b>	<b>Managing Guest services</b>	<b>06</b>	<b>06</b>
9.1	Total quality management in Inn keeping		
9.2	The real components of Total quality management		
9.3	Measuring guest services		
9.4	Customer relationship management		
9.5	Complaint handling		

### Glossary of Terms

Dado	Atrium	Valence
Cornice	Cascade	Swag
Pelmet	Terrazzo	Granolithic
Tessellated tiles	Anaglypta	Lincrusta
Anglepoise	CFL	LED

Parquet	Pile	Wilton
PVC	Chenille Axminster	Axminster
Shoji screen	Supaglypta	Tint
Tufted carpet	Broad loom carpet	Persian carpet
Pile bonded carpet	Bay window	Bow window
Plantation window	Dalhousie	Attic window
Louvers	Venetian blinds	Sky lights
Refurbishing	Renovation	Underlay
Soffit lighting	Diffused lighting	Incandescent lighting
Tertiary colours	Bolsters	Shams
Triad	Accents	Up selling
Upgrading	MICE	USP
Hospitality	Moment of truth	Point of sale
TQM	CRM	AIOD
ATM	EDP	HOBIC
HITIS	LEED	Moment of truth
Opaque	WATS	PIP
Quality assurance	Quality circle	VoIP
ELS	RFID	CAS
OTA	Biometric lock	

## REFERENCE BOOKS

Sr. No.	Name of the Book	Author	Publisher
1	Hotel House Keeping Operations & Management -	Sudhir Andrews	Tata Mc Graw Hill
2	Hotel Housekeeping & Management	G Raghubalan	Oxford University
		Smritee Raghubalan	Press
3	Hotel, Hostel & Hospital	Branson & Lennox	ELBS

	Housekeeping		
4	Accommodation Management	Rosemary Hurst	Heinemann
5	Hotel Front Office Operations & Management	Sudhir Andrews	Tata Mc Graw Hill
6	Check-in check out	Jerome Vallen	WMC Brown IOWA
7	Principles of Hotel Front Office Operations	Sue Baker, P. Bradley J. Huyton	Continuum
8	Hotel Front Office	Bruce Graham Stanley	Thornes
9	Managing Front Office operations	Michael Kasavanna Richard Brooks Charles Steadmon	AH & LA
10	Front Office Procedures & Management	Peter Abott. & Sue Lewry	Butterworth & Heinemann
11	Front Office operations	Colin Dix, Chris Baird	Pearson
12	Front Office Operations and administration	Dennis foster	Glencoe.
13	Hotel Accounting & Financial Control	OxiD'Cunha	Dickey Enterprises



<b>SUBJECT CODE:DSE 103 A</b>					
<b>SUBJECT: ACCOMMODATION OPERATION (PRACTICAL)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	---	100	02

1. Drawing of colour wheel, identification of different types of colours.
2. Identification of different types of colour schemes.
3. Planning and designing colour schemes for - Different types of rooms and suite rooms.
4. Planning and designing colour schemes for the public areas of a hotel.
5. Preparation of a Snagging list.
6. Designing of various floor coverings for guest rooms and public areas.
7. Designing of various wall coverings for guest rooms and public areas.
8. Designing of various curtains and draperies for guest rooms and public areas.
9. Designing a lighting plan for guest rooms and public areas.
10. Role play of situations pertaining to USP in selling rooms, Upgrading of guests.
11. Role play of situations pertaining to up selling, suggestive selling.
12. Role play of situations pertaining to Business techniques for CVGR and Groups.
13. Comparison of hotel Advertisements - Business hotel, Heritage hotel, Resort.
14. Comparative study of MICE destinations, Convention hotels.
15. Role play of situations pertaining to repeat clientele.
16. Role play of situations pertaining to offering alternatives to guests.

#### **Assignments :**

1. Field visits related to above topics.
2. Assignment on floor finishes (samples to be collected)
3. Assignment on wall coverings (samples to be collected)
4. Assignment on soft furnishings. (samples to be collected)

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5. Assignment on different types of windows and window treatments.
  6. Assignment on lighting systems in guest rooms and public areas.
  7. Collection of brochures and tariff cards of different types of hotels.
  8. Designing a brochure for - A Business hotel, Heritage hotel, Resort.

**Presentation on above topics with use of audio visual aids.**

<b>SUBJECT CODE: SEC 102</b>					
<b>SUBJECT: ACCOUNTING SKILLS FOR HOTELS (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	--	100	03

### **Rationale**

The course aims to help students to acquire the basic knowledge of Accounting as practiced in Hotels for the day-to-day operations of the organization. It would also prepare them to comprehend and utilize this knowledge in day-to-day operations undertaken in the various department in hotels.

<b>Chapter 1</b>	<b>Introduction to Accounting</b>	<b>Hours</b>	<b>Marks</b>
1.1	Terms and terminologies used in Accounting	<b>04</b>	<b>04</b>
1.2	Definition, Objectives and Importance of Accounting and Hotel Accounting		
<b>Chapter 2</b>	<b>Double Entry System of Book - Keeping</b>	<b>04</b>	<b>04</b>
2.1	Nature, Advantages and Principles		
2.2	Classification of Accounts		
2.3	Golden rules of Debit and Credit		
2.4	Accounting Concepts and Convention		
<b>Chapter 3</b>	<b>Journal and special function books</b>	<b>04</b>	<b>06</b>
3.1	Practical problems on Journalizing-simple entries		
	Practical problems on special function books		
<b>Chapter 4</b>	<b>Trial Balance</b>	<b>04</b>	<b>06</b>
4.1	Definition, need and types of Trial Balance		
4.2	Practical problems on preparation of Trial balance		
<b>Chapter 5</b>	<b>Final accounts of Small Hotels and Restaurants</b>	<b>10</b>	<b>10</b>

5.1	Need for preparation of Trading account, Profit and Loss account and Balance Sheet		
5.2	Practical problems on Trading account, Profit and Loss account and Balance Sheet with following adjustments only : Closing stock, Depreciation of fixed assets and Staff meals		
<b>Chapter 6</b>	<b>Allowances, Discount and Visitors Paid Out</b>	<b>04</b>	<b>06</b>
6.1	Meaning and Types		
6.2	Formats of Allowance and VPO Vouchers		
6.3	Difference between Allowance & Discount		
6.4	Difference between Discount & VPO		
<b>Chapter 7</b>	<b>Visitors Tabular Ledger</b>	<b>04</b>	<b>06</b>
7.1	Format and Use of Visitors Tabular Ledger		
7.2	Practical Problems on Visitors Tabular Ledger		
<b>Chapter 8</b>	<b>Guest Weekly Bill</b>	<b>06</b>	<b>08</b>
8.1	Format and Use of Guest Weekly Bill		
8.2	Practical Problems on Guest Weekly Bill		
8.3	Difference between VTL and GWB		
<b>Chapter 9</b>	<b>Uniform System of Accounting</b>	<b>08</b>	<b>10</b>
9.1	Introduction to Uniform System of Accounting (Practical problems on Cost of Food and Beverage sales)		
9.2	Practical problems on preparation of Income Statement as per Uniform System of Account.		

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## REFERENCE BOOKS

- 1      Managerial Accounting in the Hospitality Industry-Vol-II, Peter. J. Harris and Peter A Hazzard, Fourth Edition, Stanley Thornes Publishers Ltd. Gloucestershire.
2.      Hotel Accounting & Financial Control, OziD' Cunha, Gleson Fist-, 2002- Dickey Enterprises, Kandivali (w) Mumbai
3.      Accounting in the Hotel & Catering Industry, Richard Kotas - Fourth edition International Textbook Company Co. Ltd.
4.      Hotel Management, Dr. Jagmohan Negi, First Edition 2005 Himalaya, Publishing House, Mumbai - 400004

<b>SUBJECT CODE:AEC 102</b>					
<b>SUBJECT: RESEARCHING FOR HOSPITALITY &amp; TOURISM MANAGEMENT (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	--	100	02

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>		<b>06</b>	<b>08</b>
1.1	Meaning and definition of Research		
1.2	Purpose of Research		
1.3	Significance of Research		
1.4	Types of Research (Qualitative & Quantitative)		
1.5	Steps in research process		
<b>Chapter 2</b>	<b>Research problem and Designing the title of Research</b>	<b>06</b>	<b>04</b>
2.1	Problem identification and defining problem		
2.2	Points to be considered while selecting the topic and framing the title		
2.3	Formulation of objectives		
2.4	Hypothesis – definition, meaning		
<b>Chapter 3</b>	<b>Data</b>	<b>06</b>	<b>08</b>
3.1	Primary Data -		
	a. Definition and significance		
	b. Sources		
3.2	Secondary Data -		
	a. Definition and importance of sources		
	b. Citation (Bibliography in APA and MLA style for journal, books, newspapers, magazine)		
	c. Using – resources.		
<b>Chapter 4</b>	<b>Research Approach</b>	<b>06</b>	<b>08</b>
4.1	Observation		
4.2	Focus group discussion		
4.3	Experimentation		
4.4	Survey		

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<b>Chapter 5</b>	<b>Research Instrument</b>	<b>04</b>	<b>08</b>
5.1	Questionnaire – Essentials of a good questionnaire		
5.2	Schedule – Advantages & Limitations		
<b>Chapter 6</b>	<b>Sampling Techniques</b>	<b>06</b>	<b>08</b>
6.1	Concept of sampling -		
6.2	Populating, Sample unit, Sampling size		
6.3	Sampling Methods – Probability and Non probability		
<b>Chapter 7</b>	<b>Processing and analyzing data</b>	<b>08</b>	<b>08</b>
7.1	Data processing (editing, classification, tabulation)		
7.2	Data analysis (qualitative and quantitative-manualand Using a computer)		
<b>Chapter 8</b>	<b>Report Writing</b>	<b>06</b>	<b>08</b>
8.1	Steps in reportwriting		
8.2	Structure of Report		

## REFERENCE BOOKS

- 1 Research Methodology, Methods And Technology CRK other and Gaurav Garg  
New Age International Publication
- 2 Research Methodology In Management, Dr. V.P.Michael Himalaya Publishing  
House
- 3 Business Research Methodology, JKSachddeva, Himalaya Publishing House
- 4 Business Research Methodology, TN Srivastava and Shailaja Rego, Mc.GrawHill
- 5 Business Research Methodology, Alan Bryman And Emma Bell Oxford  
Publishing House

<b>SUBJECT CODE:AEC 102 A</b>					
<b>SUBJECT: RESEARCHING FOR HOSPITALITY &amp; TOURISM MANAGEMENT (PRACTICAL)</b>					
Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	--	100	04

As a requirement of the curriculum each student required to undertake research in their field of interest.

Students will have to spend the allotted hours for carrying out extensive literature review topic finalization, statement of objectives, setting of the hypothesis and developing a research plan.

Internal assessment will be on the basis of 3 presentations given during the semester .

- Literature review
- Topic approval
- Approval of Objectives and Hypothesis
- Questionnaire Approval

External assessment will be on the basis of a presentation in front of the panel (one internal examiner and one external examiner) the presentation will include all the above as well as Research methodology.



<b>SUBJECT CODE: SEC 103</b>				
<b>SUBJECT: TOURISM OPERATIONS (THEORY)</b>				
Teaching Scheme/Week	Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
03	40	60	100	03

## **Rationale**

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

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>The Tourism Phenomenon</b>	<b>04</b>	<b>03</b>
1.1	Definition - Tourism, Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.		
1.2	Growth of Tourism / Evolution / History of Tourism.		
1.3	Present status of tourism in India.		
<b>Chapter 2</b>	<b>Constituents of Tourism Industry</b>	<b>04</b>	<b>05</b>
2.1	Primary Constituents		
2.2	Secondary Constituents		
2.3	The 5 A's of Tourism - Attractions, Accessibility, Accommodation, Amenities, Activities.		
2.4	Career Opportunities for tourism professionals.		
<b>Chapter 3</b>	<b>Infrastructure of Tourism</b>	<b>04</b>	<b>06</b>
3.1	Role of Transport in Tourism		
3.2	Modes of Transport: Road, Rail, Air, Sea.		
3.3	Types of Accommodation- Main Alternate & Supplementary accommodation.		

<b>Chapter 4</b>	<b>Types of Tourism</b>	<b>04</b>	<b>06</b>
4.1	Types of Tourism -		
4.2	Various motivators, Holiday, Social, Cultural, MICE, Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health, Senior Citizen, Sustainable Tourism		
4.3	Alternative Tourism : Eco Tourism, Agro Rural Tourism		
<b>Chapter 5</b>	<b>The Impact of Tourism</b>	<b>04</b>	<b>06</b>
5.1	Economic Impact - Employment generation, Foreign Exchange earnings.		
<b>Chapter 10</b>	<b>Itinerary Planning</b>	<b>04</b>	<b>06</b>
10.1	Definition		
10.2	Steps to plan a Tour		
10.3	Route map		
10.4	Transport booking - reservation		
10.5	Accommodation - reservation		
10.6	Food facilities		
10.7	Local guide / escort		
10.8	Climate / seasonality		
10.9	Shopping & cultural show		
10.10	Costing		
<b>Chapter 11</b>	<b>Technology in the Travel Industry</b>	<b>02</b>	<b>04</b>
11.1	Relationship between Information Technology and Tourism Industry. Current Technology used.		
11.2	G.D.S (Global distribution system)		
11.3	Use of Internet in tourism.		

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## REFERENCE BOOKS

- 1 Introduction to Travel & Tourism, Michael M. Cottman, Van Nostrand Reinhold
- 2 Travel Agency & Tour Operation, Jagmohan Negi, Kanishka Publishers & Distributors
- 3 Concepts & Principles International Tourism, A.K. Bhatia, Sterling Publishers PVT. LTD.
- 4 Fundamentals & Practices A Textbook of Indian Tourism, B. K. Goswami G. Raveendran, HarAnand Publications Pvt.
- 5 Dynamics of Modern Tourism, Ratnadeep Singh, Kanishka Publishers & Distributors
- 6 Tourism Development, Principles, Fletcher & Cooper, ELBS and Practices

## Assignments

1. Preparation of Itinerary - 2 days, 15 days, 21 days etc. for well-known tourist destinations in India and abroad.
2. Preparation of passport and visa-Documents and procedural requirements
3. Field visit to a Travel Agency, Airport etc.

<b>SUBJECT CODE:AEC 102</b>				
<b>SUBJECT: HOSPITALITY LAW (THEORY)</b>				
Teaching Scheme/Week	Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
03	40	60	100	03

### **Rationale**

The subject aims to provide information regarding the various laws pertaining to the hotel and catering industry.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>The Indian Contract Act 1872</b>	<b>06</b>	<b>06</b>
1.1	Definition and essentials of a contract.		
1.2	Valid, void and voidable contracts		
1.3	Free consent and consideration		
1.4	Performance and discharge of contracts		
1.5	Breach of contract and remedies for breach of contract.		
<b>Chapter 2</b>	<b>The Sales of Goods Act 1932</b>	<b>04</b>	<b>04</b>
2.1	Meaning of contract of sale.		
2.2	Difference between sale and agreement to sale.		
2.3	Rights and duties of seller and buyer.		
2.4	Unpaid seller.		
<b>Chapter 3</b>	<b>The Partnership Act 1932</b>	<b>04</b>	<b>04</b>
3.1	Nature of partners.		
3.2	Rights and duties of partners.		
<b>Chapter 4</b>	<b>The Companies Act 1956</b>	<b>04</b>	<b>06</b>
4.1	Essential features of company.		
4.2	Legal aspects of corporate social responsibility.		

<b>Chapter 5</b>	<b>The Bombay Shop and Establishment Act</b>	<b>04</b>	<b>06</b>
5.1	General Provisions applicable to the Hotel industry		
5.2	Daily and weekly working hours, over time, Annual leave with wages,		
<b>Chapter 6</b>	<b>The Industrial Dispute Act 1948</b>	<b>04</b>	<b>06</b>
6.1	Definition of Industry.		
6.2	Industrial disputes		
6.3	Settlement of industrial disputes		
6.4	Strike, lay-off, lock out, retrenchment and closure.		
<b>Chapter 7</b>	<b>The Payment of Wages Act 1936.</b>	<b>04</b>	<b>06</b>
7.1	Responsibility of payment of wages.		
7.2	Rules for payment of wages.		
7.3	Permissible deductions.		
<b>Chapter 8</b>	<b>Food Legislation.</b>	<b>06</b>	<b>06</b>
8.1	The prevention of food Adulteration Act 1954		
8.2	Role of Food inspector and public analyst.		
8.3	Colouring, packing and labeling,		
8.4	Prohibition and regulation of sales		
8.5	Preservatives.		
8.6	Anti-oxidants, emulsifying, stabilizing and anti-caking agents.		
<b>Chapter 9</b>	<b>The Food Safety and Standards Act 2006</b>	<b>04</b>	<b>06</b>
9.1	Food Safety and Standards Authority of India		
9.2	General Principles of Food Safety		
9.3	General Provisions as to Articles of Food		
9.4	Provisions Relating to Import		
9.5	Special responsibilities related to food safety		

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9.6	Offences and penalties		
<b>Chapter 10</b>	<b>The Consumer Protection Act.</b>	<b>04</b>	<b>04</b>
10.1	Rights of a consumer		
10.2	Redressal of consumer disputes		
<b>Chapter 11</b>	<b>Licenses and Permits</b>	<b>04</b>	<b>06</b>
11.1	Licenses and permits required for hotel and catering establishments		
11.2	Procedure for applying and renewal of licenses and Permits.		
11.3	Provisions for suspension and cancellation of licenses		
11.4	By laws for operating Permit Rooms and Bar		

## REFERENCES

- 1 Mercantile Law, B.D Joshi, Narendra Publication
- 2 Elements of Mercantile Law, N.D. Kapoor, Tata Mac Graw Hill
- 3 Principles of Business Law, Ashwathappa. K, Himalaya Publication
- 4 Business Law, M.C. Kuchal, Viaks Publication
- 5 Various Bare Acts

## LIST OF ABILITY ENHANCING ELECTIVE COURSES

AEE 101	CATERING SCIENCE
AEE 102	DIETITICS & NUTRITION
AEE 103	FOOD & BEVERAGE CONTROLS
AEE 104	PRINCIPLES OF MANAGEMENT
AEE 105	ORGANISATION BEHAVIOR
AEE 106	HOTEL ECONOMICS
AEE 107	FINANCIAL MANAGEMENT

<b>SUBJECT CODE:AEE 101</b>					
<b>SUBJECT: CATERING SCIENCE (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	---	---	---	100	04

## Rationale

To develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Importance of Hygiene in the Catering Industry.</b>	<b>02</b>	<b>02</b>
1.1	Introduction, Definitions : Hygiene & Sanitation		
1.2	Significance of hygiene & Sanitation in the food industry		
<b>Chapter 2</b>	<b>Food Microbiology</b>	<b>10</b>	<b>06</b>
2.1	Classification & Morphology of Microorganisms Bacteria, Virus,		
2.2	Fungi, Algae, protozoa.		
2.3	Growth of Bacteria and its relevance to the food industry.		
	Factors affecting microbial Growth, Moisture, Ph,		
	Temperature, Oxygen, Time, Osmotic Pressure		
2.4	How food act as a substrate for microorganisms.		
2.5	Concept of food contamination, Sterility, Cross Contamination,		
	Contamination from plants & fruits, animals, sewage, soil, water, air.		
2.6	Food spoilage, causes, chemical changes caused by microorganisms		
<b>Chapter 3</b>	<b>Food borne illnesses</b>	<b>10</b>	<b>04</b>
3.1	Microbialaction-Food Poisoning (Microorganisms involved, mode of		
	transmission, control of food Borneillness) Food infection (Bacterial, Viral		
	Protozoal) (Microorganisms involved, mode of transmission,		

	control of food borne illness)		
3.2	Toxic metals and chemicals		
3.3	Naturally occurring toxicants in food.		
3.4	Investigation of food - borne disease outbreak		
<b>Chapter 4</b>	<b>Beneficial effects of microorganisms</b>	<b>08</b>	<b>06</b>
4.1	Role of microorganisms in the manufacture of fermented foods, Dairy products, Vegetable preparations, Bakery Products & Alcoholic beverages.		
<b>Chapter 5</b>	<b>Hygienic food Handling</b>	<b>08</b>	<b>06</b>
5.1	Importance of following sanitary procedures.		
5.2	Concept of danger zone		
5.3	Sanitary procedures while Preparation, Cooking, Mixing raw and cooked preparation, Holding: Hot holding, cooling, leftover		
5.4	Common Faults in food preparation		
<b>Chapter 6</b>	<b>Environmental Sanitation. Hygiene in food production and service areas.</b>	<b>08</b>	<b>08</b>
6.1	Types of wastes in catering establishments their disposal methods. Food Contamination and spoilage due to kitchen pests and Pest control.		
<b>Chapter 7</b>	<b>Hazard Analysis and critical control points, Importance, definition &amp; usage of HACCP.</b>	<b>06</b>	<b>06</b>
<b>Chapter 8</b>	<b>Sanitation Regulation &amp; standards</b>	<b>06</b>	<b>06</b>
8.1	Food adulteration. Simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina, Ghee, butter margarine, oil		
8.2	Control of food quality - Indian Stan.		
<b>Chapter 9</b>	<b>Food Preservation.</b>	<b>06</b>	<b>08</b>
9.1	Food Preservation by canning, drying, fermentation, Pickling and curing, chemical preservatives & by irradiation.		



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## REFERENCE BOOKS

- 1 Food Hygiene and sanitation, Ms. S. Roday, Tata McGraw Hill
- 2 The technology of food preservation, Narman Desrosier, CBS Publishers
- 3 Food microbiology, William Frazier & Denn is Westhoff Tata Mc Graw Hill
- 4 Food science & experimental foods, Dr. M. Swaminathan Bappco Publishers
- 5 Prevention of food adulteration act, 1954, Seth & Capoors, ILBS Publishers

	<b>SUBJECT CODE: AEE 102</b>				
	<b>SUBJECT: DIETITICS &amp; NUTRITION (THEORY)</b>				
Teaching Scheme/Week			Examination Scheme		
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	- -	- -	50	50	04

### Rationale

To develop basic awareness of important nutrients and knowledge of nutritional requirements for human beings & plan a balanced diet & understand the changes that occurs in the chemical components of food during preparation.

		Hours	Marks
<b>Chapter 1</b>	<b>Introduction to nutrition</b>	<b>04</b>	<b>04</b>
1.1	Definitions : Food, Diet, nutrients, nutrition, Malnutrition over and under nutrition/Energy energy requirements.		
1.2	Basal metabolic rate, Factors affecting basal Metabolic rate.		
1.3	Concept of digestion, absorption, metabolism.		
1.4	Objectives of cooking.		
<b>Chapter 2</b>	<b>Carbohydrates</b>	<b>04</b>	<b>04</b>
2.1	Definition, Composition, Classification		
2.2	Food sources, Functions		
2.3	RDA (Adolescents and Adults)		
2.4	Importance of fiber in the Diet		
2.5	Symptoms of Deficiency and Excess of Carbohydrates in diet		
2.6	Effect of heat on Carbohydrates		
<b>Chapter 3</b>	<b>Proteins</b>		
3.1	Definition, Composition, Classification		

3.2	Food sources		
3.3	Essential and Non-essential Amino acids		
3.4	RDA (Children and Adults)		
3.5	Effect of heat on Proteins		
<b>Chapter 4</b>	<b>Lipids</b>	<b>06</b>	<b>04</b>
4.1	Definition, Composition, Classification		
4.2	Food Sources		
4.3	RDA (Adolescents and Adults)		
4.4	Symptoms of deficiency and excess of fats		
4.5	Effect of heat on fats		
<b>Chapter 5</b>	<b>Vitamins</b>	<b>06</b>	<b>06</b>
5.1	Definition, Classification of Vitamins into Fat Soluble And Water Soluble		
5.2	Functions, Sources, RDA, Symptoms of Deficiency and excess		
<b>Chapter 6</b>	<b>Mineral</b>	<b>06</b>	<b>04</b>
6.1	Classification, General Functions of Minerals, Calcium, Iron Iodine, Sodium and Chlorine		
6.2	Food Sources, Symptoms of Deficiency and Excess		
6.3	RDA in Adolescents and Adults		
<b>Chapter 7</b>	<b>Water</b>	<b>02</b>	<b>04</b>
7.1	Sources, Functions of Water in human body, Sources of Water		
7.2	Deficiency and Excess		
<b>Chapter 8</b>	<b>Classification of Raw Materials into food groups</b>	<b>06</b>	<b>04</b>
8.1	Their nutritive values-cereals, pulses, nuts & Oil seeds milk & Products, eggs, flesh foods, Vegetables & fruits, fats & oils.		
<b>Chapter 9</b>	<b>Formulation of balanced &amp; Therapeutic Diet</b>	<b>10</b>	<b>06</b>
9.1	Five food groups system diet therapeutic diet Exchange list system		
9.2	Exchange list system		
9.3	Planning of a diet for normal adults (male & female)		

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9.4	Concepts of Therapeutic diets, Foods to be avoided and recommended in Diabetes Mellitus, Cardiovascular disorders,		
9.5	Gastro intestinal disorders, Kidney disorders and Liver disorders, Fevers and Infections		
9.6	New trends in Nutrition (importance of avoiding junk food, gluten free diet, trans fatty acids, convenience food)		
<b>Chapter 10</b>	<b>Food Science</b>	<b>10</b>	<b>06</b>
10.1	pH-Definition and its relevance in industry		
10.2	Browning reactions (desirable & undesirable, enzymatic And non enzymic reactions in food)		
10.3	Concept of gelatinization, inversion and cystallization in starch.		
10.4	Definitions and relevance of Boiling point, Boiling under pressure, Melting Point Smoling point, Flash Point, Surface Tension		
<b>Chapter 11</b>	<b>Food Additives</b>	<b>04</b>	<b>04</b>
11.1	Definition, types and functions and various uses in food industry		

<b>SUBJECT CODE:AEE 103</b>					
<b>SUBJECT: FOOD &amp; BEVERAGE CONTROLS</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	-	--	50	50	04

**Rationale :** To impart to students various cost, control and inventory concepts in a food and beverage operation.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Introduction to Food &amp; Beverage management</b>	<b>8</b>	<b>6</b>
1.1	Sectors of Food & Beverage Industry		
1.2	Cost and market orientation		
1.3	Food & Beverage Management functions		
1.4	Responsibilities of food and beverage management		
1.5	Constraintst of o odand beverage management		
<b>Chapter 2</b>	<b>An overview of Food and Beverage contorl</b>	<b>6</b>	<b>04</b>
2.1	Food and beverage control defined		
2.2	Objectives of food and beverage control		
2.3	Problems of food and beverage control		
2.4	The fundamentals of control		
<b>Chapter 3</b>	<b>Cost, Profit and Sales concepts</b>	<b>10</b>	<b>06</b>
3.1	The elements of cost		
3.2	Basic cost concepts - Fixed and variable costs, Direct costs, Estimated, budgetd and Standard costs Outlay		
3.3	Kinds of profit		
3.4	Break evenan alysis		

<b>Chapter 4</b>	<b>Budgeting for Food and Beverage Operations</b>	<b>10</b>	<b>6</b>
4.1	Budgets defined		
4.2	Objectives of budgetary control		
4.3	Types of budgets		
4.4	Basic stages in the preparation of budgets		
4.5	Obstacles to control		
<b>Chapter 5</b>	<b>Purchasing</b>	<b>6</b>	<b>6</b>
5.1	The main duties of the purchasing manager		
5.2	The purchasing procedure for food and beverage		
5.3	The selection of a supplier		
5.4	Methods of purchasing food and beverage		
5.5	Purchase specifications for food and beverage		
<b>Chapter 6</b>	<b>Receiving, Storing and Issuing</b>	<b>8</b>	<b>8</b>
6.1	Objectives of receiving food		
6.2	Themeattag		
6.3	Stock taking of food		
6.4	Receiving of beverages		
6.5	Storing and issuting of beverages		
6.6	Cellar records		
6.7	Issuing beverages		
6.8	Stock taking of bevragas		
<b>Chapter 7</b>	<b>Control checklist</b>	<b>6</b>	<b>6</b>
7.1	Food control checklist		
7.2	Beverage control checklist, barprocedures, beverage control procedures		
7.3	Prevention of fraudinthebar		

<b>Chapter 8</b>	<b>Management information System</b>	<b>10</b>	<b>8</b>
8.1	Various Reports		
8.2	Calculation of Actual Cost		
8.3	Daily Food Cost		
8.4	Monthly Food Cost		
8.5	Statistical Revenue Reports		
8.6	Cumulative and Non-Cumulative		

## **REFERENCE BOOKS**

- 1 Food and Beverage management, Bernard Davis, Sally Stone, Butter worth heinemanltd
- 2 Food and beverag control, Richard Kotas Bernard Davis, International, Textbook,  
Glasagow
- 3 Cost accounting- Methods and Problems, Bk Bhar, Academic Publishing

<b>SUBJECT CODE:AEE 104</b>					
<b>SUBJECT: PRINCIPLES OF MANAGEMENT</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	-	-	50	50	04

### **Rationale**

To make the student understand the concepts of management and their practical application in the hospitality industry.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Introduction to Management</b>	<b>06</b>	<b>04</b>
1.1	Management and Organization defined		
1.2	Why organizations and managers are needed		
1.3	Types of managers		
1.4	External and internal factors that affect management.		
<b>Chapter 2</b>	<b>The Evolution of Management theory</b>	<b>08</b>	<b>08</b>
2.1	Brief history of management thought		
2.2	Taylor's Scientific Management Theory		
2.3	Fayol's Classical Organization Theory		
<b>Chapter 3</b>	<b>Planning and Decision Making</b>	<b>08</b>	<b>08</b>
3.1	Planning defined		
3.2	Importance of plans and goals		
3.3	Hierarchy of plans/Types of plans (Objectives, Strategies, Policies, Procedures, Methods, Rules,		
3.4	Steps in planning		
3.5	The rational mode of decision making		



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<b>Chapter 4</b>	<b>Organising &amp; Staffing</b>	<b>12</b>	<b>08</b>
4.1	Organising define and importance		
4.2	Formal and informal organization		
4.3	Span of management		
4.4	Departmentation		
4.5	Centralisation & Decentralisation		
4.6	Delegation of Authority		
<b>Chapter 5</b>	<b>Leadership</b>	<b>10</b>	<b>06</b>
5.1	Leadership styles		
5.2	Leadership theory (Blake & Mouton's Managerial Grid, Trait Theory, Contingency Theory) Characteristics		
5.3	of a good leader		
<b>Chapter 6</b>	<b>Motivation</b>	<b>08</b>	<b>08</b>
6.1	Motivation define		
6.2	Nature and importance		
6.3	Theories of motivation		
	i) Maslow's Hierarchy of Needs		
	ii) Mc Gregor's Theory X & Theory		
6.4	Y Morale		
6.5	Benefits of high morale/motivation		
<b>Chapter 7</b>	<b>Co- ordination</b>	<b>06</b>	<b>04</b>
7.1	Co-ordination defined		
7.2	Need for Co ordination		
7.3	Problems in achieving effective coordination		
7.4	Approaches to achieving effective coordination		

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<b>Chapter 8</b>	<b>Controlling</b>	<b>06</b>	<b>04</b>
8.1	Control defined		
8.2	Need for control		
8.3	Steps in the control process		

## **REFERENCE BOOKS**

- 1 Management, Stonerand Freeman, Prentice Hall of India
- 2 Essentials of Management, Koonts, O' Donnell, Mac Graw Publishing Co.
- 3 The best of peter Druckeron Management, Peter Drucker Mac Graw Publising Co.
- 4 Management Process, R.Davar, Universal Books

<b>SUBJECT CODE:AEE 105</b>					
<b>SUBJECT: ORGANIZATIONAL BEHAVIOUR</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	---	--	50	50	04

### **Rationale**

The Subject aims to introduce students to the various elements and dynamics of organizational behavior.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Introduction to organizational behavior</b>	<b>04</b>	<b>04</b>
1.1	Organizational behaviour defined		
1.2	Relevance and Scope.		
<b>Chapter 2</b>	<b>Foundation of individual behaviour</b>	<b>06</b>	<b>06</b>
2.1	Environmental factors		
2.2	Personal factors		
2.3	Organizational factors		
2.4	Psychological factors		
2.5	Personality, perception, attitudes and learning		
<b>Chapter 3</b>	<b>Motivation</b>	<b>06</b>	<b>06</b>
3.1	Nature of Motivation		
3.2	Theories of motivation-Maslow, Herzberg, Equity And Expectancy		
<b>Chapter 4</b>	<b>Foundation of Group Behaviour</b>	<b>06</b>	<b>06</b>
4.1	Group Dynamics		
4.2	Group Formation		
4.3	Group Task		
4.4	Group Decision making		

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<b>Chapter 5</b>	<b>Leadership</b>	<b>04</b>	<b>04</b>
5.1	Nature of leadership		
5.2	Theories of leadership - Traittheory, Behavioural and Fielder's contingency theory		
<b>Chapter 6</b>	<b>Communication</b>	<b>04</b>	<b>04</b>
6.1	Inter personal communication		
6.2	Barriers and ways of overcoming barrirs		
6.3	Organizational communication		
6.4	Informal communication		
<b>Chapter 7</b>	<b>Conflicts</b>	<b>03</b>	<b>04</b>
7.1	Causes of conflicts		
7.2	Ways of overcoming conflicts		
<b>Chapter 8</b>	<b>Organization</b>	<b>05</b>	<b>04</b>
8.1	Organizational structures		
8.2	Behavioural implications of diffrent structures		
<b>Chaper 9</b>		<b>05</b>	<b>06</b>
9.1	Organizational Change		
9.2	Factors responsible for change		
9.3	Resistance to change		
9.4	Implementation of the change process		
	Ways of overcoming the resistance		
<b>Chapter 10</b>	<b>Organizational Culture</b>	<b>05</b>	<b>06</b>
10.1	Definition and importance of organizational culture		
10.2	Creation and sustenance of organizational culture		

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## REFERENCE BOOKS

- 1        Essentials of Organizational Behaviour, Stephen. P. Robbins Prentice Hall of Indi
- 2        Organizational Behaviour, Fred Luthans, Mc Graw Hill
- 3        Organisational Behaviour, Ashwathappa. k, Himalaya Publishing House
- 4        Organisational Behaviour, B.P. Singh, Dhnapat Rai & sons
- 5        Organisation Behaviour, Umashankaran, Tata Mc Graw Hill

<b>SUBJECT CODE:AEE 106</b>					
<b>SUBJECT: HOTEL ECONOMICS</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	-	-	50	50	04

### **Rationale**

This subject helps the students to develop an understanding of the concepts and theories of application of management techniques in the field of economics. Moreover they should be able to understand the Manager's role in the decision making process from economic view point.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Nature &amp; Significance of Managerial Economics</b>	<b>04</b>	<b>08</b>
1.1	Meaning, Features & Significance		
1.2	Functions of Managerial Economist		
<b>Chapter 2</b>	<b>Basic Terms used in Economics</b>	<b>08</b>	<b>08</b>
2.1	Micro & Macro Economics		
2.2	Problem of Scarcity - Lionel Robbins Definition of Economics		
2.3	Economic Tasks-Production & Distribution		
2.4	Economic Entities - Household & Firm		
2.5	Distinction between Plant, Firm & Industry		
<b>Chapter 3</b>	<b>Demand Analysis</b>	<b>12</b>	<b>08</b>
3.1	Meaning Types & Determinants of Demand		
3.2	Meaning & Determinants of Individual & Market Demand		
3.3	Demand Function & Demand Schedule		
3.4	The Law of Demand		
<b>Chapter 4</b>	<b>Theory of Consumer Demand</b>	<b>10</b>	<b>06</b>
4.1	Utility - Meaning & Types		
4.2	The Law of Diminishing Marginal Utility		
4.3	The Law of Equi-Marginal Utility		

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<b>Chapter 5</b>	<b>Elasticity of Demand</b>	<b>10</b>	<b>06</b>
5.1	Concepts, Kinds & Types		
5.2	Measurement of Price Elasticity Demand		
<b>Chapter 6</b>	<b>Production Analysis</b>	<b>08</b>	<b>06</b>
6.1	Concepts & Attributes		
6.2	The Law of Variable Proportions		
6.3	The Law of Returns to Scale		
<b>Chapter 7</b>	<b>Supply Analysis</b>	<b>06</b>	<b>04</b>
7.1	Meaning & Determinants of Supply		
7.2	The Law of Supply		
7.3	Elasticity of Supply meaning, measurement & factors Affecting elasticity of Supply		
<b>Chapter 8</b>	<b>Types of Market</b>	<b>06</b>	<b>04</b>
8.1	Meaning & Classification of Market Structure		
8.2	Types of Market Structures Formed by the Nature of Competition		

## REFERENCE BOOKS

- 1 Business Economics, V.G. Mankar, Himalaya Publishing House,
- 2 Modern Micro Economics, Ahuja H.L.S. Chand Publishing
- 3 Business Economics (Micro), Dr. (Ms). Girija Shamkar, Nirali Prakashan

<b>SUBJECT CODE:AEE 107</b>					
<b>SUBJECT: FINANCIAL MANAGEMENT</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	0

## Rationale

This subject helps the students to develop an understanding of the concepts and theories of Financial Management in the Hospitality industry. This will also help the student sin analyzing the financial statements and capital budgeting.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Financial Management</b>	<b>04</b>	<b>04</b>
1.1	Definition, Scope and objectives Branches of accounting.		
1.2	Historical, Cost, Financial control , Financial Management and Revenue.		
<b>Chapter 2</b>	<b>Ratio Analysis</b>	<b>12</b>	<b>08</b>
2.1	Meaning, Importance and limitations		
2.2	Practical problems on computation of Liquidity Ratios. Turnover Ratio, Debtors Turnover Ratio, Creditors Turnover Ratio, Long-term Solvency Ratios-Proprietary Ratio, Debt Equity Ratio.		
2.3	Profitability Ratios - Gross Profit, Net Profit, Operating ratio, Practical problems on preparation of Balance sheet from given Ratios.		
<b>Chapter 3</b>	<b>Funds Flowand Cash Flow Statement</b>	<b>12</b>	<b>10</b>
3.1	Nature, Importance and Uses		
3.2	Differences between Funds Flowand Cash Flow Statement Practical problems on preparation of Funds Flow considering following adjustment only : Depreciation		



	Onfixed Assets, Dividend- Interim and Finaland Taxation		
<b>Chapter 4</b>	<b>Working Capital Management</b>	<b>08</b>	<b>06</b>
4.1	Definition and Meaning		
4.2	Factors affecting working capital		
4.3	Working capital cycle		
4.4	Practical problems on determination of working capital		
<b>Chapter 5</b>	<b>Capital Budgeting</b>	<b>10</b>	<b>06</b>
5.1	Meaning and Importance		
5.2	Practical problems on capital budgeting : payback period, Accounting Rate of return, Netpresent Value		
<b>Chapter 6</b>	<b>Budgets, Budgeting and Budgetary Control</b>	<b>08</b>	<b>08</b>
6.1	Definition and Characteristics of Budgets		
6.2	Meaning and Advantages of Budgetary control		
6.3	Practical problems on Cash Budget, Flexible Budget		
<b>Chapter 7</b>	<b>Introduction to Pricing and Value added Tax.</b>	<b>10</b>	<b>08</b>
7.1	Importance of Pricing.		
7.2	Methods of Pricing - Costplus, Rate of Return, History, Meaning and Advantages of Value added tax		
7.3	History, Meaning and Advantages of Value added tax In Hotel and Catering establishment		

The students may be assigned exercises related to Hotel Accounting to get hands on experience. They may be given assignments to collect various Formats use din the Hotel Industry and to present same in the class.

## REFERENCE BOOKS

- 1 Financial Management, M.Y. Khan & P.K. Jain, Tata Mc Graw Hill
- 2 Financial Management, Prof. Dr. S.V. Patankar, Everest Publishing House
- 3 Financial Management, Prof. N.M. Vechalekar, Nirali Publication
- 4 Financial Management, Satish M Inamdar, Everest Publishing House

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- 5 Introduction To Management Accounting, L.N. Chopdeand D.H. Choudhary, Sheth Publishers Pvt. Ltd
  - 6 Financial and Cost Control Techniques, Dr. Jagmohan Negi, Gaurav Manohar Metropolitan Book Co. Pvt. Ltd. New Delhi.

<b>SUBJECT CODE:DSE 201</b>				
<b>SUBJECT: ADVANCED FOOD PRODUCTION &amp; KITCHEN MANAGEMENT</b>				
<b>(THEORY)</b>				
Teaching Scheme/Week	Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
04	40	60	100	04

## Rationale

This subject will give the students an insight into the Indian food ethos, Indian spices, masala, as well as promote an understanding of regional Indian cuisine.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Indian Food Ethos</b>	<b>04</b>	<b>06</b>
1.1	Indian food ethos – Jainism, Buddhism, Hinduism, Sikhism, Muslim, Jewish, Christianity.		
<b>Chapter 2</b>	<b>Indian Spices and Ingredients</b>	<b>04</b>	<b>04</b>
2.1	Role of Indian spices and ingredients in Indian cooking.		
<b>Chapter 3</b>	<b>Food and Ayurveda</b>	<b>04</b>	<b>06</b>
3.1	Introduction to Ayurveda		
3.2	Body Constitution –		
	<ul style="list-style-type: none"> <li>Types of Prakruti</li> <li>Tridosha – Vata, Pitta, Kapha</li> </ul>		
3.3	Life style related eating habits -		
	<ul style="list-style-type: none"> <li>Healthy, eating habits</li> <li>Satvik, Rajas, Tamas diet</li> <li>Incompatible foods</li> <li>Fast Food</li> </ul>		

<b>Chapter 4</b>	<b>Basic Masalas</b>	<b>02</b>	<b>06</b>
4.1	Role of masalas in Indian cuisine.		
4.2	Different masalas used in Indian cooking – wet and dry.		
4.3	Composition of different masalas – garam masala – garam masala, sambar		
4.4	masala, rasam powder, chat masala, dhansak masala, goda masala, malawani masala, kashmiri masala.		
4.5	Proprietary masala blends		
<b>Chapter 5</b>	<b>Regional Cooking Style</b>	<b>24</b>	<b>26</b>
5.1	Cooking from different states with reference to		
	<ul style="list-style-type: none"> <li>• Geographical location</li> <li>• Historical background</li> <li>• Seasonal availability of raw material</li> <li>• Special equipments and fuels</li> <li>• Staple diet &amp; popular food preparations.</li> </ul>		
	For the following cuisines / states		
	1) Goan	8) Rajasthani	
	2) Maharashtrian	9) Tamilnadu	
	3) Gujrati / Parsi	10) Kashmiri	
	4) Karnataka	11) Lucknowi	
	5) Bengali	12) Kerala	
	6) Punjabi	13) Sindhi	
	7) Andhra / Hyderabad		
<b>Chapter 6</b>	<b>Culinary Terms</b>	<b>04</b>	<b>06</b>
	Kahwah	Wazwan	Ver
	Sandesh	Toddy	Loochi
	Sorpotel	Shukto	Payassam
	Raita	Shikora	Tikka
	Kari	Seekh Kebab	Khansamah

Murabba	Saunth	Brista
Gustaba	Rista	Wark
Kalan	Raan	Kheema
Malpua	Pongal	Gujiya
Roganjosh	Panch phoran	Dhansak
Phirnee	Naan	Petha
Chenna	Mussallum	Do pyazaa
Ittr	Moin	Bharwaan
Zarda	Moilee	Bhurta
Rabarhi	Kulfi	Pakora
Shikampuri kebab	Korma	Kadhi
Khichri	Kofta	Pulao
Dosa	Khoya	Kabachini
Yakhni	Kalia	Salan
Achar	Kachumber	Vindaloo
Halwa	Kachori	Tandoor
Bhatura	Imarti	Burfi
Loab	Gil-e-hikmat	Zamin doz
Galavat	Dhungar	Foogath
Boondi	Gajjac	Chikki
Biryani	Boti	Falooda
Mungodi	Bonda	Bisi bele huliya
Dum	Bhunao	Baghar

	Pachadi	Baffad	Bhujjia
	Mutanjan	Appam	
<b>Chapter 7</b>	<b>Indian Theme Lunches</b>	<b>06</b>	<b>06</b>
7.1	Concept of theme lunches		
7.2	Factors to be considered when organizing theme lunches.		

## REFERENCE BOOKS

- 1 Historical Companion to Indian Food, K.T.Acharya, Oxford University Press
- 2 Modern Cookery for Teaching & Trade, Volume, I, Thangam E. Philip, Orient Longman Ltd. Mumbai
- 3 Ayurveda Ahara: Food, Diet, Dr.P.H.Kulkarni, India Sri Satguru Publications, New Delhi
- 4 Ayurvedic Indian Cooking, Dr. Sunanda Ranade, IAA
- 5 Ayurvedic Concept of Diet and Nutrition, Dr. Sunanda Ranade, Dr. Rajendra, Deshpande, Dr. Arti Firke, IAA
- 6 Ayurveda Nutrition and Cooking, Dr, Sunanda Ranade
- 7 Zaika, Sonya Atal Sapru, Harper Collins.
- 8 Prasad Cooking with Indian Masters, J.Indersingh & Prdeep Das Gupta, Allied Publishers Ltd. New Delhi
- 9 Hyderabadi Cuisine, Pratibha Karan, Harper Collins.
- 10 Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
- 11 Wazwaan, Rocky Mohan, Roli & Janseen.
- 12 Punjabi Cuisine, Premjit Gill, Harper Business
- 13 A Taste of India, Madhur Jaffrey, Mac Millan Publishing
- 14 Tandoor, Ranjit Rai, Overlook Press
- 15 The Bengal Book, Das Gupta, UBSPD
- 16 Maharastrian Cuisine, Kaumudi Marathe, Zaika

<b>SUBJECT CODE:DSE 201A</b>				
<b>SUBJECT: REGIONAL CUISINES OF INDIA (PRACTICAL)</b>				
Teaching Scheme/Week	Examination Scheme			
Practical Hours	IA Marks	EA Marks	Total Marks	Credits
08	40	60	100	04

Minimum 20 Practicals including Indian regional menus to be conducted.

The practicals should comprise dishes from the following states / cuisine:

- |                        |               |
|------------------------|---------------|
| 1) Goan                | 8) Rajasthani |
| 2) Maharashtrian       | 9) Tamilnadu  |
| 3) Gujarati / Parsi    | 10) Kashmiri  |
| 4) Karnataka           | 11) Lucknowi  |
| 5) Bengali             | 12) Kerela    |
| 6) Punjabi             | 13) Sindhi    |
| 7) Andhra / Hyderabadi |               |

Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

	<b>SUBJECT CODE:DSE 202</b>				
	<b>SUBJECT: ALCOHOLIC BEVERAGES II (THEORY)</b>				
Teaching Scheme/Week			Examination Scheme		
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	--	100	04

### Rationale

To impart comprehensive knowledge of various spirits, liqueurs and cocktails.

		Hours	Marks
<b>Chapter 1</b>	<b>Spirits</b>	<b>08</b>	<b>06</b>
1.1	Introduction to Spirits		
1.2	Fermentation and Distillation Process		
1.3	Pot Still and Patent still		
1.4	Various methods of Measuring Alcoholic Strength		
<b>Chapter 2</b>	<b>Whisky</b>	<b>10</b>	<b>08</b>
2.1	Ingredients used in making of Whisky		
2.2	Manufacturing process of Whisky		
2.3	Types of Whisky – Scotch and Irish Whisky		
2.4	American and Canadian Whisky		
2.5	International and IMFL Brand		
<b>Chapter 3</b>	<b>Brandy</b>	<b>08</b>	<b>08</b>
3.1	Ingredients used in making of Brandy		
3.2	Manufacturing process of Brandy		
3.3	Types of Brandy – Cognac and Armagnac		
3.4	Labeling Terminology		
3.5	Fruit and other Brandies.		
3.6	International and MFL Brands		



<b>Chapter 4</b>	<b>Rum</b>	<b>06</b>	<b>06</b>
4.1	Ingredients used in making of Rum		
4.2	Manufacturing process of Rum		
4.3	Types of Rum – White, dark and golden		
4.4	International and IMFL Brands		
<b>Chapter 5</b>	<b>Gin</b>	<b>06</b>	<b>06</b>
5.1	Ingredients use din making of Gin		
5.2	Manufacturing process of Gin		
5.3	Types of Gin		
5.4	International and IMFL Brands		
<b>Chapter 6</b>	<b>Vodka</b>	<b>04</b>	<b>04</b>
6.1	Ingredients used in making of Vodka		
6.2	Manufacturing process of Vodka		
6.3	Types of Vodka		
6.4	International and IMFL Brands.		
<b>Chapter 7</b>	<b>Tequila</b>	<b>06</b>	<b>04</b>
7.1	Ingredients used in making of Tequila		
7.2	Manufacturing process of Tequila		
7.3	Types of tequila		
7.4	Brands of Tequila		
<b>Chapter 8</b>	<b>Other Alcoholic Beverages</b>	<b>04</b>	<b>06</b>
8.1	Aquavit		
8.2	Schnapps		
8.3	Pastis		
8.4	Feni		
8.5	Arrack		

<b>Chapter 9</b>	<b>Liqueurs</b>	<b>06</b>	<b>06</b>
9.1	Definition and types of liqueurs		
9.2	Production methods		
9.3	Service of Liqueurs.		
<b>Chapter 10</b>	<b>Cocktails</b>	<b>06</b>	<b>06</b>
10.1	Introduction and history of cocktails		
10.2	Methods of making cocktail and rules for making cocktails		
10.3	Equipment, glassware, and garnishes used in making of cocktails Cocktail recipe		

### **Glossary of Terms**

Hors d'age	Marc	Grappa
Pisco	Ouzo	Peats Reek
Grain whisky	Blended whisky	Malt whisky
Single malt	Vatted malt	Rye whisky
Corn whisky	Bourbon	Jack Daniels
London dry gin	Plymouth	Steinhaeger
Old tom gin	Dutch gin	Bagasse
Dunder	White rum	Dark rum
Silver Tequilla	Gold Tequila	Agave
Schnapps	Aquavit	Arrack
Tiquira	Absinthe	Pastis
Pernod	Ricard	Apertitifs
Angostura bitters	Cordials	Aromatized wines
Ale	Lager	Stout
Porter	Boquet	Burgundy
Aguardante	Grappa	Quetsch
Himadors		

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## **Field Visit**

Students should be taken for visit to Winery and report must be submitted individually.

Work Shop – A cocktail and mocktail workshop to be conducted and the report must be submitted individually.

## **Assignment**

Minimum of 02 assignments to be submitted by students by the end of these semester based on following topics:

- 1 Types of mocktail with recipes, glassware, method and presentation
- 2 Collecting the menu cards (Minimum 5)
- 3 Price list of Spirits from 5 outlets

## **REFERENCE BOOKS**

- 1 Food and Beverage Service, Dennis Lillicrap, John Cousins Power Book
- 2 Modern Restaurant Service, John Fuller, Hutchinson
- 3 Food and Beverage Service, Suddhir Andrews, Tata McGraw Hill Edition
- 4 The Beverage Book, Durkan & Cousins, Hodder Arnold, H&S Toughton
- 5 Professional Guide to Alcoholic Beverages, Lipinski Van Nostrand Reinhold
- 6 Oxford Companion to wines, Jancis Robinson, Oxford University Press
- 7 The Restaurant (From Concept to Operations), Donald Lundberg John Wiley
- 8 The ultimate Encyclopedia of Wine, Beer, Spirits and liqueurs, Stuart Walton, brain Glover hermes house

	<b>SUBJECT CODE:DSE 202</b>				
	<b>SUBJECT: ALCOHOLIC BEVERAGES II (THEORY)</b>				
Teaching Scheme/Week			Examination Scheme		
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	--	100	04

Sr. No.	Topic
1.	Preparing a Beverage list
2.	Preparing an Beverage order ticket
3.	Service of Whisky
4.	Service of Brandy
5.	Service of Rum
6.	Service of Gin
7.	Service of Vodka
8.	Service of Tequila
9.	Service of other alcoholic beverages
10.	Service of Liqueurs
11.	Types of Cocktails
12.	Methods of making cocktails – Buildup,
13.	Methods of making cocktails – Layered, Floating
14.	Menu planning and Service of food and alcoholic beverages
15.	Preparing of Beverage List for a Specialty bar
16.	Maintenance of statutory books

	<b>SUBJECT CODE:DSE 203</b>				
	<b>SUBJECT: TRENDS IN HOUSEKEEPING (THEORY)</b>				
Teaching Scheme/Week			Examination Scheme		
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	--	100	04

Rationale : The subject intends to familiarize the students with the current trends in housekeeping

		Hours	Marks
<b>Chapter 1</b>	<b>Chaning trends in housekeeping</b>	<b>06</b>	<b>06</b>
1.1	Introduction		
1.2	Latest trends in Housekeeping with respect to Erogonomics		
	Green housekeeping-Ecotel		
	Facility management		
	Technology		
<b>Chapter 2</b>	<b>Erogonomics</b>	<b>08</b>	<b>08</b>
2.1	Importance of Erogonomics in housekeeping		
2.2	Time and motion study in housekeeping routine		
2.3	Erogonomics design of furniture and fixtures		
2.4	Ergonomics design of equipments		
2.5	Ergonomics in housekeeping process		
<b>Chapter 3</b>	<b>Introduction to Green housekeeping</b>	<b>08</b>	<b>06</b>
3.1	Introduction to green housekeeping		
3.2	Ecotels		
3.3	Ecotel certification – 5 globes		
3.4	Role of housekeeping in environmental control		
3.5	Case study		

<b>Chapter 4</b>	<b>Energy Conservation</b>	<b>08</b>	<b>06</b>
4.1	Importance of Energy Conservation		
4.2	Energy Monitoring and Performance		
4.3	Guidelines for energy conservation		
4.4	Use of energy conserving products		
	Educating and Sensitizing housekeeping staff regarding		
	Importance of energy conservation		
<b>Chapter 5</b>	<b>Water Conservation</b>	<b>08</b>	<b>06</b>
5.1	Importance of Water Conservation		
5.2	General guidelines for water conservation		
5.3	Rainwater Harvesting		
5.4	Educating and Sensitizing housekeeping staff and guest		
<b>Chapter 6</b>	<b>Waster Management</b>	<b>06</b>	<b>06</b>
6.1	Importance of Waste Management		
6.2	3-R principle: Reduce, Reuse, Recycle		
6.3	Types of waste in hotels		
6.4	Waste disposal and control		
6.5	Sewage treatment plant in hotels		
6.6	Vermicomposting		
<b>Chapter 7</b>	<b>Recent trends in Material planning for House Keeping</b>	<b>08</b>	<b>08</b>
7.1	Bedding – Mattress, bed sheets, pillow menus		
	Bedspreads, comforted and dust ruffle		
7.2	Bath Linen		
7.3	Table linen		
7.4	Uniforms		
<b>Chapter 8</b>	<b>Facility management</b>	<b>06</b>	<b>06</b>
8.1	Introduction to Facility Management		
8.2	Scope of Facility Management		

8.3	Outsourcing		
8.4	Housekeeping services in Facility Management		
8.5	Maintenance in Facility Management		
8.6	Security in Facility Management		
<b>Chapter 9</b>	<b>Liqueurs</b>	<b>06</b>	<b>08</b>
9.1	Property Management System - PMS		
9.2	Familiarize with software used in housekeeping-Opera,		
9.3	Fidelio		
	MIS-Definition, Concept and various reports generated		

### Glossary of Terms

Atrium	Feasibility study	HVAC
Shotgun arrangement	Tower configuration	Facilities planning
Eva floors	Ergonomics	Skylit bathrooms
Jacuzzi	Luxmeter	Outsourcing
Pillow menu	Productivity standards	Slumber
Whirlpool	Workstudy	AAC Blocks
Biodegradables	CFCs	CFLs
Ecotels	Fly ash	Green building
Grey water	High albedo paint	HPMVs
HPSVs	MDF	Mulches
R-value	Trellises	Vermicompost
Dupion silk	Bast fibre	Damask
Tow yarn	Jacquard	Percale
Sericulture	FBAs	Filling yarn
Ergonomics	Tebilization	Anthropometry
Biogas	Power zone	Organic wastes

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## REFERENCE BOOKS

<b>Sr. No.</b>	<b>Name of the Book</b>	<b>Author</b>	<b>Publisher</b>
<b>1</b>	<b>Hotel House Keeping Operations &amp; Management -</b>	<b>Sudhir Andrews</b>	<b>Tata McGraw Hill</b>
<b>2</b>	<b>Hotel Housekeeping &amp; Management</b>	<b>G Raghubalan</b>	<b>Oxford University</b>
<b>3</b>	<b>Hotel, Hostel &amp; Hospital Hosuekeeping</b>	<b>Branson &amp; Lennox</b>	<b>ELBS</b>
<b>4</b>	<b>Accomodation Management</b>	<b>Rosemary Hurst</b>	<b>Heinemann Publishing</b>
<b>5</b>	<b>Accomodation Management</b>	<b>Rosemary Hurst</b>	<b>Heinemann publishing</b>



	SUBJECT CODE:DSE 203 A				
	SUBJECT: TRENDS IN HOUSEKEEPING (PRACTICAL)				
Teaching Scheme/Week			Examination Scheme		
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	--	100	04

1. Preparation of Time and motion study and practice in housekeeping routines.
2. Preparation of sample format of ergonomic risk factor analysis for housekeeping staff.
3. Preparation of guidelines for energy conservation in housekeeping department.
4. Preparation of lighting system design for guest rooms and public areas.
5. Preparation of safety and security systems for guest rooms and public areas.
6. Calculation of energy cost in public areas for energy management.
7. Calculation of energy cost in public areas for energy management.
8. Preparation of checklist for eco friendly housekeeping in hotels.
9. Practice with computer & PMS handling related to Housekeeping.
10. Preparation of housekeeping staff requirement and staff scheduling using housekeeping software.
11. Preparation of daily housekeeping schedules using housekeeping software.
12. Preparation of housekeeping history and staff performance reports using housekeeping software.
13. Planning of a Facility management project for various sectors.
14. Preparation of a feasibility study for outsourcing housekeeping jobs.
15. Designing of hotel staff uniforms.
16. Various reports generated for MIS in housekeeping.

#### **Assignments :**

1. Methods of pest control and chemicals used in hotels.
2. Project report on biogas and sewage treatment plants for waste disposal.
3. Project report on Vermicomposting.
4. Project report on Rain water harvesting.
5. Project report on Ecotel.

#### **Visits :**

1. Visit to an Ecotel.
2. Visit to a biogas and sewage treatment plant.
3. Visit to a Vermicomposting plant.
4. Visit to a Rain water harvesting system.
5. Visit to a facility management agency.

	<b>SUBJECT CODE: SEC 103</b>				
	<b>SUBJECT: TOURISM OPERATIONS (THEORY)</b>				
Teaching Scheme/Week		Examination Scheme			
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	--	100	03

### Rationale

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

		Hours	Marks
<b>Chapter 1</b>	<b>The Tourism Phenomenon</b>	<b>04</b>	<b>03</b>
1.1	Definition – Tourism, Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.		
1.2	Growth of Tourism / Evolution / History of Tourism.		
1.3	Present status of tourism in India.		
<b>Chapter 2</b>	<b>Constituents of Tourism Industry</b>	<b>04</b>	<b>05</b>
2.1	Primary Constituents		
2.2	Secondary Constituents		
2.3	The 5 A' s of Tourism – Attractions, Accessibility, Accommodation, Amenities, Activities.		
2.4	Career Opportunities for tourism professionals.		
<b>Chapter 3</b>	<b>Infrastructure of Tourism</b>	<b>04</b>	<b>06</b>
3.1	Role of Transport in Tourism		
3.2	Modes of Transport: Road. Rail, Air, Sea.		
3.3	Types of Accommodation – Main, Alternate & Supplementary accommodation.		
<b>Chapter 4</b>	<b>Types of Tourism</b>	<b>04</b>	<b>06</b>
4.1	Types of Tourism -		
4.2	Various motivators, Holiday, Social, Cultural, MICE, Religious, Health, Senior Citizen, Sustainable Tourism		
4.3	Alternative Tourism: Eco Tourism, Agro Rural Tourism		

<b>Chapter 5</b>	<b>The Impact of Tourism</b>	<b>04</b>	<b>06</b>
5.1	Economic Impact – Employment generation Foreign Exchange earnings.		
<b>Chapter 10</b>	<b>Itinerary Planning</b>	<b>04</b>	<b>06</b>
10.1	Definition		
10.2	Steps to plan a Tour		
10.3	Route map		
10.4	Transport booking – reservation		
10.5	Accommodation – reservation		
10.6	Food facilities		
10.7	Local guide / escort		
10.8	Climate / seasonality		
10.9	Shopping & cultural show		
10.10	Costing		
<b>Chapter 11</b>	<b>Technology in the Travel Industry</b>	<b>02</b>	<b>04</b>
11.1	Relationship between information Technology and Tourism Industry. Current Technology used.		
11.2	G.D.S (Global distribution system)		
11.3	Use of Internet in tourism.		

## REFERENCE BOOKS

- 1 Introduction to Travel & Tourism, Michael M. Cottman, Van Nostrand Reinhold
- 2 Travel Agency & Tour Operation, Jagmohan Negi, Kanishka Publishers & Distributors
- 3 Concepts & Principles International Tourism, A. K. Bhatia, Sterling Publishers PVT. LTD.
- 4 Fundamentals & Practices A Textbook of Indian Tourism, B.K. Goswami G. Raveendran, Har Anand Publications Pvt.
- 5 Dynamics of Modern Tourism, Ratnadeep Singh, Kanishka Publishers & Distributors
- 6 Tourism Development, Principles, Fletcher & Cooper, ELBS and Practices

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### **Assignments**

1. Introduction to Travel & Tourism, Michael M. Cottman, Van Nostrand Reinhold
2. Travel Agency & Tour Operation, Jagmohan Negi, Kanishka Publisher & Distributors
3. Concepts & Principles International Tourism, A.K.Bhatia, Sterling Publishers PVT. LTD.
4. Fundamental & Practices A Textbook of Indian Tourism, B.K.Goswami G. Raveendran, Har Anand Publications Pvt.
5. Dynamics of Modern Tourism, Ratnadeep Singh, Kanishka Publishers & Distributors
6. Tourism Development, Principles, Fletcher & Cooper, ELBS and Practices

### **Assignments**

1. Preparation of Itinerary – 2 days, 7 days, 15 days, 21 days etc. For well – known tourist destinations in India and abroad.
2. Preparation of passport and visa – Documents and procedural requirements
3. Field visit to a Travel Agency, Airport etc.

	<b>SUBJECT CODE: DSCP</b>				
	<b>SUBJECT: PROJECT WORK</b>				
Teaching Scheme/Week			Examination Scheme		
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
12	40	60	--	100	06

The students have to utilize the hours allotted for data collection, data analysis & preparing a detail project report at the end of the semester to record the process of the project and the findings thereon. The report should be in spiral bound format for the internal examination and hard bound with golden embossing for external examination.

The format of the project report is as detailed below

- Cover page
- Title Page
- Certificate
- Acknowledgements
- Index
- Introduction
- Aims & Objectives
- Theoretical framework of the topic (Background of the Topic, History, Contents from Secondary Data, Explanation of Terms)
- Research Methodology (Data collection method, Sampling method)
- Data Analysis & Data Interpretation (Graphical presentation of collected data)
- Suggestions / Recommendations
- Conclusions & Limitations
- Bibliography
- Appendix (Any relevant material to support the project)

Students have to present the process and findings of the project report to the panel examiners with the help of a Power Point presentation not exceeding 15 minutes. The examiners would evaluate the project based on the parameters of quality of the study, Project Report, presentation by the student & viva.

Note

The Project Report should be market research and field work oriented and preferably related

To the Elective Course (Food Production / Food & Beverage Service /

	<b>SUBJECT CODE: AEC 104</b>			
	<b>SUBJECT: HOSPITALITY MARKETING (THEORY)</b>			
Teaching Scheme/Week		Examination Scheme		
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
03	40	60	100	06

Rationale :

This subject intends to develop knowledge and basic culinary skills, which will help students to develop a comprehensive insight into culinary history, ingredients and their uses, method of cooking, basic cooking equipment and tools.

		Hours	Marks
<b>Chapter 1</b>	<b>INTRODUCTION TO MARKETING</b>	<b>04</b>	<b>04</b>
1.1	Defining Marketing		
1.2	Core Concepts of marketing		
1.3	Orientations towards Marketing: Production concept, Product concept, Selling concept, Marketing Concept, Societal marketing concept		
1.4	Difference between Selling and Marketing		
1.5	Marketing Mix		
<b>Chapter 2</b>	<b>INTRODUCTION TO SERVICES MARKETING</b>	<b>06</b>	<b>08</b>
2.1	Introduction to Services Marketing		
2.2	Goods Vs. Service		
	Characteristics of Services		
2.3	Problems in marketing of services and its solution		
2.4	Scope of Service		
<b>Chapter 3</b>	<b>CUSTOMER VALUE AND SATISFACTION</b>	<b>04</b>	<b>04</b>
3.1	Defining customer value and satisfaction		
3.2	Delivering customer value and satisfaction		

3.3	Attracting and Retaining customers		
3.4	Concept of customer profitability		
<b>Chapter 4</b>	<b>UNDERSTANDING THE MARKETING ENVIRONMENT</b>	<b>02</b>	<b>04</b>
4.1	Demographic environment		
4.2	Economic environment		
4.3	Technological environment		
4.4	Political environment		
4.5	Social – Cultural environment		
4.6	Business environment		
<b>Chapter 5</b>	<b>ANALYSING CONSUMER MARKETS AND BUYING BEHAVIOR</b>	<b>04</b>	<b>04</b>
5.1	Consumer Behavior Model		
5.2	Factors influencing buyer behavior : Cultural, Social, Personal, Psychological		
5.4	Buying decision process		
<b>Chapter 6</b>	<b>MARKET SEGMENTATION, TARGETING AND POSITIONING</b>	<b>04</b>	<b>04</b>
6.1	Concept of market segmentation,		
6.2	Basic for Segmentation : Geographic, Demographic, Behavioral, Psychographic		
6.4	Concept of Market Targeting & of Market Positioning		
<b>Chapter 7</b>	<b>PRODUCT STRATEGIES</b>	<b>06</b>	<b>08</b>
7.1	Levels of product		
7.2	New product development		
7.3	Product life cycle concept		
7.4	Product Differentiation		
7.5	Concept of Branding		
<b>Chapter 8</b>	<b>PRICING STRATEGIES</b>	<b>06</b>	<b>08</b>

8.1	Price and importance		
8.2	Internal and External factors affecting pricing decisions		
8.3	Pricing strategies adopted by hotel for: Room Tariff, F & B items, Functions & Packages		
<b>Chapter 9</b>	<b>PHYSICAL DISTRIBUTION STRATEGIES</b>	<b>06</b>	<b>08</b>
9.1	Importance of distribution		
9.2	Channel Level		
9.3	Channels of distribution in the hospitality industry (Travel agents, Tour Operators, Internet, Consortia, Hotel Representative, CRS et		
9.4	Franchising		
9.5	Alliances		
9.6	Location of Service		
<b>Chapter 10</b>	<b>PROMOTION STRATEGIES</b>	<b>06</b>	<b>08</b>
10.1	Definition and Characteristics of promotional tools used in hotel industry.		
10.2	Advertising		
10.3	Sales promotion		
10.4	Publicity & Public relations		
10.5	Personal selling		
10.6	Direct marketing		

#### REFERENCE BOOKS:

Sr. No.	Name of Book	Author	Publisher
1	Marketing for Hospitality and Tourism	Philip Kotler	Pearson Education.
2	Hotel Marketing	S M Jha	Himalaya Publishing
3	Hospitality Marketing	Neil Warne	Hospitality Press, Melbourne



	<b>SUBJECT CODE: DSE 301</b>				
	<b>SUBJECT: ADVANCED FOOD PRODUCTION &amp; KITCHEN MANAGEMENT (THEORY)</b>				
Teaching Scheme/Week		Examination Scheme			
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	--	100	04

#### Rationale

The subject intends to provide indepth insight into international cuisine and develop advanced understanding of technical as well as managerial skills for culinary professional and to develop advanced and detailed understanding of technical as well as managerial skills for bakery professionals.

		Hours	Marks
<b>Chapter 1</b>	<b>PRODUCTION MANAGEMENT &amp; ADMINISTRATION</b>	<b>02</b>	<b>04</b>
1.1	Introduction fo production management		
1.2	Kitchen organization		
1.3	Allocation of work, Job Description, Duty Roaster		
1.4	Production planning & scheduling		
1.5	Production Quality & Quantity Control		
1.6	For casting and Budgeting		
<b>Chapter 2</b>	<b>NOUVELLE CUISINE</b>	<b>02</b>	<b>04</b>
2.1	Evolution of Nouvelle cuisine		
2.2	Principles of Nouvelle cuisine		
<b>Chapter 3</b>	<b>FOOD PRESENTATION &amp; GARNISHES</b>	<b>02</b>	<b>04</b>
3.1	Importance of food presentation		
3.2	Skills and techniques in food presentation		
3.3	Importance of garnishes		
3.4	Ten classical garnishes		

<b>Chapter 4</b>	<b>INTERANTIONAL CUISINE</b>	<b>20</b>	<b>20</b>
5.1	Influence fo Geographical location, Historical background on staple food and cuisine of following countries – 1. Tex-Mex 2. France 3. Italy 4 China 5. Spain 6. Germany 7. Great Britain 8. Japan 9. Medierranean region 10. South East Asia		
<b>Chapter 5</b>	<b>MERINGUES</b>	<b>02</b>	<b>02</b>
5.1	Making of meringues		
5.2	Factors affecting stability		
	Cooking of meringues		
5.4	Types & uses of meringues		
<b>Chapter 6</b>	<b>SUGAR</b>	<b>02</b>	<b>04</b>
6.1	Tools required for sugar work		
6.2	Types of Suagr as decorative work – spun sugar, pulled sugar, poured sugar, blown sugar		
<b>Chapter 7</b>	<b>CHOCOLATE</b>	<b>02</b>	<b>04</b>
7.1	Manufacture		
7.2	Couverture		
7.3	Tempering		
7.4	Moulding		
7.5	Chocolate decorations		
<b>Chapter 8</b>	<b>LCING &amp; TOPPING</b>	<b>04</b>	<b>04</b>
8.1	Icing : Types – Flat, Royal, Butter Cream		
8.2	Marzipan, Nougatine, pastillage, Ganache		
8.3	Cooking of meringues		
8.4	Types & uses of meringues		
<b>Chapter 9</b>	<b>RECIPE BALANCING</b>	<b>02</b>	<b>04</b>
9.1	Importance of recipe balancing		

9.2	Principles of recipe balancing in cake making & bakery		
<b>Chapter 10</b>	<b>PASTRIES</b>	<b>05</b>	<b>06</b>
10.1	Types-Shortcrust, Flakey, Puff, Danish, Choux, Filo		
10.2	Faults & their causes.		
<b>Chapter 11</b>	<b>NEW CONCEPTS IN CULINARY</b>	<b>05</b>	<b>04</b>
11.1	Molecular Gastronomy: Concept.		
11.2	Organic foods		
11.3	Vegan cuisine		

## REFERENCE BOOKS

1	Professional Cooking, Wayne Gisselen, John Wiley & Sons, N.Y
2	Theory of Cookery, Krishna Arora, Frank Bros & Co. Ltd, Delhi
3	Theory of Catering, Kinton Ceserani, Book Power
4	Practical Cookery, Kinton Ceserani, ELBS
5	Basic Cookery, Richard Maetland & Derek Welsby, Heinemann
6	Culinaria Volume I & II, Konemann, CBS Publication
7	Professional Baking, Wayne Gisslen, John Wiley & Sons, N.Y
8	International Cuisine & Food Oroduction Management, Parvinder s. Bali, Oxford Publication
9	Professional Baking, Wayne Gisslen, John Wiley & Sons, N.Y
10	Understanding Baking, Joseph Amendola & Donald Lundberg, John Wiley & Sons, N.Y
11	Larousse Gastronomique, Paul Hamlym, Cookery Encyclopedia
12	Basic baking, S.C. Dubey, The Society of Indian Bakers
13	Classical Food Preparation & Presentation, W.K.H. Bode, Batsford
14	Professional Pastry Chef, Bo Friberg, John Wiley & Sons, N.Y

	<b>SUBJECT CODE: DSE 301 A</b>				
	<b>SUBJECT: ADVANCED FOOD PRODUCTION &amp; KITCHEN MANAGEMENT (PRACTICAL)</b>				
Teaching Scheme/Week			Examination Scheme		
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	--	100	04

- Minimum 14 International menus to be conducted.

The menu should cover the following regions of the world :

1. Tex – Mex 2. France 3. Italy 4. China

5. Spain 6. Germany 7. Great Britain 8. Japan

9. Mediterraneanregion 10. South East Asia

- 06 bakery & confectionery Practicals to be conducted

Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

	<b>SUBJECT CODE: DSE 302</b>				
	<b>SUBJECT: FOOD BEVERAGE OPERATIONS &amp; MANAGEMENT (THEORY)</b>				
Teaching Scheme/Week		Examination Scheme			
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	--	100	04

### Rationale

To impart comprehensive knowledge about bar operation and management skills.

		Hours	Marks
<b>Chapter 1</b>	<b>Introduction to Bar &amp; Bar Beverages</b>	<b>12</b>	<b>12</b>
1.1	Alcoholic Beverages		
1.2	Non Alcoholic Beverages.		
1.3	Aerated Beverages, Bar Syrups, Squashes and Cordials, Pre mixed Drinks Mineral, Spring water, flavoured and packaged waters.		
1.4	Aperitifs, Liqueurs and digestifs		
1.5	Types of Bars		
1.6	Role of Various personnel's in the bar		
1.7	Bar Equipment's and their uses (Large and Small equipment's)		
<b>Chapter 2</b>	<b>PLANNING OF BAR</b>	<b>08</b>	<b>06</b>
2.1	Layout of a bar		
2.2	Factors to be considered while planning a bar		
2.3	Safety and hygiene consideration		
2.4	Seating Arrangements of various bars		
<b>Chapter 3</b>	<b>Bar Controls &amp; Statutory Requirements</b>	<b>08</b>	<b>06</b>
3.1	Purchasing, Receiving and storing of Beverages		
3.2	Inventory/ Stock Control methods		

3.3	Calculation of Beverage cost. Daily, Weekly Bar Reports		
3.4	Sales Summary and Sales Analysis, Sales Mix		
<b>Chapter 4</b>	<b>MIXOLOGY</b>	<b>10</b>	<b>10</b>
4.1	Introduction to the science of Mixology		
4.2	Cocktail making		
4.3	Glassware and garnishes		
4.4	Making of Traditional and Innovative cocktails.		
4.4	Flair bartending		
<b>Chapter 5</b>	<b>FUNCTION AND EVENT CATERING</b>	<b>08</b>	<b>10</b>
5.1	Definition of function catering and types of functions		
5.2	Organizational structure of Banquet department, duties and Responsibilities of various personnel's		
5.4	Function catering administrative procedures		
5.5	Preparation of function prospectus		
5.6	Menu planning for various types of functions		
5.7	Seating arrangement for various functions, Table and space considerations		
5.8	Off premises / out-door catering.		
<b>Chapter 6</b>	<b>GUERIDON SERVICE</b>	<b>08</b>	<b>06</b>
6.1	Origin and Definition		
6.2	Types of trolleys		
6.3	Special equipments used in Gueridon service care and		
6.4	Maintenance		
6.5	Service Procedure		
6.6	Service of classical dishes.		
<b>Chapter 7</b>	<b>BUFFETS</b>	<b>04</b>	<b>04</b>
7.1	Definition		
7.2	Types of Buffets		

7.3	Equipments and set up of buffets.		
<b>Chapter 8</b>	<b>MENU ENGINEERING</b>	<b>03</b>	<b>03</b>
8.1	Concept and application		
8.2	SWOT analysis of various food and beverage outlets.		
<b>Chapter 9</b>	<b>CUSTOMER RELATIONSHIP</b>	<b>03</b>	<b>03</b>
9.1	Handling Customer Complaints		
9.2	Customer Satisfaction		

### Glossary of Terms

Fortified wines	Cobblers	Collins
Blended drinks	Coolers	Crustas
Cups	Daisies	Egg nogs
Fixes Flips	Frappes	
High ball	Juleps	Pick-me-up
Pousee-café	Smashes	Sours
Swizzles	Toddies	Amer-picon
Campari	Bar die	Hawthorne strainer
Boston shaker	Cassis	Cerise
Citronelle	Framboise	Gomme
Grenadine	Orgeat	Squashes
Bar- blade	Speed pourers	Bar Optics
Front bar	Back bar	kirsch
Generic liqueurs	Proprietary liqueurs	Pousee café
Jigger		
Dispense Bar	Asian Buffet	Gala Reception
Brunch Buffet	Smorgasbord	Easter Buffet
Fork Buffet	Candelabra	Casserole Stations
Chafing Dish	Suzette Pans	Beverage Urns

Floral Accessories	Portion scale	Props
Rechaud stores	Skirting	Waffle Irons
Gueridon	Trancheur	Carousal
Portable bar	Underbars	Over bar
Centralized Room Service	Cobra Gun	IRD
California Menu	De-Centralized Room Service	RSOT
PMT	Cyclic Menu	EMT
SWOT	Evlevenses	

## REFERENCE BOOKS

- 1 Food and Beverage Service, Dennis Lillicrap, John Cousine, Power Book
- 2 Modern Restaurant Service, John Fuller, Hutchinson
- 3 Food and Beverage Service, Sudhir Andrews, Tata Mc Graw Hill Edition
- 4 The Beverage Book, Durkan & Cousins, Hodder Arnold, H&S Toughton
- 5 Professional Guide to Alcoholic Beverages, Lipinski, Van Nostrand Reinhold
- 6 Oxford Companion to wines, Jancis Robinson, Oxford University Press
- 7 The Restaurant (From Concept to Operations), Donald Lundberg, John Willey
- 8 The ultimate Encyclopedia of Wines, Beer, Spirits and liqueurs. Stuart Walton, Brain Glover, Hermes House
- 9 Food and Beverage Management, Bernard Davis, Sally Stone Butterworth Heinman Ltd.



	<b>SUBJECT CODE: DSE 302 A</b>				
	<b>SUBJECT: FOOD BEVERAGE OPERATIONS &amp; MANAGEMENT (PRACTICAL)</b>				
Teaching Scheme/Week			Examination Scheme		
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	--	100	04

Sr. No	Topic
1	Preparation of Various types of Beverage lists
2	Service of Various Spirits & Cocktails
3	Planning and layout of various types of bars
4	Maintenance of statutory Records
5	Preparing of Daily/ Weekly Bar Reports
6	Flair Bartending Principles: Types of Flair Bartending
7	Molecular Mixology
8	Innovative Cocktails & Mocktails
9	Filling of Banquet function prospectus
10	Banquet seating arrangements, formal banquet service
11	Mise-en-place for service from Gueridon trolley and service of dishes
12	Setting up of buffets and service procedures
13	Planning of off premises catering functions
14	Menu Engineering Analysis of Menu
15	SWOT Analysis of fine dining establishment, QSR
16	Planning and service of food festivals and other promotional events

	<b>SUBJECT CODE: DSE 303</b>				
	<b>SUBJECT: FOOD BEVERAGE OPERATIONS &amp; MANAGEMENT (PRACTICAL)</b>				
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	--	100	04

**Rationale :**

The subject aims to establish the importance of management in Accommodation Operations.

This course aims to establish the importance of Front Office within the hospitality industry. It also prepares the student to acquire management skills and knowledge in the Department.

		Hours	Marks
<b>Chapter 1</b>	<b>Pioneers of the hotel industry</b>	<b>04</b>	<b>02</b>
1.1	Founders of the Hotel Industry		
1.2	Developments in hotel industry		
1.3	Indian chain hotels-History & growth		
<b>Chapter 2</b>	<b>Social skills required for Romms Division staff</b>	<b>06</b>	<b>06</b>
2.1	Introduction and Importance of social skills		
2.2	Behaviorial skills-self presentation, body language		
	Cross culture-Styles of welcoming, need for foreign language, global language		
<b>Chapter 3</b>	<b>Budgeting in Rooms Division</b>	<b>06</b>	<b>08</b>
3.1	Definition, concept & importance		
3.2	Type of budgets – capital		
3.3	Budgeting for front office operations – Forecasting # Revenue, Estimating Expenses, Refining Budget Plans		
<b>Chapter 4</b>	<b>Revenue Management</b>	<b>06</b>	<b>06</b>
4.1	Concept		
4.2	Measuring & maximizing Yield		

4.3	Elements of Revenue Management		
4.4	Using Revenue Management – concept of ARR and REV PAR		
4.5	Calculation of Yield statistics and yield management		
<b>Chapter 5</b>	<b>Evaluating Front Office Operations</b>	<b>06</b>	<b>06</b>
5.1	Daily Operations Report		
5.2	Occupancy Ratios		
5.3	Rooms Revenue Analysis		
5.4	Hotel Income Statement		
5.5	Rooms Division Income Statement		
5.6	Rooms Division Budget Reports		
5.7	Operating Ratios		
5.8	Ratio Standards		
<b>Chapter 6</b>	<b>Introduction to Management Information System</b>	<b>06</b>	<b>06</b>
6.1	MIS-Introduction, Definition, Concept  Understanding information system, MIS for key decisions		
6.2	Property management system – Various modules related to Reservations, Registration, Cashiering, Telephones, Guest history		
<b>Chapter 7</b>	<b>Managing Human Resource in Rooms Division department</b>	<b>06</b>	<b>06</b>
7.1	Determining manpower requirements.		
7.2	Recruitment		
7.3	Training		
7.4	Staff Scheduling		
7.5	Staff Motivation		
7.6	Performance Appraisal		
7.7	Effective use of SOP's in front office departments		

<b>Chapter 8</b>	<b>New Property operations</b>	<b>06</b>	<b>06</b>
8.1	Starting up Rooms Division Operations		
8.2	Systems and procedures		
8.3	Staffing considerations		
8.4	Countdown		
<b>Chapter 9</b>	<b>Housekeeping in Allied sectors</b>	<b>08</b>	<b>08</b>
9.1	Need & Importance		
9.2	Institutional Housekeeping – Hostels, guest houses & residential		
9.2	Homes		
9.3	Housekeeping in Hospitals		
9.4	Housekeeping in Retail sectors		
	Housekeeping in Art Gallery		
	Museum		
	Housekeeping in Aircrafts, Airport		
	Corporate Housekeeping		
<b>Chapter 10</b>	<b>Customer Relationship Management in Rooms Division</b>	<b>06</b>	<b>06</b>
10.1	Definition & concept		
10.2	Importance of loyalty programme		
10.3	Benefits of loyalty programme		
10.4	Types of loyalty programme		

#### Glossary of Terms

Capital budget	Operating budget	Pre opening budget
Flexible budget	Fixed budget	Master budget
Variable expenses	Semi variable expenses	Yield Management
GOPPAR	Performance Appraisal	Induction
Orientation	Cross training	Multi skilling
Time and motion study	Soft opening	Countdown

Zero base budgeting	Contingency plan	Graveyard shift
Job description	Job specification	Job analysis
Job assignment	Job breakdown	Productivity standard
Zero base budgeting	Job analysis	Facility Mangement
Buddy system	Productivity standard	Countdown
Social Skills	Staffing guide	Graveyard shift
Behavioral skills		

## REFERENCE BOOKS

Sr. No.	Name of the Book	Author	Publisher
1	Hotel House Keeping Operations & Management -	Sudhir Andrews	Tata McGraw Hill
2	Hotel Hosuekeeping & Management	G Raghubalan, Smritee Raghubalan	Oxford University Press
3	Hotel, Hostel & Hospital Housekeeping	Branson & Lennox	ELBS
4	Accomodation Management	Rosemary Hurst	Heinemann publishing
5	Hotel Front Office Operations & Management	Sudhir Andrews	Tata Mcgraw Hill
6	Check-in Check-out	Jerome Vallen	WM.C Brown IOWA
7	Principles of Hotel Front Office Operations	Sue Baker, P.Bradley, J.Huyton	Continuum
8	Front Office Procedures & Management	Peter Abott. & Sue Lewry	Butterworth & Heinemann
9	Front Office operations	Colin Dix, Chris Baird	Pearson
10	Front Office Operations and administration	Dennis foster	Glencoe.
11	Hotel Accounting & Financial Control	OziD'Cunha	Dickey Enterprises

	<b>SUBJECT CODE: DSE 303 A</b>				
	<b>SUBJECT: ACCOMMODATION MANAGEMENT (PRACTICAL)</b>				
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	--	100	04

1. Preparing of various budgets in Rooms Division department
2. Calculation of stocks and expenses for Rooms Division department.
3. Preparation fo Rooms division income statement.
4. Preparation of reports for consumption of guest consumable.
5. Calculation of various statistical data using Formulae : ARR, Room Occupancy% Double Occupancy%, Bed Occupancy%, Foreign occupancy%, Local Occupancy%
6. Calculation of Yield statistic and yield management.
7. Calculation of staffing requirements and staff scheduling for the Rooms Division department in different types of hotels.
8. Preparation of duty roster for Rooms Division department in different types of hotels.
9. Preparation of orientation and training programme for new recruits in Rooms Division department.
10. Preparation of format for performance appraisal and various rating systems.
11. Preparation of Time and motion study for Rooms Division jobs.
12. Practice with computer & PMC handling related to Rooms Division
13. Practice of mock interviews of Rooms Division job Division
14. Preparation of a checklist for Rooms Division tasks in the countdown of a new property launch.
15. Planning Start up system and procedures in the Room Division department of a new start up property.
16. Planning for a housekeeping operation in Retail and Corporate sectors, Hostels, Guest houses and Hospitals.

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**Assignment**

1. Preparation of job descriptions for housekeeping personnel
2. Preparation of orientation and induction training programme for housekeeping staff
3. Preparation of Performance appraisal report
4. Preparation of SWOT analysis for Rooms Division Department
5. Preparation of SOP's for front office department. Preparation of SOP's for Protocols of VVIP, VIP's and CIP's & traditional welcome amenities (Minister,
6. Preparation of SOP's for different tasks in Housekeeping department.

	<b>SUBJECT CODE: SEC 104</b>				
	<b>SUBJECT: APPLICATION OF COMPUTERS IN HOTELS (THEORY)</b>				
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	20	30	--	50	02

### Rationale

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

		Hours	Marks
<b>Chapter 1</b>	<b>Computer fundamentals</b>	<b>03</b>	<b>03</b>
1.1	Features of Computer System		
1.2	Block Diagram		
1.3	Hardware Input & Output Devices, CPU, RAM, ROM		
1.4	Software – System, ApplicationS/W		
1.5	Networks – LAIN, MAN, WAN, Topologies		
1.6	Viruses – Types, Precautions		
1.7	Types of Software-System & Application software's		
<b>Chapter 2</b>	<b>Windows</b>	<b>03</b>	<b>03</b>
2.1	Features		
2.2	Terminologies – Desktop, Windows, Wallpaper, Icons, File, Folder, etc. Windows Explorer – (Assignment with files, folders)		
2.3	Accessories – Paint, Notepad, Calculator.		
<b>Chapter 3</b>	<b>Ms word</b>	<b>03</b>	<b>02</b>
3.1	File Commands, Print, Page Setup		
3.2	Editing – Cut, Copy, Paste, Find, Replace etc		
3.3	Formatting Commands – Fonts, Bullets, Borders, Columns, Tabs, Indents Tables, Auto Text, Auto correct		



3.4	Mail Merge, Hyperlinks		
3.5			
<b>Chapter 4</b>	<b>Ms Excel</b>	<b>03</b>	<b>03</b>
4.1	Features, Auto Fill, Custom Lists etc.		
4.2	Cell Reference – Relative & Absolute (\$)		
4.3	Formulae, Functions (Math/Stats, Text, Date, If)		
4.5	Charts – Types, Parts of the chart		
4.6	Databases (Create, Sort, Auto Filter, Sub Total)		
<b>Chapter 5</b>	<b>Ms Power point</b>	<b>04</b>	<b>03</b>
5.1	Slide Layout, Slide transition		
5.2	Clip Art, Organizational Chart, Graphs, Tables		
5.3	Custom Animations, Slide Timings		
<b>Chapter 6</b>	<b>Internet / Email</b>	<b>04</b>	<b>04</b>
6.1	History, Pre-requisites for Internet, Role of Modem		
6.2	Service – Emailing, Chatting, Surfing, Blog		
6.3	Search Engines, Browsers, Dial Up, Domains		
6.4	Broadband, Concepts of Web upload, download		
6.5	Threats – Spyware, Adware, SPAM		
<b>Chapter 7</b>	<b>E-Commerce and ERP Concepts</b>	<b>03</b>	<b>03</b>
7.1	Concepts of B-to-B, B-to-C		
7.2	ERP Concept		
7.3	SAP Concepts		
<b>Chapter 8</b>	<b>Hospitality Software</b>	<b>03</b>	<b>03</b>
8.1	Shawman Hospitality Software – Point of Sale (VPOS – 9)		
8.2	Introduction		
8.3	Restaurant order taking		
8.4	Add on command prompt		

8.5	Cheque making – single, split etc.		
8.6	Bill settlement		
8.7	Availing Discounts		
<b>Chapter 9</b>	<b>Hospitality Software</b>	<b>03</b>	<b>03</b>
9.1	Shawman Hospitality Software - Property Management System		
9.2	Introduction		
9.3	Room Reservations		
9.4	Group Booking		
9.5	Payment Settlement		
9.6	Adding Discounts		
9.7	Payroll Management System		
<b>Chapter 10</b>	<b>Hospitality software</b>	<b>03</b>	<b>05</b>
10.1	Shawman hospitality Software – Human Resource Management System		
10.2	Sales & Catering Management System		
10.3	Wire data System		
10.4	Customer Feedback System		
	Introduction		
	Payroll		
	Customer Feedback		
	Communication within the property & outside the property		
	Other Hospitality Software's : Fidelio, Opera		
	Oracle, Micros		

### Reference Books

- 1 Mastering MS-OFFICE, Lonnie E. Moseley & David M. Boodey, BPB Publication
- 2 Computer Fundamentals, P.K. Sinha, BPB Publication
- 3 Computer Fundamentals, Anita Goel, BPB Publication

<b>SUBJECT CODE:DSE 201</b>				
<b>SUBJECT: ADVANCED FOOD PRODUCTION &amp; KITCHEN MANAGEMENT</b>				
<b>(THEORY)</b>				
Teaching Scheme/Week	Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
04	40	60	100	04

## Rationale

The subject intends to provide indepth insight into international cuisine and develop advanced understanding of technical as well as managerial skills for culinary professional.

		<b>Hours</b>	<b>Marks</b>
<b>Chapte 1</b>	<b>Production Management</b>	<b>06</b>	<b>06</b>
1.1	Introduction to production management		
1.2	Management defined		
1.3	Production process		
1.4	Task analysis		
1.5	Production planning		
1.6	Production scheduling		
1.7	Quality defined		
1.8	Controlling production - quality & quantity		
1.9	Standardization of recipes		
<b>Chapter 2</b>	<b>Food Production Administration</b>	<b>04</b>	<b>04</b>
2.1	Need for food production administration		
2.2	Maintenance of various records-logbook, leave record appraisal.		
2.3	Communication with other department, Conducting meeting - maintining records of the meeting.		
<b>Chapter 3</b>	<b>Nouvelle cuisine</b>	<b>04</b>	<b>04</b>
3.1	Evolution of Nouvelle cuisine		

3.2	Principles of Nouvelle cuisine		
<b>Chapter 4</b>	<b>Food presentation &amp; Garnishes</b>	<b>04</b>	<b>04</b>
4.1	Food Presentation Principles: Basic preparation, Modern perspectives, Use of technology, Contemporary plates, Unconventional garnishes		
4.2	Role and use of garnish.		
4.3	Food Styling : Food photography and the problems therein, use of non edible components, role of dimension in food photography.		
<b>Chapter 5</b>	<b>International Cuisine</b>	<b>22</b>	<b>20</b>
5.1	Influence of Geographical location, Historical background on Staple food and cuisines of following countries- 1. Tex-Mex    2. France    3. Italy            4. China 5. Spain        6. Germany    7. Great Britain    8. Japan 9. Mediterranean region            10. South East Asia		
<b>Chapter 6</b>	<b>Breakfast Cookery</b>	<b>02</b>	<b>02</b>
6.1	Breads-Pancakes and Waffles, French toast		
6.2	Cereals - Types		
6.3	Classical breakfast items		
6.4	Power breakfast and Brunch		
<b>Chapter 7</b>	<b>Meringues</b>	<b>02</b>	<b>02</b>
7.1	Making of meringues		
7.2	Factors affecting stability		
7.3	Cooking of meringues		
7.4	Types & uses of meringues,		
<b>Chapter 8</b>	<b>Sugar</b>	<b>04</b>	<b>04</b>
8.1	Sugar cooking-Syrup strength, Stages of sugar cooking, Basic syrups, Crystallization, Inversion		
8.2	Tools required for sugar work		

8.3	Types of Sugar as decorative work-spun sugar, pulled sugar, poured sugar, blown sugar.		
<b>Chapter 9</b>	<b>Chocolate</b>	<b>04</b>	<b>04</b>
9.1	Manufacture		
9.2	Couverture		
9.3	Tempering		
9.4	Moulding		
9.5	Chocolate decorations		
9.6	Chocolate Truffle		
<b>Chapter 10</b>	<b>Product Research and Development</b>	<b>04</b>	<b>04</b>
10.1	Developing new recipes		
10.2	Organoleptic and Sensory evaluation of Food		
<b>Chapter 11</b>	<b>New Concepts in Culinary</b>	<b>08</b>	<b>06</b>
11.1	Molecular Gastronomy: Concept, Techniques, Tools and Ingredients.		
11.2	Genetically modified foods		
11.3	Organic foods		
11.4	Vegan cuisine		
11.5	Automation in Food Industry : Objectives, Latest automation trend		

## REFERENCE BOOKS

- 1 Professional Cooking, Wayne Gisselen, John Wiley & Sons, N.Y
- 2 Theory of Cookery, Krishna Arora, Frank Bros & Co. Ltd, Delhi
- 3 Theory of Catering, Kinton ceserani, Book Power
- 4 Practical Cookery, Kinton Ceserani, ELBS
- 5 Basic Cookery, Richard Maetland & Derek Welsby, Heinemann
- 6 Culinaria Volume I & II Konemann, CBS Publication
- 7 Professional Baking, Wayne Gisslen, John

<b>SUBJECT CODE:DSE 201 (A)</b>				
<b>SUBJECT: ADVANCED FOOD PRODUCTION &amp; KITCHEN MANAGEMENT (PRACTICAL)</b>				
Teaching Scheme/Week	Examination Scheme			
Practical Hours	IA Marks	EA Marks	Total Marks	Credits
08	40	60	100	04

Minimum 24 International menus to be conducted.

The menus should cover the following regions of the world :

1. Tex-Mex      2. France      3. Italy      4. China
5. Spain      6. Germany      7. Great Britain      8. Japan
9. Mediterraneanregion      10. South East Asia

Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

<b>SUBJECT CODE:DSE 202</b>				
<b>SUBJECT: FOOD &amp; BEVERAGE OPERATIONS &amp; MANAGEMENT (THEORY)</b>				
Teaching Scheme/Week	Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
04	40	60	100	04

## Rationale

To impart comprehensive knowledge about bar operation and management skills.

		Hours	Marks
<b>Chapter 1</b>	<b>Introduction to Bar &amp; Bar Beverages</b>	<b>12</b>	<b>12</b>
1.1	Alcoholic Beverages		
1.2	Non Alcoholic Beverages,		
1.3	Aerated Beverages, Bar Syrups, Squashes and Cordials		
	Premixed Drinks Mineral, Spring water, flavoured and packaged waters.		
1.4	Aperitifs, Liqueurs and digestifs		
1.5	Types of Bars		
1.6	Role of Various personnel's in the bar.		
1.7	Bar Equipment's and their uses (Large and Small equipment's)		
<b>Chapter 2</b>	<b>Planning of Bar</b>	<b>08</b>	<b>06</b>
2.1	Layout of a bar		
2.2	Factors to be considered while planning a bar		
2.3	Safety and hygiene consideration		
2.4	Seating Arrangements of various bars.		
<b>Chapter 3</b>	<b>Bar Controls &amp; Statutory Requirements</b>	<b>08</b>	<b>06</b>
3.1	Purchasing, Receiving and storing of Beverages		

3.2	Inventory/Stock Control methods.		
3.3	Calculation of Beverage cost., Daily, Weekly Bar Reports.		
3.4	Sales Summary and Sales Analysis, Sales Mix.		
<b>Chapter 4</b>	<b>Mixology</b>	<b>10</b>	<b>10</b>
4.1	Introduction to the science of Mixology.		
4.2	Cocktail making		
4.3	Glassware and garnishes.		
4.4	Making of Traditional and Innovative cocktails.		
4.5	Flair bartending		
<b>Chapter 5</b>	<b>Function and Event Catering</b>	<b>08</b>	<b>10</b>
5.1	Definition of function catering and types of functions		
5.2	Organizational structure of Banquet department, duties and		
5.3	Responsibilities of various personnel's		
5.4	Function catering administrative procedures		
5.5	Preparation of function prospectus.		
5.6	Menu planning for various types of functions		
5.7	Seating arrangement for various functions, Table plan and		
5.8	space considerations. Off premises / out-door catering.		
<b>Chapter 6</b>	<b>Gueridon Service</b>	<b>08</b>	<b>06</b>
6.1	Origin and Definition.		
6.2	Types of trolleys.		
6.3	Special equipments used in Gueridon service care and		
6.4	Maintenance.		
6.5	Service Procedure.		
6.6	Service of classical dishes.		
<b>Chapter 7</b>	<b>Buffets</b>	<b>04</b>	<b>04</b>
7.1	Definition		



7.2	Types of Buffets		
7.3	Equipments and set up of buffets.		
<b>Chapter 8</b>	<b>Menu Engineering</b>	<b>03</b>	<b>03</b>
8.1	Concept and application.		
8.2	SWOT analysis of various food and beverage outlets.		
<b>Chapter 9</b>	<b>Customer Relationship</b>	<b>03</b>	<b>03</b>
9.1	Handling Customer Complaints.		
9.2	Customer SATisfaction		

### Glossary of Terms

Fortified wines	Cobblers	Collins
Blended drinks	Coolers	Crustas
Cups	Daisies	Egg nogs
Fixes	Flips	Frappes
High ball	Juleps	Pick-me-up
Pousee-cafe	Smashes	Sours
Swizzles	Toddies	Amer-picon
Campari	Bar die	Hawthorne strainer
Boston shaker	Cassis	Cerise
Citronelle	Framboise	Gomme
Grenadine	Orgeat	Squashes
Bar-blade	Speed pourers	Bar optics
Front bar	Back bar	Kirsch
Generic liqueurs	Proprietary liqueurs	Pousee cafe
Jigger	Asian Buffet	Gala Reception
Dispense Bar	Smorgasbord	Easter Buffet
Brunch Buffet	Candelabra	Casserole Stations
Fork Buffet	Suzette Pans	Beverage Urns

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Chafing Dish	Portion scale	Props
Floral Accessories	Skirting	Waffle Irons
Rechaud Stores	Trancheur	Carousal
Gueridon	Underbars	Over bar
Portable bar	Cobra Gun	IRD
Centralized Rook Service	De-Centralized Romm Service	RSOT
California Menu	Cyclic Menu	EMT
PMT	Evlevenses	
SWOT		

## REFERENCE BOOKS

- 1 Food and Beverage Service, Dennis Lillicrap, John cousins, Power Book
- 2 Modern Restaurant Service, John Fuller, Hutchinson
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- 5 Professional Guide to Alcoholic Beverages, Lipinski, Van Nostrand Reinhold
- 6 Oxford Companion to wines, Jancis Robinson, Oxford University Press
- 7 The Restaurant (From Concept to Operations), Donald Lundberg, John Willey
- 8 The ultimate Encyclopedia of Wines, Beer, Spirits and liqueurs. Stuart Walton, Brain Glover, Hermes House.
- 9 Food and Beverage Management, Bernard Davis, Sally Stone Butterworth Heineman Ltd

<b>SUBJECT CODE:DSE 202A</b>				
<b>SUBJECT: FOOD &amp; BEVERAGE OPERATIONS &amp; MANAGEMENT (PRACTICAL)</b>				
Teaching Scheme/Week	Examination Scheme			
Practical Hours	IA Marks	EA Marks	Total Marks	Credits
04	40	60	100	02

<b>Sr. No.</b>	<b>Topic</b>
1	Preparation of Various types of Beverage lists
2	Service of Various Spirits & Cocktails
3	Planning and layout of various types of bars
4	Maintenance of statutory Records
5	Preparing of Daily/Weekly Bar Reports
6	Flair Bartending Principles : Types of Flair Bartending
7	Molecular Mixology
8	Innovative Cocktails & Mocktails
9	Filling up of Banquet function prospectus
10	Banquet seating arrangements, formal banquet service
11	Mise-en-place for service from Gueridon trolley and service of dishes
12	Setting up of buffets and service procedures
13	Planning of Off premises catering functions
14	Menu Engineering Analysis of Menu.
15	SWOT Analysis of fine dining establishment, QSR
16	Planning and service of food festivals and other promotional events

<b>SUBJECT CODE:DSE 203</b>				
<b>SUBJECT: ACCOMMODATION MANAGEMENT (THEORY)</b>				
Teaching Scheme/Week	Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
04	40	60	100	04

### **Rationale :**

The subject aims to establish the importance of management in Accommodation Operations.

This course aims to establish the importance of Front Office within the hospitality industry. It also prepares the student to acquire management skills and knowledge in the Department.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Pioneers of the hotel industry</b>	<b>04</b>	<b>02</b>
1.1	Founders of the Hotel Industry		
1.2	Developments in hotel industry		
1.3	Indian chain hotels-History & growth		
<b>Chapter 2</b>	<b>Social skills required for Rooms Division staff</b>	<b>06</b>	<b>06</b>
2.1	Introduction and Importance of social skills		
2.2	Behaviorial skills-self presentation, body language		
	Cross culture-Styles of welcoming, need for foreign language, global language		
<b>Chapter 3</b>	<b>Budgeting in Rooms Division</b>	<b>06</b>	<b>08</b>
3.1	Definition, concept & importance		
3.2	Type of budgets - capital & operating		
3.3	Budgeting for front office operations- Forecasting Revenue, Estimating Expenses, Refining Budget Plans		
<b>Chapter 4</b>	<b>Revenue Management</b>	<b>06</b>	<b>06</b>
4.1	Concept		

4.2	Measuring & maximizing Yield		
4.3	Elements of Revenue Management		
4.4	Using Revenue Management- concept of ARR and REV PAR		
4.5	Calculation of Yield statistics and yield management		
<b>Chapter 5</b>	<b>Evaluating Front Office Operations</b>	<b>06</b>	<b>06</b>
5.1	Daily Operations Report		
5.2	Occupancy Ratios		
5.3	Rooms Revenue Analysis		
5.4	Hotel Income Statement		
5.5	Rooms Division Income Statement		
5.6	Rooms Division Budget Reports		
5.7	Operating Ratios		
5.8	Ratio Standards		
<b>Chapter 6</b>	<b>Introduction to Management Information System</b>	<b>06</b>	<b>06</b>
6.1	MIS-Introduction, Definition, Concept		
	Understanding information system, MIS for key decisions		
6.2	Property management system - Various modules related to Reservations, Registration, Cashiering, Telephones, Guest history		
<b>Chapter 7</b>	<b>Managing Human Resource in Rooms Division Department</b>	<b>06</b>	<b>06</b>
7.1	Determining manpower requirements.		
7.2	Recruitment		
7.3	Training		
7.4	Staff Scheduling		
7.5	Staff Motivation		
7.6	Performance Appraisal		

7.7	Effective use of SOP's in front office departments.		
<b>Chapter 8</b>	<b>New property operations</b>	<b>06</b>	<b>06</b>
8.1	Starting up Rooms Division Operations		
8.2	Systems and procedures		
8.3	Staffing consideration		
8.4	Count down		
<b>Chapter 9</b>	<b>Housekeeping in Allied sectors</b>	<b>08</b>	<b>08</b>
9.1	Need & Importance		
9.2	Institutional Housekeeping-Hostels, guest houses & residential		
9.3	Homes		
9.4	Housekeeping in Hospitals		
9.5	Housekeeping in Retail sectors		
	Housekeeping in Art Gallery, Museum		
	Housekeeping in Aircrafts, Airports		
	Corporate Housekeeping.		
<b>Chapter 10</b>	<b>Customer Relationship Management in Rooms Division</b>	<b>06</b>	<b>06</b>
10.1	Definition & concept		
10.2	Importance of loyalty programme		
10.3	Benefits of loyalty Programme		
10.4	Types of loyalty programme		

### Glossary of Terms

Capital budget	Operating budget	Pre opening budget
Flexible bedget	Fixed budget	Master budget
Variable expenses	Semi variable expenses	Yield Management
GOPPAR	Performance Appraisal	Induction

Orientation	Cross training	Multi skilling
Time and motion study	Soft opening	Countdown
Zero base budgeting	Contingency plan	Graveyard shift
Job description	Job specification	Job analysis
Job assignment	Job breakdown	Productivity standard
Job assignment	Work study	Pre opening budget
Zero base budgeting	Job analysis	Facility management
Buddy system	Productivity standard	Countdown
Social Skills	Staffing guide	Graveyard shift
Behavioral skillas		

## REFERENCE BOOKS

Sr. No.	Name of the Book	Author	Publisher
1	Hotel House Keeping Operations & Management-	Sudhir Andrews	Tata Mc Graw Hill
2	Hotel Housekeeping & Management	G Raghubalan, Smritee Raghubalan	Oxford University Press
3	Hotel, Hostel & Hospital Housekeeping	Branson & Lennox	ELBS
4	Accomodation Management	Rosemary Hurst	Heinemann publishing
5	Hotel Front Office Operations & Management	Sudhir Andrews.	ELBS
6	Check-in Check-out	Jerome Vallen	Heinemann publishing
7	Principles of Hotel Front Office Operations	Sue Baker, P. Bradly, J. Huyton	Tata Mc Graw Hill
8	Hotel Front Office	Bruce Graham Stanley	WM.C Brown IOWA
9	Managing Front Office operations	Michael Kasavanna	Continuum

		Richard Brooks Charles Steadmon	Thornes
10	Front Office Procedures & Management	Peter Abott. & Sue Lewry	AH & LA Butterworth & Heinemann
11	Front Office operations	Colin Dix, Chris Baird	Pearson
12	Front Office Operations And administration	Dennis foster	Glencoe.
13	Hotel Accounting & Financial Control	OziD'Cunha	Dickey Enterprises



<b>SUBJECT CODE:DSE 203 A</b>				
<b>SUBJECT: ACCOMMODATION MANAGEMENT (PRACTICAL)</b>				
Teaching Scheme/Week	Examination Scheme			
Practical Hours	IA Marks	EA Marks	Total Marks	Credits
04	40	60	100	02

1. Preparing of various budgets in Rooms Division department.
2. Calculation of stocks and expenses for Rooms Division department.
3. Preparation of Rooms division income statement.
4. Preparation of reports for consumption of guest consumables.
5. Calculations of various statistical data using Formulae : ARR, Room Occupancy %, Double Occupancy %, Bed Occupancy %, Foreign occupancy %, Local Occupancy %
6. Calculation of Yield statistics and yield management.
7. Calculation of staffing requirements and staff scheduling for the Rooms Division department in different types of hotels.
8. Preparation of duty roster for Rooms Division department in different types of hotels.
9. Preparation of orientation and training programme for new recruits in Rooms Division department.
10. Preparation of format for performance appraisal and various rating systems.
11. Preparation of Time and motion study for Rooms Division jobs.
12. Practice with computer & PMS handling related to Rooms Division
13. Practice of mock interviews of Rooms Division job positions.
14. Preparation of a checklist for Rooms Division tasks in the countdown of a new property launch.
15. Planning Start up systems and procedures in the Rooms Division department of a new start up property.
16. Planning for a housekeeping operation in Retail and Corporate sectors, Hostels, Guest houses and Hospitals.

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## Assignment

1. Preparation of job descriptions for housekeeping personnel
2. Preparation of orientation and induction training programme for housekeeping staff
3. Preparation of performance appraisal report
4. Preparation of SWOT analysis for Rooms Division Department
5. Preparation of SOP's for front office department. Preparation of SOP's for Protocols of VVIP, VIP's and CIP's & traditional welcome amenities (Ministers, Dignitaries, Govt. Officials, Foreign delegates and others)
6. Preparation of SOP's for different tasks in Housekeeping department.

<b>SUBJECT CODE:SEC 104</b>				
<b>SUBJECT: APPLICATION OF COMPUTERS IN HOTELS (THEORY)</b>				
Teaching Scheme/Week	Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
02	20	30	50	02

### Rationale

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

		Hours	Marks
<b>Chapter 1</b>	<b>Computer Fundamentals</b>	<b>03</b>	<b>03</b>
1.1	Features of Computer System		
1.2	Block Diagram		
1.3	Hardware Input & Output Devices, CPU, RAM, ROM		
1.4	Software - System, Applications/W		
1.5	Networks - LAN, MAN, WAN, Topologies		
1.6	Viruses- Types, Precautions		
1.7	Types of Software- System & Application software's		
<b>Chapter 2</b>	<b>Windows</b>	<b>03</b>	<b>03</b>
2.1	Features		
2.2	Terminologies - Desktop, Windows, Wallpaper, Icons, File, Folder, etc. Windows Explorer - (Assignment with files, folders)		
2.3	Accessories - Paint, Notepad, Calculator,		
<b>Chapter 3</b>	<b>MS Word</b>	<b>03</b>	<b>02</b>
3.1	File Commands, Print, Page Setup		
3.2	Editing - Cut, Copy, Paste, Find, Replace, etc.		

3.3	Formatting Commands - Fonts, Bullets, Borders, Columns, Tabs, Indents.		
3.4	Tables, Auto Text, Auto Correct		
3.5	Mail Merge, Hyperlinks		
<b>Chapter 4</b>	<b>MS Excel</b>	<b>03</b>	<b>03</b>
4.1	Features, Auto Fill, Custom Listsetc		
4.2	Cell Reference - Relative & Absolute (s)		
4.3	Formulae, Functions (Math/Stats, Text, Date, IF)		
4.4	Charts-Types, Parts of the Chart		
4.5	Databases (Create, Sort, Auto Filter, Sub Total)		
<b>Chapter 5</b>	<b>MS Powerpoint</b>	<b>04</b>	<b>03</b>
5.1	Slide Layout, Slidetransition		
5.2	Clip Art, Organizational Chart, Graphs, Tables.		
5.3	Custom Animations, Slide Timings.		
<b>Chapter 6</b>	<b>Internet / Email</b>	<b>04</b>	<b>04</b>
6.1	History, Pre-requisites for Internet, Role of Modem		
6.2	Services - Emailing, Chatting, Surfing, Blog		
6.3	Search Engines, Browsers, Dial Up, Domains		
6.4	Broadband, Concepts of Webupload, download		
6.5	Threats - Spyware, Adware, SPAM		
<b>Chapter 7</b>	<b>E-Commerce And ERP Concepts</b>	<b>03</b>	<b>03</b>
7.1	Concepts of B-to-B, B-to-C		
7.2	ERP Concept		
7.3	SAP Concepts		
<b>Chapter 8</b>	<b>Hospitality Software</b>	<b>03</b>	<b>03</b>
8.1	Shawman Hospitality Software- Point of Sale (VPOS - 9)		

8.2	Introduction		
8.3	Restaurant order taking		
8.4	Add on command prompt		
8.5	Cheque making -single, split etc.		
8.6	Bill settlement		
8.7	Availing Discounts		
<b>Chapter 9</b>	<b>Hospitality software</b>	<b>03</b>	<b>03</b>
9.1	Shawman Hospitality Software-Property Management System		
9.2	Introduction		
9.3	Room Reservations		
9.4	Group Booking		
9.5	Payment Settlement		
9.6	Adding Discounts		
9.7	Payroll Management System		
<b>Chapter 10</b>	<b>Hospitality Software</b>	<b>03</b>	<b>03</b>
10.1	Shawman Hospitality Software- Human Resource Management System		
10.2	Sales & Catering Management System		
10.3	Wire data System		
10.4	Customer feedback system		
10.5	Introduction		
10.6	Payroll		
10.7	Customer Feedback		
10.8	Communication within the property & Outside the property		
10.9	Other Hospitality Software's Fidelio, Opera, Oracle, Micros		

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## REFERENCE BOOKS

- 1        Mastering MS-OFFICE, Lonnie E. Moseley & David M. Boodey, BPB Publication
- 2        Computer Fundamentals, P.K. Sinha, BPB Publication
- 3        Computer Fundamentals, Anita Goel, BPB Publication

<b>SUBJECT CODE: SEC 104 - A</b>				
<b>SUBJECT: APPLICATION OF COMPUTERS IN HOTELS (PRACTICAL)</b>				
Teaching Scheme/Week	Examination Scheme			
Practical Hours	IA Marks	EA Marks	Total Marks	Credits
04	40	60	100	02

**Practical 1                      COMPUTER FUNDAMENTALS**

Input Devices, Output devices,

LAN, WAN, MAN

**Practical 2                      WINDOWS**

Change wallpaper, set screen saver, Create

folders and files using Notepad.

Cut, copy and paste files to floppy/ pen drives.

Create images using Paint

Check free disk space and speed of processor.

Change date and time.

**Practical 3, 4, 5, 6              WORD**

Type recipe of any dish, with its image, with ingredients inatable.

Create KOT, Student's Resumes with students photograph. (WORD)  
Letter Writing

KOT Making

Company Letter head making

File, Edit, View, Insert, Format, Tools, Table Commands Page Setup,  
Print File, Edit, View, Insert, Format, Tools, Table Commands Page  
Setup, Print Options, Setting Page Margins Clip Arts, Inserting  
Pictures/Charts/Files Correcting Text, Cut, Paste, Undo, Redo, Deleting  
Blank lines, Inserting A Page, Typing Over Text, Replacing Text,  
Moving And Copying Text. menu Method, Key Board Method, Tool Bar  
Method, Drag & Drop Method, Checking Text, The Spell Checker, Auto  
Correct Check Up, The Grammar Checker, Formatting A Text, Changing  
Type Style, Character Highlighting, Alignment of Text, Left, Right

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Center, Justifying Text-Types & Tab Setting, Setting Tab Using Ruler, Indenting Paragraphs, Increasing And Decreasing Indents, Using Ruler To set Indents, Spacing Paragraph Line Spacing, Spacing Between Paragraphs. Page Views, Normal Views, Page Layout View, Outline View, Print Preview, "Full Screen View, Master Document View, Magnification, Page Formatting, Setting Margins, Paper Size, Printing in Landscape Or Portrait Orientation, Page Numbering, Adjoining Page Numbering, Deleting Page Numbering, Header & Footer, Creating And Editing Inserting And Deleting Pages in A Document, Saving The Text, Saving The File To Disk, Closing A file, Opening A Non-Work document Printing Text.

### **Practical 7, 8, 9**

#### **EXCEL**

List of employees, with salary,

KOT,

Report Card with Pass/Fail Result, Bills with details of Hotel Rooms, Charts, Data base of Employees with filters

Processing With MS Excel, Starting Excel, Starting New Work Book, Entering And Editing Data, Formatting Work Sheet, Sorting The DATA, The Worksheet Selecting Cells And Ranges, Selecting With Mouse, Data Entry, Entering Numbers, Text, DATE & Time Entries, Entering Series, Filing A Text Series With Auto Fill, Filing A Number Series, Editing DATA, Clearance And Replacing Contents of A Cell, Deleting The Contents of A Range of Cell, Re-arranging Work sheet data, Copying Auto Correct, Spell Checking, File dose, Formatting Data, Font Selection, Aligning DATA, Format Style, Formatting Work Book, Arranging, Hiding, Unhiding, Inserting Columns And Rows, Adjusting Width, Copying And Moving, Inserting And Deleting Sheets From Work Book, Mathematical Operator, Exponentiation And Percentage Operators, Logical Or Comparison Operator, Exponentiation And Percentage Operators, Logical Or Comparison Operators, Using Mouse To Create A Formula. Inserting A Chart, Chart Types, Modifying Chart Adding Drawing To the Chart, Printing In Excel, Print Parameters, Default And Changing Default Settings, Sorting, Printing Etc.

### **Practical 10, 11**

#### **POWER POINT**

To Present the above information as a presentation as an assignment.

Use different layout, organization chart, design templates, in the presentation.

Opening And Saving Presentations The Easy Way -Using Auto Content Wizard-Working With Blank Presentation -Using The Templates -Using



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The Slide Master Working with Color Schemes- Working with slides, Making A New Slide Move, Copy or Duplicate Slides Delete A Slide Copy A Slide From One Presentation To Another Go To Specific Slide- Change The Lay Out of A Slide Zoom In or Out of Slide Working With Text In Power Point Cutting, Copying and Pasting-Formatting Text, Change Font & Size, Shadowing, Embossing-Alignment The Text-Left, Center, Right And Justify-Power Of Graphics In Power Point Working With Clipart Picture- Using Microsoft Excel-Chart-Using Organization Charts-Power Point Drawings Ways To Draw- Adding Lines Connecting Lines Borders And Adding Curves - Creating Word Tables Making Great Looking Presentations (Putting On A Show)- Arranging, Creating Animated Slides - Manually Advancing Slides-Adding And Removing Transitions - Running A Presentation Continuously Printing The Presentation Elements.

**Practical 12**

**INTERNET**

To search and downloading formation from the internet as a topica and submit (Hard/Softcopy)

Create email id, send mail to faculty as an assignment.

**Practical 13, 14**

**Shawman - Point of Sale**

Shawman Hospitality Software - Point of Sale (VPOS9)

Introduction

Restaurant ordertaking

Add on command prompt

Cheque making - single, split etc.

Availing Discounts

Bill Printing, Re-printing, Bill settlement

**Practical 15**

**Property Management System**

Taking Rooms Booking

Adding Discounts

Billing

**Practical 16**

**Payroll System**

Calculating Paryroll

Appraisal System

<b>SUBJECT CODE:AEC 103</b>				
<b>SUBJECT: HOSPITALITY MARKETING (THEORY)</b>				
Teaching Scheme/Week	Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
03	40	60	100	03

## Rationale

This subject intends to promote and understanding of core concepts of marketting, current marketting environment, challenges in marketing of services and the marketing strategies to be adopted.

		Hours	Marks
		04	04
<b>Chapter 1</b>	<b>Introduction to Marketting</b>		
1.1	Defining Marketing		
1.2	Core concepts of Marketing		
1.3	Orientations towards Marketing. Production concept, Product concept, Selling concept, Marketing concept, Sociatal Marketing concept		
1.4	Difference between Selling and Marketing		
1.5	Marketing Mix		
<b>Chapter 2</b>	<b>Introduction to Services Marketing</b>	<b>06</b>	<b>08</b>
2.1	Introduction to Services Marketing		
2.2	Goods Vs. Service		
2.3	Characteristics of Services		
2.4	Problems in marketing of services and its solution		
2.5	Scope of Service		
<b>Chapter 3</b>	<b>Customer Value and Satisfaction</b>	<b>04</b>	<b>04</b>
3.1	Defining Customer Value and Satisfaction		

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3.2	Delivering Customer Value and Satisfaction		
3.3	Attracting and Retaining customers		
3.4	Concept of Customer Profitability		
<b>Chapter 4</b>	<b>Understanding the Marketing Environment</b>	<b>02</b>	<b>04</b>
4.1	Demographic environment		
4.2	Economic environment		
4.3	Technological environment		
4.4	Political environment		
4.5	Social Cultural environment		
4.6	Business environment		
<b>Chapter 5</b>	<b>Analyzing Consumer Markets and Buying Behavior</b>	<b>04</b>	<b>04</b>
5.1	Consumer Behavior Model		
5.2	Factors influencing buyer behavior : Cultural, Social Personal, Psychological		
5.3	Buying decision process		
<b>Chapter 6</b>	<b>Market Segmentation, Targeting and Positioning</b>	<b>04</b>	<b>04</b>
6.1	Concept of market segmentation,		
6.2	Basis for segmentation : Geographic, Demographic, behavioral, Psychographic		
6.3	Concept of Market Targeting & of Market Positioning		
<b>Chapter 7</b>	<b>Product Strategies</b>	<b>06</b>	<b>08</b>
7.1	Levels of Product		
7.2	New Product Development		
7.3	Product Life cycle concept		
7.4	Product Differentiation		
7.5	Concept of Branding		

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<b>Chapter 8</b>	<b>Pricing Strategies</b>	<b>06</b>	<b>08</b>
8.1	Price and its importance		
8.2	Internal and external factors affecting pricing decisions		
8.3	Pricing strategies adopted by hotel for : Room Tariff, F & B items, Functions & Packages.		
<b>Chapter 9</b>	<b>Physical Distribution Strategies</b>	<b>06</b>	<b>08</b>
9.1	Importance of distribution		
9.2	Channel Level		
9.3	Channels of distribution in the hospitality industry (Travel agents, Tour operators, Internet, Consortia, Hotel Representative, CRS etc.)		
9.4	Franchising		
9.5	Alliances		
9.6	Location of Services		
<b>Chapter 10</b>	<b>Promotion Strategies</b>	<b>06</b>	<b>08</b>
10.1	Definition and Characteristics of Promotional tools used in the hotel industry.		
10.2	Advertising		
10.3	Sales Promotion		
10.4	Publicity & Public Relations		
10.5	Personal Selling		
10.6	Direct Marketing.		

## REFERENCE BOOKS

- 1 Marketing for Hospitality and Tourism, Philip Kotler, Pearson Education.
- 2 hotel Marketing, S M Jha, Himalaya Publishing
- 3 Hospitality Marketing, Neil Warne, Hospitality Press, Melbourne
- 4 Hospitality Marketing Management, Robert Reid, John Wiley & Sons, N.Y

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## **LIST OF SKILL ENHANCING ELECTIVE COURSES**

SEE 101	FIRST AID
SEE 102	HOTEL MAINTENANCE
SEE 103	RETAIL MANAGEMENT
SEE 104	EVENT MANAGEMENT
SEE 105	ENTREPRENUERSHIP DEVELOPMENT
SEE 106	FACILITY PLANNING
SEE 107	SKILL ENHANCEMENT FOR MEDIA & JOURNALISM IN HOSPITALITY (PRACTICAL)

<b>SUBJECT CODE: AEC 105</b>				
<b>SUBJECT: HUMAN RESOURCE MANAGEMENT (THEORY)</b>				
Teaching Scheme/Week	Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
03	40	60	100	03

### **Rationale :**

The student will be able to understand the role and importance of Human Resource Management in the modern hospitality environment.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Introduction to Human Resource Management.</b>	<b>04</b>	<b>06</b>
1.1	Human Resource Management defined.		
1.2	Human Resource Management and Personnel Management.		
1.3	Role, Nature and Characteristics of Human Resource Management		
1.4	Functions of Human Resource Management		
1.5	Challenges for Human Resource Management		
<b>Chapter 2</b>	<b>Human Resource Planning</b>	<b>10</b>	<b>10</b>
2.1	Man power planning-concept need and technique.		
2.2	Process of manpower planning.		
2.3	Job analysis, job description, job specification.		
2.4	Recruitment/Sources of recruitment.		
2.5	Selection, orientation and induction process		
<b>Chapter 3</b>	<b>Human Resource Development</b>		
3.1	Definition and elements of Human Resource Development.		
3.2	Training - need and importance.		
3.3	Assessment of training needs.		
3.4	Difference between training and development		
		20	

<b>Chapter 4</b>	<b>Performance Management and Appraisal</b>	<b>08</b>	<b>08</b>
4.1	Performance Management - Need and importance.		
4.2	Performance Appraisal - Purpose method sanderrours.		
4.3	Career Management promotion and transfers.		
4.4	Career development and its benefits.		
4.5	Need for career counseling		
<b>Chapter 5</b>	<b>Performance and Job Evaluation</b>	<b>08</b>	<b>04</b>
5.1	Performance evaluation and its objectives		
5.2	Job Evaluation-concept and objectives, methods of job evaluation		
5.3	Limitations of Job Evaluation.		
5.4	Competency matrix-concept, benefits and implementation In the hospitality industry.		
<b>Chapter 6</b>	<b>Compensation Administration</b>	<b>10</b>	<b>08</b>
6.1	Objectives of compensation administration.		
6.2	Types of compensation-direct and indirect.		
6.3	Factors influencing compensation administration- External and internal factors, concept of Cost to Company (CTC)		
6.4	Steps in formulation of compensation packages.		
6.5	Current trend in compensation - competency and Skill based pay, Broad banding.		
<b>Chapter 7</b>	<b>Incentives and Benefits</b>		
7.1	Objectives of wage incentives.		
7.2	Wage incentives planning process.		
7.3	Types of incentive schemes in brief-straight piece rate, differential piecerate, task and time bonus, meritrating.		
7.4	Organisation wide incentive plans-profit sharing, Employee stock options (ESOP)		
7.5	Fringe benefits -objectives and forms		
<b>Chapter 8</b>	<b>Grievances and Discipline</b>		
8.1	Grievance Handling -causes of grievances.		

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- 8.2 Grievance handling system.
  - 8.3 Discipline aims and objectives.
  - 8.4 Causes of indiscipline.
  - 8.5 Women Grievance committee-importance, Role and functions.

**Chapter 9 Industrial Relations - Labour and Management Relations**

- 9.1 Trade union-concept, objectives and functions.
- 9.2 Collective Bargaining.
- 9.3 Workers participation in management in hospitality industry.
- 9.4 Labour turn over-causes and measures for reducing labour turnover, retention
- 9.5 Strategies implemented by the hospitality industry.

**REFERENCE BOOKS.**

- 1 Fundamentals of Human Resource Management- content, competences and application, Gary Dessler and Biju Varkkey, Pearson.
- 2 Personnel Management, C.B Mamoria, Himalaya Publishing.
- 3 Human Resource management and human relations., Dr. V.P, Michael Himalaya Publishing
- 4 Human Resource Management in Hospitality, Malay Biswas, Oxford university press
- 5 Human Resource Management A textbook for the hospitality industry, Sudhir Andrews Tata Mc Graw hill
- 6 Human Resource Management, Ved Prakash



<b>SUBJECT CODE: AEC 106</b>				
<b>SUBJECT: TOTAL QUALITY MANAGEMENT</b>				
Teaching Scheme/Week	Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
	40	60	100	03

Rationale : To enable the student to understand the importance of total quality management

		Hours	Marks
<b>Chapter 1</b>	<b>Computer Fundamentals</b>	<b>04</b>	<b>04</b>
1.1	Introduction to quality		
1.2	Importance of quality		
1.3	Determinants of quality		
<b>Chapter 2</b>	<b>Core concept of Total quality management</b>	<b>04</b>	<b>06</b>
2.1	Internal and external customers		
2.2	Zero Defect (Right First time)		
2.3	Continuous improvement		
<b>Chapter 3</b>	<b>Contribution to total quality management</b>	<b>04</b>	<b>12</b>
3.1	Philip B. Crosby		
3.2	E.Edwards Deming		
<b>Chapter 5</b>	<b>Quality Certifications and Audits</b>	<b>04</b>	<b>08</b>
5.1	International Organization for Standardization (ISO)		
5.2	Environment Management System (EMS)		
5.3	Six Sigma		
5.4	Brand standard		
<b>Chapter 6</b>	<b>Total Quality Management in services</b>	<b>04</b>	<b>04</b>
6.1	Quality in services		

6.2	Service quality, determinants and dimensions		
6.3	PZB model		
<b>Chapter 7</b>	<b>Quality costs</b>	<b>04</b>	<b>06</b>
7.1	Preventive Cost : Meaning and Causes		
7.2	Appraisal Cost : Meaning and Causes		
7.3	Failure cost Meaning and causes		
<b>Chapter 8</b>	<b>Benchmarking</b>	<b>04</b>	<b>06</b>
8.1	Concept of Benchmarking		
8.2	Bench marking process		
8.3	Advantages and limitations of benchmarking process		

#### REFERENCE BOOKS :

Sr. No.	Name of the Book	Author	Publisher
1	The essence of Total Quality Management	John Blake	Practice Hall of India Pvt. Ltd. New Delhi
2	Word of Kaizen – A Total Quality Culture of Survival	Shyam Talawadekar	Published by Quality Management System, Thane
3	Quality is Free – and Quality is still Free	Philip Crosby	McGraw Companies
4	The Eight Core Values of Japanese Businessmen	Yasutaka Sai	McGraw Companies
5	Total Quality Management text and cases	K. Shridhara. B	Himalya Publishing House.
6	Total Quality Management	Shailendra Nigam	Excel Books

<b>SUBJECT CODE:SEE101</b>					
<b>SUBJECT: FIRST AID</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

## Rationale

To develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Introduction to First Aid</b>	<b>10</b>	<b>10</b>
1.1	First Aid		
1.2	First aid priorities		
1.3	How to prepare yourself during an emergency		
1.4	Looking after yourself: Personal safety and protection from infections		
<b>Chapter 2</b>	<b>Accidents and Injuries</b>	<b>12</b>	<b>10</b>
2.1	Dealing with a casualty		
2.2	Requesting help		
2.3	Use of medication		
2.4	Assessing a casualty:		
	Methods of assessment		
	Head to toe examination		
	Monitoring vital sign		
<b>Chapter 3</b>	<b>Managing an incident</b>	<b>14</b>	<b>10</b>
3.1	Removing clothing and headgear		
3.2	First aid material: Dressings, Bandages, slings.		
3.3	Action at an emergency		
3.4	Traffic incidents		

3.5	Fires		
3.6	Electrical incidents		
3.7	Water incidents		
Chapter 4	Emergency first aid for	14	10
4.1	Wounds and bleeding		
4.2	Shock		
4.3	Head injury		
4.4	Spinal injury		
4.5	Broken bones		
4.6	Burns and Scalds		
4.7	Poisoning		
4.8	Bites and Stings		
Chapter 5	Life saving procedures	14	10
5.1	Resuscitation		
5.2	Choking		
5.3	Hanging and Strangulation		
5.4	Drowning		
5.5	Inhalation of fumes		
5.6	Asthma		

## REFERENCE BOOKS

- 1 First aid manual, Written and endorsed by St John Ambulance, St Andrew's First Aid and the British Red Cross, DK
- 2 First aid Manual, St. John Ambulance (Author), Dorling Kindersley Publishers Ltd;  
7<sup>th</sup> Revised edition edition (1 May 1997)

<b>SUBJECT CODE:SEE102</b>					
<b>SUBJECT: HOTEL MAINTENANCE</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

### **Rationale**

The subject will provide information regarding the basic services and different types of engineering and maintenance systems in hotel industry. This subject will help students to understand various aspects and importance of the Engineering department in a hotel. At the end of the course students will be thorough with various machines and their working, fuels, electricity, safety and security, water distribution systems and energy conservation in hotel.

### **Hours      Marks**

<b>Chapter 1</b>	<b>Maintenance &amp; Replacement Policy</b>	<b>07</b>	<b>05</b>
1.1	Definition of Maintenance		
1.2	Importance of Maintenance department in the hotel Industry		
1.3	Organization chart of Maintenance department in 3/4/5 star hotels		
1.4	Duties & responsibilities of Chief Engineer of a hotel		
1.5	Types on maintenance and their advantages and disadvantages <ul style="list-style-type: none"> <li>• Breakdown/Corrective</li> <li>• Preventive</li> <li>• Predictive.</li> </ul>		
1.6	Contract Maintenance <ul style="list-style-type: none"> <li>• Need of contract maintenance</li> <li>• Types: Lumpsum, Unit price/Unit Rate, cost plus upper limit Contract</li> </ul>		
1.7	Maintenance chart for <ul style="list-style-type: none"> <li>• Swimming Pool: Daily basis and Quarterly basis</li> <li>• Kitchen: Daily basis and Quarterly basis</li> </ul>		
1.8	Replacement of Equipments: <ul style="list-style-type: none"> <li>• Reasons for replacement</li> <li>• Economic replacement of equipments</li> </ul>		
<b>Chapter 2</b>	<b>Refrigeration</b>	<b>08</b>	<b>08</b>
2.1	Definitions: Heat, Temperature, Sensible heat, Latent Heat, Relative Humidity, Zero Law of Thermodynamics, First Law of Thermodynamics,		

2.2	<b>Methods of Heat Transfer:</b>		
	<ul style="list-style-type: none"> <li>• Conduction</li> <li>• Convection</li> <li>• Radiation</li> </ul>		
2.3	<b>Refrigeration</b>		
	<ul style="list-style-type: none"> <li>• Principle of refrigeration</li> <li>• Unit of Refrigeration</li> <li>• Refrigerants: Properties and Types</li> <li>• Block diagram and working of Vapour Compression Refrigeration System</li> </ul>		
	<ul style="list-style-type: none"> <li>• Block diagram and working of Vapour Absorption Refrigeration System</li> </ul>		
2.4	<b>Domestic Refrigerator:</b>		
	<ul style="list-style-type: none"> <li>• Block Diagram and working</li> <li>• Maintenance</li> <li>• Defrosting: Need, Methods</li> </ul>		
b	<b>Walk in Freezer/Cold Storage</b>		
	<ul style="list-style-type: none"> <li>• Block diagram</li> <li>• Working</li> </ul>		
<b>Chapter 3</b>	<b>Air Conditioning</b>	<b>06</b>	<b>06</b>
3.1	Types of AC		
	<ul style="list-style-type: none"> <li>• Unitary AC: Window A C and S plit AC</li> <li>• Block Diagram and Working</li> </ul>		
3.2	Factors affecting Load on AC		
3.3	Factors affecting AC Comfort		
<b>Chapter 4</b>	<b>Fuels</b>	<b>04</b>	<b>04</b>
4.1	Types of Fuels		
4.2	Comparison of various Fuels: Solid, Liquid And Gaseous		
4.3	Fuels used in the hotel industry		
<b>Chapter 5</b>	<b>Electricity</b>	<b>07</b>	<b>06</b>
5.1	Types of Electricity supply: Single and Three Phase		
5.2	Types of Fuse: Re-wireable, Cartridge, MCB.		
5.3	Importance and method of Earthing		
5.4	Calculation of Electricity Bill		

<b>Chapter 6</b>	<b>Water Systems</b>	<b>08</b>	<b>07</b>
6.1	Sources of water.		
6.2	Adverse effects of hard water		
6.3	Methods of purification & water softening: Ion Exchange, limesoda.		
6.4	Water Distribution System: Up Feed and Down Feed		
6.5	Traps, Water Closets and Flushing Systems: Types, diagrams, functions.		
6.6	Various plumbing fixtures		
<b>Chapter 7</b>	<b>Energy &amp; Its Conservation</b>	<b>06</b>	<b>04</b>
7.1	Various energy sources:Conventional & Non Conventional (Examples, Advantages and Disadvantages)		
7.2	Need for energy conservation		
7.3	Simple Methods of energy conservation in Kitchen & Guestroom.		
7.4	Use of Solar Energy in a hotel		
<b>Chapter 8</b>	<b>Fire &amp; Its Prevention</b>	<b>06</b>	<b>04</b>
8.1	Fire Triangle		
8.2	Fire types: A, B,C,D, E,F		
8.3	Theory of Extinguishment: Starvation, Cooling, Smothering		
8.4	Various types of fire extinguishers		
8.5	Smoke Detectors and Fire Alarm system		
<b>Chapter 9</b>	<b>Safety and Security in Hotel</b>	<b>06</b>	<b>03</b>
9.1	Causes of Accidents		
9.2	Prevention /Control of Accidents		
9.3	Safety Issues in Hotel: <ul style="list-style-type: none"> <li>• Guest Key Control</li> <li>• Kitchen Safety</li> <li>• Slip &amp; fall</li> </ul>		
<b>Chapter 10</b>	<b>Pollution &amp; Control</b>	<b>06</b>	<b>03</b>
10.1	Air Pollution: Causes and Effects		
10.2	Water Pollution: Causes and Effects		
10.3	Noise Pollution: Causes and Effects		
10.4	Waste Management		

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## **Note**

Field Visits–Field visit to be arranged for students to engineering department of a five star hotel. Working of AC Plants and other aspects and systems of maintenance department to be shown to students. Are part of the same must be submitted by students individually.

## **Assignments**

1. Write Short Note on eco-friendly Refrigerant.
2. Explain Centralized Air Conditioning in Detail with block diagram
3. Explain the working of Air filter, Humidifier and Dehumidifier in AC
4. Enlist and Explain water purification methods
5. Explain various Lighting systems used in Hotel
6. Write procedure to be followed in case of Fire Alarm in Hotel
7. Make a chart for various fire extinguishers with colour code and the type of fire it extinguishes.
8. Write notes on: Waste Disposal Methods– Incineration and Land Fill

## **REFERENCES**

1. Hotel Engineering, Sujit Ghosal, Oxford University Press
2. Hotel Engineering, R.K.Chhatwal,
3. Hotel Maintenance, Arora
4. Hospitality Facilities Management & Design, David M. Stipanuk, EIAHMA



<b>SUBJECT CODE:SEE103</b>					
<b>SUBJECT: RETAIL MANAGEMENT</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

### **Rationale**

This subject helps the students to develop an understanding of the concepts and application of retail management techniques.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Retailing</b>	<b>04</b>	<b>04</b>
1.1	Concept, Importance, Functions		
1.2	Retail as a career.		
<b>Chapter 2</b>	<b>Retail formats</b>	<b>08</b>	<b>06</b>
2.1	Store & NonStore		
2.2	Retailing		
2.3	Franchising		
2.4	Unconventional channels		
2.5	Retail expansion-need for foreign direct investment in Indian retail.		
<b>Chapter 3</b>	<b>Indian Vs. Global Scenario in Retail</b>	<b>08</b>	<b>06</b>
3.1	Evolution of retail in India		
3.2	Traditional business models in Indian retail		
3.3	Drivers of retail change in India		
3.4	Key sectors in Indian Retail		
3.5	International retailing- factors contributing to its growth		
<b>Chapter 4</b>	<b>The Retail Consumer</b>	<b>06</b>	<b>06</b>
4.1	Need for understanding consumer buying behavior		
4.2	Customer decision making process		
4.3	Factors influencing the retail shopper		
<b>Chapter 5</b>	<b>Retail Strategy</b>	<b>06</b>	<b>06</b>
5.1	Importance of strategy from a retail perspective.		
5.2	The strategic planning process		

<b>Chapter 6</b>	<b>Retail Location</b>	<b>06</b>	<b>06</b>
6.1	Factors affecting location decision		
6.2	Site Selection		
6.3	Store Design		
<b>Chapter 7</b>	<b>Basics of Retail Merchandising</b>	<b>08</b>	<b>06</b>
7.1	Concept, Importance, Functions		
7.2	Function and methods of buying for different types of organizations Introduction to Private label Brands-conceptandneed.		
<b>Chapter 8</b>	<b>Retail Pricing</b>	<b>06</b>	<b>06</b>
8.1	Factors affecting retail pricing decisions		
8.2	Pricing Strategies		
<b>Chapter 9</b>	<b>Retail Store Operations</b>	<b>08</b>	<b>06</b>
9.1	Concept		
9.2	Functional are as of retail operations		
9.3	Floor space management		
9.4	Managing store inventories and display		
<b>Chapter 10</b>	<b>The legal and Ethical aspects of there tail business</b>	<b>06</b>	<b>04</b>
10.1	Acts pertaining to there tail sector		
10.2	Taxation and its impact on retailing		

## REFERENCE BOOKS

- 1 Retail Management, GibsonG Vedamani, and Jaico Publishing house
- 2 Retail Management, Chetan Bajaj, and Oxford University press
- 3 Retail Management Text & Cases, Sapna Pradhan, Tata Mc Graw Hill
- 4 Retail Management Text & Cases, UC Mathur, K. International Publishing house

<b>SUBJECT CODE:SEE104</b>					
<b>SUBJECT: EVENT MANAGEMENT (THEORY)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Theory Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>04</b>	<b>--</b>	<b>--</b>	<b>50</b>	<b>50</b>	<b>04</b>

### **Rationale**

This subject helps the students to develop an understanding of the concepts and theories of application of management techniques in organising of events.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Event Management</b>	<b>08</b>	<b>08</b>
1.1	Introduction - Event Management		
1.2	Size of Event		
1.3	Types of Events - Cultural, festivals, religious, business etc.		
1.4	Case study of some events		
<b>Chapter 2</b>	<b>Planning an Event</b>	<b>08</b>	<b>08</b>
2.1	Principles and steps in Planning		
2.2	Consultation with client: Setting objectives, confirmation of date, list of guests, theme finalization, Event agenda		
<b>Chapter 3</b>	<b>Concept and Design</b>	<b>10</b>	<b>5</b>
3.1	Developing the concept		
3.2	Analyzing the concept		
3.3	Designing the event		
3.4	Logistics of the concept		
3.5	Feasibility		
<b>Chapter 4</b>	<b>Legal Compliance</b>	<b>06</b>	<b>05</b>
4.1	Relevant legislations		
<b>Chapter 5</b>	<b>Activities in Event Management</b>	<b>12</b>	<b>10</b>
5.1	Pre event activities		
5.2	During event activities		

5.3	Post event activities		
5.4	Managing an event– Planning, Staging, Staging, Organizing, Leadership and Co-ordination, Controlling, Evaluation, Protocol		
5.5	Financial Considerations		
5.6	Marketing and Promotion		
<b>Chapter 6</b>	<b>Planning Venues</b>	<b>08</b>	<b>05</b>
6.1	Finding a venue, requirement of space		
6.2	Creating request for proposal		
6.3	Site inspection and confirmation		
6.4	Pre event meeting		
<b>Chapter 7</b>	<b>Marketing of the Event</b>	<b>08</b>	<b>05</b>
7.1	Tools used for marketing: advertising, publicity, Sponsorship and media.		
<b>Chapter 8</b>	<b>Dealing with the Vendors</b>	<b>04</b>	<b>04</b>
8.1	Types of vendors, choosing vendors		
8.2	Vendor contracts		

## REFERENCE BOOKS

- 1 Event planning: the ultimate guide to successful meetings, corporate events, fundrai singgal as, conferences, conventions, incentives, Allen, Judy, Mississauga, Ont.  
:John Wiley & Sons Canada, c2009
- 2 The event manager's bible: how to plan and deliver an event, Conway, Des,  
Oxford, 2006
- 3 Tony Rogers Conferences and Conventions: a global industry, Tony Rogers, Elsevier, 2003
- 4 Marketing Destinations and Venues for Conferences, Conventions and Business  
Events, Tony Rogers & Rob, Davids on Pearson, 1998

SUBJECT CODE:SEE105					
SUBJECT: ENTREPRENEURSHIP DEVELOPMENT (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

### Rationale:

The subject aims to provide information regarding the various aspects pertaining to becoming a successful entrepreneur in the Hotel & Catering Industry.

	Hours	Marks
<b>Chapter 1 Introduction of Entrepreneurship</b>	<b>10</b>	<b>08</b>
1.1 Who is an entrepreneur?		
1.2 Definition of an Entrepreneur, Entrepreneurship and Intrapreneur Concept, Classification, Characteristics and skills of an Entrepreneur		
1.3 Concept, Classification, Characteristics and skills of an Entrepreneur		
1.4 Qualities of an Entrepreneur		
1.5 “ Women Entrepreneurship “		
<b>Chapter 2 Introduction to Entrepreneurship</b>	<b>10</b>	<b>08</b>
2.1 Entrepreneurship as a Career		
2.2 Role of an Entrepreneur and Economic development		
2.3 Various Entrepreneurs in India and abroad		
2.4 Identifying the Opportunity (SWOT Analysis)		
<b>Chapter 3 Market Assessment</b>	<b>10</b>	<b>08</b>
3.1 Source of Funding to Business		

- Internal & External Funds
- Personal Funds
- Family and friends
- Commercial Banks
- Procedure to get loan from Various banks for Business

<b>Chapter 4</b>	<b>Tools and Techniques of Ideation</b>	<b>12</b>	<b>10</b>
4.1	Business plan – Steps involved from concept to commissioning		
4.2	Project report – 1. Meaning and importance 2. Components of project report.		
4.3	Project Appraisal -1. Meaning and definition 2. Technical, Economic feasibility 3. Cost- benefit analysis		
4.4	Risktaking		
<b>Chapter 5</b>	<b>Modern Trends in Entrepreneurship</b>	<b>10</b>	<b>08</b>
5.1	E-Commerce		
5.2	Concept and process		
5.3	Global Entrepreneur		
<b>Chapter 6</b>	<b>Legal acts prevailing in India</b>	<b>12</b>	<b>08</b>
6.1	Various acts applicable in business		
6.2	GST – Introduction		

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### REFERENCE BOOKS:

Sr.No.	Name of the Book	Author	Publisher
1	<b>Entrepreneurship Theory &amp; Practice</b>	J.S.Saini B.S.Rathore	Wheeler Publisher
2	<b>Entrepreneurship Development</b>	E.Gorden k.Natrajan	Himalaya Publishing
3	<b>Entrepreneurship Development</b>	J.B.Patel D.G.Allampally	Tata McGraw Hill
4	<b>A Manual On How to Prepare a Project Reports</b>	J.B.Patel S.S.Modi	EDI STUDY MATERIAL, Gujarat,India
5	<b>Entrepreneurship</b>	Rajiv Roy	Oxford Higher Education
6	<b>Principals of Entrepreneurship</b>	Prof.Satish C.Ailawadi Mrs.Romy Banerjee	Everest Publishing House
7	<b>Entrepreneurship</b>	Robert D Michael P.Peters Dean A Shepherd	Tata McGraw Hill Education Private Limited,NewDelhi,Sixth Edition

<b>SUBJECT:FACILITY PLANNING (THEORY)</b>					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

### **Rationale**

To introduce students to the fundamentals of planning and design related to hotel operation areas.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Introduction toPlanning and Designing</b>	<b>08</b>	<b>10</b>
1.1	Principles of planning and designing		
1.2	Trends in catering		
1.3	Time and motion study		
<b>Chapter 2</b>	<b>Building and Exterior Facilities</b>	<b>08</b>	<b>10</b>
2.1	Roof, exterior walls, windows and doors		
2.2	Structural frame & foundation.		
2.3	Elevators.		
2.4	Storm water drainage systems, utilities.		
2.5	Landscaping and grounds		
<b>Chapter 3</b>	<b>Parking Areas</b>	<b>08</b>	<b>10</b>
3.1	Parking lots		
3.2	Structural features		
3.3	Lay out considerations		
3.4	Maintenance		
3.5	Parking garages		
3.6	Accessibility requirements for parking areas		
3.7	Valet parking.		
<b>Chapter 4</b>	<b>Lodging Planning and design</b>	<b>16</b>	<b>10</b>
4.1	Development process		
4.2	Feasibility studies		
4.3	Space allocation programme		
4.4	Operational criteria		
4.5	Budget		
4.6	Preliminary schedule		
4.7	Sitede sign		



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- 4.8 Hotel design
  - 4.9 Guestrooms and suites
  - 4.10 Lobby
  - 4.11 Food and beverage outlets
  - 4.12 Function areas
  - 4.13 Recreational facilities
  - 4.14 Back of the house areas

<b>Chapter 5</b>	<b>Food Service Planning and Design</b>	<b>08</b>	<b>10</b>
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- 5.1 Concept development
- 5.2 Feasibility
- 5.3 Regulations
- 5.4 Planning layout
- 5.5 Receiving areas
- 5.6 Storage areas
- 5.7 Kitchen
- 5.8 Office space
- 5.9 Sample blue print

### REFERENCE BOOKS

1. Hospitality Facilities management, David M. Stipanuk, Educational Institute, and Design, Harold Roffmann, AHMA
2. How things work–The Universal Encyclopedia of Machines. Volume 1&2
3. The Management of Maintenance, Frank D. Borselink & John Willey & Engineering system's in the Hospitality Industry, Alan T. Status., Sons Inc. NY
4. Air Conditioning Engineering, W.P. Jones, English Language Book, Society Edward Arnold
5. Building Construction, Sushil Kumar, Standard Publishers, Distributors, Delhi
6. The Complete Guide to DIY and Mike Lawrence, Orbis Publishing Ltd. UK, Maintenance Home

### Assignments

Assignments based on all the above topics to be done.

<b>SUBJECT CODE:SEE107</b>					
<b>SUBJECT:SKILL ENHANCEMENT FOR MEDIA &amp; JOURNALISM IN HOSPITALITY(PRACTICAL)</b>					
Teaching Scheme/Week	Examination Scheme				
PracticalHours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	--	--	50	50	04

### **Rationale**

The subject in to develop creative writing skills among hospitality students

The students are expected to utilize the allotted hours in the following activities:

- Book reading and discussion (Atleast2)
- Exploring journals/literature in the digital /electronic media(Atleast4)
- Writing a travelogue (Atleast2)
- Writing are view of a book or are staurant(Atleast4)
- Creating promotional material such as posters, pamphlets etc.forth evarious curricular as well as extra curricular events of the institute.(Atleast4)

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# SEMESTER – V

<b>SUBJECT CODE:DSE 202</b>					
<b>SUBJECT:ALCOHOLIC BEVERAGES II ( THEORY)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Theory Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>04</b>	<b>40</b>	<b>60</b>	<b>–</b>	<b>100</b>	<b>04</b>

## Rationale

To impart comprehensive knowledge of various spirits, liqueurs and cocktails.

<b>Chapter 1</b>	<b>Spirits</b>	<b>Hours</b> <b>08</b>	<b>Marks</b> <b>06</b>
<b>1.1</b>	Introduction to Spirits	<b>10</b>	<b>08</b>
<b>1.2</b>	Fermentation and Distillation Process.		
<b>1.3</b>	PotStill and Patentstill.		
<b>1.4</b>	Various methods of Measuring Alcoholic Strength		
<b>Chapter 2</b>	<b>Whisky</b>	<b>10</b>	<b>08</b>
<b>2.1</b>	Ingredients used in making of Whisky.	<b>08</b>	<b>08</b>
<b>2.2</b>	Manufacturing process of Whisky		
<b>2.3</b>	Types of Whisky-Scotch and Irish Whisky		
<b>2.4</b>	American and Canadian Whisky		
<b>2.5</b>	International and IMFL Brand		
<b>Chapter 3</b>	<b>Brandy</b>	<b>08</b>	<b>08</b>
<b>3.1</b>	Ingredients used in making of Brandy	<b>06</b>	<b>06</b>
<b>3.2</b>	Manufacturing process of Brandy		
<b>3.3</b>	Types of Brandy- Cognac and Armagnac		
<b>3.4</b>	Labeling Terminology		
<b>3.5</b>	Fruit and other Brandies,		
<b>3.6</b>	International and IMFL Brands.		
<b>Chapter 4</b>	<b>Rum</b>	<b>06</b>	<b>06</b>
<b>4.1</b>	Ingredients used in making of Rum	<b>06</b>	<b>06</b>
<b>4.2</b>	Manufacturing process of Rum		
<b>4.3</b>	Types of Rum-White, dark and golden.		

<b>4.4</b>	International and IMFL Brands.	<b>06</b>	<b>06</b>
<b>Chapter 5</b>	<b>Gin</b>		
<b>5.1</b>	Ingredients used in making of Gin.		
<b>5.2</b>	Manufacturing process of Gin		
<b>5.3</b>	Types of Gin.		
<b>5.4</b>	International and IMFL Brands		
<b>Chapter 6</b>	<b>Vodka</b>	<b>04</b>	<b>04</b>
<b>6.1</b>	Ingredients used in making of Vodka.		
<b>6.2</b>	Manufacturing process of Vodka.		
<b>6.3</b>	Types of Vodka		
<b>6.4</b>	International and IMFL Brands.		
<b>Chapter 7</b>	<b>Tequila</b>	<b>06</b>	<b>04</b>
<b>7.1</b>	Ingredients used in making of Tequila.		
<b>7.2</b>	Manufacturing process of Tequila		
<b>7.3</b>	Types of tequila		
<b>7.4</b>	Brands of Tequila.		
<b>Chapter 8</b>	<b>Other Alcoholic Beverages-</b>	<b>04</b>	<b>06</b>
<b>8.1</b>	Aquavit		
<b>8.2</b>	Schnapps		
<b>8.3</b>	Pastis		
<b>8.4</b>	Feni		
<b>8.5</b>	Arrack		
<b>Chapter 9</b>	<b>Liqueurs.</b>	<b>06</b>	<b>06</b>
<b>9.1</b>	Definition and types of liqueurs.		
<b>9.2</b>	Production methods		
<b>9.3</b>	Service of Liqueurs.		
<b>Chapter 10</b>	<b>Cocktails</b>	<b>06</b>	<b>06</b>
<b>10.1</b>	Introduction and history of cocktails.		
<b>10.2</b>	Methods of making cocktails and rules for making		
<b>10.3</b>	cocktails.		
<b>10.4</b>	Equipments. glassware, and garnishes use in making of cocktails		
<b>10.5</b>	Cocktail recipes.		

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## Glossary of Terms

Hors d'age	Marc	Grappa
Pisco	Ouzo	Peats Reek
Grain whisky	Blended whisky	Malt whisky
Single malt	Vatted malt	Rye whisky
Corn whisky	Bourbon	Jack Daniels
London dry gin	Plymouth	Steinhaeger
Old tom gin	Dutch gin	Bagasse
Dunder	White rum	Dark rum
Silver Tequila	Gold Tequila	Agave
Schnapps	Aquavit	Arrack
Tiquira	Absinthe	Pastis
Pernod	Ricard	Apertitifs
Angostura bitters	Cordials	Aromatized wines
Ale	Lager	Stout
Porter	Boquet	Burgundy
Aguardante	Grappa	Quetsch
Himadors		

### Field Visit

**Students should be taken for visit to Winery and report must be submitted individually.**

**Work Shop** –A cocktail and mocktail works hop to be conducted and there port must be submitted individually.

### Assignment

Minimum of 02 assignments to be submitted by students by the end of the semester based on following topics:

- 1 Types of mocktail with recipes, glassware, method and presentation
- 2 Collecting the medbar menu cards (Minimum5)
- 3 Price list of Spirits from 5 outlets

### REFERENCE BOOKS

- 1 Food and Beverage Service , Dennis Lillicrap, John Cousins Power Book
- 2 Modern Restaurant Service, John Fuller, Hutchinson
- 3 Food and Beverage Service, Sudhir And rews,Tata Mc Graw Hill Edition
- 4 The Beverage Book,Durkan & Cousins, Hodder Arnold , H & SToughton

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- 5 Professional Guide to Alcoholic Beverages , Lipinski Van Nostrand Reinhold
  - 6 Oxford Companion to wines, Jancis Robinson,Oxford University Press
  - 7 The Restaurant (From Concept to Operations), Donald Lundberg JohnWiley
  - 8 The ultimate Encyclopedia of Wines, Beer, Spirits and liqueues, Stuart Walton,  
Brain GloverHermes House

<b>SUBJECT CODE:DSE202A</b>					
<b>SUBJECT:ALCOHOLIC BEVERAGES II(PRACTICAL)</b>					
Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	–	100	02

<b>Sr.No    Topic</b>	
1.	Preparing a Beveragelist
2.	Preparing an Beverage order ticket
3.	Service of Whisky
4.	Service of Brandy.
5.	Service of Rum
6.	Service of Gin
7.	Service of Vodka
8.	Service of Tequila
9.	Service of other alcoholic beverages
10.	Service of Liqueurs
11.	Typesof Cocktails
12.	Methods of making cocktails - Buildup, Stirred
13	Methods of making cocktails - Layered, Floating
14	Menu planning and Service of food and alcoholic beverages
15	Preparing of Beverage List for a Specialty bar
16	Maintenance of statutory books



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# **SEMESTER – VI**

<b>SUBJECT CODE: DSE 201</b>					
<b>SUBJECT : ADVANCED FOOD PRODUCTION &amp; KITCHEN MANAGEMENT (THEORY)</b>					
<b>Teaching Scheme /Week</b>	<b>Examination Scheme</b>				
<b>Theory Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>04</b>	<b>40</b>	<b>60</b>	<b>--</b>	<b>100</b>	<b>04</b>

### **Rationale**

The subject intends to provide indepth insight into international cuisine and develop advanced understanding of technical as well as managerial skills for culinary professional and to develop advanced and detailed understanding of technical as well as managerial skills for bakery professionals.

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Production Management</b>	<b>02</b>	<b>04</b>
1.1	Introduction to production management		
1.2	Kitchen organization		
1.3	Allocation of work, Job Description, Duty Roaster		
1.4	Production planning & Scheduling		
1.5	Production planning		
1.6	Production scheduling		
1.7	Quality defined		
1.8	Controlling production - quality & quantity		
1.9	Standardization of recipes		
<b>Chapter 2</b>	<b>Food Production Administration</b>	<b>04</b>	<b>04</b>
2.1	Need for food production administration		
2.2	Maintenance of various records-logbook, leave record, appraisal.		
2.3	Communication with other department, Conducting meeting- maintaining records of the meeting.		
<b>Chapter 3</b>	<b>Nouvelle cuisine</b>	<b>04</b>	<b>04</b>
3.1	Evolution of Nouvelle cuisine		
3.2	Principles of Nouvelle cuisine		
<b>Chapter 4</b>	<b>Food presentation &amp; Garnishes</b>	<b>04</b>	<b>04</b>
4.1	Food Presentation principles : Basic preparation, Modern perspectives, Use of technology, Contemporary plates,		

	Unconventional garnishes		
4.2	Role and use of garnish.		
4.3	Food Styling: Food photography and the problems therein, use of non edible components, role of dimension in food photography.		
<b>Chapter 5</b>	<b>International Cuisine</b>	<b>22</b>	<b>20</b>
5.1	Influence of Geographical location, Historical background on Staple food and cuisines of following countries- 1. Tex-Mex 2. France3. Italy 4 China 5. Spain 6.Germany 7.Great Britain 8. Japan 9. Mediterranean region 10.South East Asia		
<b>Chapter 6</b>	<b>Breakfast Cookery</b>	<b>02</b>	<b>02</b>
6.1	Breads- Pancakes and Waffles, French toast		
6.2	Cereals- Types		
6.3	Classical breakfast items		
6.4	Power breakfast and Brunch		
<b>Chapter 7</b>	<b>Meringues</b>	<b>02</b>	<b>02</b>
7.1	Making of meringues		
7.2	Factors affecting stability		
7.3	Cooking of meringues		
7.4	Types & uses of meringues.		
<b>Chapter 8</b>	<b>Sugar</b>	<b>04</b>	<b>04</b>
8.1	Sugar cooking – Syrup strength, Stages of sugar cooking, Basic syrups, Crystallization, Inversion		
8.2	Tools required for sugar work		
8.3	Types of Sugar as decorative work- spun sugar, pulled sugar, poured sugar, blown sugar.		
<b>Chapter 9</b>	<b>Chocolate</b>	<b>04</b>	<b>04</b>
9.1	Manufacture		
9.2	Couverture		
9.3	Tempering		
9.4	Moulding		
9.5	Chocolate decorations		
9.6	Chocolate Truffle		
<b>Chapter 10</b>	<b>Product Research and Development</b>	<b>04</b>	<b>04</b>
10.1	Developing new recipes		
10.2	Organoleptic and Sensory evaluation of Food		

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<b>Chapter11</b>	<b>New Concepts in Culinary</b>	<b>08</b>	<b>06</b>
11.1	Molecular Gastronomy: Concept, Techniques, Tools and Ingredients.		
11.2	Genetically modified foods		
11.3	Organic foods		
11.4	Vegan cuisine		
11.5	Automation in Food Industry: Objectives, Latest automation trends		

## REFERENCE BOOKS

- 1 Professional Cooking, Wayne Gisselen, John Wiley & Sons, N.Y
- 2 Theory of Cookery, Krishna Arora, Frank Bros & Co. Ltd, Delhi
- 3 Theory of Catering, Kinton Ceserani, Book Power
- 4 Practical Cookery, Kinton Ceserani, ELBS
- 5 Basic Cookery, Richard Maetland & Derek Welsby, Heinemann
- 6 Culinaris Volume I &II, Konemann, CBS Publication
- 7 Professional Baking, Wayne Gisslen, John

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<b>SUBJECT CODE:DSE201</b>					
<b>SUBJECT: : ADVANCED FOOD PRODUCTION &amp; KITCHEN MANAGEMENT (PRACTICAL)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Practical Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>08</b>	<b>40</b>	<b>60</b>	<b>--</b>	<b>100</b>	<b>04</b>

- **Minimum 24 International menus to be conducted.**

**The menus should cover the following regions of the world:**

- |                         |                     |                  |          |
|-------------------------|---------------------|------------------|----------|
| 1. Tex-Mex              | 2. France           | 3. Italy         | 4. China |
| 5. Spain                | 6. Germany          | 7. Great Britain | 8. Japan |
| 9. Mediterranean region | 10. South East Asia |                  |          |

- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

SUBJECT CODE:DSE 202					
SUBJECT:FOOD & BEVERAGE OPERATIONS &MANAGEMENT (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	--	100	04

### Rationale

To impart comprehensive knowledge about baroperation and management skills.

		Hours	Marks
<b>Chapter 1</b>	<b>Introduction to Bar &amp; Bar Beverages</b>	<b>12</b>	<b>12</b>
1.1	Alcoholic Beverages		
1.2	Non Alcoholic Beverages.		
1.3	Aerated Beverages, BarSyrups, Squashes and Cordials, Pre-mixed Drinks Mineral, Spring water, flavoured and packaged waters.		
1.4	Aperitifs, Liqueurs and digestifs		
1.5	Types of Bars		
1.6	Role of Various personnel's in the bar.		
1.7	Bar Equipment's and their uses(Large and Small equipment's).		
<b>Chapter 2</b>	<b>Planning of Bar</b>	<b>08</b>	<b>06</b>
2.1	Layoutof abar		
2.2	Factors to be considered while planning a bar		
2.3	Safety and hygiene consideration.		
2.4	Seating Arrangements of various bars.		
<b>Chapter 3</b>	<b>Bar Controls &amp; Statutory Requirements</b>	<b>08</b>	<b>06</b>
3.1	Purchasing, Receiving and storing of Beverages		
3.2	Inventory/StockControlmethods.		
3.3	Calculation of Beverage cost., Daily,Weekly Bar Reports.		
3.4	Sales Summary and Sales Analysis, Sales Mix.		
<b>Chapter 4</b>	<b>Mixology</b>	<b>10</b>	<b>10</b>
4.1	Introduction to the science of Mixology.		
4.2	Cocktail making		
4.3	Glass ware and garnishes.		

<b>4.4</b>	Making of Traditional and Innovative cocktails.		
<b>4.4</b>	Flair bar tending		
<b>Chapter 5</b>	<b>Function and Event Catering</b>	<b>08</b>	<b>10</b>
<b>5.1</b>	Definition of function catering and types of functions		
<b>5.2</b>	Organizational structure of Banquet department, duties and responsibilities of various personnel's.		
<b>5.4</b>	Function catering administrative procedures		
<b>5.5</b>	Preparation of function prospectus.		
<b>5.6</b>	Menu planning for various types of functions		
<b>5.7</b>	Seating arrangement for various functions, Table plan and space considerations		
<b>5.8</b>	Off premises /out-do or catering.		
<b>Chapter 6</b>	<b>Gueridon Service</b>	<b>08</b>	<b>06</b>
<b>6.1</b>	Origin and Definition.		
<b>6.2</b>	Types of trolleys.		
<b>6.3</b>	Special equipments used in Guerid on service care and maintenance.		
<b>6.5</b>	ServiceProcedure.		
<b>6.6</b>	Service of classical dishes.		
<b>Chapter 7</b>	<b>Buffets</b>	<b>04</b>	<b>04</b>
<b>7.1</b>	Definition		
<b>7.2</b>	Types of Buffets		
<b>7.3</b>	Equipments and set up of buffets.		
<b>Chapter 8</b>	<b>Menu Engineering</b>	<b>03</b>	<b>03</b>
<b>8.1</b>	Concept and application.		
<b>8.2</b>	SWOT analysis of various food and beverage outlets.		
<b>Chapter 9</b>	<b>Customer Relationship</b>	<b>03</b>	<b>03</b>
<b>9.1</b>	Handling Customer Complaints.		
<b>9.2</b>	Customer Satisfaction		

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## Glossary of Terms

Fortified wines	Cobblers	Collins
Blended drinks	Coolers	Crustas
Cups	Daisies	Egg nogs
Fixes	Flips	Frappes
High ball	Juleps	Pick-me-up
Pousee-cafe	Smashes	Sours
Swizzles	Toddies	Amer-picon
Campari	Bar die	Hawthorne strainer
Boston shaker	Cassis	Cerise
Citronelle	Framboise	Gomme
Grenadine	Orgeat	Squashes
Bar- blade	Speed pourers	Bar optics
Front bar	Back bar	Kirsch
Generic liqueurs	Proprietary liqueurs	Pousee café
Jigger		
Dispense Bar	Asian Buffet	Gala Reception
Brunch Buffet	Smorgasbord	Easter Buffet
Fork Buffet	Candelabra	Casserole Stations
Chafing Dish	Suzette Pans	Beverage Urns
Floral Accessories	Portion scale	Props
Rechaud Stores	Skirting	Waffle Irons
Gueridon	Trancheur	Carousal
Portable bar	Underbars	Over bar
Centralized Room Service	Cobra Gun	IRD
California Menu	De-Centralized Room Service	RSOT
PMT	Cyclic Menu	EMT
SWOT	Evlevenses	

## REFERENCE BOOKS

- 1 Food and Beverage Service, Dennis Lillicrap, John Cousins, Power Book
- 2 Modern Restaurant Service, John Fuller, Hutchinson
- 3 Food and Beverage Service, Sudhir Andrews, Tata Mc Graw Hill Edition
- 4 The Beverage Book, Durkan & Cousins, Hodder Arnold, H & S Toughton
- 5 Professional Guide to Alcoholic Beverages, Lipinski, VanNostrand Reinhold
- 6 Oxford Companion to wines, Jancis Robinson, Oxford University Press
- 7 The Restaurant (From Concept to Operations), Donald Lundberg, John Willey
- 8 The ultimate Encyclopedia of Wines, Beer, Spirits and liqueurs. Stuart Walton, Brain Glover, Hermes House
- 9 Food and Beverage Management, Bernard Davis, Sally Stone Butter worth Heineman Ltd.



SUBJECT CODE:DSE 202 A					
SUBJECT: FOOD & BEVERAGE OPERATIONS & MANAGEMENT (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	--	100	02

Sr. No.	Topic
1	Preparation of Various types of Beveragelists
2	Service of Various Spirits & Cocktails
3	Planning and layout of various types of bars
4	Maintenance of statutory Records
5	Preparing of Daily/Weekly Bar Reports
6	Flair Bar tending Principles: Types of Flair Bar tending
7	Molecular Mixology
8	Innovative Cocktails & Mocktails
9	Filling up of Banquet function prospectus
10	Banquet seating arrangements, formal banquet service
11	Mise-en-place for service from Guerid on trolley and service of dishes
12	Setting up of buffets and service procedures
13	Planning of off premises catering functions
14	Menu Engineering Analysis of Menu.
15	SWOT Analysis of fine dining establishment., QSR
16	Planning and service of food festivals and other promotional events

<b>SUBJECT CODE : SEC 104</b>					
<b>SUBJECT: APPLICATION OF COMPUTERS IN HOTELS (THEORY)</b>					
<b>Teaching Scheme/Week</b>	<b>Examination Scheme</b>				
<b>Theory Hours</b>	<b>IA Marks</b>	<b>EA Marks</b>	<b>CA Marks</b>	<b>Total Marks</b>	<b>Credits</b>
<b>02</b>	<b>20</b>	<b>30</b>	<b>--</b>	<b>50</b>	<b>02</b>

### **Rationale**

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

		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>COMPUTER FUNDAMENTALS</b>	<b>03</b>	<b>03</b>
1.1	Features of Computer System		
1.2	Block Diagram		
1.3	Hardware Input & Output Devices, CPU, RAM ,ROM		
1.4	Software – System, ApplicationS/W		
1.5	Networks – LAN,MAN,WAN,Topologies		
1.6	Viruses –Types,Precautions		
1.7	Types of Software-System & Application software's		
<b>Chapter 2</b>	<b>WINDOWS</b>	<b>03</b>	<b>03</b>
2.1	Features		
2.2	Terminologies - Desktop,Windows, Wallpaper,Icons, File,Folder, etc.Windows Explorer- (Assignmentwith files,folders)		
2.3	Accessories – Paint, Notepad, Calculator.		
<b>Chapter 3</b>	<b>MS WORD</b>	<b>03</b>	<b>02</b>
3.1	File Commands,Print,PageSetup		
3.2	Editing- Cut ,Copy ,Paste ,Find,Replace,etc		
3.3	Formatting Commands– Fonts, Bullets,Borders, Columns,Tabs,Indents		
3.4	Tables,Auto Text,AutoCorrect		
3.5	Mail Merge ,Hyperlinks		
<b>Chapter 4</b>	<b>MSEXCEL</b>	<b>03</b>	<b>03</b>
4.1	Features ,Auto Fill,Custom Listsetc		
4.2	Cell Reference – Relative & Absolute(\$)		

4.3	Formulae, Functions (Math/Stats,Text,Date,IF)		
4.5	Charts–Types, Parts of the Chart		
4.6	Databases (Create, Sort,Auto Filter, Sub Total)		
<b>Chapter 5</b>	<b>MS POWERPOINT</b>	<b>04</b>	<b>03</b>
5.1	Slide Layout, Slide transition		
5.2	Clip Art, Organizational Chart, Graphs,Tables		
5.3	Custom Animations, Slide Timings		
<b>Chapter 6</b>	<b>INTERNET/ EMAIL</b>	<b>04</b>	<b>04</b>
6.1	History, Pre-requisites for Internet, Role of Modem		
6.2	Services – Emailing, Chatting, Surfing, Blog		
6.3	Search Engines, Browsers, Dial Up, Domains		
6.4	Broadband, Concepts of Web upload, download		
6.5	Threats– Spyware, Adware, SPAM		
<b>Chapter 7</b>	<b>E-COMMERCE AND ERP CONCEPTS</b>	<b>03</b>	<b>03</b>
7.1	Concepts of B-to-B, B-to-C		
7.2	ERP concept		
7.3	SAP Concepts		
<b>Chapter 8</b>	<b>HOSPITALITY SOFTWARE</b>	<b>03</b>	<b>03</b>
8.1	Shawman Hospitality Software.- Point of Sale (VPOS- 9 )		
8.2	Introduction		
8.3	Restaurant order taking		
8.4	Add on command prompt		
8.5	Cheque making– single, split etc.		
8.6	Bill settlement		
8.7	Availing Discounts		
<b>Chapter 9</b>	<b>HOSPITALITY SOFTWARE</b>	<b>03</b>	<b>03</b>
9.1	Shawman Hospitality Software.-Property Management System		
9.2	Introduction		
9.3	Room Reservations		
9.4	Group Booking		
9.5	Payment Settlement		
9.6	Adding Discounts		
9.7	Payroll Management System		

<b>Chapter 10</b>	<b>HOSPITALITYS OF T WARE</b>	<b>03</b>	<b>03</b>
10.1	Shawman Hospitality Software.-Human Resource Management System		
10.2	Sales & Catering Management System		
10.3	Wire data System		
10.4	Customer feedback System		
10.5	Introduction		
10.6	Payroll		
10.7	Customer Feedback		
10.8	Communication within the property & Outside the property		
10.9	Other Hospitality Software's : Fidelio, Opera, Oracle, Micros		

### **REFERENCE BOOKS**

- 1 Mastering MS-OFFICE , Lonnie E. Moseley & David M.Boodey, BPB Publication
- 2 Computer Fundamentals, P.K. Sinha, BPB Publication
- 3 Computer Fundamentals, Anita Goel, BPB Publication

SUBJECT CODE : SEC 104 – A					
SUBJECT: APPLICATION OF COMPUTERS IN HOTELS (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	--	100	02

### **Practical 1 COMPUTER FUNDAMENTALS**

Input Devices

Output devices

LAN, WAN, MAN

### **Practical 2 WINDOWS**

Change wallpaper, set screen saver. Create folders and files using Notepad.

Cut, copy and paste files to floppy/pen drives. Create image using Paint.

Check free disk space and speed of processor. Change date and time.

### **Practical 3,4,5,6 WORD**

Type recipe of any dish, with its image, with ingredients in a table.

Create KOT, Students' Resumes with students' photograph. (WORD) Letter Writing KOT Making Company Letter head making

File, Edit, View, Insert, Format, Tools, Table Commands Page Setup, Print Options, Setting Page Margins Clip Arts, Inserting Pictures/Charts/Files Correcting Text, Cut, Paste, Undo, Redo, Deleting Blank Lines, Inserting A Page, Typing Over Text, Replacing Text, Moving And Copying Text. Menu Method, Key Board Method, Tool Bar Method, Drag & Drop Method, Checking Text, The Spell Checker, Auto Correct Check Up, The Grammar Checker, Formatting A Text, Changing Type Style, Character Highlighting, Alignment Of Text, Left, Right, Center, Justifying Text- Types & Tab Setting, Setting Tab Using Ruler, Indenting Paragraphs, Increasing And Decreasing Indents, Using Ruler To Set Indents, Spacing Paragraph Line Spacing, Spacing Between Paragraphs, Page Views, Normal Views, Page Layout View, Outline View, Print Preview, "Full Screen View, Master Document View, Magnification, Page Formatting, Setting Margins, Paper

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Size, Printing in Landscape Or Portrait Orientation, Page Numbering, Adjoining Page Numbering, Deleting Page Numbering, Header & Footer, Creating And Editing, Inserting And Deleting Pages in A Document, Saving The Text, Saving The File To Disk, Closing A File, Opening A Non-Work document  
Printing Text.

### **Practical 7.8.9 EXCEL**

List of employees, with salary,  
KOT,  
Report Card with Pass/Fail Result,  
Bills with details of Hotel Rooms, Charts,  
Data base of Employees with filters  
Processing With Ms Excel, Starting Excel, Starting New Work Book, Entering And Editing Data, Formatting Work Sheet, Sorting The Data, The Worksheet  
Selecting Cells And Ranges, Selecting With Mouse, Data Entry, Entering Numbers, Text, Date & Time Entries, Entering Series, Filing A Text Series With Auto Fill, Filing A Number Series, Editing Data, Clearance And Replacing Contents Of A Cell, Deleting The Contents Of A Range Of Cell, Re-arranging Work Sheet Data, Copying, Auto Correct, Spell Checking, File dose, Formatting Data, Font Selection, Aligning Data, Format Style, Formatting Work Book, Arranging, Hiding, Unhiding, Inserting Columns And Rows, Adjusting Width, Copying And Moving, Inserting And Deleting Sheets From Work Book, Mathematical Operator, Exponentiation And Percentage Operators, Logical Or Comparison Operators, Using Mouse To Create A Formula. Inserting A Chart, Chart Types, Modifying Chart, Adding Drawing To The Chart, Printing In Excel, Print Parameters, Default And Changing Default Settings, Sorting, Printing Etc

### **Practical 10, 11 POWER POINT**

To present the above information as a presentation as an assignment.

Use different layouts, organizational chart, design templates, in the presentation.

Opening And Saving Presentations-The Easy Way-Using Auto Content Wizard-Working With Blank Presentation-Using The Templates- Using The Slide Master-Working With Color Schemes- Working With Slides- Making A New Slide- Move, Copy Or Duplicate Slides-Delete A Slide-Copy A Slide From One Presentation To Another-Go To Specific Slide-Change The Lay Out Of A Slide-Zoom In Or Out Of Slide-Working With Text In Power Point-Cutting, Copying and Pasting-Formatting Text, Change Font & Size, Shadowing, Embossing-Alignment The Text-Left, Center, Right And Justify-Power Of Graphics In PowerPoint-Working With Clipart Picture-

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Using Microsoft Excel-Chart-Using Organization Charts-Power Point Drawings-Ways To Draw-Adding Lines-Connecting Lines-Borders And Adding Curves-Creating Word Tables-Making Great Looking Presentations (Putting On A Show)- Arranging, Creating Animated Slides- Manually Advancing Slides- Adding And Removing Transitions- Running A Presentation Continuously- Printing The Presentation Elements

### **Practical 12 INTERNET**

To search and downloading formation from the internet as a topic and submit (Hard/Soft copy).

Create email id,send mail to faculty as an assignment.

### **Practical 13,14 Shawman –Pointof Sale**

Shawman Hospitality Software.-Point of Sale (VPOS9)

Introduction

Restaurant ordertaking

Add on command prompt

Cheque making– single, split etc.

Availing Discounts

Bill Printing, Re-printing, Bill settlement

### **Practical 15 Property Management System**

Taking Rooms Booking

Adding Discounts

Billing

### **Practical 16 Payroll System**

Calculating Payroll

Appraisal System

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