



**PSG College of Arts & Science**  
*An Epitome of Quality Learning*

**B.Voc.**  
**HOSPITALITY MANAGEMENT**

**2016 - 2019**

**B. Voc in HOSPITALITY MANAGEMENT**

**Scheme of Examinations**

**(for first & second semester subjects)**

*(for students admitted from 2014-15 & onwards)*

CODE NO.	SUBJECT	Exam Duration (Hrs)	Max. Marks			Credit points
			CA	CE	Total	
<b>FIRST SEMESTER</b>						
	<b>Part - I</b>					
14LAU01	Hotel French - I	3	25	75	100	3 (G)
	<b>Part - II</b>					
14EU01	Communicative English - I- Interpersonal Communication	3	25	75	100	3 (G)
	<b>Part - III</b>					
14HMB01	Culinary Arts and Food service	3	25	75	100	3 (G)
14HMB02	Food safety and Hygiene (Allied)	3	25	75	100	2 (G)
16HMV03	Culinary Arts Practical	4	40	60	100	7 (S)
14HMB04	Food & Beverage Service Practical	4	40	60	100	7 (S)
<b>SECOND SEMESTER</b>						
	<b>Part - I</b>					
14LAU02	Hotel French-II	3	25	75	100	3 (G)
	<b>Part - II</b>					
14EU02	Communicative English II- Academic Communication	3	25	75	100	3 (G)
	<b>Part - III</b>					
14HMB05	Rooms Division Management	3	25	75	100	3 (G)
14HMB06	Computer for Hospitality Industry(Allied)	3	25	75	100	2 (G)
14HMB07	Accommodation Operation Practical	3	40	60	100	7 (S)
14HMB08	Front Office Operation Practical	3	40	60	100	7 (S)
14HMB09	Internship Training	----	40	60	100	8 (S)
	<b>Part - IV</b>					
14VEU01	Value Education**	--	100	--	100	2 (G)

CODE NO.	SUBJECT	EXAM DURA- TION (Hrs)	Max. Marks			Credit points
			CA	CE	Total	
<b>Third Semester</b>						
	<i>Part-III</i>					
15HMB10	Fundamentals of Indian Cuisine	3	25	75	100	3
15HMB11	Restaurant Operations Management	3	25	75	100	3
15HMB12	Food Science & Nutrition (Allied)	3	25	75	100	2
16HMB13	Indian Culinary Art Practical	4	40	60	100	5
15HMB14	Restaurant Service Practical	4	40	60	100	5
15HMB15	Room Division Practical	3	40	60	100	5
	<i>Part-IV</i>					
14ESU01	Environmental Studies	-	100	---	100	2
<b>Fourth Semester</b>						
	<i>Part-III</i>					
15HMB16	Principles of Oriental Cuisine	3	25	75	100	4
15HMB17	Banquet Operations	3	25	75	100	4
15HMB18	Sales & Marketing (Allied)	3	25	75	100	2
15HMB019 A	<b><u>Core Elective : I :</u></b> Interior Designing Or	3	100	--	100	3
15HMB019 B	Flower Arrangement					
15HMB20	Oriental Cuisine Practical	4	40	60	100	5
15HMB21	Banquet and Functional Catering Practical	4	40	60	100	4
15HMB22	Food Carving Practical	4	40	60	100	4
15HMB23	Industrial Exposure Training Report	--	40	60	100	8
	<b>Part -IV</b>					
14SBU01	Skill based Subject Internet security	--	100	--	100	2

Code no	Subject	Exam Duration	Max Marks			Credit Points
			CA	CE	Total	
<b>FIFTH SEMESTER</b>						
<b>Part-III</b>						
16HMV24	Facilities Management	3	25	75	100	4 (G)
16HMV25	Food & Beverage Management	3	25	75	100	4 (G)
16HMV26	Fundamentals of Tourism	3	25	75	100	3 (G)
16HMV27A	<b>Core Elective: 2</b>					
16HMV27B	Personality Development Or Entrepreneurship Development	3	100	--	100	3 (G)
16HMV28	Advanced Culinary Practical	4	40	60	100	5 (S)
16HMV29	Beverage Service Practical	4	40	60	100	5 (S)
<b>Part IV</b>						
	<b>Non-Major Elective (1) :</b>					
14NME01	EDC	-	100	-	100	2 (G)
	<b>Non-Major Elective (2) :</b>					
14NME02	General Awareness (On-line Test)	1½	-	100	100	2 (G)
<b>SIXTH SEMESTER</b>						
<b>Part-III</b>						
16HMV30	Human Resource Management	3	25	75	100	3 (G)
16HMV31	Hospitality Management	3	25	75	100	3 (G)
16HMV32	Menu Management Practical	3	40	60	100	5 (S)
16HMV33	Computer Practical	3	40	60	100	5 (S)
16HMV34	Industrial Exposure Training (2 months)	3	40	60	100	16 (S)
Total						180

PART-V		Semester	Credits
1.	<b>Extension Activity :</b> NSS / NCC / Sports / Department Activity	I – VI	2
2.	<b>Competence Enhancement :</b> Add-on Course / Women's Studies / Extra paper / Certificate or Diploma in Yoga for Youth Empowerment (offered by World Community Service Centre)	I – VI	2
<b>Grand Total</b>			<b>184</b>

S – Skilled, G – General; EDC – Cluster V

**14HMB01**

**SEMESTER: I**

**CULINARY ARTS AND FOOD SERVICE**

**OBJECTIVE:**

To understand the fundamentals in culinary

To impart knowledge and gain an insight into the basics of food and beverage service operations

**UNIT – I**

**CULINARY HISTORY**

Culinary History – Kitchen Organization – Types of Kitchen, Layout of Different Types of Kitchen – Equipments used in professional kitchen, Large Equipments, Small Equipments, Types of Knives, Hand tools, Specialty Equipments, Kitchen Operation – Classical Kitchen Brigade, different Section in the Kitchen and Duties of Kitchen Staff (9 Hrs)

**UNIT – II**

**COMMODITIES**

Commodities – Perishables & Non perishables, (Fruits, vegetables, Mushrooms, Dairy products, Cereals, Grains etc) Meat basics – Purchasing points of Chicken, Fish, lamb, beef & Pork. Basic primal cuts of all meat – Fish Classification and Types (9 Hrs)

**UNIT-III**

**INTRODUCTION TO COOKING**

Aims and Objectives of Cooking , Method of Cooking – Dry Heat & Moist Heat Method , Basic Cuts of vegetables, aromatics and flavorings.

**INTRODUCTION TO FOOD AND BEVERAGE SERVICE**

Introduction to food service Industry in India – Sectors of food service industry – Types of restaurants and their salient features – career opportunities in Food & Beverage industry – Different styles of food service – Ancillary sections. (9 Hrs)

**UNIT – IV**

**ORGANIZATION, DUTIES AND RESPONSIBILITIES OF F&B STAFF AND F&B EQUIPMENTS**

Organizational Hierarchy of food and beverage department – duties and responsibilities of staff members-Intra and Interdepartmental relationships-attributes required for food service staff- food service equipments and their uses.( furniture, linen, glass ware, tableware and miscellaneous equipments) (9 Hrs)

**UNIT- V**

**MENU KNOWLEDGE AND PLANNING**

Introduction- menu-origin-functions, aims and objectives of menu planning, types of menu- A la carte, Table d hote . Menus for Continental breakfast , English & American Breakfast , High tea, Afternoon Tea , french classical menu – menu planning- introduction- points to be considered when planning menus. (9 Hrs)

**TEXT BOOKS:**

1. PArvinder S Bali – Food Production Operations , Oxford University Press, 2011
2. Krishna Arora- Theory of Cookery, Frank Brothers, 2008
3. R. Singaravelavan, Food and Beverage service, First Edition, Oxford University Press, 2011.
4. Dennis Lillicrap and John Cousins, Food and Beverage service, Eighth edition, Book power (formerly ELST), 2010.

**FOOD SAFETY AND HYGIENE****OBJECTIVE:**

The student will be able to:

- Identify the causes of food-borne illnesses
- Handle foods in a safe manner with applying HACCP practices
- Take appropriate actions to create and maintain a safe and sanitary working environment

**UNIT – I**

**Food Safety:** -Definition, Importance of food safety in Hotel Industry, **Food Microbiology:** - Introduction, Food Borne Microorganism s: - types & its uses, Characteristics & benefits of Microorganism, growth of Bacteria, factors affecting growth of Bacteria, control of Microbial growth in foods. **Food contamination:** - Types of contaminants in food

(6 Hrs)

**UNIT – II**

**Food Borne Diseases:** - Introduction, Diseases and their classification, Mode of transmission of diseases: - Direct, Indirect and cross contamination, **Food borne illness:** - Food poisoning, intoxications, Food infections: - Bacterial & viral, Food Allergies, Control of food borne Illnesses Food preservation: - principles and method, Storage of food.

(6 Hrs)

**UNIT-III**

**Cleaning Procedures:** introduction, types of cleaning Equipment, three methods to wash, rise and sanitize food contact surfaces; **Disposal of waste:** - Solid wastes, collection, storage, method of Disposal

(5 Hrs)

**UNIT – IV**

**The Working Environment:** - The importance of a well-designed food preparation area. The design properties, which should be considered for walls, floors, ceilings and work surfaces giving a suitable example of a surface finish for each. The appropriate design properties required of equipment and utensils. The importance of proper maintenance of premises, equipment and utensil; the need for high standards of lighting and ventilation within the food working environment; the requirement of an employer to provide: (a) Hand washing facilities; (b) Toilet facilities; (c) Facilities for the storage of outdoor clothes.

(7 Hrs)

**UNIT- V**

**Personal Hygiene:** - Introduction, Necessity, Health of staff and personal appearance, sanitary practices, Habits, protective clothing, Importance of rest, exercise and recreation. **Food Quality:** Definition, quality attributes and its measurements. Quality and food standards: - Introduction, Hazards and its types, Seven principles of HACCP, HACCP Benefits & Uses of HACCP in catering

(6 Hrs)

**TEXT BOOKS:**

1. Sunetra Roday, Food Hygiene and Sanitation with case studies second Edition, Tata McGraw hill Education Private Limited, New Delhi.
2. Sunetra Roday, Food Science and Nutrition First Edition(2007), Oxford university press

**CULINARY ARTS PRACTICAL**

**OBJECTIVE:**

Developing at an early stage Skill and interest in Basic Culinary Arts

**CONTENT:**

Demonstration on Handling Knife, Identification of equipment and using techniques

Demonstration – Basic Cuts of Vegetable

- Preparation of vegetables
- Mis en place - Stocks & Sauces
- Stocks – White, Court Bouillon, Estouffade, Chicken Stock, Vegetable stock, Chinese Stock.
- Sauces –Basic Mother sauces – Béchamel, Espagnole, Hollandaise, Veloute, Tomato, Mayonnaise, - Any Two Derivative sauce preparation
- Compound butter, and other miscellaneous sauces.
- Preparation of Fish – Cuts of Fish
- Mis en place and Preparation of Continental Dishes
  - o The Menu may consists of 5 – 6 courses from Classical menu
  - o Application of Basic Cuts & sauces may be included in compiling menus
  - o Some menu may consists only of Snacks / or a high tea Menu
  - o Menus may be collected from star Hotels
  - o Rechauffe dishes may be involved in the menu

**TEXT BOOKS:**

1. Thangam E Philip, Modern Cookery, Volume I and volume II, Fifth Edition, Orient Blackswan Private Limited, 2003.
2. David Foskett , John Campbell , Victor Ceserani, PRACTICAL COOKERY, 11<sup>th</sup> Edition, Hodder Education, 2008

**FOOD & BEVERAGE SERVICE PRACTICAL**

**OBJECTIVE:**

To understand and learn the Basic skills required for service

**CONTENT:**

1. Identification of food and beverage service equipment and their handling Procedures (cutlery, crockery, glass ware and miscellaneous equipment)
2. Types of napkin folding.
3. Laying and Relaying of Table cloths.
4. Mis-en- Place and Mis-en-scene activities in a restaurant.
5. Basic rules of Food and Beverage service and cover laying procedure.
6. Procedures for receiving of guests, taking order and placing of orders in kitchen and service of foods.
7. Methods of taking food orders and billing methods.
8. Procedure for service of different courses (soups, fish, main course, sweet, cheese, savory, dessert and beverages.
9. Types of menus – English breakfast – continental breakfast – American breakfast, hi tea and afternoon tea, brunch.
10. Menu planning – rules for compilation of menus, tabled' hote and ala carte menu.
11. Table manners and etiquettes.
12. Handling of different situations in dining area.

**TEXT BOOKS:**

1. R. Singaravelavan, Food and Beverage service, First Edition, Oxford University Press, 2011.
2. Dennis Lillicrap and John Cousins, Food and Beverage service, Eighth edition, Book power (formerly ELST), 2010.



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**14HMB05**

**SEMESTER: II**

**ROOM DIVISION MANAGEMENT**

**OBJECTIVE:**

- To learn about The Hotel industry, Front office operations in a star hotel
- To understand the various functions, organization of the housekeeping department

**UNIT – I**

**INTRODUCTION TO HOSPITALITY INDUSTRY AND ROOM DIVISION SECTIONS**

Hospitality Industry – Origin, History, Definition to hotel, Classification of Hotels, Types of guest rooms and Room Tariff. Front Office – Introduction, Function areas, Layout of Front Office, Front Office Personnel – Organization of Front Office Staff, Duties and Responsibilities, Qualities of Front Office Personnel; The Housekeeping Department – Introduction, Layout of a housekeeping department, Co-Ordination with other departments, Housekeeping in other institutions. House Keeping Personnel - Organizational Structure in star hotel, Duties and Responsibilities, Personal attributes of House Keeping staff (8Hrs)

**UNIT – II**

**GUEST SERVICES**

Reservation – Introduction, Types, Modes, Sources, Process and Reports; Registration – Introduction, Pre-registration, Records and registers, Check in procedure for various types of guests; Guest Departure procedure, Mode of Payment; Handling guest mail, Message handling, Keys and their control, Paging, Safe deposit locker, Guest room change, Left luggage handling, Wake-up call, handling guest complaints (9Hrs)

**UNIT-III**

**GUEST ACCOUNTING AND MANAGEMENT**

Front Office Accounting- Introduction, Accounts maintained in front desk, Vouchers, Checks, Folios, Ledger – Guest ledger, City ledger: Night Audit- Introduction, Duties and responsibilities of a Night Auditor; Performance evaluation – Introduction, Methods of measuring performance- Occupancy Ratios, ADR, ARG, Rev-Per, Percentages – Overstay, Under stay, No-Show, Cancellation; Yield management – Introduction, Objective, Benefits, Challenges (8Hrs)

**UNIT – IV**

**HOUSEKEEPING OPERATIONS AND SUPERVISION - I**

Housekeeping Operations – step by step Planning Process; Daily Routine and systems - Housekeeping Control Desk – Introduction; system to communicate with front office; Supervision in Housekeeping; **CLEANING EQUIPMENTS AND AGENTS** Cleaning Equipments – Introduction, types and Selection of cleaning equipments, Control of cleaning equipments, Cleaning Agents – Introduction, Classification – Brief explanation to various cleaning agents. Selection of cleaning agents: Control of cleaning agents: (10Hrs)

**UNIT- V**

**HOUSEKEEPING OPERATIONS AND SUPERVISION - II**

**SURFACES** - Different types - Metals, Glasses, Plastics, Ceramics, Wood, Stone, Leather, Rubber and their care and maintenance; **TEXTILES**– Types of linen and their maintenance –Introduction to Linen and Uniform Room, Linen exchange procedure; **LAUNDRY** – Introduction, Types, Layout, Equipments, Laundry process; **FLOWER ARRANGEMENT** – Introduction, styles, tools required, rules to be followed; **PEST CONTROL** –Housekeepers role in pest control, types of pesticides and chemicals; **SAFETY**

AND SECURITY – Occupational Hazard, First Aid, Fire Prevention, Lost and Found, Guest Theft, Employee theft, Bomb threats (10Hrs)

**TEXT BOOKS:**

1. G. Raghubalan, Smritee Raghubalan, Hotel Housekeeping Operations and Management, Second Edition (2009), Oxford University Press, New Delhi.
2. JatashankarR.Tewari, Hotel Front Office Operations and Management, First Edition (2009), Oxford University Press, New Delhi.



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**14HMB06**

**SEMESTER: II**

**COMPUTER FOR HOSPITALITY INDUSTRY**

**OBJECTIVE:**

To learn the fundamentals of computer

To understand the role and importance of information technology in hospitality industry

**UNIT – I**

**INTRODUCTION TO COMPUTERS**

What is a computer, Block Diagram, Components of a computer system, Generation of computers, Programming languages, Storage devices, floppy disks, CD ROM's; Introduction to DOS and Windows; Data, Data types, Advantages, Creating a database, Searching, Sorting, Indexing, overview of MS Access

**INTRODUCTION TO INTERNET**

Internet, Network, Network of Networks, WWW, Search Engines, e-mail, websites, Introduction to e-commerce (6 Hrs)

**UNIT – II**

**MS WORD, EXCEL AND PRESENTATIONS**

Introduction to MS WORD, Features of MS WORD, Editing Commands and Mail merge, Introduction to MS EXCEL, Features, Formula and functions, preparing sample worksheets, Different graphs, Introduction to POWER POINT, Features of POWERPOINT- Preparing a presentation preparing an Organization chart (7 Hrs)

**UNIT-III**

**HOTEL INFORMATION SYSTEM**

The HIS concept-Software Modules for Reservation, Guest Accounting, Room Management, Point of Sales, General Management

**COMPUTER BASED RESERVATION SYSTEM**

Global distribution system -Central reservation Systems(CRS) -Property Level Reservation Systems -Reservation inquiry, Determination of availability, Creation of reservation record, Maintenance of reservation records, Generation of Reports, New Developments of Reservation through the internet (7 Hrs)

**UNIT – IV**

**GUEST ACCOUNTING MODULE**

Types of Accounts -Posting entries to Accounts-Night audit routine-Account settlement -Generation of reports

**ROOMS MANAGEMENT APPLICATIONS**

Rooms Management Module -Room status, Room and rate Assignment, In House guest Information functions, Housekeeping functions, Generation of Reports (5 Hrs)

**UNIT- V**

**PROPERTY MANAGEMENT SYSTEM INTERFACES**

Point of sale Systems (POS)-Cash Accounting Systems (CAS) - CAS / PMS Advantages and concerns-Electronic Locking Systems-Guest Information Systems

**FOOD & BEVERAGE APPLICATIONS**

POS order - Entry units, Key Boards and Monitors, Touch Screen Terminals, Immediate Character Recognition (ICR) Terminal, Wireless Terminals, POSD Printers, Guest check Printers, Receipt Printers, Workstation Printers, Consolidated reports (5 Hrs)

**TEXT BOOKS:**

1. Michael L. Kasavana, John J. Cahill, Managing Technology in the Hospitality Industry, Edition 6- illustrated, American Hotel & Lodging Association, Education Institute, 2011
2. Sheikh Bilal, Computer Applications In Tourism And Hospitality Industry, LAP Lambert Academic Publishing, 2013

**14HMB07**

**SEMESTER: II**

**ACCOMMODATION OPERATION PRACTICAL**

**OBJECTIVE:**

To learn and practice the cleaning process with different surfaces in an hotel and to understand the aspects of flower arrangements

**CONTENT:**

1. Identification of cleaning tools and agents
2. Basic Cleaning—Dusting, Sweeping, Mopping, Scrubbing, Polishing, Vacuuming
3. Types of Cleaning—Spot Cleaning, Organizing cleaning, Work individually, working in Teams, Working in groups
4. Cleaning of Various Surfaces—Metal, Brass, EPNS, Stainless Steel, Chrome, Ceramic, Earthenware, Porcelain, Glass, Plastic, Laminates, Wood Furniture and fixtures, Floor cement, Mosaic, Carpet
5. Guestroom Cleaning—Bed Making (Morning and Evening Service), Room Cleaning, Room Inspection, preparing checklist / job orders
6. Public area cleaning
7. Flower arrangement
8. Room inspection procedures
9. Preparing Duty Rota for housekeeping department

**TEXT BOOKS:**

1. G. Raghubalan, Smritee Raghubalan, Hotel Housekeeping Operations and Management, Second Edition (2009), Oxford University Press, New Delhi.
2. S.K.Kaushal, S.N.Gautam, Accommodation Operations Management, Reprinted (2009), Frank Bros and Co (Publishers) Ltd, New Delhi.
3. Sudhir Andrews, Hotel Housekeeping – A Training Manual, Second Print (2010), Tata McGraw-Hill, New Delhi.



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**14HMB08**

**SEMESTER: II**

**FRONT OFFICE OPERATION PRACTICAL**

**OBJECTIVE:**

To impart knowledge on various basic skills required in Front Office

**CONTENT:**

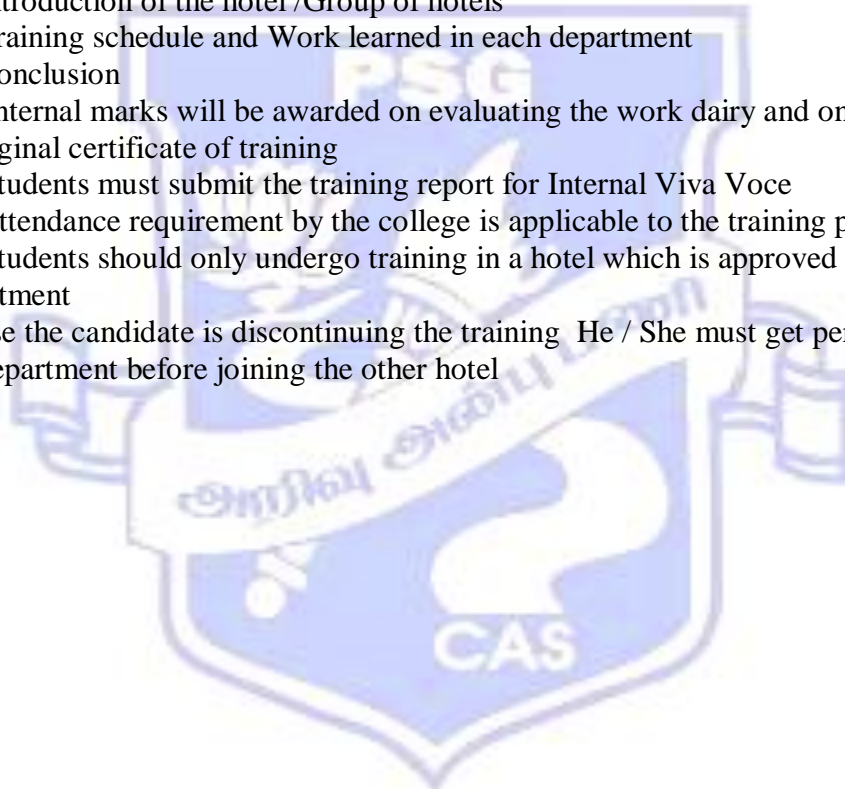
1. Identification of front Office equipment and Layout of the front office department
2. Basic manners and grooming standards required for front office operation
3. Role-plays of lobby manager, Guest relation executive, concierge, Bell captain and Bell boys- real life situations to be enacted
4. Preparation and Study of countries: - capitals, currencies, Airlines, and Flag chart and Conversion of currencies
5. Telecommunication Skills – operating the telephone, Telephone Procedures, Taking down message in message slip, Telephonic Situation handling
6. How to handle inquiries, suggestive selling and how to convert inquires to valid reservations
7. Role of accepting reservations, Walking guest and complaint handling for bumped reservations.
8. Preparing and filling up of forms: Registration card, reservation forms, density charts, Conventional chart, guest bills etc. Guest Keys Handling in Front Office
9. Bell service: - Role play of Lobby Manager, Guest Relation Executive, Concierge, Bell captain and Bell boys, Paging, Handling Luggage Procedure – Real life situations to be enacted
10. Role-play for different check-ins as – walk in. FIT, FFIT, Corporate, VIP, CIP and Groups
11. Calculating of occupancy percentages
12. Safety deposit facilities
13. Lost and found procedures
14. Computer in front Office: Computer Reservation System, Handling Software, PMS report
15. Situation handling
16. Role play on guest complaint handling, critical and dangerous situation handling

**TEXT BOOKS:**

1. JatashankarR.Tewari, Hotel Front Office Operations and Management, First Edition (2009), Oxford University Press, New Delhi.
2. S K Bhatnagar, Front Office Management, Second Edition (2005), Frank Bros. 7 Co. (Publishers) Ltd, New Delhi.

*INTERNSHIP TRAINING*

- 1) The student must maintain a work dairy signed by the training in charge and should submit the same for the VIVA-VOCE
- 2) A report of the training in the following format should be submitted along with work dairy
  - Details of the candidate
  - Certificate to be signed by the Head of the department, internal & external examiners
  - Contents
  - Acknowledgement
  - Name& address of the hotel
  - Introduction of the hotel /Group of hotels
  - Training schedule and Work learned in each department
  - Conclusion
- 3) The internal marks will be awarded on evaluating the work dairy and on submission of original certificate of training
- 4) The students must submit the training report for Internal Viva Voce
- 5) The attendance requirement by the college is applicable to the training programme
- 6) The students should only undergo training in a hotel which is approved by the department
- 7) In case the candidate is discontinuing the training He / She must get permission from the department before joining the other hotel



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**FUNDAMENTALS OF INDIAN CUISINE****OBJECTIVE:**

To introduce the students to the basics of Indian cuisine

To lay a strong foundation in understanding the regional cuisines of India and its characteristics

**Unit I**

History of Indian cuisine, The Indian Kitchen – Equipments used – small, large and specialty equipments. Essential Ingredients – Spice, condiments and herbs used. Basic Masala and gravies used in Indian Cuisine. Spice mixtures, Masala and basic gravy recipe.

(6Hrs)

**Unit II**

Cuisines of Kashmir, Punjab, Gujrath, Rajasthan and Bengal: - Basic ingredients used, spice mixtures, cooking techniques, eating habits and characteristics. Popular dishes and recipes from each cuisine

(12 hrs)

**Unit III**

Cuisines of Andhra Pradesh, Karnataka, Kerala and Tamilnadu: - Basic ingredients used, spice mixtures, cooking techniques, eating habits and characteristics . Popular dishes and recipes from each cuisine

(12hrs)

**Unit IV**

Cuisines of Chettinadu, Udipi, Awadhi, Goan, Hyderabadi, and Mughlai: - Basic ingredients used, spice mixtures, cooking techniques, eating habits and characteristics. Popular dishes and recipes from each cuisine

(12hrs)

**Unit V**

Compiling an Indian Menu, Popular Indian desserts – recipes. Indian Breads – Introduction, types and recipes. Rice preparations in Indian cuisine. Indian Beverages. Vegetarianism in India

(5 hrs )

**TEXT BOOKS:**

1. Parvinder s Bali – Food Production operations, Oxford University press 2011
2. Madhur Jaffery – A taste of India John willey & Sons – 1998
3. Charmaine O braine – Penguin food guide to India –Penguin India – 2013

**RESTAURANT OPERATIONS MANAGEMENT****OBJECTIVE:**

To learn the fundamentals and impart knowledge on the Principles of Restaurant Operations.

**Unit –I**

Introduction to Food service Industry in India – History of Restaurant and Commercial food service. Franchising and Fast food restaurants-Future of food service Industry-Industry Trends. Types of restaurants and their characteristics. (9HRS)

**Unit-II**

Setting up of a Restaurant business-Criteria-Market feasibility, Market analysis, Environmental scanning, site analysis, social barriers, Analysis of competition, Facility concept determination. Restaurant layout and design- Factors- Planning the layout-Receiving –Storage-Issuing - Production areas. Model of a restaurant floor plan- Points to be considered for a plan and layout of restaurant. Environmental factors influencing the food service operations. (9Hrs)

**Unit-III**

Restaurant Development- Restaurant operational styles- Independent Ownership, Chains, Franchise- Restaurant styles- Quick service, Family style, Full service, Concept dining. Overview of restaurant chains-Sandwich chains, Dinner houses, Major contractors, Pizza chains, Family chains, Chicken chains, Hotels, Grill and Buffet chains. (9Hrs)

**Unit-IV**

Restaurant and Equipments - Furniture-Selection factors-Tables and seating-Chairs, Sideboards Crockery- Types, selection factors-Glass ware-Types and uses-Table ware-Flatware, Cutlery and Hollowware-Miscellaneous equipments and their uses-Criteria for purchase of food service equipments. (9 Hrs)

**Unit-V**

Preparing the restaurant- Mise-en-place and Mise-en-scene organization- Morning duties, Evening duties, cleaning, sweeping, vacuuming, dusting, chair cleaning- Changing linen and commodities. Pricing and designing of Menu- Importance of menu-Menu content- Pricing methods-Menu design, Menu engineering and menu descriptions. (9 Hrs)

**TEXT BOOKS:**

1. R K Malhotra- Food service and Catering Management, Anmol publications pvt. Ltd.
2. Singaravelavan- Food and Beverage service, Oxford.
3. John fuller- Modern restaurant service, Stanley Thomas publishers pvt. Ltd,
4. Robert Christie Mill- Restaurant Management (Customer operations and Employees)-Pearson-3<sup>rd</sup> edition.

**FOOD SCIENCE AND NUTRITION****OBJECTIVE:**

To inculcate the fundamentals of various aspects of food science and food nutrition.

**Unit – I**

Food Science - Introduction, Definition, Functions of food – Basic concepts. The basic nutrients – composition and functions – food guide pyramid - balanced diet– basic food groups – recommended dietary allowances (4 Hrs)

**Unit – II**

Disinfectants & Sterilization – Definition of disinfectant, sanitation, antiseptic and germicide, common disinfectants. Use in case of working surfaces, kitchen equipments dishwashing, hand washing etc. Sterilization of kitchen and service equipment, sanitizing of catering equipments.

(5 Hrs)

**UNIT - III**

Food Adulteration – types of adulterants – food laws - Food standardization and regulation agencies in India. Common Food contaminants & adulterants and their prevention, (4 Hrs)

**UNIT -IV**

Functional Food Group – Nutritive value of foods - cereals, pulses, vegetables and fruits, milk and its products, meats, poultry, fish, eggs, condiment and spices, sugar and jaggery, alcoholic beverages. Function & sources, Deficiency effects.

(5 Hrs)

**UNIT-V**

Food Preservation – introduction – Principles of preservation – methods of preservation - low temperature - refrigeration and freezing, cool and dry storage. Canning, food irradiation Food Additives – Types of additives: preservatives, antioxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers.

(6 Hrs)

**TEXT BOOKS:**

3. Shafia Jan, Elements of Food Science 1<sup>st</sup> Edition(2013), New India Publishing Agency, New Delhi.
4. Sunetra Roday, Food Science and Nutrition First Edition(2007), Oxford university press
5. Onila Slains, Essence of Nutrition,1<sup>st</sup> Edition(2005), Jaypee Brothers medical publishers(p) Ltd, New Delhi.
6. B. Srilakhmi, Food Science Fifth Edition 2010, New Age International Publishers, New Delhi.

**INDIAN CULINARY ART PRACTICAL****OBJECTIVE:**

To acquire Practical Knowledge on cookery skills with respect to Indian Cuisine

**CONTENT:**

Identification of equipment and using techniques to Indian Cuisine

- Revision of Kitchen fundamentals
- Mis en place and Preparation of Indian Dishes
  - Dishes for the menu should be from Indian cuisine
  - Regional specialty dishes from Indian cuisine may be involved
  - The Menu may consists of 5 – 6 courses
  - Application of popular dishes may be included in compiling menus
  - The Menu may consists of Starter/ soup/ Rice/Roti/Egg, Meat Dish (Chicken , fish, Mutton Beef, Pork.) , Accompaniments, Vegetable Preparation – Potato preparation , / Sweets – Hot and Cold
  - Some menu may consists only of Snacks / Savories/Sweets only
  - Menus may be collected from star Hotels
  - Basket cooking may be involved in the menu
  - Themed Menus and festival menus may be included in the menu.

**TEXT BOOKS;**

1. Thangam E Philip – Modern Cookery Voleme I & II , Fifth edition Orient Black swan pvt ltd 2009
2. Pat Chapman- The ultimate book on Indian Cuisine – New Holland Publishers 2009

**RESTAURANT SERVICE PRACTICAL****OBJECTIVE:**

To gain knowledge on Practical skills required for Restaurant service.

**CONTENTS.**

1. Practice of Basic technical skills-Holding a service spoon and fork, Carrying plates, using a service salver, Using a service plate, Carrying glasses and Carrying trays.
2. Basic procedure and order of service for a Meal (Table service).
3. Layup of a sideboard and its functions.
4. Preparing the Restaurant-Before and after the service.
5. Mise -en-Place and Mise -en-Scene activities.
6. Basic rules for laying a table and points to be observed while waiting at the table.
7. Compilation of Menus -3 course & 5-course menu in French with cover and accompaniments.
8. Service procedures for various courses in French Classical Menu-
9. (Horsdoeuvre, Soups, Fish, Main course, Sweet, Cheese, Savoury and Dessert).
10. Service of Non-Alcoholic beverages- Water, Fresh juices, Coffee, Tea, Milk based drinks and aerated drinks.
11. Setting up of a tray for Continental Breakfast.
12. Presentation and settling of bills.

**TEXT BOOKS**

1. R.Singaravelavan- Food and Beverage service,First edition, Oxford university press 2011.
2. Dennis Lillicrap and John cousins, Food and Beverage service, Eighth edition, Book Power (Formerly ELST ), 2010.

**ROOM DIVISION PRACTICAL****OBJECTIVE:-**

To learn about the reservation and registrations procedures in Front Office. To understand the operations of Housekeeping department.

- 1) Preparation of guest folio. Filling up, accounting and totaling guest folios - semi automated and automated
- 2) Calculating of occupancy percentage
- 3) Making of plan grid and discount grid
- 4) Preparing and filling up of forms and formats.
- 5) Preparation of transcript and night auditors sales report.
- 6) Computer application of cashiering, night audit and front office accounting - in detail.
- 7) Yield management calculations. Preparing statistical data based on actual calculations
- 8) Stain removal
- 9) Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing. Use of cloths and their types, abrasives, polishes, chemical agents and commercially available products.
- 10) Room Attendant Trolley
- 11) Bed Making Turn down service
- 12) Cleaning of guest rooms - departure, occupied, vacant
- 13) Cleaning of public areas, Inspection of guest rooms & public areas with the help of checklist.

**TEXT BOOKS:**

3. JatashankarR.Tewari, Hotel Front Office Operations and Management, First Edition (2009), Oxford University Press, New Delhi.
4. S K Bhatnagar, Front Office Management, Second Edition (2005), Frank Bros. 7 Co. (Publishers) Ltd, New Delhi.
5. G. Raghubalan, SmriteeRaghubalan, Hotel Housekeeping Operations and Management, Second Edition (2009), Oxford University Press, New Delhi.
6. S.K.Kaushal, S.N.Gautam, Accommodation Operations Management, Reprinted (2009), Frank Bros and Co (Publishers) Ltd, New Delhi.

**PRINCIPLES OF ORIENTAL CUISINE****OBJECTIVE:**

To introduce the students to the cuisine of south East Asia, the food and its characteristics

**Unit I**

Introduction to Chinese cuisine:

Culinary history of china, Staple foods in Chinese cuisine – Rice, Noodles, Meat, Vegetables Spices and herbs. Cooking techniques, equipments, recent trends in Chinese cuisine. (08 hrs)

**Unit II**

Chinese Cuisine

Popular Chinese regional Cuisine – Cantonese, Sichuan, Shandong, Hunan, Fujian – essential ingredients, salient features and popular dishes with recipe (08 hrs)

**Unit III**

Japanese Cuisine

Overview of Japanese Cuisine: - Basic ingredients used, spice mixtures, cooking techniques, dining etiquettes and salient features of Japanese cuisine. (12 hrs)

**Unit IV**

Thai cuisine

Overview of Thai cuisine, fundamental ingredients, cooking techniques, Eating habits, popular Thai dishes, Thai foods around the world. (10 hrs)

**Unit V**

Other East Asian cuisine

A brief study on the Cuisines of Korea and Indonesia:- Basic ingredients used, cooking techniques, eating habits and characteristics . (12 hrs)

**TEXT BOOKS;**

1. Brennan Jeniffer – The Cuisines of Asia – St Martins griffin - 1989
2. Corinne trang – essential of Asian cuisine-Simon and Schuster 2003
3. David Thompson – Thai Food , Annova Pavilion 2002
4. Michael J pettid – Korean Cuisine –Reaktion Books 2008

**BANQUET OPERATIONS****OBJECTIVE:**

To inculcate knowledge about function catering, its organization and administration

**Unit I**

Banquets: Introduction to banquets; Types of functions – Formal, Informal, Social, Public, Conferences; Buffet: Description; Types of establishment; Different Types of Buffet – Sit down buffet, Stand-up or Fork Buffet, Finger Buffet; Buffet setting – Display, Edible Centerpieces, melon pieces, decorated food Presentations, Service.

**(9 Hrs)**

**Unit II**

Banquet Staff: Organizational hierarchy of banquet department; banquet staff – The sales administration manager, Banquet manager, Secretary, Banquet head waiter, dispense barman, banquet head wine waiter, permanent waiting staff, casual staff, Porters, banquet wine waiter and their duties and responsibilities; Staff requirement calculation. Function Equipments: Introduction; Banquet Tables and Chairs, Raisers, Podium, Lectern, Dance Floors, Food Service Equipment, Canopy, Pipe and Drape, Audio Visual Equipment, Slip projector, Screens.

**(9 Hrs)**

**Unit III**

Function Menu: Menu Planning – Balanced, Harmonious, Visual Appeal, Suitability for a particular occasion, Caterer's Angle; Factors to be considered while compiling banquet menu, Specimen menu; Preparing Wine List; Service Methods – Brief Introduction to styles of Food service; Determination of service method; Service during the formal function, Informal functions, Buffet style functions.

**(10 Hrs)**

**Unit IV**

Function Administration: Table plans, Spacing, Table Set-Ups: Round table Arrangements, Crescent Rounds, Classroom Style, Conference or Boardroom style, Theatre or Auditorium Style, U-Shape, Herring Bone, Star, Hollow Square, Top table with Sprigs, top table with Round tables.

**(10 Hrs)**

**Unit V**

Function Organization: Booking of functions, Function Prospectus or function contract sheet, Organization of Function – On the day of event, During the Service, after the service; Seating Plan; Briefing; Procedure for Toast at Formal Function; Service Procedure at Formal Function; Procedure for toast at Formal Function; Service Procedure at informal function.

**(12 Hrs)**

**TEXT BOOKS:**

1. R. Singaravelavan, Food and Beverage Service, First Edition (2011), Oxford University Press, New Delhi.
2. D. R. Lillicrap, Jhon a. Cousins, Robert Smit, Food and Beverage Service, Reprint (1998), Hodder & Stoughton, London.
3. Vijay Dhawan, Food and Beverage Service, Second Edition reprinted (2010), Frank Bros & Co (Publishers) Ltd, New Delhi.

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**SEMESTER-IV**

**SALES & MARKETING**

**OBJECTIVE;**

To acquire knowledge on markets and different marketing and sales strategies with respect to hospitality industry.

**Unit I**

Marketing – Definition – Nature and Scope of Marketing – Importance of Marketing - Core concepts of marketing – Trends in Hospitality marketing. (4 Hrs)

**Unit II**

Marketing Environment. - Market Segmentation – Target Marketing – Market Positioning - Relationship Marketing - Niche Marketing. (4 Hrs)

**Unit III**

Market Research – Definition – Marketing Mix - Marketing Vs Selling - Major differences - Consumer market and consumer behaviour. (5 Hrs)

**Unit IV**

Sales – Introduction – Nature of Hospitality sales and marketing – importance of sales - Personal selling - Telephone sales - Internal marketing - Yield management. (5 Hrs)

**Unit V**

Advertising – Introduction – Needs of advertising – types of advertising - Public relations – functions of public relations - Publicity. Channels of distribution – Nature and functions. (5 Hrs)

**TEXT BOOKS;**

Marketing Management – Philip Kotler

Marketing for Hospitality and Tourism – Kotler, Bowen and Makens.

Hospitality sales and marketing – Robert Louis and chambers.



**CORE ELECTIVE I - INTERIOR DESIGNING****OBJECTIVE;**

To impart to the students on the concepts of interior designing and decoration and its essentials in the hospitality industry.

**Unit I**

Introduction; Objectives of interior design, Basic types of design. Elements of design: - Line, form, texture, color, pattern, space

**(6 Hrs)****Unit II**

Principles of design: - Proportion, Balance, Emphasis, Rhythm, Harmony. Units of design, Designing for the physically challenged.

**(7 Hrs)****Unit III**

Planning Trends in Hotels, Entrances, Lobby, Guest room, bath rooms, Residential circulations, conference rooms and banquet halls, leisure facilities.

**(6 Hrs)****Unit IV**

Color : - Introduction , Dimensions of color, Prangs color system, Color schemes and harmonies , Planning colour schemes, Lighting:- Importance , Types of lighting, Methods and lighting plans

**(7 Hrs)****Unit V**

Floor Covering and finishes – Selection, types, Characteristics and cleaning. Carpets – Composition, Types and characteristics, Selection and construction, Care and maintenance. Ceilings and wall coverings – Types, maintenance and characteristics.

**(8 Hrs)****TEXT BOOKS;**

1. M Pratap Rao – Interior Design Principles and Practices , Oscar publications 2013
2. P.Parimalam - A text book of Interior designing, SSPH , 2008
3. G Raghubalan – Hotel Housekeeping – Oxford university press 2009

**CORE ELECTIVE I - FLOWER ARRANGEMENT****OBJECTIVE;**

To understand and learn the basic skills of flower arrangements and its uses in hospitality industry.

**Unit I**

Introduction; Flower arrangement in hotels; Flowers Used for flower arrangement; Buying Cut Flowers; Care and conditioning of flowers – Preparation, after care. (4 Hrs)

**Unit II**

Flower Arrangement basics: Basic Ingredients – Mechanics, Equipments, Containers. Miscellaneous objects; Bases, Support, Plant materials; Line material; Dominant / focal / point material; Filler / Secondary materials; Accessories. (6 Hrs)

**Unit III**

Designing Flower arrangement: Introduction; Styles of flower arrangement; based on the angle –based on the space present in the arrangement – Mass style. Miscellaneous styles – Parallel style, Landscape style; Based on the plant material used, Based on the effect, Modern or abstract or free style arrangement (8 Hrs)

**Unit IV**

Flower arrangement: - Proportion, Background, Texture, Balance, Rhythm. Color, emphasis and General Guidelines for Flower arrangement. Placing flower arrangement. Japanese / Oriental flower arrangement (6 Hrs)

**Unit V**

Horticulture – Introduction, Essential components of Horticulture, flower beds, shrubbery and trees. Landscaping – Landscape design, Indoor plants- professional maintenance of indoor plants, Bonsai in Hotel properties, elements care and style (8 Hrs)

**TEXT BOOKS;**

1. The Complete Flower Arranger by A. A. Ascher. Simon & Schuster (Fireside Books), New York. 1974
2. Japanese Flower Arrangement for American Homes by Mary B. Kittel. Crown Publishers, Inc., New York. 1960
3. G Raghubalan – Hotel Housekeeping – Oxford university press 2009

**ORIENTAL CUISINE PRACTICAL****OBJECTIVE;**

To acquire Practical knowledge on cookery skills with respect to Oriental Cuisine

**CONTENT:**

Identification of equipment and using techniques – reference to Thai, Chinese and Japanese Cuisine.

Demonstration – Basic cuts of Vegetables

- Preparation of vegetables
- Mis en place – Chinese and Japanese stocks & sauces
- Sauces & Paste:- Chili sauce, five spice powder, chili vinegar, fish sauce, Curry paste: yellow, red, green
- Mis en place and preparation of Oriental Dishes
  - The menu may consists of 5 – 6 courses from a specific cuisine.
  - Application of popular dishes may be included in compiling menus
  - The menu will consists of starter/soups, Fish/Rice and Noodles dishes/ main course(chicken, fish, mutton, Beef, Pork), Accompaniments, vegetable preparation, Salads, sweets- hot & Cold
  - Some menu may consist only of snacks/savories or a high tea menu.
  - Menu may collected from star Hotels
  - Basket cookery

**TEXT BOOKS:**

1. Parvinder S Bali – International cuisine and Food Production Management, OUP 2011
2. Newman Bosse Watanna - Chinese and Japanese Cook book (PaperBack), Apple wood Book publisher
3. Kris Dhillon - Thai Cookery Secrets: How to cook delicious curries and pad thai (English)(Paperback), Little Brown Book group

**BANQUET AND FUNCTIONAL CATERING PRACTICAL**

**OBJECTIVE:**

To inculcate skill about function catering, its organization and administration

**CONTENT:**

1. Introduction to banquets and function catering.
2. Different types of functions and its menu.
3. Taking booking for different functions.
4. Preparing function prospectus and how to circulate it.
5. Handling Banquet Equipments and preparing mise-en-place.
6. Setting up of different buffets with different frilling techniques.
7. Calculating seating plan and setting up of different seating plans.
8. Providing necessary function equipments to guest.
9. Setting up of banquet bar.
10. Preparing & presenting bill and Handling situations.

**TEXT BOOKS:**

1. R. Singaravelavan, Food and Beverage Service, First Edition (2011), Oxford University Press, New Delhi.
2. D. R. Lillicrap, Jhon a. Cousins, Robert Smit, Food and Beverage Service, Reprint (1998), Hodder & Stoughton, London.
3. Vijay Dhawan, Food and Beverage Service, Second Edition reprinted (2010), Frank Bros & Co (Publishers) Ltd, New Delhi.



**FOOD CARVING PRACTICAL****OBJECTIVE;**

To impart the practical skill on the art of carving.

**CONTENT**

1. Introduction to Carving.
2. Identification of Carving tools.
3. Hands on practice on Vegetable carving using;
  - Spring onions,
  - red radish,
  - tomatoes,
  - Baby carrots.
  - Pumpkin
  - And other Vegetables.
4. Hands on practice on Fruit carving using;
  - Water melon,
  - Apple
  - Cantaloupe,
  - Pineapple
  - And other seasonal fruits.
5. Hands on practice on Ice carving & Styrofoam carving -Tempering Ice for Sculpting,
6. Dough modeling and Butter carving.

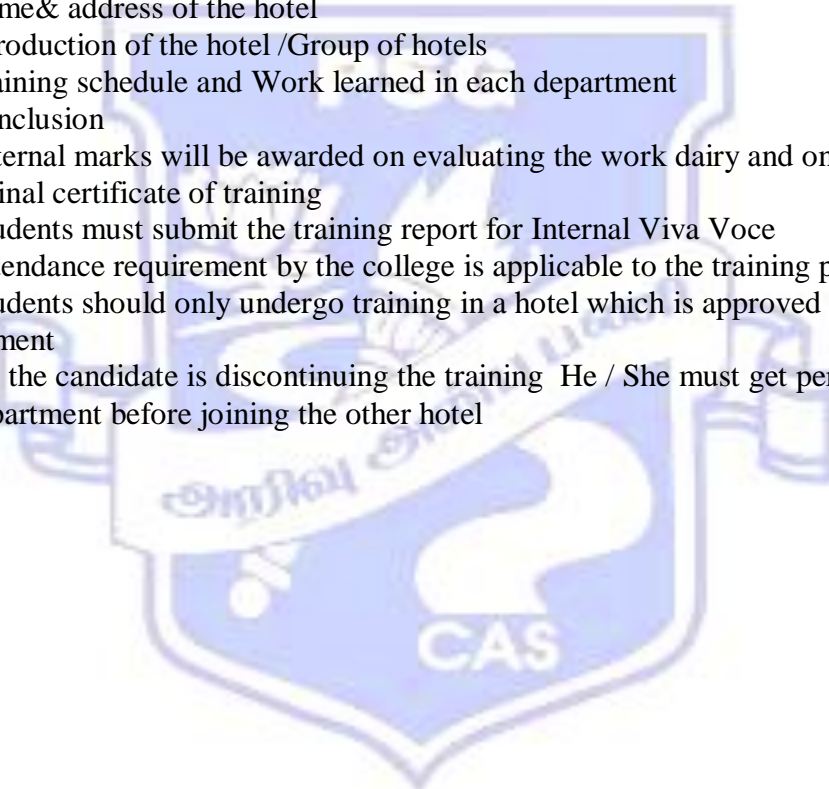
**TEXT BOOK**

1. Jude Budgen, The Book of Garnishes, HP books published by the Berkley publishing group and penguin, 1986
2. Wayne Gisslen, Professional Cooking, John Wiley and sons 2007 edition
3. Francis Talyn Lynch, garnishing A feast for your eyes, HP books published by the Berkley publishing group and penguin, 1987

Since - 1947

**INDUSTRIAL EXPOSURE TRAINING REPORT VIVA-VOCE**

- 1) The student must maintain a work dairy signed by the training in charge and should submit the same for the VIVA-VOCE
- 2) A report of the training in the following format should be submitted along with work dairy
  - Details of the candidate
  - Certificate to be signed by the Head of the department, internal & external examiners
  - Contents
  - Acknowledgement
  - Name& address of the hotel
  - Introduction of the hotel /Group of hotels
  - Training schedule and Work learned in each department
  - Conclusion
- 3) The internal marks will be awarded on evaluating the work dairy and on submission of original certificate of training
- 4) The students must submit the training report for Internal Viva Voce
- 5) The attendance requirement by the college is applicable to the training programme
- 6) The students should only undergo training in a hotel which is approved by the department
- 7) In case the candidate is discontinuing the training He / She must get permission from the department before joining the other hotel



Since - 1947

**FACILITIES MANAGEMENT****OBJECTIVE:**

To educate & familiarize the students about the managerial activities of facilities management in the Hospitality Industry.

**UNIT – I**

**Kitchen design** - Basis of physical layout, Role of Chef in kitchen planning, Key steps for designing a kitchen, Commercial kitchen configuration, developing kitchen plans. **Management of resources** – money –space – material – equipment – staff – time & energy.  
(10 Hrs)

**UNIT – II**

**Supervisory functions in Food & Beverage operations** – Briefing – allocation of tables – checking Mise-en-place and Mise – en-scene – handling tips – stock taking – requisitions – sales analysis – handling complaints – Training. **Quality in Food** – quantitative aspects of quality- sensor quality – nutritive quality. (9 Hrs)

**UNIT – III**

**Costing** – cost analysis – food cost – labour cost – overhead cost – calculations & cost statements – calculation of breakeven point – costing of dishes, meals & events. **Pricing** – methods of pricing – factors affecting pricing – making pricing decisions.  
(9 Hrs)

**UNIT – IV**

**Front office Operations - Tariff structure** – tariff meaning – basics of charging – tariff fixation – room tariff card. **Guest accounting process** – introduction – types of financial transaction – preparing of documents – checking & establishing accuracy – settlement of account – guest accounting problems – credit security measures.  
(10 Hrs)

**UNIT –V**

**Housekeeping Operations - Budgeting** – types of budget – Housekeeping expenses – Budget planning process – controlling expenses. **Inventory control & stock taking** – stock taking – establishing par stock level. **Scheduling** – parameters to consider – legal aspects of scheduling – work schedule – planning duty Rota.  
(10 Hrs)

**TEXT BOOKS:**

1. Mohini sethi & Surjeet Malhan, Catering Management, 2<sup>nd</sup> Edition, New Age International (P) Limited publishers, 1997
2. Singaravelavan, Food and Beverage Service, 1<sup>st</sup> Edition, Oxford University Press, 2011.
3. S.K. Bhatnagar, Front office Management, 1<sup>st</sup> Edition, Frank Bros & Co. (P) Ltd.
4. G. Raghubalan, Hotel Housekeeping operations & management, 2<sup>nd</sup> Edition, Oxford University Press, 2009.
5. Tarun Bansal, Hotel Facility Planning, 1<sup>st</sup> Edition, Oxford University Press, 2010.

**FOOD & BEVERAGE MANAGEMENT****OBJECTIVES:**

To acquire professional knowledge on the complexity, size and scope of food and beverage operations, Purchase and storage scheduling for any food and beverage item and the objectives of food and beverage cost control

**UNIT – I****Introduction to Food and Beverage Management**

Introduction; Size and scope of food and beverage operations – Number of businesses, Turnover, Employment; Classification of food and beverage operations – commercial, subsidized (or) welfare; Cost and market orientation; Manager's work in hospitality industry; Responsibility and job specification of food and beverage manager; Constraints on food and beverage management. (11 Hrs)

**UNIT – II***Contract, Travel and Public Sector Catering*

Introduction; Contract Catering –Industrial catering, Event management, Sport venue Catering, Leisure venue catering; Travel Catering – Airlines, Cruise Ships / Ferry boats, Trains, Roads / motor side, Vending machines; Public sector – Schools, Universities and colleges, Hospitals, The services, Prisons. (10 Hrs)

**UNIT III****Food and Beverage Operations**

Introduction; Purchasing – Functions and responsibilities, Procedure and selection of supplier, Price and quality performance; Purchasing of food – by contract (or) tender, by cash and carry, by paid reserve, by total supply; Purchase specification of food; Purchase of beverages – by wine shippers, by wholesalers, by cash and carry, by auctions; Purchase specifications for beverages; Receiving of food; Storing and issuing of food; Stock taking of food; Receiving of beverages; Storing and issuing of beverages. (13 Hrs)

**UNIT IV****Food and Beverage Control**

Introduction; Objective; Special problems; Fundamentals of control; Reality of Control; Setting the budget and break-even analysis; Basic concepts – Production planning, Standard yields, Standard recipes, Standard portion sizes; Methods of food control – Weekly/monthly food cost report, daily food cost report, detailed daily food cost report, Calculation of the potential food cost. Methods of Beverage Control - Inventory control cycle, bar cost system, par stock, potential sales value system, millimeter system, banqueting and function bar system, automated beverage dispensing system. (13 Hrs)

**UNIT- V****EPOS reporting**

Introduction, menu item preference, menu item profitability, sales by meal period, sales by server, category report, table waiting times; Food and beverage control checklists; Revenue control; Profit sensitivity analysis; Menu engineering; Systems of revenue control – Manual system, Automated system; Forecasting; Operating Ratios – Total F & B sales, Departmental profit, Ratio of food/beverage sales to total sales, Average spending power,

Sales mix, payroll costs, Index of productivity, Stock turnover, Sales per seat available, Rate of seat turnover, Sales per waiter / waitress, Sales per square meter. (13 Hrs)

**Text Books:**

1. Bernard Davis, Food and Beverage Management, Fourth Edition, Routledge, New York, 2011.
2. Sudhir Andrews, Textbook of Food and Beverage Management, 1st Edition, Mcgraw Hill Education 2010
3. Brain Verghese, Professional Food and Beverage Service Management, Macmillan India ltd, 1999.



Since - 1947

**FUNDAMENTALS OF TOURISM****OBJECTIVE**

- To inculcate desired knowledge in the basic concepts of tourism**
- To understand the growth and development aspects of tourism**

**UNIT-I****Tourism Concepts**

Introduction- Meaning and Definition- Typology of tourists-Basic components of tourism- Positive and Negative impacts of tourism-Factors influencing tourism products-Measurement of socio-cultural impacts-Old age and New age tourism-Perspective of tourism business. (10 Hrs)

**UNIT-II****Growth and Development of Tourism**

Introduction- Developments in the history of tourism-Tourism in India-Travel during earlier times- Medieval period- Modern era- Early modes of transportation- Renaissance and its effect on tourism- Industrial revolution and birth of mass tourism- Evolution of the accommodation sector – Modern tourism (10 Hrs)

**UNIT-III****Types of Tourism**

Purpose of tourism-Travel motivators-Leisure and Holiday tourism- Visiting friends and relatives-Cultural tourism- Adventure tourism- Sports tourism- Religious tourism- Business tourism- Health tourism- Alternative forms of tourism. (10 Hrs)

**UNIT-IV****Tourism Transport**

Introduction-Evolution and Development of transport- Importance of transport services-Essentials of transport- Different modes of transport- Air transport- Road transport-Rail transport and Water transport-Transport as an attraction. (8 Hrs)

**UNIT-V****Role of Tour Operators and Travel Agents**

Introduction- Evolution and significance of travel agency business-Travel agency business-skills and competencies-Setting up of a travel agency-Organizational structure of travel agency- source of income for a travel agency-The Tour operator-Types of tour operators- Package tours and types-Role of Information technology in travel agency business. (10 Hrs)

**TEXT BOOKS**

1. Sampad Kumar Swain & Jitendra Mohan Mishra- Tourism principles and practices-First edition 2012, Oxford university press 2012.
2. Sunetra Roday, Archana Biwal & Vandana Joshi- Tourism operations and management- First edition 2009, Oxford university press.
3. A.K. Bhatia- International tourism (Fundamentals and practices)-First edition 1991- Sterling publishers private limited-New Delhi.
4. Norma Polovitz Nickerson, Foundation of Tourism, 2<sup>nd</sup> edition, published by prentice hall 1996.

**PERSONALITY DEVELOPMENT****OBJECTIVE**

To understand the concept of personality, personality development and its significance; the students also get exposed to the skills required for employment in the hospitality Industry.

**Unit I**

**Introduction to Personality Development:** The concept personality, Dimensions, Elements of a Good Personality, and significance: importance of Soft Skills: Employment communication – Importance of communication, Importance of reading, listening skills  
(7 Hrs)

**Unit II**

**Introduction to Leadership,** leadership powers, leadership styles, leadership in administration. Introductions to interpersonal relations, analysis of different ego states, Transactions, strokes and life positions  
(7 Hrs)

**Unit III**

**Introduction to stress causes of stress,** Impact stress and managing stress. Importance of groups in organization, interaction in groups, Team building; How to build a good team; Introduction to conflict, causes of conflict and managing conflict  
(7 Hrs)

**Unit IV**

**Time Management** – time as a resource, Individual time management styles, and techniques for better time management; Motivation – Introduction, Types, motivating the subordinates, Analysis of motivation  
(7 Hrs)

**Unit V**

**Placement preparation:** Resume writing – group discussion – role play – body language, Interview skills, preparing for Interview- Mock interview, emotional Intelligence – Introduction, Organizational Cultural sensitivity.  
(8 Hrs)

**TEXT BOOKS:**

1. H R Wallace and Masters, - Personality Development, South Western Publication, 2001
2. Deena R. Levine M.A., Mara B, Adelman- Beyond Language: Cross Cultural Communication, 2003.

**ENTREPRENEURSHIP DEVELOPMENT****OBJECTIVE**

To enable the students to develop the achievement motivation and to develop entrepreneurial competency

**UNIT I**

**Entrepreneur** - meaning - importance - Qualities, nature types, traits, culture, Similarities and differences between entrepreneur and entrepreneur. **Entrepreneurship and economic development** - its importance - Role of entrepreneurship - entrepreneurial – environment (7 Hrs)

**UNIT II**

**Evolution of entrepreneurs** - entrepreneurial promotion: Training and developing motivation: **mobility of entrepreneurs** - factors - entrepreneurial change - occupational mobility - factors in mobility - Role of consultancy organizations in promoting entrepreneurs - Forms of business for - - entrepreneurs (7 Hrs)

**UNIT III Small Business:** Concept & Definition, Role of Small Business in the modern Indian Economy, Small entrepreneur in International business; Steps for starting a small industry, registration as SSI, Role of SIDBI; advantages and problems of SSIs; Institutional Support mechanism in India; Incentives & Facilities, Govt. Policies for SSIs (7 Hrs)

**UNIT IV**

**Setting MSME-** location of enterprise - steps in setting - Problems of entrepreneurs - Sickness in small industries - reasons and remedies - Incentives and subsidies - Evaluating entrepreneurial performance - Rural entrepreneurship - Women Entrepreneurship. (7 Hrs)

**UNIT V**

**Project finance:** Sources of finance – Institutional finance - Role of IFC, IDBI, ICICI, LIC, SFC, SIPCOT, and Commercial Bank - Appraisal of bank for loans. Institutional aids for entrepreneurship development - Role of DST, DICS, SIDCO, NSICS, IRCI, NIDC, SIDBI, SISI, SIPCOT, Entrepreneurial guidance bureau - Approaching Institutions for assistance. (8 Hrs)

**TEXT BOOKS:**

1. Vasanth Desai “Dynamics of Entrepreneurial Development and Management” Himalaya Publishing House.
2. N.P.Srinivasan & G.P. Gupta “Entrepreneurial Development” Sultanchand & Sons.
3. P.Saravanelu “Entrepreneurship Development” Eskapee publications.
4. S.S.Khanka “Entrepreneurial Development” S. Chand & Company Ltd.,

**ADVANCED CULINARY PRACTICAL****OBJECTIVE:**

To acquire Practical Knowledge on cookery skills with respect to Global Cuisine

**CONTENT:**

Identification of equipment and using techniques

- Reference to International cuisine
- Revision of previous fundamentals
- Mis en place and Preparation of international Dishes
- Students may prepare dishes from international cuisine
- Dishes from specialty cuisine such as Mexican, Lebanese, Greece, Turkish may be involved
- The Menu may consists of 2-3 courses from a specific cuisine
- Application of popular dishes may be included in compiling menus
- The Menu will consists of Hors d oeuvre,/Starter/ Potage , Poisson / Farinaceous dishes/Egg, Main Course ( Chicken , fish, Mutton Beef, Pork.) , Accompaniments, Vegetable Preparation – Potato preparation , Salads / Sweets – Hot and Cold
- Some menu may consists only of Snacks / Savories and sandwich or a high tea Menu
- Menus may be collected from star Hotels
- Basket cooking should be involved in the menu
- Preparation of International baked products/ Bakery products may be included in the menu.

**TEXT BOOKS:**

3. Wayne Gisslen – Professional Baking, John Wiley and Sons, Inc, Fifth edition 2009
4. Parvinder S Bali – International cuisine and food production Management, OUP 2011
5. M.J Leto, W.K.H. Bode, -The Larder Chef, Butterworth Heinemann 3<sup>rd</sup> Edition 1989

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**SEMESTER-V**

**BEVERAGE SERVICE PRACTICAL**

**OBJECTIVE:**

To acquire practical knowledge on Bar Operations, the art of Bar Tending and Mixology

**CONTENT:**

1. Introduction to bar and its types
2. Preparing bar designs and layouts, designing menu cards.
3. Identification of bar equipments and tools
4. Identification and familiarization of appropriate glassware for different beverages.
5. Opening and closing procedures of a bar.
6. Bartender grooming standards and etiquettes.
7. Procedures for receiving the guest, taking order.
8. Service of alcoholic beverages (Wine, Beer, Spirits, Aperitifs & Digestives)
9. Procedure for setting up of Bar Counter.
10. Recipes and service of cocktails.
11. Recipes and service of mocktails.
12. Types of garnishes and ingredients used in beverages.

**TEXT BOOKS:**

1. Jenny leblanc - The best craft cocktails and Bartending with flair - Alphascript Publishing, 2010
2. Frederic P. Miller, Agnes F. Vandome, McBrewster John- Flair Bartending - Alphascript Publishing, 2010
3. R.Singaravelavan - Food & Beverage Service, First Edition, Oxford University Press, 2011



**HUMAN RESOURCE MANAGEMENT****OBJECTIVE:**

To provide a comprehensive view of managing personnel, the essential concepts and the key role of human resource management in hospitality industry.

**UNIT-I**

**Introduction to Human Resource management;** Definition - Characteristics of HRM - Importance of HRM - Functions of HRM. Role and Status of Human Resource Manager. **Human Resource Development** – Difference Between HRM & HRD. (6 Hrs)

**UNIT-II**

**Human Resource Policy** – Objectives and Importance of HR Policy. **Human Resource Planning** – Introduction – Functions of HR Planning – Benefits of HR Planning. **Job design** – Job Analysis – Job Description – Job Specification. (6 Hrs)

**UNIT-III**

**Recruitment** – Definition – Objectives and Importance of Recruitment – Sources of Recruitment. **Selection** – Introduction. Selection Test – Types of Selection Test. **Interview** – Definition – Types of Interview. **Orientation & Induction** - Objectives. (8 Hrs)

**UNIT-IV**

**Staff Planning** – Job and Work Needs – Part Time Employees. **Performance Appraisal** – Objective - Benefits of Performance Appraisal; **Training** – Definition – Need for Training – Types of Training. **Wages and Salary Administration** – Objectives – Types of Wages – Fringe benefits – Types of Fringe Benefits (8 Hrs)

**UNIT-V**

**Employee Retention** – Importance – Equal Employment opportunity. **Conflict management;** Industrial Disputes – Causes – Types – Prevention of Industrial Disputes. **Collective Bargaining** – Definition – Types – Importance of Collective Bargaining. (8 Hrs)

**TEXT BOOK:**

1. Tapomoy Deb, Strategic Approach to Human Resource Management, 1<sup>st</sup> Edition, Atlantic Publishers & Distributors, 2006.
2. M. J. Boella, Human Resource Management in the Hospitality Industry, 5<sup>th</sup> Edition, Stanley Thornes, 1992.
3. John R. Walker- Introduction to Hospitality Management, Pearson Education (Singapore) Pte. Ltd, First Edition 2005
4. Clayton W. Barrows, Tom Powers, Dennis Reynolds- Introduction to Management in the Hospitality Industry, Wiley India Pvt. Ltd, Tenth Edition.

**HOSPITALITY MANAGEMENT****OBJECTIVE:**

To impart managerial skills in the Hospitality Industry with inputs on Communications & Intellectual Property Rights.

**UNIT – I****Management Principles & planning in the Hospitality Management**

Hospitality Management:- Meaning, Management:- Meaning, The managerial revolution  
Managers:- Levels, function, Managerial Skills, roles. Leadership:- Characteristics & types of leadership, Distinction between leadership & Management. Planning in Hospitality Management: - Meaning, purpose, types, strategic & Operational planning, Management by Objective. (7 Hrs)

**UNIT – II****Organizing & Controlling in Hospitality Management**

Organizing in Hospitality Management:- Nature & purpose, Defining organizational structure. Control in Hospitality Management: - Definition, importance, control process, Types & tools for control. (6 Hrs)

**UNIT –III****Communication & Decision making in Hospitality Management**

Communication: - Meaning, nature, scope & process of communication, Barriers to effective interpersonal communication & Overcoming Barriers, Organizational communication  
Decision Making:- Decision Making process, rationality, Bounded rationality & intuition  
Decision making, Types of decision, Decision Making condition & its styles. (8 Hrs)

**UNIT – IV****Intellectual property Rights**

Intellectual Property Rights: - introduction & the needs for IPR, Copyright:- Meaning, Distinction between related rights & copyrights, rights covered by copyrights. Trademark:- Meaning, Rights, kinds of sign used as Trademarks, types, functions, trademark protection, registration & duration. (8Hrs)

**UNIT – V****Customer Service in Hospitality Management**

Customer service:- Definition, importance, customer and its types, customer need, exceeding & influencing customer expectations, recovering from bad experience, customer service and the organization, customer service before, during and after a Sale, Customer service and Technology. (7 Hrs)

**TEXT BOOKS**

1. John R. Walker- Introduction to Hospitality Management, Pearson Education(Singapore) Pte. Ltd,First Edition 2005
2. Clayton W. Barrows, Tom Powers, Dennis Reynolds- Introduction to Management in the Hospitality Industry, Wiley India Pvt. Ltd, Tenth Edition.
3. Sudhir Andrews- Tourism & Hospitality Industry, Tata Mc Graw- Hill Education private Limited, Fifth edition 2012.
4. Neeraj Pandey, Khushdeep Dharni- Intellectual Property Rights, PHI Learning Pvt Ltd 2014
5. Ravi Shinde - Lectures on Intellectual Property Rights, Asia Law house Frist Edition 2011

**MENU MANAGEMENT PRACTICAL****OBJECTIVE:**

To provide the students an overall idea of designing and planning a restaurant and suitable menu, with revenue calculations.

**CONTENT:**

1. Restaurant design – design consideration, systematic layout planning
2. Menu – Purpose, tools needed, menu planning factors, menu organization, and number of items in a menu.
3. Writing a menu.
4. Construction of menu
5. Menu display
6. Menu for various meals and occasions.
7. Cost control in planning.
8. Menu pricing
9. Menu mechanics
10. Common methods of menu analysis
11. Restaurant Outlet revenue – setting budget and break even analysis, profit sensitivity analysis.
12. Presenting a beverage menu

**TEXT BOOKS:**

1. Lendal H Kotschevar, Diane Withrow, Management by Menu, 4<sup>th</sup> Edition, John Wiley & Sons Publications. 2007
2. Tarun Bansal, Hotel Facility Planning, 1<sup>st</sup> Edition, Oxford University Press, 2010.
3. Bernard Davis, Andrew Lockwood, Peter Alcott, Food and Beverage Management, 4<sup>th</sup> Edition, Routledge T aylor and francis group,2013

**COMPUTER PRACTICAL****OBJECTIVE:**

To gain the required skill and knowledge in MS Office, Property & Hotel Management System

**CONTENT:****1. Ms-Word**

- a) Type 20 lines and do all possible formatting
- b) Design an invitation for a food festival
- c) Do mail merge

**2. Ms- Excel**

- a) Create a recipe with costing
- b) Create different types of chart
- c) Using different types of formula

**3. Ms –Power Point**

- a) Create a presentation to demonstrate a product to customer

**4. Ms-Access - Create a customer database****5. Introduction to Internet, E-Mail****6. Introduction to Hotel Information System****7. Computer Based Reservation System module**

- a) Reservation enquiry
- b) Determination of availability
- c) Confirmation of reservation
- d) Generation of reports
- e) Reservation through Internet.

**8. Room Management Applications Module**

- a) Handling Check-In, Check-Out
- b) Guest History Guest Relation
- c) Generation of various reports

**9. Guest Accounting Module**

- a) Posting entries to accounts
- b) Account settlement
- c) Generation of reports

**10. Property Management System Interfaces**

- a) Point of sale systems (POS)
- b) Cash Accounting systems (CAS)
- c) Guest Information Systems

**11. Food & Beverage Management Applications**

- a) Recipe Management / Sales Analysis
- b) POS Order – Entry Units
- c) Bill Printing and Posting

**12. Banquet Management**

- a) Reservation
- b) Function Prospectus tracking
- c) Reports
- d) Hall Chart Maintenance
- e) Bill Printing

**TEXT BOOKS:**

1. Michael L.Kasavana, Hospitality Industry Computer Systems, 3<sup>rd</sup> Edition, Educational Institute of AH & LA, USA. 1997
2. Wallace Wang, Office 2013 For Dummies, 2015.

**INDUSTRIAL EXPOSURE TRAINING REPORT VIVA-VOCE****CONTENTS:**

1. The student must maintain a work dairy signed by the training in charge and should submit the same for the VIVA-VOCE
2. A report of the two months training in the following format should be submitted along with the work dairy
  - a. Details of the candidate
  - b. Certificate to be signed by the Head of the department, internal and external examiners
  - c. Contents
  - d. Acknowledgement
  - e. Name and address of the hotel
  - f. Introduction of the Group / Hotel
  - g. Training schedule
  - h. Work learned in each department and duration
  - i. Conclusion
3. The internal marks will be awarded on evaluating the work dairy and on submission of original certificate of training
4. Also the students must submit the training report for Internal Viva Voce
5. The attendance requirement by the college is applicable to the training programme
6. The students should only undergo training in an organization which is to be approved by the department
7. In case, if the student discontinues his/her training in an organization and joining in another organization he/she must get permission from the head of the department before joining the second organization
8. The evaluation of the report and conduct of viva voce will be done jointly by the internal and external examiners (Academicians / Industry Members).

