

J.J.COLLEGE OF ARTS AND SCIENCE (Autonomous)

RE-ACCREDITED BY NAAC WITH 'A' GRADE

SIVAPURAM, PUDUKKOTTAI – 622 422

DEPARTMENT OF HOTEL MANAGEMENT

Proposed Course Structure for

B.Sc. Hotel Management and Catering Science

(For the candidates admitted from 2016 onwards)

| SEM | Part | Course Code | Course Title | Hrs/Week | Credit | Exam Hrs | Marks | | Total Marks | |
|--------------|------|-------------|--|--|-----------|----------|-------|------|-------------|-----|
| | | | | | | | Int. | Ext. | | |
| I | I | | Language Course-I HOTEL FRENCH – I | 6 | 3 | 3 | 25 | 75 | 100 | |
| | II | | English Language Course-I ENGLISH PAPER – I | 6 | 3 | 3 | 25 | 75 | 100 | |
| | III | | | Core Course-I FOOD PRODUCTION THEORY - I | 6 | 5 | 3 | 25 | 75 | 100 |
| | | | | Core Course-II FOOD PRODUCTION PRACTICALS – I | 3 | 5 | 5 | 40 | 60 | 100 |
| | | | | Allied Course-I FOOD & BEVERAGE SERVICE THEORY – I | 6 | 3 | 3 | 25 | 75 | 100 |
| | | | | Allied Course-II FOOD & BEVERAGE SERVICE PRACTICAL– I | 3 | 3 | 3 | 40 | 60 | 100 |
| TOTAL | | | | 30 | 22 | - | - | - | 600 | |
| II | I | | Language Course-II HOTEL FRENCH – II | 5 | 3 | 3 | 25 | 75 | 100 | |
| | II | | English Language Course-II ENGLISH PAPER – II | 5 | 3 | 3 | 25 | 75 | 100 | |
| | III | | | Core Course-III FRONT OFFICE & ACCOMODATION MANAGEMENT THEORY– I | 6 | 5 | 3 | 25 | 75 | 100 |
| | | | | Core Course –IV FRONT OFFICE & ACCOMMODATION MANAGEMENT PRACTICALS – I | 3 | 3 | 3 | 40 | 60 | 100 |
| | | | | Allied Course –III FOOD & BEVERAGE SERVICE THEORY – II | 6 | 5 | 3 | 25 | 75 | 100 |
| | IV | | | ENVIRONMENTAL SCIENCE | 3 | 2 | 3 | 25 | 75 | 100 |
| | | | | VALUE EDUCATION | 2 | 2 | 3 | 25 | 75 | 100 |
| TOTAL | | | | 30 | 23 | - | - | - | 700 | |

| SEM | Part | Course Code | Course Title | Hrs/Week | Credit | Exam Hrs. | Marks | | Total Marks | |
|--------------|------|-------------|--|---|-----------|-----------|----------|----------|-------------|-----|
| | | | | | | | Int. | Ext. | | |
| III | I | | Language Course-III HOTEL FRENCH – III | 5 | 3 | 3 | 25 | 75 | 100 | |
| | II | | English Language Course-III ENGLISH PAPER – III | 5 | 3 | 3 | 25 | 75 | 100 | |
| | III | | | Core Course-V FOOD PRODUCTION THEORY – II | 6 | 5 | 3 | 25 | 75 | 100 |
| | | | | Core Course-VI FOOD PRODUCTION PRACTICAL – II | 4 | 5 | 5 | 40 | 60 | 100 |
| | | | | Core Course -VII NUTRITION & FOOD SCIENCE | 6 | 5 | 3 | 25 | 75 | 100 |
| | | | | Allied Course -IV FOOD & BEVERAGE SERVICE PRACTICALS-II | 4 | 3 | 3 | 25 | 75 | 100 |
| TOTAL | | | | 30 | 24 | - | - | - | 600 | |
| IV | I | | Language Course-IV HOTEL FRENCH – IV | 5 | 3 | 3 | 25 | 75 | 100 | |
| | II | | English Language Course-IV ENGLISH PAPER – IV | 5 | 3 | 3 | 25 | 75 | 100 | |
| | III | | | Core Course-VIII HOTEL LAW | 6 | 5 | 3 | 25 | 75 | 100 |
| | | | | Core Course-IX BAKERY & CONFECTIONARY THEORY | 5 | 5 | 3 | 25 | 75 | 100 |
| | | | | Allied Course-V FOOD & BEVERAGE SERVICE THEORY - III | 5 | 4 | 3 | 25 | 75 | 100 |
| | IV | | Skill based Elective Course-I TOURISM DESTINATION IN INDIA | 4 | 2 | 3 | 25 | 75 | 100 | |
| TOTAL | | | | 30 | 22 | - | - | - | 600 | |

| SEM | Part | Course Code | Course Title | Hrs/Week | Credit | Exam Hrs. | Marks | | Total Marks |
|-----|------|-------------|--|-----------|-----------|-----------|-------|------|-------------|
| | | | | | | | Int. | Ext. | |
| V | III | | Core Course-X BAKERY AND CONFECTIONERY PRACTICAL | 5 | 5 | 5 | 40 | 60 | 100 |
| | | | Core Course – XI HOTEL ACCOUNTS | 6 | 5 | 3 | 25 | 75 | 100 |
| | | | Core Course-XII FRONT OFFICE & ACCOMODATION MANAGEMENT THEORY - II | 5 | 5 | 3 | 25 | 75 | 100 |
| | | | Allied Course –VI FOOD BEVERAGE SERVICE PRACTICALS - III | 5 | 4 | 3 | 25 | 75 | 100 |
| | IV | | Major Based Elective – I MANAGEMENT CONCEPTS | 5 | 4 | 3 | 25 | 75 | 100 |
| | | | Skilled Based Elective – II MEDICAL TOURISM | 2 | 2 | 3 | 25 | 75 | 100 |
| | | | Inter Disciplinary course – I INTRODUCTION TO COMPUTERS | 2 | 2 | 3 | 25 | 75 | 100 |
| | | | | 30 | 27 | - | - | - | 700 |

| | | | | | | | | | |
|--------------------|--------------|--|---|------------|-----------|-----------|-------------|----------|----------|
| VI | III | | Core Course-XIII FOOD PRODUCTION-III PRACTICALS | 5 | 5 | 5 | 40 | 60 | 100 |
| | IV | | Core course- XIV FRONT OFFICE & ACCOMODATION MANAGEMENT PRACTICALS - II | 6 | 5 | 3 | 25 | 75 | 100 |
| | | | Major based elective course-II HUMAN RESOURCE MANAGEMENT | 5 | 3 | 3 | 25 | 75 | 100 |
| | | | Major based Elective Course-III MARKETING MANAGEMENT | 6 | 3 | 3 | 25 | 75 | 100 |
| | | | Skill based Elective – III ECO TOURISM | 4 | 2 | 3 | 25 | 75 | 100 |
| | | | Inter Disciplinary Course-II INTERNET CONCEPTS | 3 | 2 | 3 | 25 | 75 | 100 |
| | V | | GENDER STUDIES | 1 | 1 | 3 | 25 | 75 | 100 |
| | | | EXTENSION ACTIVITIES | * | 1 | * | * | * | * |
| | TOTAL | | | | 30 | 22 | - | - | - |
| GRAND TOTAL | | | | 140 | | | 3900 | | |

Choices:

Major Based Elective – IV : ORGANIZATION BEHAVIOUR
Skill Based Elective – IV : SUSTAINABLE TOURISM

Inter Disciplinary Courses offered by the Department

- 1. BASICS OF COOKING**
- 2. BASICS OF BAKING**
- 3. FRONT OFFICE MANAGEMENT**

SEMESTER - 1
HOTEL FRENCH – I (UHMFL1)
TOTAL HOURS - 90
PARTIE – 1 : A LA RECEPTION

GRAMMAR

- _ Présent du verbe être et avoir et des verbes réguliers : verbes en ‘er’ , ‘ir’
- _ Articles définis et indéfinis
- _ Articles contractés, Articles partitifs
- _ Pluriel en ‘s’
- _ Adjectifs qualificatifs – (accordance)
- _ Interrogation avec Est-ce-que
- _ Négation .

VIVA

Refer to Le Nouveau Sans Frontières

1 Salutations et Présentations (Ref to Page 11,48)

(i) Comment saluer

(ii) Comment interroger

(iii) Comment s’excuser

1 Professions et Nationalités (Ref to Page 10,12)

1 Les jours de la semaine

1 Les mois de l’année

1 Nombres

1 Quelle heure est-il ?

BASIC CULINARY ARTS (U1HMCC1)

TOTAL HOURS - 90

UNIT – I THE CATERING INDUSTRY : (HOURS -15)

- 1.1 Overview of the Catering Industry
- 1.2 Kitchen Organisation structure – personal Hygiene
- 1.3 Aims and Objectives of Cooking-Definition
- 1.4 Culinary terms
- 1.5 Classification of raw materials –Functions - Preparation of ingredients

UNIT – II COMMODITIES : (HOURS -18)

- 2.1 Cereals-Varieties - Processing – Storage and uses in Cooking
- 2.2 Pulses-Varieties –Storage-and Uses in Cooking
- 2.3 Food additives –uses and application
- 2.4 Milk and Milk Products .Composition and Importance –Processing Products –Skimmed milk-Concentrated Milk-Cream,Butter,cheese,Ghee

UNIT - III METHODS OF COOKING FOOD : (HOURS -18)

- 3.1 Boiling,Poaching,Steaming,Stewing,Braising,Roasting,Baking,Frying,Grilling
- 3.2 Invalid Cookery
- 3.3 Reheating of food
- 3.4 Texture of food

UNIT –IV SELECTION AND IDENTIFICATION : (HOURS -19)

- 4.1 Fish,cuts of meat,Beef,Pork and Vegetables available in local market
- 4.2 Poultry: Age,Quality,market types,preparation,Dressing and cuts with its uses
- 4.3 Game:Furred game and feathered game,Preparation and cuts with its uses

UNIT –V THE MENU : (HOURS -20)

- 5.1 Definition of menu
- 5.2 Types of menu
- 5.3 Examples of menu and menu compilation
- 5.4 Balancing of recipes ,standardization of recipes, maintaining recipe files, Standard setting
- 5.5 Portion Control-Standard Portion Sizes necessity for control

TEST BOOKS :

1. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)-UNIT 1
2. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications) –UNIT 2,3
3. Practical Cookery – Kinton and Ceserani (ELBS Publications)- UNIT 5
4. The Theory of Catering – Kinton and Ceserani (ELBS Publications)- UNIT 4

REFERENCE BOOKS :

1. A Taste of India – Madhur Jeffrey.- PRACTICAL MENUS

INDIAN DISHES (SOUTH)

1. Rice – 10 varieties
2. Dal and Sambar – 6 Varieties
3. Kootu, Foogath, Rasam – 5 varieties
4. Pachadi
5. South Indian breakfast
6. Sweet – Milk Sweet, halwai and Savouries and titbits.

INDIAN DISHES (NORTH)

1. Dal Shorba, muttonshorba, tomato shorba etc.
2. Indian bread – Chappathi, Bhaturas, tandoori roti, Naan, Kulcha, romaliroti.
3. Pulao – 5 varieties.
4. Biryani – Chicken, Mutton, Vegetable
5. Khorma, curry and Moghlai gravy
6. Raithas, Cucumber – 5 varieties
7. Tandoori Chicken, Fish, Sheekh, Boti Kabab
8. Fish preparation – 6 varieties
9. Snacks – 10 varieties
10. North Indian Sweets – 10 varieties.

TEST BOOKS :

1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)

BASIC FOOD SERVICE (UIHMAC 1)

TOTAL HOURS – 90

UNIT I

INTRODUCTION TO THE HOTEL INDUSTRY (HOURS -18)

Origin of hotel industry, growth of hotel industry in India, attributes of food and beverage service staff.

Different types of F and B operation – commercial, welfare catering and transport catering.

Overview and key characteristics of speciality restaurant, coffee shop, banquets/function, room service, cafeteria, grill room, discotheque, bar, night club, outdoor catering, garden café/pool side.

UNIT –II

STAFF ORGANISATION (HOURS -18)

Organization of food and beverage service department, staff of various F and B outlets, coffee shop, specialty restaurant, room service, banquet, bar, interrelationship between F and B service dept. with other dept., cooperation, communication.

Duties and responsibilities of all categories of F and B staff briefly.

UNIT – III

RESTAURANT EQUIPMENTS (HOURS -18)

Crockery and glassware, tableware-cutlery and flatware-silver and stainless steel linen, furnishing and fitting. Cleaning and upkeeping of silver, method of silver cleaning.

UNIT – IV

ANCILLIARY DEPARTMENTS (HOURS -18)

Pantry/still room, plate room/silver room, hot section, wash up, linen store

UNIT – V

RESTAURANT SERVICE (HOURS -18)

Misc-en-place, misc-en-scene, sideboard and its uses, arranging sideboard, basic table laying procedures, basic etiquette in restaurant service

Types of meals

Breakfast, brunch, elevenses, lunch, afternoon tea, high tea, dinner, supper

TEXT BOOKS:

1.Sudhir Andrews – food and beverage service training manual. –UNIT 4,5

2.Dennis R.Lillicrap and John A.cousins-food and beverage service –UNIT 1,2,3

REFERENCE BOOKS:

1. John fuller-modern restaurant service

BASIC FOOD SERVICE PRACTICALS (U2HMAC2P)

TOTAL HOURS – 90

- 1) Identification of Cutlery, Crockery, And Glass Ware.
- 2) Laying And Relaying of Table Cloth.
- 3) Laying Of Cover(Breakfast, Ala Carte And Table D' hote)
- 4) Service of Food, Tea And Coffee.
 - a) Receiving the guest
 - b) Presenting the menu card
 - c) Taking order
 - d) Service of food course by course and clearance
 - e) Raising K.O.T.
 - f) Presentation of bill

TEXT BOOKS:

1. Sudhir Andrews – food and beverage service training manual.

SEMESTER – 2

HOTEL FRENCH –II (U2HMFL2) TOTAL HOURS – 90

PARTIE – 2 : AU RESTAURANT

Parallel grammar course and vocabulary from the text Le Nouveau Sans Frontières and French for Hotel Management and Tourism Industry.

GRAMMAR

_ Présent des verbes aller, venir, faire, partir, sortir, pouvoir, vouloir.

_ Interrogation : qui, que, quand, où

_ Les pronoms relatifs simples : qui, que, quand, où

_ Les pronoms toniques : moi, toi etc

_ Le Passé composé , L'Imparfait

_ Les adjectifs démonstratifs

_ Les adjectifs possessifs

_ La conjugaison pronominale

VIVA

Refer to Le Nouveau Sans Frontières

1 Les monuments de France, de votre pays (Ref to Page 13,55)

1 Les villes touristiques en France, de votre pays (Ref to Page 52)

1 Les vêtements et la mode (Ref to Page 66)

1 Nourriture et repas (Ref to Page 69)

(i) Les plats français et les plats de votre pays

(ii) Comment préparer un plat

1 Les couleurs (Ref to page 82)

FRONT OFFICE MANAGEMENT (U2HMCC3)

TOTAL HOURS – 75

UNIT I (HOURS -15)

Introduction to Hospitality & Hotel Industry
Historical back group of hospitality Industry
American Inns & English Inns
International and Domestic hotel chains
Introduction and growth of hotel industry in India

UNIT II (HOURS -15)

Classification of hotels
1. Size
2. 2. Location /Clientele
3. 3. Length of stay
4. 4. Facilities offered
5. Types of plan-European plan, American plan, modified American plan, Continental plan and Bermuda plan.
6. Levels of Service

UNIT III (HOURS -15)

1. World class service
2. Mid-range service
3. Economy / limited service
Ownership and Affiliation
1. Independent hotels
2. Chain hotels
3. Franchise and referral groups

UNIT IV (HOURS -15)

Front office
Introduction, Qualities of Front Office, Front Office Salesmanship, importance of Job description, Departments Front office co-ordinates with, Job description of Front Office Assistant

UNIT V (HOURS -15)

Importance of front office
Layout of front office
Hierarchy of Front Office staff for medium and large size hotels
Duties and responsibilities of front office staffs
Attributes of front office staff

TEXT BOOKS

1. Hotel Front Office Management- James.A.Bardi –UNIT 1,2
2. Sudhir Andrews – front office management training manual. -UNIT 3,4,5

REFERENCE BOOKS

1. Front Office Management-S.K.Bhatnagar

HOUSE KEEPING OPERATIONS (U2HMAC3)

TOTAL HOURS – 60

UNIT-I (HOURS -12)

Introduction to Housekeeping

Organisation of Hotel, Introduction,

Large Hotel & Small hotel organisation structure

UNIT-II (HOURS -12)

Role of Housekeeping in Hospitality

- Housekeeping Organisational structure (small, medium & large)

- Duties & responsibilities of housekeeping staff

- Housekeeping personnel

- Personal Qualities of Housekeeping staff

- Layout of Housekeeping Department

- Co-ordination of Housekeeping with other departments

UNIT-III (HOURS -12)

Rooms

- Types of rooms

- Knowledge of rooms

- Types of Services offered

- a) Morning service b) Evening or Turndown service

- c) Second service d) Freshen –up-service

- e) Baby sitting f) Valet Service

- g) Supplies on request h) Minibar Service

UNIT-IV (HOURS -12)

Floor Pantry

- Layout of Floor Pantry

- Functions

- Maid's cart

UNIT-V (HOURS -12)

Guest Floor Operations'

- Rules on guest floor

- Entering the guest room

- Step-by-step room cleaning procedure

- Bed making procedure, Bed sizes

- Standard supplies in guestrooms & VIP rooms

TEXT BOOKS

1. Hotel, Hostel & Hospital house keeping- Joan .C.Branson & Margaret Lennox –UNIT 1,2

2. Hotel House-keeping Training Manual – Sudhir Andrews (Tata Mc.Graw Hill Publications) –UNIT 3,4,5

REFERENCE BOOKS

1. House keeping supervision volume 1 & 2 – Jane Fellows
2. The professional house keeper – Georgina tucker & Madeleri Schneider
3. Professional management of house keeping operations- Robert .J.Marti
4. Accommodation and cleaning services – David M. Allen.

SEMESTER-3
HOTEL FRENCH – III (U3HMFL3)
TOTAL HOURS – 75

PARTIE – 3

Prescribed Text Book:

Le Français de l'hôtellerie et du Tourisme

Collection dirigée par Max DANY, Jean-Robert LALOY

The prescribed text book is available at

1. French Book Centre

38 Bis, Suffren Street,

Pondicherry – 605001.

23

2. French Book Centre

A – 3 Shopping Complex

Opp Mulchand Hospital,

Defence Colony

New Delhi – 110024.

3. Librarie Kailash

Lal bahadur Street,

Pondicherry – 1.

For Grammar and Vocabulary (Viva) refer to the text Le Nouveau Sans

Frontières by Philippe DOMINIQUE , Jacky GIRARDET and the text

French for Hotel Management and Tourism Industry by S.

Bhattacharya.

Le Nouveau Sans Frontières available at :

W.R.GOYAL

Publishers & distributors

86 U.B Jawahar Nagar, Delhi - 7.

Tel : 3912186, 3981983.

Fax : 3940861

E-Mail : goyal@vsnl.com.

French for Hotel Management and Tourism Industry available at :

FRANK BROS. & CO. (PUBLISHERS) LTD.

4675 – Ansari Road,

21 Daaryaganj,

New Delhi – 110002.

PARTIE – 3 : DANS LES AUTRES SERVICES

Parallel grammar course and vocabulary from the text Le

Nouveau Sans Frontières and French for Hotel Management and

Tourism Industry.

GRAMMAR

_ Enchaînement des idées (opposition, cause, conséquence, but)

_ Le Futur

_ Quelque chose – ne rien ; Quelqu'un -- nepersonne

_ Présent progressif, Futur proche, Passé récent

_ Pronoms démonstratifs : celui, celle, ceux, celles, ceci, cela

_ Les pronoms compléments d'objet direct

_ Les pronoms compléments d'objet indirect

VIVA

Refer to Le Nouveau Sans Frontières

Description physique d'une personne (Ref to Page 114,130)

Les fêtes traditionnelles en France et de votre pays (Ref to Page 93)

Décrivez une chose locale (Ref to Page 58,59)

Le climat (Ref to Page 162)

les saisons et la température

La famille (Ref to Page 115)

ADVANCED CULINARY ARTS (U3HMCC 4)

TOTAL HOURS – 75

UNIT I (HOURS -15)

Classical Indian National Cookery & Modern Development

Study of Main Regions

North, South, East

West (Indian Staple foods and Indian Spices)

Main dishes used in breakfast cookery

Main meals and snacks

UNIT II (HOURS -15)

Specific Equipment used and classification of equipment in Quantity food

Indenting

Personal safety, Occupational hazards

Factors involved in indenting

Purchase, Receiving, Storage

Difficulties involved in indenting

Standard purchase specification

UNIT III (HOURS -15)

Quality Food Production

Introduction to Industrial and Institutional Catering

Staff Organization

Kitchen Layout

Preparation, Cookery

UNIT IV (HOURS -15)

Principles of Menu Planning

Study of Menus for various types of quality food outlets

(Industrial, Institutional & Fest food Services) using continental and Indian Dishes in Pallet with Nutrition

UNIT V (HOURS -15)

Kitchen Organizing:

Review of the classical kitchen Brigade, Work planning in the kitchen, Kitchen supervision – supervisory functions; Technical, administrative, functional & Social Functions; Elements of supervision; forecasting, planning, organizing, commanding, co-coordinating, controlling; responsibilities of the supervisor; Delegating, motivating, welfare, understanding, communicating.

TEST BOOKS :

1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications) –UNIT 2,3
2. Practical Cookery – Kinton and Ceserani (ELBS Publications)- UNIT 5
3. The Theory of Catering – Kinton and Ceserani (ELBS Publications)- UNIT 4
4. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)- UNIT 1

REFERENCE BOOKS :

1. A Taste of India – Madhur Jeffrey.- PRACTICAL MENUS

CONTINENTAL CUISINE PRACTICALS (U4HMCC6P)

TOTAL HOURS – 90

Stock

Vegetable Stock, Brown Stock, Chicken Stock & Fish Stock

Sauce

Béchamel Sauce, Brown Sauce, Mayonnaise Sauce, Hollandaise sauce,
Veloute Sauce with 2 Derivatives of each, Tomato concasse.

Soup

Cream - 5 Varieties

Consomme - 3 Varieties

Broths - 2 Varieties

Bisques - 1 Variety

Purees - 2 Varieties

Cold Soup - 2 Varieties

Salads :

Vegetable based - 5 Varieties

Fruit based - 2 Varieties

Meat based - 2 Varieties

Fish based - 1 Variety

Sea foods

Fish

Poached fish - 1 Variety

Grilled fish - 1 Variety

Shallow fried fish - 2 Varieties

Deep fried fish - 2 Varieties

Baked fish - 1 Variety

Shell fish

Prawns, lobster and crab - each 2 Varieties

White meat and Red meat

Roasts - 2 Varieties

Grilled - 2 Varieties

Fried - 2 Varieties

Stews - 2 Varieties

Vegetables

Preparation and cooking of vegetables in season and the accompaniments
– 5 Varieties

Potatoes - 5 Varieties

Pastas

Pastas - 5 Varieties

Egg

Boiled, poached, fried, varieties of omelets

Desserts

Cold sweet - 4 Varieties

Steamed sweet - 2 Varieties

Ice cream based - 3 Varieties

Fruit based - 2 Varieties

TEST BOOKS :

1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip
(Orient Longman Publications)

ADVANCED FRONT OFFICE MANAGEMENT(U3HMCC5)

TOTAL HOURS – 75

UNIT I (HOURS -15)

Registration
Systems of Registration
Registers and Files Maintained
Group arrival
Guest History Card
Express Check In
C'Form

UNIT II (HOURS -15)

Information Service
Mail
Messages
Room Key Control
Local Information

UNIT III (HOURS -15)

Bell and Service
Bell Captain
Area Layout and Staff
Luggage Handling
Paging
Files Maintained
Door and Car Parking Service

UNIT IV (HOURS -15)

Telephone Operating
Telephone Procedures
Telephone manners

UNIT V (HOURS -15)

Check out
Departure Procedure
Methods of settling accounts
Cashiers Reports
Express Checkout
Operating Modes-Manual, Semi automated, Fully automated
Types of Accounts
Safety Deposit

TEXT BOOKS

1. Hotel Front Office Management- James.A.Bardi –UNIT 1,2
2. Front Office Management-S.K.Bharnagar-UNIT 3,4,5

REFERENCE BOOKS

1. Sudhir Andrews – front office management training manual.

BEVERAGE SERVICE (U3HMAC4)

TOTAL HOURS – 60

UNIT – 1 (HOURS -20)

INTRODUCTION TO BEVERAGES :

Definition

Classification

Significance

WINES

Definition

Classification

Grape varieties

Production of table wine

Service and storage

Wines of France

Wines of Italy

Wines of Germany

Wines of U.S.A

Wines of Australia

Other wine producing countries

SPARKLING WINES

Methods of producing sparkling wines

Champagne - production and its significance

Service and storage

FORTIFIED WINES

Sherry

Port

Madeira

Marsala

UNIT-2 (HOURS -10)

SPIRITS

Definition

Distillation - Pot still & Patent still

Different spirits

a) Brandy b) Whisky c) Gin d) Vodka e) Rum (Production, Types, Service and Storage)

Other Spirits

Aperitifs And Liqueurs

a) Definition b) Production c) Service and storage

UNIT-3 (HOURS -10)

BEER

a) Definition b) Production c) Types of beer

d) Service and storage

UNIT-4 (HOURS -10)

COCKTAILS, FOOD AND WINE HARMONY

COCKTAILS

a) Definition b) History c) Methods of mixing cocktails

d) World famous cocktails
FOOD AND WINE HARMONY
Food and matching drink

UNIT-5 (HOURS -10)
BEVERAGE CONTROL
BAR

- a) Lay out b) Types of bar c) Proof system
BEVERAGE CONTROL MEASURES
a) Allocation b) Bar ledger
c) Indent, receipt, and issue of liquors
d) Cellar maintenance e) Different measures (ounces)
f) Legal points

TEXT BOOKS

1. Food & Beverage service – Lillicrap & John cousins – UNIT 4
2. Food & Beverage Service training manual- Sudhir Andrews – UNIT 3,5
3. Food & Beverage service – Vijay Dhawan – UNIT 1,2,4,5

REFERENCE BOOKS

1. Professional guide to alcoholic beverages- Lipinski
2. Beer- Michael Jackson
3. Public house & Beverage management – Michael Flynn
4. Key issues & principles- Carolineritchie , Andrew Roberts
5. The world encyclopedia of wine- Stuart Walton
6. Beer Basics- Peter Cafrance

BEVERAGE SERVICE PRACTICALS (U4HMAC5P)

TOTAL HOURS – 90

Unit-I

Menu planning with regards to Wine

Unit-II

White, Rose and sparkling wines

Unit-III

Service of Spirits

Unit-IV

Service of aperitifs, Liqueurs and beer

Unit-V

Regional Festival menu and service of regional dishes

Unit-VI

Service of alcoholic beverages to room

TEXT BOOKS

1. Food & Beverage service – Lillicrap & John cousins – UNIT 4
2. Food & Beverage Service training manual- Sudhir Andrews – UNIT 3,5
3. Food & Beverage service – Vijay Dhawan – UNIT 1,2,4,5

REFERENCE BOOKS

1. Professional guide to alcoholic beverages- Lipinski
2. Beer- Michael Jackson
3. Public house & Beverage management – Michael Flynn
4. Key issues & principles- Carolineritchie , Andrew Roberts
5. The world encyclopedia of wine- Stuart Walton
6. Beer Basics- Peter Cafrance

SEMESTER- 4
HOTEL FRENCH(U4HMFL4)
TOTAL HOURS – 75

PARTIE – 4 : CORRESPONDANCE HOTELIERE

Parallel grammar course and vocabulary from the text Le Nouveau Sans Frontières and French for Hotel Management and Tourism Industry.

GRAMMAR

- _ Les pronoms en et y
- _ Appréciation de l'importance et de la quantité (assez, trop)
- _ Participes présent / Gérondifs
- _ Voix active et passive
- _ Comparatifs et superlatifs
- _ Le style direct et indirect
- _ Le subjonctif présent
- _ Plus-que-parfait, Conditionnel

VIVA

Refer to Le Nouveau Sans Frontières

- _ La vie administrative en France, en Inde (Ref to Page 179)
- _ Les moyens d'information
- _ La publicité
- _ Les journaux
- _ Les émissions de la télévision
- _ L'Internet
- _ La carte de France et de L'Inde (Ref to Page 196)
- _ Que signifient les Panneaux (Ref to Page 157)

BAKERY & CONFECTIONERY THEORY (U4HMCC 7)

TOTAL HOURS – 75

UNIT –I INTRODUCTION (HOURS -15)

- 1.1 Aims and Objectives of Bakery
- 1.2 Organisational structure of Bakery(Both small and Large Scale)
- 1.3 Equipments used (description and their uses)
- 1.4 Oven (Types and their advantages/disadvantages)
- 1.5 Personal Hygiene maintained in the Bakery

UNIT-II RAWMATERIALS USED IN BAKERY (HOURS -15)

- 2.1 Flour (Composition, Types, Gluten, WAP of flour ,pH value ,Flour Test)
- 2.2 Yeast (Elementary knowledge ,activity ,function & its uses,effect of over & under fermentation)
- 2.3 Eggs (Function & its uses in Bakery)
- 2.4 Sugar(Function & its uses in Bakery)
- 2.5 Salt (Function & its uses in Bakery)
- 2.6 Fats (Function & its uses in Bakery)
- 2.7 Cream (Function & its uses in Bakery)
- 2.8 Milk (Function & its uses in Bakery)
- 2.9 Leavening agents (Function & its uses in Bakery)
- 2.10 Flavouring and fruits (Function & its uses in Bakery)

UNIT –III YEAST DOUGH PRODUCTS(HOURS -15)

- 3.1 Methods of preparing Bread doughs
- 3.2 Quality of Ingredients in making Breads
- 3.3 Faults and remedies in Bread making
- 3.4 Bread improvers
- 3.5 Bread diseases and rectification
- 3.6 Leavening action of Yeast on Bread dough

UNIT-IV CONFECTIONERY PRODUCTS(HOURS -15)

- 4.1 Types of Pastry Preparation
- 4.2 Reasons for common problems in Pastry making
- 4.3 Different cake making methods
- 4.4 The Quality of cake making ingredients and the types of cakes (Rich, Lean, High Ratio & Low Ratio Cakes)
- 4.5 Leavening action of Baking Powder on cakes
- 4.6 Faults & Remedies in cake making

UNIT –V ICINGS AND OVEN TEMPERATURE(HOURS -15)

- 5.1 Icing-Introduction
- 5.2 Types of Icing (Butter icing. Royal Icing ,Marzipan, Fudge, Glaze Icing ,Chocolate Icing ,Marshmallow)
- 5.3 Gum paste
- 5.4 Oven at different temperatures (hot ,very hot ,medium etc)
- 5.5 The oven temperatures for baking rich and lean cakes

TEXT BOOKS :

1. Practical Cookery – Kinton and Ceserani (ELBS Publications)- UNIT 1,3,5

2. The Theory of Catering – Kinton and Ceserani (ELBS Publications)- UNIT 4
3. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)- UNIT 2

REFERENCE BOOKS :

- 1) Basic Baking Science & Craft by S.C. Dubey (S.C. Dubey F-10/5, Malaviya Nagar, New Delhi – 110 017).
- 2) Beautiful Baking - Consultant Editor – Carole Clements Richard Blady Publishing (Anness Publishers Ltd.)
- 3) Perfect Baking at Home–Kritika A.Mathew (Vasan Book Depot, Bangalore)
- 4) Practical Baking – Sultan
- 5) New Complete Book of Breads - Bernard Clayton (Fireside Rockefeller Centre, New York.
- 6) Baking made simple – M.K. Gaur & Manish Gaur. (Bakers Machinery & Consultancy Company, Bangalore)

ACCOMMODATION MANAGEMENT (U4HMAC6)

TOTAL HOURS – 75

UNIT-I (HOURS -15)

Lost & Found Procedure

Keys-Types & Key Control

Files & Registers maintained in HK dept

UNIT-II (HOURS -15)

CLEANING AGENTS

Basic classification of cleaning Agents

Ph Scale

Hardness of water-hard, soft, Temporary & permanent hardness of water

UNIT-III (HOURS -15)

CLEANING EQUIPMENTS

Basic classification of cleaning equipments

Types of manual & mechanical equipments

Types of vacuum cleaners

Use care & storage of cleaning equipments

UNIT-IV (HOURS -15)

CLEANING & MAINTAINING PUBLIC AREAS

a) Entrance f) Guest Corridors

b) Lobbies g) Public Restrooms

c) Front Desk h) Banquet Halls

d) Elevators i) Dining Rooms

e) Staircases j) Leisure Areas

UNIT-V (HOURS -15)

CLEANING PROCEDURES

-Types of cleaning-Routine cleaning-

Weakly cleaning-Periodic Cleaning-

Spring Cleaning-Special Cleaning

TEXT BOOKS:

1. Accommodation and cleaning services – David M. Allen. – UNIT 1,2,4

2. Hotel House-keeping Training Manual – Sudhir Andrews (Tata Mc.Graw Hill Publications) – UNIT 3,5

REFERENCE BOOKS:

1. House keeping supervision volume 1 & 2 – Jane Fellows

2. The professional house keeper – Georgina tucker & Madeleri Schneider

3. Professional management of house keeping operations- Robert .J.Marti

4. Accommodation and cleaning services – David M. Allen.

FOOD SAFETY MANAGEMENT (U4HMSBEC 1)

TOTAL HOURS – 30

UNIT-I (HOURS -6)

Basic Introduction to food safety, hazards & risks, contaminants and food hygiene

UNIT-II (HOURS -6)

Food Spoilage & Food preservation

Types of Cause-Sources of Contamination-Spoilage of different product (milk & milk products, cereal and cereal products and alcoholic beverages)-Basic principles & methods of food preservation

UNIT-III (HOURS -6)

Food borne diseases

Types-.Common diseases causes by food borne pathogens- Preventive measures

Food Additives

Introduction-Types of Preventives, antioxidants, sweetness, Food colours and flavors.

UNIT-IV (HOURS -6)

Beneficial role of microorganisms

Fermentation & role of lactic acid bacteria-Fermentation in foods(Dairy foods, Vegetable, Indian foods, Bakery products and alcoholic beverages)

Quality assurance

Introduction to concept of TQM,GMP and RISK assessment-Relevance of microbiological standards for food safety-HACCP(Basic principle and implementation)

UNIT-V (HOURS -6)

Hygiene and sanitation in food sector

General principles of food Hygiene-GHP for commodities,equipment,work area and personnel-cleaning and personnel-cleaning and disinfection-safety aspects of processing water-waste water & waste disposal

Recent concerns

Emerging pathogens-Genetically modified foods-Food labeling-Newer trends in food packaging and technology-BSE

TEXT BOOKS

1. Food microbiology by Frazier and Westhoff –UNIT 1
2. Modern food microbiology by Jay.J –UNIT 2,3
3. Food Hygiene and sanitation-Roday –UNIT 4,5

SEMESTER-5
SPECIALISED FOOD SERVICE (U5HMCC 8)
TOTAL HOURS – 75

UNIT-1 (HOURS -15)

Transport Catering – Classification – Air, Rail, Ship and Luxury Coaches.
Air Catering – Planning of Menus – Organisation of Service – Airline Tray Service – Importance of Flight Kitchen Units – Limitations of Air Catering.
Rail Catering – Planning of Menus – Organisation of Service – Refreshment Stalls in Railway Stations – Pantry Car Service – Role of Indian Railway Catering & Tourism Corporation – Palace on Wheels.

UNIT-II (HOURS -15)

Ship Catering – Catering Service in Passenger Ships - Cruise Lines Catering – Compiling of Food and Wine Lists for Cruise Liner Catering.
Catering in Luxury Coaches – Service of Snacks and Beverages.

UNIT-III (HOURS -15)

Hospital Catering – Planning of Menu For Invalids – Importance of Diet Kitchen – Hospital Tray Service.

UNIT-IV(HOURS -15)

Industrial Catering – Planning of Kitchen and Food Service Areas – Role of Cyclic Menus – Benefits of Subsidy Offered by the Management.
Institutional Catering – Food Service Units in Research Institutions such as I.C.AR., C.S.I.R. and I.C.M.R. – Planning of Menus.
Schools, Colleges and Universities – Planning of Menus – School Meal Services and Canteens – Importance of Nutritive value.

UNIT-V (HOURS -15)

Study of fast foods-convenience foods
Setting up of the Fast food Outlets
Various types of Fast food
Fast food chains-hygiene and food safety
Drive through-home delivery

TEXT BOOKS:

1. Food and Beverage Service – Dennis Lillicrap & John Cousins (ELBS Publications) – UNIT 3
2. Hotel Management Theory Volume I & II – Dr. B.K. Chakravarthi (APH Publishing Corporation, New Delhi) – UNIT 4
3. Food and Beverage Service – Dennis Lillicrap & John Cousins (ELBS Publications) – UNIT 1,2,5

REFERENCE BOOKS:

1. Catering Management – An Integrated Approach – Mohini Sethi & Surjeet Malhan (Wiley Eastern Ltd.)

BAKERY & CONFECTIONERY PRACTICALS (U5HMCC9P)

TOTAL HOURS – 75

The following are Specimen Menus for Practicals :

MENU –I

Jam Tart

Orange muffins

Checked Biscuits

MENU-II

Vegetable Puffs

Madelines Cake

Coconut Biscuits

MENU-III

Bread rolls

Praline Finger

Apple Pie

MENU-IV

Croissant

Chocolate Cake

Nan Khatai

MENU-V

Bread Rolls

Palmiers

Sand Castle

MENU-VI

Coconut Puffs

Yule log

Melting Moments

MENU-VII

Raisin Bread

Chicken-Vol-au-vent

Cream Cookies

MENU-VIII

Danish Pastry

Plum Cake

Varki

MENU-IX

Swiss Roll

Garlic Bread

Fig Pin Wheels

MENU-X

Pizza

Fruit Cake
Banana Flans

MENU-XI
Burger Buns
Black Forest cake
Cheese Straws

MENU-XII
Birthday Cake
Bread Sticks
Chicken Puffs

UNIT I (HOURS -15)

Introduction. Various laws applicable to catering establishments. Procurement of licenses/permit required to operate hotels, restaurants and catering establishments. Study of fixation of tariff for various taxes viz. luxury, expenditure, sales, surcharge.

UNIT II (HOURS -15)

Indian partnership act 1932 definition & nature of partnership foundation of partnership rights & duties. Power & liabilities of partner – minor & partner duration. Termination, termination & dissolution & winding of partnership. Registration contents of partnership deed.

UNIT III (HOURS -15)

Labour law, definition and importance, working condition, welfare, health and safety measures, powers of inspectors,
Industrial dispute act 1947. Definition of strike, lock out. retrenchment, lay off award, settlement, authorities under the Act.
Definition: wages, workman, Industrial establishment, employment, employee,
Factory rules for payment of wages, deduction allowed.

UNIT IV (HOURS -15)

Trade union Act 1926, scope, registration, Rights and privileges of registered trade union. The payment of wages Act 1936
The Employees state Insurance Act 1948, Scope Contribution benefits, rights and obligations of employee and employer.
The payment of Gratuity act 1972 – Rights and obligations of employer and employee
The workman compensation Act 1948 – Scope, liability of employers.

UNIT V (HOURS -15)

Hygiene & Sanitation Regulations
International hotel Regulations
Tourism policies
Laws relating to the grant of License

Text book

1. Hotel & Tourism Laws - Dr. Jagmohan Negi - Frank Bros & Co., New Delhi

FRONT OFFICE MANAGEMENT PRACTICALS (U6HMCC 10P)

TOTAL HOURS – 90

Guest receiving procedure

Guest registration forms

1. Guest registration card
2. “C” form

Check list before registering guest

Various reservation formalities

1. Modes, Charts, Diaries used in reservation
2. Various terminology used in reservation

Guest mail handling

Guest message receipt procedure

Telephone handling etiquettes

Errand card procedure

Scanty baggage procedure

Posting Guest accounts in computers

Credit card / Debit card handling procedure

Sundry expenses vouchers

Situation handling

Staff allocation procedures

REFERENCE BOOKS

1. Front Office Management –S.K.Bhatnagar
2. Front Office Procedures –Michael .L.Kasavana

1. Room cleaning procedures & sequences followed.
 - (1) Rooms.
 - (2) Bathroom & towel folding.
 - (3) Bathtubs.
 - (4) Washbasins.
 - (5) Toilet & Water closets.
2. Special cleaning.
 - (1) Cob web taking.
 - (2) Scrubbing.
 - (3) Moping.
 - (4) Sweeping.
 - (5) Vacuum cleaning & carpet cleaning.
 - (6) Floor cleaning.
3. Polishing the silverware, brassware, leather.
4. Cleaning of mirrors & glass walls.
5. Removal of stains in guest areas.
6. Laundry procedures(sorting, marking, stain removal)
7. Bed making procedures.
8. Situation handling.
9. Staffing methods & allocation procedures.
10. Various forms & check list used in housekeeping
11. Flower arrangements.
12. Theme decoration.

REFERENCE BOOKS-

1. Front office management-S.K.Bhatnagar`
2. Hotel front office training manual-Sudhir Andrews.

HOTEL ACCOUNTS (U5HMMBEC 2)

TOTAL HOURS – 75

UNIT-I (HOURS -15)

Meaning of Accounting – Meaning and Objectives of Book keeping – Account Concepts and Conventions – Principles of double entry, kinds of Accounts.

UNIT-II (HOURS -15)

Journal – Ledger – Meaning – Preparation of Ledger Accounts – Balancing of Ledger.

UNIT-III (HOURS -15)

Trial Balance – Definition- Objectives – Limitations – Preparation of Trial Balance. Hotel software used for purchase, Accounting & Budgets

UNIT-IV (HOURS -15)

Subsidiary Books – Purchase Book, Sales Book, Purchase – Returns Books, Sales – Returns Book used in Hotels

UNIT-V (HOURS -15)

Final Accounts – Items to be posted in debit and Credit side of the Trading Account, Profit and Loss Account and Balance Sheet.

Reference books :

1. Advanced Accountancy by Jain and Narang – Kalyani Publishers. – UNIT 1,2,3
2. Advanced Accountancy by Shukla and Grewal - S. Chand & Sons. – UNIT 4,5

Text books:

1. Principles of accountancy, Reddy & Murthy, Margham publications, Chennai
2. Financial Accounting, Dr. Radha, Prassanna Publications, Chennai

FOOD PRESERVATION (U5HMSBEC2)

TOTAL HOURS – 30

UNIT-I (HOURS -6)

Introduction to Food preservation, Importance of Preservation, food Spoilage, Food Poisoning, Food Intoxication, food Infection, Sanitation and health. (Definitions and two examples for each topic). Principles of Food Preservation.

UNIT-II (HOURS -6)

Food Preservation by use of high temperature – sterilization (canning, aseptic canning, hot packing) pasteurization and blanching.

Food Preservation by use of low temperature – freezing and refrigeration.

UNIT-III (HOURS -6)

Food Preservation by using evaporation and drying – factors influencing evaporation process, sundrying, artificial drying, Drying equipments – Hot air drier, drying by contact with heated surface, dehydration of vegetables, fruits, meat, fish, egg and milk.

Food Preservation by irradiation – Alpha, Beta & Gamma radiations.

UNIT-IV (HOURS -6)

Food Preservation by fermentation & pickling – Types of fermentation, wines, beer, ale, cider, vinegar, vinegar making, preparation of yeast starter, pickled fruits and Vegetables, Sauerkraut, Olives, Pickled Meat.

Food Preservation by sugar concentrates – concentrated but moist, jelly, jam, marmalade, candied and glazed fruits, sweetened condensed milk.

UNIT-V (HOURS -6)

Food additives and chemicals.

Definition, functional characteristics of chemical additives. Acids, Bases & their salts, leavening agents, Preservatives – Organic acids & their salts, inorganic salts, wood smoke, spices & condiments Antibiotics and other chemical preservatives. Packaging & Labeling.

TEXT BOOKS :

1. Modern Technology on Food Preservation - Niir Board, Asia Pacific Business Press, Delhi. – UNIT 4,5
2. Food Processing and Preservation - B.Sivasankar, Prentice Hall of India Pvt. Ltd., New Delhi. – UNIT 1,2,3

REFERENCE BOOKS

1. Food Microbiology – Frazier

TOURISM & TRAVEL MANAGEMENT (U5HMIDC 1)

TOTAL HOURS – 30

UNIT-I: Principles of Tourism : (HOURS -6)

- 1) Definitions : Tourism, Tourist, Foreign Tourist, Domestic Tourist.
- 2) Components of Tourism : Attractions, Accessibility and Amenities.
- 3) Motivations for Tourism
- 4) Types of Tourism.

UNIT-II: Growth of Tourism : (HOURS -6)

- 1) Tourism Development : Sea, Road, Rail and Air
- 2) An Account of famous Travellers.
- 3) Role of Industrial Revolution.
- 4) Concept of Holiday, Paid Holiday.
- 5) Role of Thomas cook in promoting tourism

UNIT-III: TOURISM AND INDIAN ECONOMY (HOURS -6)

- 1.1 Contribution of Tourism in Indian Economy
- 1.2 Role of Govt. in Tourism Industry – Central and State Governments hierarchy with functions
- 1.3 Incentives / Subsidies and tax from Central / State Governments for Tourism and Hotel projects
- 1.4 Role of Private sectors in Tourism Industry

UNIT IV TOURISM INFORMATION (HOURS -6)

- 2.1 Tourism information-Distribution channels
- 2.2 Media— Print media, Visual media
- 2.3 Passport, visa, types of visa, visa obtaining procedures
- 2.4 Visa and Certificate of registration regulations for Foreigners in India

UNIT V TOURISM AGENCIES & AIRLINES – HISTORICAL DEVELOPMENT(HOURS -6)

- 3.1 Historical development of travel agencies- Cox & Kings, American Express
- 3.2 Tourism agencies in India – SITA, Mercury Travels, TCI, TAAI and it's functions
- 3.3 Need for a National Airline; International Airlines coming to India
- 3.4 Freedom of Air
- 3.5 Charters – Types of Charters

TEXT BOOKS :

1. Bhatia A.K. - Tourism Development : Principles and Practices, Sterling Publishers, New Delhi, India. –UNIT 1
2. Bhatia .A.K. - International Tourism, Sterling Publishers, New Delhi, India. –UNIT 2
3. Kaul. R.N. - Dynamics of Tourism, Sterling Publishers Private Limited, New Delhi, India. –UNIT 3
4. Burkhart A. and Medlik S. - Tourism Past, Present and Future, ELBS Publishers, London. –UNIT 4
5. Christopher Hooloway J - The Business of Tourism Bitman Publishers Pvt. Ltd., London. –UNIT5

SEMESTER-6

CHINESE CUISINE PRACTICALS (U6HMCC 12P)

TOTAL HOURS – 75

Prawn Ball Soup
Fried Wantons
Sweet & Sour Pork
Hakka Noodles
Hot & Sour soup
Beans Sichwan
Stir Fried Chicken & Peppers
Chinese Fried Rice
Sweet Corn Soup
Shao Mai
Tung-Po Mutton
Yangchow Fried Rice
Wanton Soup
Spring Rolls
Stir Fried Beef & Celery
Chow Mein
Prawns in Garlic Sauce
Fish Szechwan
Hot & Sour Cabbage
Steamed Noodles

SPECIALISED FOOD SERVICE PRACTICALS (U6HMCC 13P)

TOTAL HOURS – 75

1. Carving at the table-roast chicken, Roast leg of lamb
2. Cooking flame dishes-Crepe suzette, banana flame, steak Diane, Caesars salad, smoked salmon, caviar, sole grille, poached sole, double fillet steak, steak tartare, flamed chicken breast, pear flambé
3. Preparing special dishes-Irish coffee, Peach melba, Choco mocha, Ice cream sizzlers
4. Banquets-planning, lay up, mock service, actual lunch service supervision
- 5 Bar operation-mock bar, bar service, taking orders, mock service, cocktail, wine service, and champagne service.
6. Setting Breakfast trays in Room service, Trolley service
7. Airline tray set-up
8. Types of buffet, Buffet check list etc
9. Bar-be-que (dishes serving from live grilled products)
10. Setting special theme decoration parties

MARKETING MANAGEMENT (U6HMSBEC 3)

TOTAL HOURS – 75

UNIT-I (HOURS -15)

Fundamentals of marketing

Definition of markets, marketing and selling-The marketing concept –methods and scope of marketing market segmentations-basis of market segmentations-Types market information research(MIS)-Difference between MIS and Marketing research.

UNIT-II (HOURS -15)

Introduction to market mix

Product-New product development-product life cycle-branding

Price- factors influencing pricing decisions-types of pricing.

Place - distribution-channels of distribution.

Promotion-Promotional mix-types of media

UNIT-III (HOURS -15)

Introduction to promotional activities-advertising-aims of advertising-advantages and disadvantages of advertising-pre-tesing and post testing methods

UNIT-IV (HOURS -15)

Sales promotion-Introduction –Types of sales persons-role of sales person

UNIT-V (HOURS -15)

International marketing-International marketing-emergence of global marketingsignificance of international marketing for developing countries-liberalization-role of foreign MNC.

TEXT BOOK

1. Marketing management- Philip Kotler –UNIT 1, 2
2. Marketing management- Rajan Nair –UNIT 3, 4, 5

HOTEL ENGINEERING (U6HMMBEC 3)

TOTAL HOURS – 75

UNIT-I (HOURS -15)

ORGANISATION OF MAINTENANCE DEPARTMENT

- 1.1 Role & importance of maintenance department in hotel & catering industries.
- 1.2 Organisational chart of maintenance department.
- 1.3 Duties & responsibilities of staff in maintenance department.
- 1.4 Energy sources-heat unit & heat transfer.
- 1.5 Principles of Bunsen burner.
- 1.6 Liquid petroleum gas-properties
- 1.7 Precautions while handling LPG.
- 1.8 High pressure & low-pressure burners & corresponding heat output.
- 1.9 Type of fuel-calorific value.
- 1.10 Comparative study of fuels used in catering industry.
- 1.11 Calculation of account of fuels used in catering industry and its cost factor.

UNIT-II (HOURS -15)

- 2.1 Electricity- fundamentals of electricity.
- 2.2 Definition of insulators, conductors, current potential difference, resistance power.
- 2.3 Energy and their units & relationship.
- 2.4 DC&AC, single phase, double phase, three phase & its importance onequipment specification.
- 2.5 Electric circuit-open & close, series and parallel connections.
- 2.6 Short circuit, fuses, sockets, switches & earthing.
- 2.7 Calculation of electric energy consumption.
- 2.8 Safety precaution to be observed while using electrical appliances.
- 2.9 Type of lighting-incandescent & fluorescent lamps.
- 2.10 Units of light-intensity & utility.
- 2.11 Energy conservation methods & programmes adapted in hotel.
- 2.12 Water & sanitary system.
- 2.13 Cold & hot water system used in hotel & catering industry.
- 2.14 Hardness in water, water softening-Base exchange method.
- 2.15 Flushing cisterns, water tap, traps, closets & pipes.

UNIT-III (HOURS -15)

- 3.1 Refrigeration & air conditioning.
- 3.2 Basic principle.
- 3.3 Boiling point & latent heat.
- 3.4 Compression type refrigeration system defrosting.
- 3.5 Types of refrigerant units.
- 3.6 Conditions for comfort unit of air conditioning.
- 3.7 Window & central air-conditioning.
- 3.8 Various parts in general-preventive maintenance.
- 3.9 Fire fighting systems.
- 3.10 Classes of fire & fire extinguishers.
- 3.11 Fire detectors.

UNIT-IV (HOURS -15)

- 4.1 Preventive & breakdown annual program.
- 4.2 Comparisons.
- 4.3 Contract maintenance.
- 4.4 Advantages & disadvantages.
- 4.5 Types of contracts.
 - a) Price rate
 - b) Lumpsum contract
 - c) Rate contract
 - d) Service contract
- 4.6 Waste disposal & pollution control
 - a) Disposal of waste-various methods
 - b) Sewage treatment plant
 - c) Water pollution
 - d) Sewage pollution
 - e) Ventilation air pollution & noise pollution related to hotel & catering industry

UNIT-V (HOURS -15)

- 5.1 Types of flooring,steps,corridor etc..
- 5.2 Types of wall finishes.
- 5.3 Types of furniture,care & maintenance.
- 5.4 Paints and polishes- types & its advantages.
- 5.5 Preparation of surfaces & application.

TEXT BOOKS

- 1. The management of maintenance and engineering systems in hospitality industry. Borseink. F.D, John weley.

REFERENCE BOOKS

- 1. Practical maintenance and equipment for hoteliers, licences and caterers.
D.C. Gladwell
- 2. Modern maintenance –Eleno. J. Miller and Jerome. W. Blood,D.B Tasa poxwala sons & co.,mumbai

OTHER CHOICES

FOOD HYGIENE & SANITATION (Skill Based Elective –IV)

TOTAL HOURS – 30

UNIT I (HOURS -6)

Introduction-definition of nutrition, nutrients, classification of nutrients, food groups

UNIT II (HOURS -6)

Minerals: calcium, Iron, sodium, iodine, flour shine-functions, sources, daily requirement, excess and deficiency, digestion and deficiency.

Vitamins: Classification, functions sources, daily requirements, excess and deficiency of A, D, E, K, C, E, B2, B3, B12. Nutritional losses during cooking

UNIT III (HOURS -6)

Introduction - Classification & Food Material

Carbohydrate - Classification, Sources

Protein - Composition, Classification

Lipids - Composition, - classification

UNIT IV (HOURS -6)

Classification. Vitamins - Classification,

Functions, Sources. Food production based on

Micro organism - Small-Scale fermentation of idly, dhokla, batura, naan & yogurt.

UNIT V(HOURS -6)

Introduction to Microbiological organism.

Contamination, preservation & spoilage of different foods. Food sanitation, control & inspection.

TEXT BOOKS

1. Essentials of food and nutrition - Vol. 1 - M. Swami Nathan – PAPPCO PUBLICATION – UNIT 1,2
2. Food sciences – srilakshmi – new age international publishers – UNIT 3
3. Hand book of food and nutrition - M. Swami Nathan – PAPPCO PUBLICATION –UNIT 4
4. Nutritive value of Indian foods - C. Gopalan, B. V. Rama Sastri –NIN PUBLICATIONS, HYDERABAD – UNIT 5

HOSPITALITY SERVICES (Inter Disciplinary Course –III)

TOTAL HOURS – 30

UNIT I (HOURS -6)

Transport Catering – Classification – Air, Rail, Ship and Luxury Coaches.
Air Catering – Planning of Menus – Organisation of Service – Airline Tray Service – Importance of Flight Kitchen Units – Limitations of Air Catering.
Rail Catering – Planning of Menus – Organisation of Service – Refreshment Stalls in Railway Stations – Pantry Car Service – Role of Indian Railway Catering & Tourism Corporation – Palace on Wheels.

UNIT II (HOURS -6)

Ship Catering – Catering Service in Passenger Ships - Cruise Lines Catering – Compiling of Food and Wine Lists for Cruise Liner Catering.
Catering in Luxury Coaches – Service of Snacks and Beverages.

UNIT III (HOURS -6)

Hospital Catering – Planning of Menu For Invalids – Importance of Diet Kitchen – Hospital Tray Service.

UNIT IV (HOURS -6)

Industrial Catering – Planning of Kitchen and Food Service Areas – Role of Cyclic Menus – Benefits of Subsidy Offered by the Management.
Institutional Catering – Food Service Units in Research Institutions such as I.C.A.R., C.S.I.R. and I.C.M.R. – Planning of Menus.
Schools, Colleges and Universities – Planning of Menus – School Meal Services and Canteens – Importance of Nutritive value.

UNIT V(HOURS -6)

Out–Door Catering – Types of Functions - contracted and Speculative Functions–Organisation of Food Production and Food Service Areas – Problems in Outdoor Catering.
Miscellaneous forms of Catering such as Club Catering, Prison Catering and Catering in Armed forces.

TEXT BOOKS :

1. Hotel Management Theory Volume I & II – Dr. B.K. Chakravarthi (APH Publishing Corporation, New Delhi) – UNIT 1,2
2. Food and Beverage Service – Dennis Lillicrap & John Cousins (ELBS Publications) – UNIT 3,4
3. Catering Management – An Integrated Approach – Mohini Sethi & Surjeet Malhan (Wiley Eastern Ltd.) – UNIT 5

BASICS OF COOKING

(Inter Disciplinary Course – I)

Unit 1 Introduction

Introduction
History of Indian cuisine
Kitchen organization structure
Personal hygiene
Aims & Objectives of cooking

Unit 2 Ingredient

Salt
Sugar
Cereals
Pulses
Milk & Milk products
Varieties & Storage with their uses
Names of ingredients in English & Hindi

Unit 3 Methods of cooking

Traditional methods of cooking
Other modern methods of cooking
Reheating of food
Texture

Unit 4 Basic preparation

Stock, Salad, Soup, Sauces – Introduction, Preparation & Classification

Unit 5 Menu

Definition
Types
Menu planning

TEST BOOKS :

1. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)-UNIT 1
2. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications) –UNIT 2,3
3. Practical Cookery – Kinton and Ceserani (ELBS Publications)- UNIT 5
4. The Theory of Catering – Kinton and Ceserani (ELBS Publications)- UNIT 4

BASIS OF BAKING

(Inter Disciplinary Course – II)

Unit 1 Introduction

Aims & Objectives of baking
Equipments used in Bakery
Oven

Unit 2 Yeast Dough Products

Methods of preparing bread dough
Leavening action of yeast on bread dough
Function of raw materials in yeast dough products

Unit 3 Confectionary product

Types of pastry
Cake making methods
Function of raw materials

Unit 4 Icing & Oven temperature

Introduction
Icing
Oven temperature

Unit 5 Secondary products of bakery

Sandwich
Pizza
Burger
Vol-au-vents
Puffs
Hot dog

TEXT BOOKS :

1. Practical Cookery – Kinton and Ceserani (ELBS Publications)- UNIT 1,3,5
2. The Theory of Catering – Kinton and Ceserani (ELBS Publications)- UNIT 4
3. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)- UNIT 2