

Savitribai Phule Pune University

Course Structure

B.Sc. (Hospitality Studies)

Faculty of Science

B.Sc. (Hospitality Studies) First Year Syllabus

Faculty of Science

B.Sc. (Hospitality Studies)

w.e.f. Academic Year 2016-17

I) Objectives and Framework of the curriculum of B.Sc.HSProgramme

- 1) The basic objective of the B.Sc.HS Programme is to provide to the country a steady stream of competent young men and women with the necessary knowledge, skills, values and attitude to occupy positions of management and administration in the Hospitality Industry.
- 2) The course structure of the given B.Sc.HS Programme is designed keeping in view the basic objective stated above. Consequently certain essential features of such model programme structure would be.
 - a) To impart to the students latest and relevant knowledge from the field of hospitality.
 - b) Providing opportunities to the participants, within and outside the institutions, for developing necessary operating skills.
 - c) Imparting / developing the right kind of attitude to function effectively in operational, Managerial / administrative positions.
- 3) Certain other essential considerations:
 - a) The knowledge imputes and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
 - b) The design is simple and logical.
- 4) Imparting / developing suitable attitudes understandably is a very difficult and delicate task, and is to be done by the faculty as inconspicuously as possible.
- 5) The relative importance of skills development and attitudinal orientation in hospitality education suggests that the Institution offering the program should have some freedom on course development in choosing methods of instruction and internal assessment within a broad frame work of objectives and curriculum structure.

II) The Curriculum

- 1) The curriculum is presented in the accompanying chart along with the appendices containing a list of subjects and outlines of required courses.
- 2) Care and attention has been given to the basic objective of the curriculum and its academic rigor, with the much needed experimentation and innovation in the field of hospitality studies.
 - a) **A Bridge Course in science for students of non science background, will be conducted at the beginning of the program.**

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- b) The curriculum includes a total **41 courses**.
- c) The 41 courses are distributed as under

First Year B.Sc.HS(Annual) HS101 - HS108 = Theory
HS109 - HS112 A & HS112B = Practical

Second Year B.Sc.HS(Semester-I) HS 201 - HS 206 = Theory
HS 207 - HS 209 = Practical

Including Environmental Science compulsory with Internal Assessment with grading system.

(Semester- II) HS 210 = Project Report
HS 211 = Industrial Training

Third Year B.Sc.HS(Semester -III) HS 301 - HS 306 = Theory
HS 307 - HS 309 = Practical

(Semester- IV) HS 310 - HS 315 = Theory
HS 316 - HS 318 = Practical

- d) There is a provision for project report and industrial training in the fourth semester, which together carry a mark value of **450** internal & external evaluations.

3. Ordinarily in each class, not more than **60 students** will be admitted.

4. Appendix 1: outline of the structure of B.Sc.HS Course

III) Eligibility for admission

The minimum eligibility for the course would be **HSC (Std.12th)** or its equivalent, passing with the minimum of **50% marks** in aggregate. (**45% marks** in case of candidates of **backward class** categories belonging to Maharashtra State).

For students with **non-science background** a bridge course in science namely '**Basics of Hospitality Applied Sciences**' will be conducted in the first year of the course. The duration of the bridge course will be of **four weeks**.

IV) Number of lectures

There shall be at least **40 hours per week** which includes lectures /practicals/ tutorials/ seminars /assignments for the internal assessment work. The duration of the lectures/practical period shall be of 50 minutes each.

V) Industrial Training

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In the **Second Semester (Second Year)** the students shall be sent for **Industrial Training** for a period of **20 weeks**, in three star and above category hotel.

- a) The student shall maintain a logbook for the training period on daily basis.
- b) At the end of the industrial training the student shall submit a training report along with the log book maintained on daily basis during the period of training and the performance appraisal from each department.
- c) The training report is to be prepared by the students in two typed copies and to be submitted to the principal within the stipulated time of assessment.
- d) The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce of the Second Semester.
- e) The training report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel industry of the level of Head of the Department and above) and one internal examiner.

VI) Project Work

Each student shall write a project Report on the topic based on the elective course under the guidance of an internal Teacher and submit the same to the Principal.

The Project Report is to be prepared by the student in two typed copies and to be submitted to the principal within the stipulated time for assessment (30th April) Only on the basis of a certificate of the internal examiner concerned that the project report has been satisfactorily completed, would the student be allowed to appear for the viva-voce of the Second Semester. The marks will be communicated by the Principal to the University before 31st May.

The project Report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

VII) Attendance

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

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VIII) Teaching Faculty

Minimum Qualification and Experience Prescribed for Teaching Posts In B.Sc. Hospitality Studies program under the faculty of science.

Sr.no.	Cadre	Qualification & Experience	Qualification & Experience for candidates from Industry & Profession
1.	Assistant Professor	<p>i) Good academic record with least 55% marks(or B+ or an equivalent grade in a point scale wherever grading system is followed)at the Master's Degree in a relevant subject from recognized University.</p> <p>ii) Besides fulfilling the above qualification, the candidate must have cleared the National Eligibility Test (NET) conducted the UGC. CSIR or similar test accredited the UGC like SLET/SET.</p> <p>iii) Notwithstanding anything contained sub-clauses (i) & (ii) to this clause, candidates, who are or have been awarded Ph.D. Degree in accordance with the University Grants Commission (Minimum Standards and Procedure for award of</p>	<p>55% or an equivalent grade in minimum 3 years Degree/Diploma in HMCT/Hospitality Studies orequivalent conferred by arecognized University / IHM/MSBTE after 10+2 or its equivalent inexamination tillMasters inHospitality Studies isexecuted by theSavitribai Phule</p>

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		<p>Ph.D. Degree) Regulations, 2009 shall be exempted from the requirement of the minimum eligibility condition of NET/SLET/SET for recruitment and appointment of Assistant Professor or equivalent positions in University/Colleges/ Institutions.</p> <p>iv) NET/SLET/SET shall also not be required for such masters programs in disciplines for which NET/SLET/SET is not conducted.</p> <p>Or</p> <p>55% or B+ or an equivalent grade in minimum 3 years Degree/ Diploma HMCT/Hospitality Studies or equivalent conferred by a recognized University/ IHM/MSBTE after 10+2 or its equivalent examination till master's in Hospitality Studies is executed by the Savitribai Phule Pune University.</p> <p>Industry Experience :</p> <p>01(One) year work experience for Master's degree</p> <p>03(Three) year work experience for 4 years degree holders.</p> <p>04(Four)year work experience for 3 year degree &3 year diploma holders.</p>	<p>Pune University And the candidate having at least 5 years of specialized experience in Industry/ profession may be considered as a special case if deemed fit by the selection committee based upon experts opinion that the same is essential in the core subjects</p>
2	Associate Professor	<p>At least 55% marks or B+(or an equivalent grade in a point scale wherever grading system is followed) at the master Degree in relevant subject from recognized University and good academic record with Ph.D. Degree in the concerned/ allied / relevant disciplines.</p> <p>ii) A minimum of eight years of experience of teaching and/ or research in an academic research position equivalent to that of Assistant Professor in a University, Colleges or Accredited Research Institutions/ Industries excluding the period of Ph.D. Research with evidence of published work and a minimum of 5 publications as books and / or research / policy papers.</p> <p>iii) Contribution to education design of new curricula and courses and technology mediated teaching learning process with evidence of having guided doctoral candidates and research students.</p>	<p>55% or an equivalent grade in minimum 3 years Degree / Diploma in HMCT/Hospitality Studies or equivalent conferred by a recognized University / IHM/ MSBTE after 10+2 or its equivalent examination till Masters in Hospitality Studies is executed by the Savitribai Phule Pune University</p>

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		iv) A minimum score as stipulated in the Academic performance indicator (API) based Performance Based Appraisal System (PBAS) as prescribed by Savitribai Phule Pune University.	And the candidate having at least 8 years of specialized experience in Industry/ profession may be considered as a special case if deemed fit by the selection committee based upon experts opinion that the same is essential in the core subjects
3	Professor	<p>Qualifications as above that are for the post of Associate Professor as applicable And</p> <p>A. (i) An eminent scholar with Ph.D. qualifications (s) in the concerned/ allied/ relevant discipline and published work of high quality actively engaged in research with evidence of published work with a minimum of 10 publications as books and / or research/ policy papers.</p> <p>ii)A minimum of ten years of teaching experience in universities/colleges, and / or experience in research at the Universities/ National level institutions/ Industries including experience of guiding candidates for research at doctoral level.</p> <p>iii) Contribution to educational innovation, design of new curricula and courses, and technology mediated teaching learning process.</p> <p>iv) A minimum score as stipulated in the Academic Performance Indicator (API) based Performance Based Appraisal System (PBAS) as prescribed by Savitribai Phule University.</p>	

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		<p>OR</p> <p>B. An outstanding professional, with established reputation in the relevant field, who has made significant contributions to the knowledge in the concerned/ allied/relevant discipline, to be Substantiated by credentials.</p>	
4	Principal	<p>Qualifications as above that are for the post of Associate professor, as applicable and total experience of 20 years of teaching /research/ administration in Universities/Colleges and other Institutions of higher education out of which minimum 10years experience in teaching is essential.</p> <p>OR</p> <p>Ph.D. degree in concern/ allied/relevant discipline (s) in the institution concerned with evidence if published work and research guide with a total experience of 15 years of teaching / research / administration in Universities / Colleges and other Institutions of higher education out of which minimum 10 years' experience in teaching is essential.</p> <p>A Minimum score as stipulated in the Academic Performance Indicator (API) based Performance Based Appraisal System (PBAS) as prescribed by Savitribai Phule Pune University.</p>	<p>55% or B+ or equivalent grade in minimum 3 years Degree / Diploma in HMCT/Hospitality Studies or equivalent conferred by a recognized University / IHM/ MSBTE after 10+2 or its equivalent examination till Masters in Hospitality Studies is executed by the Savitribai Phule Pune University</p> <p>And</p> <p>A total experience of 20 years of industry/ research out of which minimum 10 years' experience in teaching is essential</p>

Note: These Qualifications are prescribed under the circumstances where Master's degree in Hospitality Studies is not existing in any of the University in India and hence may be reviewed after 5 years and Revised as per the situation then.

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5.	Librarian	<p>i) A Master's Degree in Library Science / Information Science / Documentation Science or an equivalent professional degree with at least 55% marks (or an equivalent grade in a point scale wherever grading system is followed) and a consistently good academic record with knowledge of computerization of library.</p> <p>ii) Besides fulfilling the above qualification, the candidate must have cleared the National Eligibility Test (NET) conducted by the UGC, CSIR or Similar test accredited by the UGC like SLET/SET.</p> <p>iii) However, candidates, who are, or have been awarded Ph.D. Degree in accordance with the University Grants Commission (Minimum Standards and Procedure for Award of Ph.D. Degree) Regulations, 2009, shall be exempted from the requirement of the minimum eligibility condition of NET/SLET/SET for recruitment and appointment of Librarian.</p>	
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Appendix I: Outline of the Structure of B.Sc.HS Course.

Course Structure: B.Sc. (Hospitality Studies)

F.Y.B.Sc.HS

Bridge course for non-science background students '**Basics of Hospitality Applied Sciences**'
(4 weeks)

Course Code	Course Name	Theory/ Practical	Marks
	F.Y.B.Sc.HS (Annual)		
HS 101	Fundamentals of Food Production Principles (HS)	Theory	100
HS 102	Fundamentals of Food & Beverage Service Methodology (HS)	Theory	100
HS 103	Rooms Division Techniques (HS)	Theory	100
HS 104	Tourism Operations	Theory	100
HS 105	Food Science	Theory	100
HS 106	Principles of Nutrition	Theory	100
HS 107	Communication Skills (English / French)	Theory	100
HS 108	Information Systems	Theory	100
HS 109	Fundamentals of Food Production Principles (HS)	Practical	100
HS 110	Fundamentals of Food & Beverage Service Methodology (HS)	Practical	100
HS 111	Rooms Division Techniques (HS)	Practical	100
HS 112 A	Information Systems	Practical	50
HS 112 B	Communication Skills (English / French)	Practical	50
	Total		1200

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Course structure: B.Sc. (Hospitality Studies)

S.Y.B.Sc.HS (Sem- I&II)

Course Code	Course Name	Theory/ Practical	Marks
	S.Y.B.Sc.HS (Semester- I)		
HS 201	Principles of Quantity Food Production (HS)	Theory	50
HS 202	Beverage Service Methodology (HS)	Theory	50
HS 203	Accommodation Techniques (HS)	Theory	50
HS 204	Principles of Management	Theory	50
HS 205	Basic Principles of Accounting	Theory	50
HS 206	The Science of Hotel Engineering	Theory	50
HS 207	Principles of Quantity Food Production (HS)	Practical	50
HS 208	Beverage Service Methodology (HS)	Practical	50
HS 209	Accommodation Techniques (HS)	Practical	50
	Environmental Science	Internal Assessment	Grading System
	S.Y.B.Sc.HS (Semester-II)		
HS 210	Project Report (HS)		150
HS 211	Industrial Training (HS)		300
	Total		900

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Course structure: B.Sc.(Hospitality Studies) T.Y.B.Sc.HS (Sem- III&IV)

Course Code	Course Name	Theory/ Practical	Marks
	T.Y.B.Sc.H.S (Semester- III)		
HS 301	Advanced food production systems (HS)	Theory	50
HS 302	Food & Beverage service techniques & Management (HS)	Theory	50
HS 303	Accommodation operations Techniques (HS)	Theory	50
HS 304	Hotel Accounting procedures	Theory	50
HS 305	Hospitality Marketing Management	Theory	50
HS 306	Hotel law practices	Theory	50
HS 307	Advanced food production systems (HS)	Practical	50
HS 308	Food & Beverage service techniques & Management (HS)	Practical	50
HS 309	Accommodation operations Techniques (HS)	Practical	50
	T.Y.B.Sc.H.S (Semester- IV)		
HS 310	Principles of International cuisine (HS)	Theory	50
HS 311	Advanced Food & Beverage service techniques & Management (HS)	Theory	50
HS 312	Specialized accommodation management (HS)	Theory	50
HS 313	Total quality Management	Theory	50
HS 314	Human Resource management	Theory	50
HS 315	Entrepreneurship development	Theory	50
HS 316	Principles of International cuisine (HS)	Practical	50
HS 317	Advanced Food & Beverage service techniques & Management (HS)	Practical	50
HS 318	Specialized accommodation Management (HS)	Practical	50
	Total		900

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Syllabus for Bridge Course 'Basics of Hospitality Applied Sciences'

For BSc Hospitality Studies

Total Marks: 100

Total Hours: 80 hours

Teaching Scheme/ Week	Examination Scheme
4 hrs. * 5 days	100 marks

I. PHYSICS

Marks: 25

Chapter 1: Measurements

1.1 Introduction

1.2 Need for measurement

1.3 Units for measurement

- a) System of units
- b) S.I. units
- c) Fundamental and derived units

Chapter 2: Properties of Matter

2.1 Thermal properties of matter -temperature and heat

2.2 Measurement of temperature Definition

2.4 Definition Thermal expansion, Specific heat capacity,

Calorimeter - Change of state, Latent heat, Heat transfer.

II CHEMISTRY

Marks: 25

Chapter 1:

1.1 States of matter: Three states of matter- solid, liquid and gas

- a) Effect of heat on them
- b) Melting point and boiling point
- c) Concept of ph.
- d) Alcohols - Ethyl alcohol and methyl alcohol.
- e) Effect of heat on alcohol
- f) Distillation, Condensation, Evaporation and Fermentation

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Chapter 2 Chemistry in hospitality industry and everyday life

2.1 Chemicals in food: Preservatives, artificial sweetening agents.

2.2 Cleansing agents: Soaps and detergents, cleansing action.-alkalis

2.3 Study of common food adulterants in fat, butter, sugar, turmeric powder, chilli powder and pepper.

III BIOLOGY

Marks: 25

Chapter 1: Microbes in Human Welfare

1.1 Microbes in Household food processing, Microbes in Industrial Production, Microbes in Sewage Treatment, Microbes in Biogas (energy) Production

IV GEOGRAPHY

Marks: 25

Chapter 1

Environment Degradation, Global Warming

Chapter 2

2.1 Political map of World

2.2 Political Map of India

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Subject–FUNDAMENTALS OF FOOD PRODUCTION PRINCIPLES

SubjectCode– HS 101

TeachingandExaminationScheme:

TeachingScheme/Week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

FoodProductionisanintegralpartoftheHospitalityIndustry.Topreparethestudentstocatererto the needoftheindustry,itisimportanttoinculcateinthe soundknowledgeoftheprinciplesofFood Productionsothattheycanbeputtouseinanefficient&effectiveway.

		Hours	Marks
Chapter1	IntroductiontoProfessionalCookery	3	2
	1.1 OriginofModernCookerypractices		
	1.2 Factorsinfluencingeatinghabits,sectorsofhospitality/ CateringIndustry.		
	1.3 EssentialsofContinentalfoodpreparation.		
	1.4 EssentialsofIndianfoodpreparation.		
	1.5 Hygiene&safepracticesinhandling food.		
	1.6 Aims&objectivesofcookingfood.		
Chapter2	OrganizationStructureintheKitchen	3	2
	2.1 Typesofestablishments		
	2.2 Classicalkitchenbrigade(English)forafiveStar&Thre eeStarHotel.		
	2.3 Duties&ResponsibilitiesofExecutiveChef& variousChefs.		
	2.4 Co-ordinationwithotherallieddepartmentse.g. Stores,Purchases,Accounts,Service,Housekeeping,etc.		
Chapter3	CookingUtensils&SmallEquipments	3	2
	3.1 Classification - knives, kitchen tools, ElectricFood Pre- Preparationequipments,Refrigeration equipment, Food Holding Equipments, Hot plates &HeatedCupboards		
	3.2 Properties,Advantages&Dis-advantages of various		

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3.3	materials used into tools & equipment. Precautions and Care in handling & maintenance of equipment.		
Chapter 4	Fuels used in the kitchen	3	1
4.1	Heat Transfer Principles		
4.2	Classification, Types, Advantages & Disadvantages		
Chapter 5	Professional Attributes	3	2
5.1	Attitude towards your job.		
5.2	Personal Hygiene.		
5.3	Uniforms		
5.4	Care for your own health & safety.		
5.5	Safety practices & procedures.		
	5.5.a Accidents, types, nature, classification		
	5.5.b Preventive measures for each type of accident.		
	5.5.c Reporting accidents.		
	5.5.d First aid - meaning, importance, and basic rules.		
	5.5.5 Fire Prevention		
Chapter 6	Commodities used in the Catering Industry	16	22
6.1	Relationship of the classification with food groups studied		
6.2	Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking. (for the following)		
	6.2.A Cereals & Pulses		
	6.2.A.1 Wheat, Rice & Other millets in the region		
	6.2.A.2 Bengal gram, Green gram, Red gram		
	6.2.A.3 Soya beans, kidney bean, double beans, locally available cereals and pulses.		
	6.2.B Sweeteners		
	Sugar, Honey, Jaggery & Artificial Sweeteners		
	6.2.C Fats & Oils		
	Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads		

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- 6.2.D Dairy products**
Milk, Cream, Cheese, Curd
- 6.2.E Vegetables**
Types of Vegetables-Root, Stem, Leafy,
Flowery, Fruity
- 6.2.F Fruits**
Types of Fruits-Fresh, Dried, Canned
- 6.2.G Eggs**
- 6.2.H Spices, Herbs, Condiments & Seasonings**
(Used in Western & Indian Cooking)

Chapter 7	Pigments in foods	4	1
7.1	Types of pigments in vegetables, fruits and animal products.		
7.2	Effect of heat, acid, alkali, oxidation & metal on pigments		
7.3	Precautions for enhancing & retention of color.		
Chapter 8	Introduction to food pre-preparation (To be stressed in Practicals) Preparation	5	8
8.1	Methods- Washing, Peeling, Paring (fruits), Cutting (cuts of Vegetables), Grating (Vegetables), Grinding, Mashing (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry		
8.2.	Methods of Mixing- (To be demonstrated also in practical's) Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring		
Chapter 9.	Introduction to Methods of Cooking	14	13
	Cooking as applied to all commodities. Classification & Salient Features of various cooking methods Temperature precautions Equipment used, their care & maintenance.		
9.1	Moist methods of cooking		
9.1.1	Steaming with pressure & without pressure		
9.1.2	Braising		
9.1.3	Poaching		
9.1.4	Boiling		
9.2	Dry methods of cooking		
9.2.1	Baking		

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9.2.2	Roasting		
9.2.3	Grilling		
9.2.4	Tandoor		
9.3	Frying		
9.3.1	Typesoffryingmedium		
9.3.2	Sautéing		
9.3.3	Shallowfrying		
9.3.4	Deep– frying		
9.3.5	Combiningthemethods		
9.3.6	PressureFrying		
9.4	Microwavecooking		
9.4.1	Advantages&disadvantages		
Chapter 10	Stocks	7	5
10.1	Definition&usesofstocks		
10.2	Classification		
10.3	Rulesofstockmaking		
10.4	Recipeof1literofvariousstocks(White,brown,fish andvegetable)		
10.5	Glazes&Aspic		
10.6	StorageCare		
Chapter11	Sauces	5	5
11.1	Classification &usesofsauces		
11.2	Composition		
11.3	Thickeningagents		
11.4	Recipesofmothersauces		
11.5	Finishingofsauces(reducing,straining,deglazing,enrichingand seasoning)		
11.6	Precautions&rectification,handling&storage, derivatives(fiveeach)		
11.8	Pangravies		
11.9	Flavoredbutters		
Chapter12	Soups	5	2
12.1	Aimofsoupmaking		
12.2	Classificationofsoups-Cream, Puree, Veloute, Chowder,Consommé, Nationalsoups		
Chapter13	Texture,Accompaniments&Garnishes	5	2
13.1	Importance&Characteristic		
13.2	Factorsaffectingtexturesinfood		

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13.3	Desirable&Non-DesirableTextureswithexamples		
13.4	DifferencebetweenAccompaniments&Garnishes		
Chapter14	IntroductiontoBakery&confectionery	6	4
14.1	Definition		
14.2	Principlesofbaking		
14.3	BakeryEquipment(small&large)		
14.4	Formulas&measurements		
14.5	Physical&chemicalchangesduringbaking		
Chapter15	Characteristics	6	4
	FunctionsofingredientsinBakery&Confecti		
	onerv		
	Flour,Shorteningagents		
	,Sweeteningagents,		
	Raisingagents,Dairyproducts,Eggs,Sun		
	drv materials		
Chapter 16	YeastDough(FermentedGoods)	8	5
16.1	Roleofingredients		
16.2	Types–(Rich /lean)		
16.3	Methodsofbreadmaking		
16.4	Stagesinbreadmaking		
16.5	Faultsandremedies,BreadDisease,BreadImprovers		

Note: **GlossaryofTerms**
Students shouldbe familiar with the glossary of termspertaining to abovementionedtopics

ReferenceBooks

1. PracticalCookery- VictorCeserani&RonaldKinton,ELBS
2. TheoryofCatering- VictorCeserani&RonaldKinton,ELBS
3. TheoryofCookery-Mr.K.Arora,FranckBrothers
4. Modern Cookery for Teaching &Trade Voll- Ms. ThangamPhilip, Orient Longman.
6. Food Production Operations ByParvinder S. Bali
7. FoodCommodities-BernardDavis

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Subject–FUNDAMENTALS OFFOOD&BEVERAGESERVICE METHODOLOGY

SubjectCode-HS 102

TeachingandExaminationScheme:

TeachingScheme/Week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

Thecoursewillgivethestudentsacomprehensiveknowledgeanddeveloptechnical skillsinthebasicaspectsoffood&beverageserviceoperationsintheHotelIndustry.

		Hours	Marks
Chapter1.	TheFood&BeverageServiceIndustry	3	2
1.1	IntroductiontotheFood&BeverageIndustry		
1.2	Classification of Catering Establishments (Commercial&Non-Commercial)		
1.3	IntroductiontoFood&BeverageOperations(TypesofF&BOutlets)		
Chapter2.	Food&BeverageServiceareasinaHotel	3	2
2.1	Restaurant, Coffee Shop, Room Service, Bars, Banquets, SnackBar,ExecutiveLounges,Business Centers,Discotheques&NightClubs.		
2.2	Auxiliaryareas		
Chapter3.	Food&BeverageServiceEquipmentTypes&UsageofEquipments-	6	2
3.1	Furniture,Chinaware,Silverware&Glassware Disposables,		
3.2	SpecialEquipment		
3.3	Care&maintenance		
Chapter4.	Food&BeverageServicePersonnel	5	4
4.1.	Food&BeverageServiceOrganizationStructure-JobDescriptions&JobSpecifications		
4.2.	Attitudes &Attributes of Food &Beverage personnel,competencies.		

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4.3.	BasicEtiquettes		
4.4.	Interdepartmentalrelationship		
Chapter5.	TypesofFood&BeverageService	14	15
5.1	Mis-en-place&Mis-en-scene		
5.2	TableService–English/Silver,American,French, Russian		
5.3	SelfService–Buffet&Cafeteria		
5.4	SpecializedService–Gueridon,Tray,Trolley, Lounge,Roometc.		
5.5	SinglePointService–TakeAway,Vending Kiosks,FoodCourts&Bars,Automats		
Chapter6.	TypesofMeals	5	5
6.1.	Breakfast–Introduction,Types,ServiceMethods,		
6.2.	Brunch		
6.3.	Lunch		
6.4.	Hi–Tea		
6.5.	Dinner		
6.6.	Supper		
Chapter7.	Menuknowledge	11	10
7.1.	Introduction		
7.2.	Types–AlaCarte&Tabled’hote		
7.3.	MenuPlanning,considerations andconstraints		
7.4.	MenuTerms.		
7.5.	ClassicalFrenchMenu.		
7.6.	ClassicalFoods&itsAccompanimentswithCover.		
Chapter8	RoomService/InRoomDiningService	9	6
8.1	Introduction,generalprinciples		
8.2	CycleofService,schedulingandstaffing		
8.3	FormsandFormats		
8.4	OrderTaking,SuggestiveSelling,breakfastcards		
8.5	Timemanagement-leadtimefromordertakingto clearance		
Chapter9	Buffets	9	8
9.1	Definition		
9.2	Typesofbuffets		
9.3	Buffetequipmentandtableset-up.		

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Chapter10	ControlMethods	6	8
10.1	Necessity andfunctions ofacontrolsystem,		
10.2	BillingMethods–Duplicate&TriplicateSystem, KOTs&BOTs,ComputerizedKOTs(Kitchen OrderTicket,BeverageOrderTicket)		
10.3	FlowchartofKOT		
10.4	Presentationofbill.		
Chapter11	Non–AlcoholicBeverages	8	6
11.1	Classification		
11.2	HotBeverages– Types,Service		
11.3	ColdBeverages–Types,Service		
Chapter12	AlcoholicBeverages	8	6
12.1	Definition		
12.2	ClassificationofAlcoholicBeverages		
12.3	FermentationProcess		
Chapter13	Beers	9	6
13.1	Introductions		
13.2	Ingredientsused		
13.3	Production		
13.4	TypesandBrands–IndianandInternational		
13.5	Other fermented and brewed beverages		Sake, Cider,Perry

Note:GlossaryofTerms

Students shouldbe familiar with the glossary of termspertaining to abovementionedtopics

REFERENCEBOOKS:

1. Food&BeverageService–Lillicrap&Cousins
2. ModernRestaurantService–JohnFuller
3. Food&BeverageServiceTrainingManual–SudhirAndrews,
TataMcGrawHill

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4. TheRestaurant(fromConceptto Operation)–Lipinski
5. BarandBeverageBook–C.Katsigris,MaryPorter

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Subject-ROOMSDIVISION TECHNIQUES

SubjectCode-HS 103

TeachingandExaminationScheme:

TeachingScheme/per week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

The subject aims to establish the importance of House Keeping and Front Office and its role in the hospitality industry. It also prepares the student to acquire basic knowledge and skill necessary for different tasks and aspects of the above.

SECTION I	Hours	Marks
Chapter 1 Introduction to House Keeping		
1.1 Importance & Functions of Housekeeping	3	2
1.2 Guest satisfaction and repeat business		
1.3 House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas		
Chapter 2 Co-ordination with other Departments	2	2
Departments like Front Office, Engineering, Security, Purchase, HRD, Accounts.	F & B,	Kitchen,
Chapter 3 Layout of House Keeping Department	3	2
Sections of the housekeeping department, their functions and layout		
Chapter 4 Organization of Housekeeping Department	5	4
4.1 Hierarchy in large, medium & small hotels		
4.2 Attributes of staff.		
4.3 Job Descriptions and Job Specifications		
Chapter 5 Guest Rooms	3	4
5.1. Types		
5.2. Amenities & facilities for Standard & VIP guest rooms.		

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Chapter6.	CleaningEquipment	3	2
6.1	Classification, use, care & maintenance		
6.2	Selection&purchasecriteria		
Chapter7	CleaningAgents	3	4
7.1	Classification,use,careandstorage		
7.2	Distribution&Control		
7.3	SelectionCriteria		
Chapter8	Cleaning Routine of Housekeeping Department	4	2
8.1	General principles of cleaning.		
8.2	Work routine for floor supervisors and chamber maids.		
8.3	Rules of the floor.		
Chapter9	Cleaning routine of Guest Rooms	7	6
9.1	Daily Cleaning of occupied, Departure, Vacant, Under Repair and VIP Rooms		
9.2	Evening service and second service procedures.		
9.3	Weekly/Periodic cleaning.		
9.4	Spring cleaning procedures.		
Chapter 10.	Cleaning Routine of public areas	7	4
10.1	Areas to be maintained		
10.2	Daily, Weekly, and spring cleaning procedure for public areas.		
Chapter 11	Key Control	2	2
11.1	Computerized keys		
11.2	Manual keys		
11.3	Key Control Procedures		
Chapter 12	Control Desk	2	2
12.1	Importance of Control Desk		
12.2	Records maintained		
12.3	Functions performed by C.D.		
Chapter 13	Housekeeping Supervision	2	2
13.1	Importance of supervision		
13.2	Checklist for inspection		
13.3	Dirty Dozen		

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Chapter 14	Lost And Found Procedure	2	2
14.1	Procedure for Guest articles		
14.2	Procedure for Lost Hotel Property		
14.3	Records maintained		
SECTION		II	
Chapter1.	IntroductionToHospitalityIndustry	3	2
1.1	The term 'Hotel', evolution & development of hospitality industry and tourism, famous hotels worldwide.		
1.2	Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership)		
1.3	Organizational chart of hotels (Large, Medium, Small)		
Chapter2.	FrontOfficeDepartment	5	6
2.1	Sections and layout of Front Office		
2.2	Organizational chart of front office department (small, medium and large hotels)		
2.3	Duties and responsibilities of various staff.		
2.4	Attributes of front office personnel		
2.5	Co-ordination of front office with other departments of the hotel		
2.6	Equipment used (Manual and Automated)		
Chapter3	RoomTypes&Tariffs	7	6
3.1	Types of rooms.		
3.2	Food/Meal plans.		
3.3	Types of room rates. (Rack, FIT, crew, group, corporate, weekend etc.)		

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Chapter 4 Role of Front Office	6	6
4.1 Key control and key handling procedure		
4.2 Mail and message handling		
4.3. Paging and luggage handling		
4.4 Rules of the house (for Guest and Staff)		
4.5 Black List		
4.6 Bell desk and Concierge		
Chapter5 Reservations	6	4
5.1. Importanceofguestcycle(Varioustages,sectional staffincontactduringeachstage)		
5.2. Modesandsourcesofreservation.		
5.3. Procedure for taking reservations (Reservation form, conventional chart, density chart, bookingdiary withtheirdetailedworkingand formats) Computerized system(CRS,Instantreservations)		
5.4. Types of reservation (guaranteed, confirmed, groups,FIT)		
5.5. Procedure for amendments, cancellation and overbooking.		
Chapter 6. Pre-ArrivalProcedures	5	2
6.1. Pre arrival activities(Preparing an arrival list, notification etc)		
6.2. ProcedureforVIParrival.		
6.3.Procedure forgroupp arrival(special arrangements, mealcoupons,etc)		
Chapter7 GuestArrival	8	04
7.1 Types of registration.(Register, LooseLeaf, Registration Cards)		
7.2 Receivingguests. Arrivalprocedureforvariouscategoriesofguests (ForeignersalongwithC-forms,FITs-walkin,with confirmedreservation)		
7.3 Notificationofguestarrival.		
7.4 Criteria for taking advance.(Walk-ins, Scanty Baggageetc)		

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Chapter8	GuestStay	4	4
8.1	Roomingaguest (introductiontothe hotelfacilities, orientation oftheroom)		
8.2	Procedureforroomchange		
8.3	Safedepositprocedure.		
8.4	Assisting guest with all possible information and help(medicaletc.)		
Chapter9	GuestDeparture	4	4
9.1.	Departurenotification		
9.2.	Taskperformed atbelldesk,cashier/reception.		
9.3.	Expresscheckouts		
9.4.	Latecheckoutsandcharges.		
Chapter10	MethodsofPayment	2	2
10.1.	Creditcardhandling		
10.2.	Travelercheques,Personalchecks		
10.3.	Handlingcash Indian,Foreigncurrency		
10.4.	Othermethodsofpayment[Travelagent, BilltoCompanyetc--]		

Note: **GlossaryofTerms**
Students shouldbe familiar with the glossary of termspertaining to above-mentionedtopics

REFERENCEBOOKS:-SECTIONI

1. HousekeepingTraining Manual -SudhirAndrews
2. Hotel,Hostel&HospitalHousekeeping–Brenscon&Lanox

REFERENCEBOOKS:-SECTIONII

1. CheckinCheckout(JeromeVallen)
2. HotelfrontOfficeTrainingManual.(SudhirAndrews)
3. PrinciplesofHotelFrontOfficeOperations(SueBaker,P.Bradley,J. Huyton)
4. Hotel Front Office Operations and Management (Jatashankar R. Tewari)

SUGGESTEDASSIGNMENTS:

1. Countries,Capitals,andCurrencies

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2. Different airlines with their codes worldwide
3. Metro cities information [Location, shopping facilities, restaurants, places of interest, historical monuments, etc.]
4. Beaches in India

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Subject-TOURISM OPERATIONS

Subject Code-HS 104

Teaching and Examination Scheme:

Teaching Scheme/ per week		Examination Scheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rational:

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

Hours	Marks		
Chapter 1	The Tourism Phenomenon	4	5
1.1	Definition –Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.		
1.2	Growth of Tourism/Evolution/History of Tourism & Present status of tourism in India.		
1.3	Thomas Cook –Grand Circular Tour		
Chapter 2	Constituents of Tourism Industry		9
2.1	Primary Constituents		
2.2	Secondary Constituents		
2.3	The 4A's of Tourism –Attraction, Accessibility, Accommodation, Amenities		
2.4	Career Opportunities for tourism professionals		
Chapter 3	Infrastructure of Tourism	8	7
3.1	Role of Transport in Tourism		
3.2	Modes of Transport: Road, Rail, Air, Sea.		
3.3	Types of Accommodation –Main & Supplementary		
Chapter 4	Types of Tourism	8	9
4.1	Types of Tourism: - Various Motivators Holiday,		

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	Social&Cultural,MICEReligious,VFR(Visiting Friends and Relatives), Sports, Political, Health, SeniorCitizen,SustainableTourism		
4.2	Alternative Tourism: Eco Tourism, Agro Rural Tourism		
Chapter 5	The Impact of Tourism	8	7
5.1	Economic Impact – Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage,Infrastructuredevelopment.		
5.2	Social,Cultural&Political Impact–Standardof living, passport to peace, International NationalIntegration.		
5.3	Environmental Impact – Tourism pollution & control, wild life &bird sanctuaries &their protection fortouristindustry.		
Chapter6	TheTourismOrganizations	14	9
6.1	Objectives, Role &function of: Government Organizations:DOT,ITDC,MTDC,ASI,TFCI.Do		
6.2	mestic Organizations:TAAL,FHRAI,IATO		
6.3	InternationalOrganizations:WTO,IATA,PATA.		
6.4	NGO:RoleofNGOinmakingresponsibletourists.		
Chapter7	TheTravelAgency	10	11
7.1	Meaning&DefinitionofTravelAgent.		
7.2	TypesofTravelAgent: Retail&Wholesale.		
7.3	FunctionsofTravelAgent.		
7.3.1	ProvisionsofTravelInformation		
7.3.2	Ticketing		
7.3.3	ItineraryPreparation		
7.3.4	Planning&Costing		
7.3.5	SettlingofAccounts,		
7.3.6	Liaisonswithserviceproviders		
7.3.7	Role of Travel Agent in promotion of Tourism.		
Chapter8	TheTourOperator	10	9
8.1	Meaning&Definition		

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- 8.2 Types of Tour operator: Inbound, Outbound & Domestic.
- 8.3 Tour Packaging–definition, components of a tour package
- 8.4 Types of Package Tour:
 - 8.4.1 Independent Tour
 - 8.4.2 Inclusive Tour
 - 8.4.3 Escorted Tour
 - 8.4.4 Business Tour
- 8.5 Guides & escorts–Their role and function Qualities
required to be a guide or escort.

Chapter 9 Travel Formalities & Regulations 10 7

- 9.1 Passport–Definition, issuing authority, Types of Passport, Requirements for passport.
- 9.2 Visa–Definition, issuing authority, Types of visa Requirements for visa.
- 9.3 Health Regulation–Vaccination, Health Insurance. Economic Regulation–Foreign Exchange

Chapter 10 Itinerary Planning 12 7

- 10.1 Definition, Steps to plan a Tour, Route map, Transport booking, Accommodation reservations, Food facilities, Local guide / escort, Climate/seasonality, Shopping & cultural show, Costing

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topic

Assignments

1. Preparation of Itinerary–2 days, 7 days for well known tourist destinations.
2. Passport, visa, requirements

Field visit -Travel Agency, Airport etc.

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Reference Books

1. Introduction to Travel & Tourism - Michael M. Cottman Van Nostrand Reinhold New York, 1989
2. Travel Agency & Tour Operation Concepts & Principles - Jagmohan Negi - Kanishka Publishes, Distributors, New Delhi, 1997
3. International Tourism - Fundamentals & Practices - A. K. Bhatia - Sterling Publishers Private Limited, 1996
4. A Textbook of Indian Tourism - B. K. Goswami & G. Raveendran - Har Anand Publications Pvt. Ltd., 2003
5. Dynamics of Modern Tourism - Ratandeep Singh - Kanishka Publishes, Distributors, New Delhi, 1998
6. Tourism Development, Principles and Practices - Fletcher & Cooper - ELBS

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Subject-FOODSCIENCE

SubjectCode-HS 105

Teaching&ExaminationScheme:

TeachingScheme/ per week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

This course aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

	Hours	Marks
Chapter1. Importance of Hygiene in the Catering Industry.	4	6
1.1 Introduction		
1.2 Definitions-hygiene&sanitation		
1.3 Significance of hygiene & sanitation in the food industry.		
 Chapter2. Food Microbiology	 16	 11
2.1 Classification&Morphologyofmicro-organisms		
2.2 Factorsaffectinggrowthofmicro-organisms		
2.3 Control of micro-organisms in relation to food preservation.		
2.4 Harmful and useful micro-organisms in the food industry.		
2.5 Role of micro-organisms in the production of fermented foods, dairy products, bakery products, alcoholicbeverages&vinegar.		
 Chapter3. Food&WaterBorne Illnesses	 16	 13
3.1 Foodpoisoning&foodinfection, commonintestinal parasites. (Definitions,sourcesofcontamination offood,modeof transmission offood borne illness, control of food borneillness.)		
3.2 Non-bacterialmetalpoisoning		
3.3 NaturalToxinspresentinfood		

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Chapter4.	FoodProtection	12	11
4.1	Hygienic Storage- Dry, Refrigerated &Freezer storage&protectivedisplay.		
4.2	DangerZone		
4.3	Foodspoilage-detectionandprevention.		
4.4	Food contamination &spoilage due to kitchen pests.		
4.5	Crosscontamination.		
Chapter5.	PersonalHygiene	8	7
5.1	Necessityofpersonalhygiene.		
5.2	Healthofstaff.		
5.3	Sanitarypractices		
5.4	Protectiveclothing		
5.5	Importanceofrest,recreation andexercise.		
Chapter6.	FoodScienceConcepts	8	7
6.1	BasicS.I.unitsoflength,area,volume,weight		
6.2	Temperature(conversionofCelsiusScaleto FahrenheitScale)		
6.3	Definitionofdensity&relativedensity		
6.4	P ^H –definition&itsrelevanceinFoodIndustry		
6.5	Undesirablebrowning&itsprevention,examples ofdesirablebrowninginfoodpreparations		
6.6	ImportantTerminologies(definitions&relevance) BoilingPoint,BoilingUnderPressure,Melting Point,SmokingPoint,FlashPoint,SurfaceTension, Osmosis,Humidity,Evaporation,Sol,Gel, Emulsion&Foam		
Chapter7	FoodAdditives	8	7
	Definition,types&theirlimitationsasperPFAAct.		
Chapter8	RegulatoryAgencies	12	9
8.1	FoodstandardsinIndia		
8.2	Common foodadulterants andsimple tests to detect foodadulterantsinmilk,sugar,turmeric,chillipowder, tea,coffee,semolinaflour,ghee,butter,margarine& oil.		
Chapter9	HazardAnalysis&CriticalControlPoints.(HACCP)	12	9
	Importance,definition&usageofHACCP.		

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Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Demonstration/Field Visits	Hrs
Demonstration 1. Ubiquity of Micro Organism (Exposed food, personal habits & kitchen equipment)	2
Demonstration 2. Spoilage organisms seen in various food stuffs.	2
Demonstration 3. Simple Tests for Detection of Adulterants	2

Visits:

State Public Health Laboratory.

Hotel Kitchens, flight Kitchen & Industrial Canteen to observe hygienic standards maintained.

(A File has to be maintained to record the observations of the demonstrations and the visits. Marks awarded can be included in the internal marks.)

Reference Books

1. Food Hygiene & Sanitation - S. Roday
2. Food Microbiology - Frazier
3. Complete Catering Science - OFG Kilgour
4. Safe Food Handling - Michel Jacob
5. Prevention of Food Adulteration Act 1954
6. The Science of Food - 3rd Edition - P.M. Gaman & K.B. Sherrington
7. Food Chemistry - 1st Edition - Meyer

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Subject–PRINCIPLES OF NUTRITION

SubjectCode-HS 106

TeachingandExaminationScheme

TeachingScheme/ per week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

The subject aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.

Hours Marks

Chapter1.	Introduction to Terminologies	4	5
	Food, Nutrition, Nutrient, Empty Calories, Health, Malnutrition, Edible portion of food, Balanced Diet		
Chapter2.	Carbohydrates	8	8
	Definition, Composition, Classification, Food Sources (good and poor sources), Functions in human body, Recommended Daily Allowance in India (RDA), Importance of fiber, Effect of deficiency & excess intake, Effect of heat on carbohydrates		
Chapter3.	Protein	12	9
	Definition, Composition, Essential and Non-essential amino acids, Protein Quality (only Concept), Concept of Supplementary value of Protein, Food Source (good and poor source), RDA (adolescents and adults), Effect of deficiency, Effect of heat on proteins, Functions		
Chapter4.	Fats And Oils	10	9
	Definition, Composition, Saturated and Unsaturated fatty acids, Hydrogenation of oil, Cholesterol (a brief note), Food sources of: (Fat, Oil, Saturated fatty acid, Unsaturated fatty acid, cholesterol), Rancidity of Oil (Concept and Prevention),		

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RDA(Adolescentsandadults),Effectofdeficiency&excess,Functions

Chapter5.	Vitamins	12	9
5.1	Definition,Classification		
5.2	Fat Soluble Vitamins (A,D,E,K) – Functions, Food Sources,RDA(Adolescentsandadults),Nameofthedeficiencydiseaseandsymptoms.		
5.3	WaterSolubleVitamins(BComplexandC)-NamesofallBComplex,B1 ,B2, Niacin,andVitCwithreferenceto–Functions,Sources,RDA(Adolescentsandadults),Deficiencydiseasesand itsymptoms.		
Chapter6.	Minerals	8	9
6.1	Calcium,Iron,Iodine-Classification,Functions,RDA (Adolescents and adults), Rich food sources, Deficiencydisease anditsymptoms		
6.2	SodiumChloride-ImportanceandLimitations,Food sources		
Chapter7.	WaterAndItsImportanceToHealth	6	3
7.1	WaterBalance		
7.2	Dietarysources		
7.3	DehydrationandOedema		
Chapter8.	BasicFiveFoodGroups	6	3
8.1	Foodsincludedineachgroup		
8.2	Servingsizeoffoodsundereachgroup.		
Chapter9.	Balanceddiet(Usingbasic5foodgroups)	12	9
9.1	Menu Planning for a day’s diet for adolescents and adults		
	9.1.1 Vegetarian andNonvegetarian		
	9.1.2 Importanceofavoidingfast/junkfoods		
Chapter10.	ImportantFoodstobeavoidedandrecommendedfor:	14	9
	DiabetesMellitus,Heartrelateddiseases(Cardio Vascular),PepticUlcer, Jaundice,Kidneydiseases,Feverandinfection,DiarrhoeaandConstipation		
Chapter11.	Howtopreservenutrientswhilecooking food?	4	7

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Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Assignments

Calculation of Nutrients:

(Carbohydrates, Fat, Protein, Energy, Vit A, Ca, Fe, B1, B2 and C of any 10 recipes)

Marks _____ awarded

For the assignments can be included in the internal marks. **Reference Books**

1. Handbook of Food and Nutrition - Dr. M.S. Swaminathan
2. Nutrition and Dietetics - Shubhangi Joshi
3. Fundamentals of Food and Nutrition - Sumati R. Mudambi and M.V. Rajgopal
4. The Applied Nutrition - Prondfit and Robinson Normal
5. Nutritive value of Indian Food - Dr. C. Gopalan
6. Food Science and Nutrition - Sunetra Roday (Oxford Press)

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Subject-COMMUNICATIONSKILLS (English/ French)

SubjectCode-HS 107

TeachingandExaminationScheme:

TeachingScheme/ per week			ExaminationScheme			
Section	Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
I (English)	2	2	40	3hrs	10	100
II (French)	2	2	40		10	

Section I : ENGLISH

Rationale:

To introduce students to the process of communication & presentations skills needed by the hospitality professional.

		Hours	Marks
Chapter1	The communication process	4	5
1.1	Sender, receiver, message, channel, feedback		
1.2	Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback		
Chapter2	Barriersto effectivecommunication	2	4
	Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms		
Chapter3	Listening	1	1
	Need for listening, listening for content, critical listening, empathetic listening, attentive listening		
Chapter4	Frameworkforplanningbusinessmessages	1	1
	Purpose, audience, structure, style		
Chapter5	Writtencommunicationskills	18	12
5.1	Advantages and disadvantages		
5.2	Notemaking, writing a logbook		
5.3	Comprehension and précis writing		

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5.4	Letter writing (letters of enquiry, complaint, apology, order, application accompanied by bio-data, resignation and appreciation.)		
5.5	Short formal reports (incidents, events, visits)		
5.6	Memos, notices, circulars		
Chapter 6	Oral communications skills	18	10
6.1	Advantages and disadvantages		
6.2	Articulation and delivery		
6.3	Making speeches and presentations		
6.4	Telephone etiquettes		
6.5	Restaurant and hotel English		
Chapter 7	Non-verbal communication	4	7
	Understanding aspects of body language		

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

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Section II :FRENCH

Rationale

:

The syllabus aims to create an awareness about the importance of French in Hotel Operations, to help acquire the correct pronunciation of French terminology, to enable to use standard phrases in French in Hotel Operations, to give a very basic introduction to spoken French and most important of all, to integrate the French curriculum with the core syllabus of the Course.

Hours Marks

Chapter1.	General French	20	14
1.1	Pronunciation		
	1.1.1 The Alphabet		
	1.1.2 The Accents		
1.2	Numbers (0 to 100)		
	1.2.1 Cardinal		
	1.2.2 Ordinal		
1.3	Time (only 24 hr clock)		
1.4	Days of the week		
	1.4.1 Months of the year		
	1.4.2 Date		
1.5	Weights & Measures		
1.6	'Formulas de politesse'		
1.7	Conjugation of verbs in the present tense relevant to the hotel industry (only 'je' and 'vous' & 'nous' forms)		
1.8	Dialogues related to Hotel Operations		
Chapter2.	Food & Beverage Service	24	12
2.1	Restaurant Brigade		
2.2	Hot Plate Language		
2.3	The French Classical Menu (17 courses) with classic examples of each course, terminology and meanings in brief		
	Wines		
2.4			
	2.4.1 Wines of France,		
	2.4.2 Wine terminology		
	2.4.3 Reading a wine label.		
2.5	Laying a cover		

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Chapter 3 Food Production	20	14
3.1 The Kitchen Brigade		
3.2 Ingredients used in Kitchen		
3.2.1 Dairy Products		
3.2.2 Vegetables		
3.2.3 Fruits		
3.2.4 Herbs & Spices		
3.2.5 Poultry		
3.2.6 Fish		
3.2.7 Meat		
3.2.8 Cereals		
3.2.9 Seasonings		
3.3 French Cheeses		
3.4 Culinary Terms in French		
3.5 Recipes		

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Reference Books

1. Basic French Course for the Hotel Industry – by Catherine Lobo & Sonali Jadhav
2. French for Hotel Management & Tourism Industry – by S. Bhattacharya
3. F&B Service – by Dennis Lillicrap, John Courins & Robert Smith
4. Modern Cookery Vol 1 – by Thangam Philip

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Subject-INFORMATION SYSTEMS

SubjectCode-HS 108

TeachingandExaminationScheme:

TeachingScheme/ per week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

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

Chapter1	ComputerFundamentals	10 5
1.1	FeaturesofComputerSystem	
1.2	BlockDiagram	
1.3	HardwareInput&OutputDevices,CPU,RAM,ROM	
1.4	Software–System,ApplicationS/W	
1.5	Networks–LAN,MAN,WAN,Topologies	
1.6	Viruses–Types,Precautions	
Chapter2	WINDOWS	10 5
2.1	MS - Word	
2.2	MS - Excel	
2.3	MS – Power Point	
Chapter 3	INTERNET / E-MAIL	10 5
3.1	History,	
3.2	Pre-requisites for Internet, Role of Modem	
3.3	Services – Emailing, Chatting, Surfing, Blog	
3.4	Search Engines, Browsers, Dial Up, Domains	
3.5	Broadband, Concepts of Web upload, download	
3.6	Threats – Spyware, Adware, SPAM	

Chapter 4	SPECIALIZED APPLICATION SOFTWARE	13	15
4.1	Specialized Applications		
4.2	Graphics		
4.3	Audio and Video		
4.4	Multimedia		
4.6	Web Authoring		
4.8	Artificial Intelligence		
4.9	Desktop Publishing		
Chapter 5	COMMUNICATIONS AND NETWORKS	13	15
5.1	Communications		
5.2	Communication Channels		
5.3	Connection Devices		
5.4	Data Transmission		
5.5	Networks		
5.6	Networks Types		
5.7	Network Architecture		
5.8	Organizational Internets		
Chapter 6	PROPERTY MANAGEMENT SYSTEM INTERFACE	12	15
6.1	Point Of Sale Systems		
6.2	Call Accounting Systems		
6.3	Electronic Locking Systems		
6.4	Energy Management Systems		
6.5	Auxiliary Guest Services		
6.6	Guest Operated Devices		
Chapter 7	FOOD AND BEVERAGE APPLICATIONS – SERVICE	14	10
7.1	Point Of Sale Order–Entry Units		
7.2	Point Of Sale Printers		
7.3	Point Of Sale Account Settlement Devices		
7.4	Point Of Sale Software		
7.5	Reports		
7.6	Automated Beverage Control Systems		

Chapter 8 FOOD AND BEVERAGE MANAGEMENT APPLICATIONS 14 10

- 8.1 Recipe Management
- 8.2 Sales Analysis
- 8.3 Menu Management
- 8.4 Integrated Food Service Software
- 8.5 Management Reports from Automated Beverage Systems

Glossary of Terms: Students should be familiar with the glossary of terms pertaining to above mentioned topics Students should maintain a log book, which has all Notes, Pictures from the internet and all assignments (which will be marked as part of practical Exam

Reference Text Books:

1. C.S. French "Data Processing and Information Technology", BPB Publications 1998
2. P.K Sinha `Computer Fundamentals`, BPB Publications, 1992
3. Guy Hart-Davis "The ABCs of Microsoft Office 97 Professional edition", BPB Publications, 1998
4. Karl Schwartz, "Microsoft Windows 98 Training Guide", 1998

B.Sc. (Hospitality Studies) First Year Syllabus

Subject – FUNDAMENTALS OF FOODPRODUCTION PRINCIPLES

Subject Code – HS 109

Teaching and Examination Scheme:

TeachingScheme/ per week		ExaminationScheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
3 * 2	6	80	20	100

Practicals

1. Introduction to various tools and their usage.
2. Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)
3. Food pre-preparation methods
4. Use of different cooking methods.
5. Basic Stocks, soups & sauces
6. Basic Indian masalas & gravies (Dry & Wet)
7. Break Fast Menus. (Indian & Continental)

Minimum 48 individual practicals be accomplished consisting of -
50 % Continental menus with breads.
30% Indian Menus
20 % Break Fast Menus. (Indian& Continental)

NB: Initial practical classes should be a combination of demonstration and practical.

B.Sc. (Hospitality Studies) First Year Syllabus

Subject – FUNDAMENTALS OF FOOD & BEVERAGE SERVICE METHODOLOGY

Subject Code – HS 110

Teaching and Examination Scheme:

Teaching Scheme/ per week		Examination Scheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
3 * 2	6	80	20	100

Practicals:

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Mis-En-Palce & Mis-En-Scene
4. Identification of Equipments
5. Side board Organization
6. Laying & Relaying of Table cloth
7. Rules for laying a table
8. Carrying a Salver / Tray
9. Service of Water
10. Handling the Service Gear
11. Carrying Plates, Glasses & other Equipments
12. Clearing an Ashtray
13. Situations like spillage
14. Setting of Table d'hote & A La Carte covers.
15. Points to be remembered while setting a cover and during service
16. Napkin Folds
17. Silver Service (Hors D'oeuvre – (Classical Hors D'oeuvres varies to Coffee)
18. Crumbing, Clearing, Presenting the bill
19. Taking an Order for A la carte
20. Suggestive selling
21. How to write a KOT
22. Breakfast Table Lay – out & Service (Indian, American, English, Continental)
23. Service of Hot & Cold Non-Alcoholic Beverages
24. Indian Cuisine- Accompaniments & Service
25. Service of Beer (Bottled, Canned and Draft).
26. Exercises for planning different menus.
27. Room Service- Tray and trolley lay up, breakfast hanger & service procedure.
28. Mini bar- format and operational procedures.

B.Sc. (Hospitality Studies) First Year Syllabus

Subject- ROOMS DIVISION TECHNIQUES

Subject Code - HS 111

Teaching and Examination Scheme:

Teaching Scheme/ per week		Examination Scheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
2 * 2	4	80	20	100

Practicals: SECTION I

1. Introduction to the Housekeeping department
2. Introduction to Cleaning Equipment
3. Introduction to Cleaning Agents
4. Introduction to Guest Room and supplies & placement
5. Sweeping and Mopping – dry, wet.
6. Polishing of Laminated surfaces.
7. Polishing of Brass Articles.
8. Polishing of EPNS articles.
9. Polishing of Copper articles.
10. Cleaning of Glass surfaces.
11. Cleaning of oil painted surfaces.
12. Cleaning of plastic painted surfaces.
13. Mansion polishing
14. Vacuum Cleaning
15. Bed making Day / Evening
16. Cleaning of different floor finishes, & use of floor scrubbing machine
17. Equipping Maids Carte / Trolley
18. Daily Cleaning of Guest rooms – Departure, occupied and vacant
19. Weekly / Spring Cleaning
20. Daily cleaning of Public Areas (Corridors)
21. Weekly Cleaning of Public Areas
22. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
23. Inspection records – Checklist
24. Monogramming
25. Mending, Sewing Machine
26. Linen Inventory – Stock Taking
27. Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and sateen.

B.Sc. (Hospitality Studies) First Year Syllabus

Practicals: SECTION II

1. Telephone Etiquettes and telephone handling.
2. Handling room keys(issuing, receiving, missing keys, computerized key cards)
3. Handling guest mail(of guests who have checked out, in-house and expected)
4. Handling messages and paging for guests.
5. Luggage handling.(along with left luggage procedure)
6. Handling guest enquiries.
7. Handling guests who are blacklisted.
8. Situations on basis of charging.
9. Bell desk activities
10. Taking down the reservation request for FIT, Corporate Guest, Group/Crew.
11. Use of conventional chart, density chart to process the reservation.
12. Amendment / cancellation of a reservation.
13. Preparing for VIP & Group arrivals.
14. Registration process for Walk-in, FIT/Foreigners, Corporate Guest, Group/Crew.
15. Room change procedure.
16. Handling Guest departure/Check out with various methods of payment, Credit cards, Travelerscheque, Personal cheque, cash – Indian & Foreign currency, Travel Agent's voucher, BTC.

B.Sc. (Hospitality Studies) First Year Syllabus

Subject - INFORMATION SYSTEMS

Subject Code - HS 112 A

Teaching and Examination Scheme:

TeachingScheme/ per week		ExaminationScheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
2 * 2	4	40	10	50

SUGGESTED PRACTICAL ASSIGNMENTS: -

1. WINDOWS

1.1 Word (Resume)

1.2 Excel (List of employees, with salary, KOT, Database of Employees with filters)

1.3 Power Point (Ppt presentation on any topic related to hospitality industry)

2. POINT OF SALE MODULE

2.1 Identification of POS Icons

2.2 Table selection

2.3 Order Entry

2.4 Table Transfer

2.5 Modify Order

2.6 Split and Settle Bill

3. GENERATION OF POS REPORTS

4. REVISION OF FRONT OFFICE MODULE

5. BANQUET & CONFERENCING MODULE- BANQUET FUNCTION PROSPECTUS

6. GLOSSARY OF TERMS

B.Sc. (Hospitality Studies) First Year Syllabus

Subject - Communication Skills

Subject Code - HS 112 B

Teaching and Examination Scheme:

TeachingScheme/ per week		ExaminationScheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
2 * 2	4	40	10	50

Practicals:

1. Basic communication required for Hospitality Industry
2. Telephone etiquettes – effective telephonic conversation
3. Extempore speech – oral presentation on a given topic
4. Group Discussion – speak coherently, fluently on a given topic
5. Debates – put forth your views on a given topic
6. Presentation with the help of Power point Presentation
7. Oral reports on events, field visits, projects, training experience etc.
8. Self- introduction

Savitribai Phule Pune University

Course Structure

B.Sc. (Hospitality Studies)

Faculty of Science

B.Sc. (Hospitality Studies) First Year Syllabus

Faculty of Science

B.Sc. (Hospitality Studies)

w.e.f. Academic Year 2016-17

I) Objectives and Framework of the curriculum of B.Sc.HSProgramme

- 1) The basic objective of the B.Sc.HS Programme is to provide to the country a steady stream of competent young men and women with the necessary knowledge, skills, values and attitude to occupy positions of management and administration in the Hospitality Industry.
- 2) The course structure of the given B.Sc.HS Programme is designed keeping in view the basic objective stated above. Consequently certain essential features of such model programme structure would be.
 - a) To impart to the students latest and relevant knowledge from the field of hospitality.
 - b) Providing opportunities to the participants, within and outside the institutions, for developing necessary operating skills.
 - c) Imparting / developing the right kind of attitude to function effectively in operational, Managerial / administrative positions.
- 3) Certain other essential considerations:
 - a) The knowledge imputes and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
 - b) The design is simple and logical.
- 4) Imparting / developing suitable attitudes understandably is a very difficult and delicate task, and is to be done by the faculty as inconspicuously as possible.
- 5) The relative importance of skills development and attitudinal orientation in hospitality education suggests that the Institution offering the program should have some freedom on course development in choosing methods of instruction and internal assessment within a broad frame work of objectives and curriculum structure.

II) The Curriculum

- 1) The curriculum is presented in the accompanying chart along with the appendices containing a list of subjects and outlines of required courses.
- 2) Care and attention has been given to the basic objective of the curriculum and its academic rigor, with the much needed experimentation and innovation in the field of hospitality studies.

a) A Bridge Course in science for students of non science background, will be conducted at the beginning of the program.

B.Sc. (Hospitality Studies) First Year Syllabus

- b) The curriculum includes a total **41 courses**.
- c) The 41 courses are distributed as under

First Year B.Sc.HS(Annual) HS101 - HS108 = Theory
HS109 - HS112 A & HS112B = Practical

Second Year B.Sc.HS(Semester-I) HS 201 - HS 206 = Theory
HS 207 - HS 209 = Practical

Including Environmental Science compulsory with Internal Assessment with grading system.

(Semester- II) HS 210 = Project Report
HS 211 = Industrial Training

Third Year B.Sc.HS(Semester -III) HS 301 - HS 306 = Theory
HS 307 - HS 309 = Practical

(Semester- IV) HS 310 - HS 315 = Theory
HS 316 - HS 318 = Practical

- d) There is a provision for project report and industrial training in the fourth semester, which together carry a mark value of **450** internal & external evaluations.

3. Ordinarily in each class, not more than **60 students** will be admitted.

4. Appendix 1: outline of the structure of B.Sc.HS Course

III) Eligibility for admission

The minimum eligibility for the course would be **HSC (Std.12th)** or its equivalent, passing with the minimum of **50% marks** in aggregate. (**45% marks** in case of candidates of **backward class** categories belonging to Maharashtra State).

For students with **non-science background** a bridge course in science namely '**Basics of Hospitality Applied Sciences**' will be conducted in the first year of the course. The duration of the bridge course will be of **four weeks**.

IV) Number of lectures

There shall be at least **40 hours per week** which includes lectures /practicals/ tutorials/ seminars /assignments for the internal assessment work. The duration of the lectures/practical period shall be of 50 minutes each.

V) Industrial Training

B.Sc. (Hospitality Studies) First Year Syllabus

In the **Second Semester (Second Year)** the students shall be sent for **Industrial Training** for a period of **20 weeks**, in three star and above category hotel.

- a) The student shall maintain a logbook for the training period on daily basis.
- b) At the end of the industrial training the student shall submit a training report along with the log book maintained on daily basis during the period of training and the performance appraisal from each department.
- c) The training report is to be prepared by the students in two typed copies and to be submitted to the principal within the stipulated time of assessment.
- d) The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce of the Second Semester.
- e) The training report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel industry of the level of Head of the Department and above) and one internal examiner.

VI) Project Work

Each student shall write a project Report on the topic based on the elective course under the guidance of an internal Teacher and submit the same to the Principal.

The Project Report is to be prepared by the student in two typed copies and to be submitted to the principal within the stipulated time for assessment (30th April) Only on the basis of a certificate of the internal examiner concerned that the project report has been satisfactorily completed, would the student be allowed to appear for the viva-voce of the Second Semester. The marks will be communicated by the Principal to the University before 31st May.

The project Report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

VII) Attendance

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

B.Sc. (Hospitality Studies) First Year Syllabus

VIII) Teaching Faculty

Minimum Qualification and Experience Prescribed for Teaching Posts In B.Sc. Hospitality Studies program under the faculty of science.

Sr.no.	Cadre	Qualification & Experience	Qualification & Experience for candidates from Industry & Profession
1.	Assistant Professor	<p>i) Good academic record with least 55% marks(or B+ or an equivalent grade in a point scale wherever grading system is followed)at the Master's Degree in a relevant subject from recognized University.</p> <p>ii) Besides fulfilling the above qualification, the candidate must have cleared the National Eligibility Test (NET) conducted the UGC. CSIR or similar test accredited the UGC like SLET/SET.</p> <p>iii) Notwithstanding anything contained sub-clauses (i) & (ii) to this clause, candidates, who are or have been awarded Ph.D. Degree in accordance with the University Grants Commission (Minimum Standards and Procedure for award of</p>	<p>55% or an equivalent grade in minimum 3 years Degree/Diploma in HMCT/Hospitality Studies orequivalent conferred by arecognized University / IHM/MSBTE after 10+2 or its equivalent inexamination tillMasters inHospitality Studies isexecuted by theSavitribai Phule</p>

B.Sc. (Hospitality Studies) First Year Syllabus

		<p>Ph.D. Degree) Regulations, 2009 shall be exempted from the requirement of the minimum eligibility condition of NET/SLET/SET for recruitment and appointment of Assistant Professor or equivalent positions in University/Colleges/ Institutions.</p> <p>iv) NET/SLET/SET shall also not be required for such masters programs in disciplines for which NET/SLET/SET is not conducted.</p> <p>Or</p> <p>55% or B+ or an equivalent grade in minimum 3 years Degree/ Diploma HMCT/Hospitality Studies or equivalent conferred by a recognized University/ IHM/MSBTE after 10+2 or its equivalent examination till master's in Hospitality Studies is executed by the Savitribai Phule Pune University.</p> <p>Industry Experience :</p> <p>01(One) year work experience for Master's degree</p> <p>03(Three) year work experience for 4 years degree holders.</p> <p>04(Four)year work experience for 3 year degree &3 year diploma holders.</p>	<p>Pune University And the candidate having at least 5 years of specialized experience in Industry/ profession may be considered as a special case if deemed fit by the selection committee based upon experts opinion that the same is essential in the core subjects</p>
2	Associate Professor	<p>At least 55% marks or B+(or an equivalent grade in a point scale wherever grading system is followed) at the master Degree in relevant subject from recognized University and good academic record with Ph.D. Degree in the concerned/ allied / relevant disciplines.</p> <p>ii) A minimum of eight years of experience of teaching and/ or research in an academic research position equivalent to that of Assistant Professor in a University, Colleges or Accredited Research Institutions/ Industries excluding the period of Ph.D. Research with evidence of published work and a minimum of 5 publications as books and / or research / policy papers.</p> <p>iii) Contribution to education design of new curricula and courses and technology mediated teaching learning process with evidence of having guided doctoral candidates and research students.</p>	<p>55% or an equivalent grade in minimum 3 years Degree / Diploma in HMCT/Hospitality Studies or equivalent conferred by a recognized University / IHM/ MSBTE after 10+2 or its equivalent examination till Masters in Hospitality Studies is executed by the Savitribai Phule Pune University</p>

B.Sc. (Hospitality Studies) First Year Syllabus

		iv) A minimum score as stipulated in the Academic performance indicator (API) based Performance Based Appraisal System (PBAS) as prescribed by Savitribai Phule Pune University.	And the candidate having at least 8 years of specialized experience in Industry/ profession may be considered as a special case if deemed fit by the selection committee based upon experts opinion that the same is essential in the core subjects
3	Professor	<p>Qualifications as above that are for the post of Associate Professor as applicable And</p> <p>A. (i) An eminent scholar with Ph.D. qualifications (s) in the concerned/ allied/ relevant discipline and published work of high quality actively engaged in research with evidence of published work with a minimum of 10 publications as books and / or research/ policy papers.</p> <p>ii)A minimum of ten years of teaching experience in universities/colleges, and / or experience in research at the Universities/ National level institutions/ Industries including experience of guiding candidates for research at doctoral level.</p> <p>iii) Contribution to educational innovation, design of new curricula and courses, and technology mediated teaching learning process.</p> <p>iv) A minimum score as stipulated in the Academic Performance Indicator (API) based Performance Based Appraisal System (PBAS) as prescribed by Savitribai Phule University.</p>	

B.Sc. (Hospitality Studies) First Year Syllabus

		<p>OR</p> <p>B. An outstanding professional, with established reputation in the relevant field, who has made significant contributions to the knowledge in the concerned/ allied/relevant discipline, to be Substantiated by credentials.</p>	
4	Principal	<p>Qualifications as above that are for the post of Associate professor, as applicable and total experience of 20 years of teaching /research/ administration in Universities/Colleges and other Institutions of higher education out of which minimum 10years experience in teaching is essential.</p> <p>OR</p> <p>Ph.D. degree in concern/ allied/relevant discipline (s) in the institution concerned with evidence if published work and research guide with a total experience of 15 years of teaching / research / administration in Universities / Colleges and other Institutions of higher education out of which minimum 10 years' experience in teaching is essential.</p> <p>A Minimum score as stipulated in the Academic Performance Indicator (API) based Performance Based Appraisal System (PBAS) as prescribed by Savitribai Phule Pune University.</p>	<p>55% or B+ or equivalent grade in minimum 3 years Degree / Diploma in HMCT/Hospitality Studies or equivalent conferred by a recognized University / IHM/ MSBTE after 10+2 or its equivalent examination till Masters in Hospitality Studies is executed by the Savitribai Phule Pune University</p> <p>And</p> <p>A total experience of 20 years of industry/ research out of which minimum 10 years' experience in teaching is essential</p>

Note: These Qualifications are prescribed under the circumstances where Master's degree in Hospitality Studies is not existing in any of the University in India and hence may be reviewed after 5 years and Revised as per the situation then.

B.Sc. (Hospitality Studies) First Year Syllabus

5.	Librarian	<p>i) A Master's Degree in Library Science / Information Science / Documentation Science or an equivalent professional degree with at least 55% marks (or an equivalent grade in a point scale wherever grading system is followed) and a consistently good academic record with knowledge of computerization of library.</p> <p>ii) Besides fulfilling the above qualification, the candidate must have cleared the National Eligibility Test (NET) conducted by the UGC, CSIR or Similar test accredited by the UGC like SLET/SET.</p> <p>iii) However, candidates, who are, or have been awarded Ph.D. Degree in accordance with the University Grants Commission (Minimum Standards and Procedure for Award of Ph.D. Degree) Regulations, 2009, shall be exempted from the requirement of the minimum eligibility condition of NET/SLET/SET for recruitment and appointment of Librarian.</p>	
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B.Sc. (Hospitality Studies) First Year Syllabus

Appendix I: Outline of the Structure of B.Sc.HS Course.

Course Structure: B.Sc. (Hospitality Studies)

F.Y.B.Sc.HS

Bridge course for non-science background students '**Basics of Hospitality Applied Sciences**'
(4 weeks)

Course Code	Course Name	Theory/ Practical	Marks
	F.Y.B.Sc.HS (Annual)		
HS 101	Fundamentals of Food Production Principles (HS)	Theory	100
HS 102	Fundamentals of Food & Beverage Service Methodology (HS)	Theory	100
HS 103	Rooms Division Techniques (HS)	Theory	100
HS 104	Tourism Operations	Theory	100
HS 105	Food Science	Theory	100
HS 106	Principles of Nutrition	Theory	100
HS 107	Communication Skills (English / French)	Theory	100
HS 108	Information Systems	Theory	100
HS 109	Fundamentals of Food Production Principles (HS)	Practical	100
HS 110	Fundamentals of Food & Beverage Service Methodology (HS)	Practical	100
HS 111	Rooms Division Techniques (HS)	Practical	100
HS 112 A	Information Systems	Practical	50
HS 112 B	Communication Skills (English / French)	Practical	50
	Total		1200

B.Sc. (Hospitality Studies) First Year Syllabus

Course structure: B.Sc. (Hospitality Studies)

S.Y.B.Sc.HS (Sem- I&II)

Course Code	Course Name	Theory/ Practical	Marks
	S.Y.B.Sc.HS (Semester- I)		
HS 201	Principles of Quantity Food Production (HS)	Theory	50
HS 202	Beverage Service Methodology (HS)	Theory	50
HS 203	Accommodation Techniques (HS)	Theory	50
HS 204	Principles of Management	Theory	50
HS 205	Basic Principles of Accounting	Theory	50
HS 206	The Science of Hotel Engineering	Theory	50
HS 207	Principles of Quantity Food Production (HS)	Practical	50
HS 208	Beverage Service Methodology (HS)	Practical	50
HS 209	Accommodation Techniques (HS)	Practical	50
	Environmental Science	Internal Assessment	Grading System
	S.Y.B.Sc.HS (Semester-II)		
HS 210	Project Report (HS)		150
HS 211	Industrial Training (HS)		300
	Total		900

B.Sc. (Hospitality Studies) First Year Syllabus

Course structure: B.Sc.(Hospitality Studies) T.Y.B.Sc.HS (Sem- III&IV)

Course Code	Course Name	Theory/ Practical	Marks
	T.Y.B.Sc.H.S (Semester- III)		
HS 301	Advanced food production systems (HS)	Theory	50
HS 302	Food & Beverage service techniques & Management (HS)	Theory	50
HS 303	Accommodation operations Techniques (HS)	Theory	50
HS 304	Hotel Accounting procedures	Theory	50
HS 305	Hospitality Marketing Management	Theory	50
HS 306	Hotel law practices	Theory	50
HS 307	Advanced food production systems (HS)	Practical	50
HS 308	Food & Beverage service techniques & Management (HS)	Practical	50
HS 309	Accommodation operations Techniques (HS)	Practical	50
	T.Y.B.Sc.H.S (Semester- IV)		
HS 310	Principles of International cuisine (HS)	Theory	50
HS 311	Advanced Food & Beverage service techniques & Management (HS)	Theory	50
HS 312	Specialized accommodation management (HS)	Theory	50
HS 313	Total quality Management	Theory	50
HS 314	Human Resource management	Theory	50
HS 315	Entrepreneurship development	Theory	50
HS 316	Principles of International cuisine (HS)	Practical	50
HS 317	Advanced Food & Beverage service techniques & Management (HS)	Practical	50
HS 318	Specialized accommodation Management (HS)	Practical	50
	Total		900

B.Sc. (Hospitality Studies) First Year Syllabus

Syllabus for Bridge Course 'Basics of Hospitality Applied Sciences'

For BSc Hospitality Studies

Total Marks: 100

Total Hours: 80 hours

Teaching Scheme/ Week	Examination Scheme
4 hrs. * 5 days	100 marks

I. PHYSICS

Marks: 25

Chapter 1: Measurements

1.1 Introduction

1.2 Need for measurement

1.3 Units for measurement

- a) System of units
- b) S.I. units
- c) Fundamental and derived units

Chapter 2: Properties of Matter

2.1 Thermal properties of matter -temperature and heat

2.2 Measurement of temperature Definition

2.4 Definition Thermal expansion, Specific heat capacity,

Calorimeter - Change of state, Latent heat, Heat transfer.

II CHEMISTRY

Marks: 25

Chapter 1:

1.1 States of matter: Three states of matter- solid, liquid and gas

- a) Effect of heat on them
- b) Melting point and boiling point
- c) Concept of ph.
- d) Alcohols - Ethyl alcohol and methyl alcohol.
- e) Effect of heat on alcohol
- f) Distillation, Condensation, Evaporation and Fermentation

B.Sc. (Hospitality Studies) First Year Syllabus

Chapter 2 Chemistry in hospitality industry and everyday life

2.1 Chemicals in food: Preservatives, artificial sweetening agents.

2.2 Cleansing agents: Soaps and detergents, cleansing action.-alkalis

2.3 Study of common food adulterants in fat, butter, sugar, turmeric powder, chilli powder and pepper.

III BIOLOGY

Marks: 25

Chapter 1: Microbes in Human Welfare

1.1 Microbes in Household food processing, Microbes in Industrial Production, Microbes in Sewage Treatment, Microbes in Biogas (energy) Production

IV GEOGRAPHY

Marks: 25

Chapter 1

Environment Degradation, Global Warming

Chapter 2

2.1 Political map of World

2.2 Political Map of India

B.Sc. (Hospitality Studies) First Year Syllabus

Subject–FUNDAMENTALS OF FOOD PRODUCTION PRINCIPLES

SubjectCode– HS 101

TeachingandExaminationScheme:

TeachingScheme/Week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

FoodProductionisanintegralpartoftheHospitalityIndustry.Topreparethestudentstocatererto the needoftheindustry,itisimportanttoinculcateinthe soundknowledgeoftheprinciplesof FoodProductionsothattheycanbeputtouseinanefficient&effectiveway.

		Hours	Marks
Chapter1	IntroductiontoProfessionalCookery	3	2
1.1	OriginofModernCookerypractices		
1.2	Factorsinfluencingeatinghabits,sectorsofhospitality/ CateringIndustry.		
1.3	EssentialsofContinentalfoodpreparation.		
1.4	EssentialsofIndianfoodpreparation.		
1.5	Hygiene&safepacticesinhandling food.		
1.6	Aims&objectivesofcookingfood.		
Chapter2	OrganizationStructureintheKitchen	3	2
2.1	Typesofestablishments		
2.2	Classicalkitchenbrigade(English)forafiveStar&Thre StarHotel.		
2.3	Duties&ResponsibilitiesofExecutiveChef& variousChefs.		
2.4	Co-ordinationwithotherallieddepartmentse.g. Stores,Purchases,Accounts,Service,Housekeeping,etc.		
Chapter3	CookingUtensils&SmallEquipments	3	2
3.1	Classification - knives, kitchen tools, Electric Food Pre- Preparationequipments,Refrigeration equipment, Food Holding Equipments, Hot plates &HeatedCupboards		
3.2	Properties,Advantages&Dis-advantages of various		

B.Sc. (Hospitality Studies) First Year Syllabus

3.3	materials used into tools & equipment. Precautions and Care in handling & maintenance of equipment.		
Chapter 4	Fuels used in the kitchen	3	1
4.1	Heat Transfer Principles		
4.2	Classification, Types, Advantages & Disadvantages		
Chapter 5	Professional Attributes	3	2
5.1	Attitude towards your job.		
5.2	Personal Hygiene.		
5.3	Uniforms		
5.4	Care for your own health & safety.		
5.5	Safety practices & procedures.		
	5.5.a Accidents, types, nature, classification		
	5.5.b Preventive measures for each type of accident.		
	5.5.c Reporting accidents.		
	5.5.d First aid - meaning, importance, and basic rules.		
	5.5.5 Fire Prevention		
Chapter 6	Commodities used in the Catering Industry	16	22
6.1	Relationship of the classification with food groups studied		
6.2	Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking. (for the following)		
	6.2.A Cereals & Pulses		
	6.2.A.1 Wheat, Rice & Other millets in the region		
	6.2.A.2 Bengal gram, Green gram, Red gram		
	6.2.A.3 Soya beans, kidney bean, double beans, locally available cereals and pulses.		
	6.2.B Sweeteners		
	Sugar, Honey, Jaggery & Artificial Sweeteners		
	6.2.C Fats & Oils		
	Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads		

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- 6.2.D Dairy products**
Milk, Cream, Cheese, Curd
- 6.2.E Vegetables**
Types of Vegetables-Root, Stem, Leafy, Flowery, Fruity
- 6.2.F Fruits**
Types of Fruits-Fresh, Dried, Canned
- 6.2.G Eggs**
- 6.2.H Spices, Herbs, Condiments & Seasonings**
(Used in Western & Indian Cooking)

Chapter 7	Pigments in foods	4	1
7.1	Types of pigments in vegetables, fruits and animal products.		
7.2	Effect of heat, acid, alkali, oxidation & metal on pigments		
7.3	Precautions for enhancing & retention of color.		
Chapter 8	Introduction to food pre-preparation (To be stressed in Practicals) Preparation	5	8
8.1	Methods- Washing, Peeling, Paring (fruits), Cutting (cuts of Vegetables), Grating (Vegetables), Grinding, Mashing (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry		
8.2.	Methods of Mixing- (To be demonstrated also in practical's) Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring		
Chapter 9.	Introduction to Methods of Cooking	14	13
	Cooking as applied to all commodities. Classification & Salient Features of various cooking methods Temperature precautions Equipment used, their care & maintenance.		
9.1	Moist methods of cooking		
9.1.1	Steaming with pressure & without pressure		
9.1.2	Braising		
9.1.3	Poaching		
9.1.4	Boiling		
9.2	Dry methods of cooking		
9.2.1	Baking		

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9.2.2	Roasting		
9.2.3	Grilling		
9.2.4	Tandoor		
9.3	Frying		
9.3.1	Typesoffryingmedium		
9.3.2	Sautéing		
9.3.3	Shallowfrying		
9.3.4	Deep– frying		
9.3.5	Combiningthethods		
9.3.6	PressureFrying		
9.4	Microwavecooking		
9.4.1	Advantages&disadvantages		
Chapter 10	Stocks	7	5
10.1	Definition&usesofstocks		
10.2	Classification		
10.3	Rulesofstockmaking		
10.4	Recipeof1literofvariousstocks(White,brown,fish andvegetable)		
10.5	Glazes&Aspic		
10.6	StorageCare		
Chapter11	Sauces	5	5
11.1	Classification &usesofsauces		
11.2	Composition		
11.3	Thickeningagents		
11.4	Recipesofmothersauces		
11.5	Finishingofsauces(reducing,straining,deglazing,enrichingand seasoning)		
11.6	Precautions&rectification,handling&storage, derivatives(fiveeach)		
11.8	Pangravies		
11.9	Flavoredbutters		
Chapter12	Soups	5	2
12.1	Aimofsoupmaking		
12.2	Classificationofsoups-Cream, Puree, Veloute, Chowder,Consommé, Nationalsoups		
Chapter13	Texture,Accompaniments&Garnishes	5	2
13.1	Importance&Characteristic		
13.2	Factorsaffectingtexturesinfood		

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13.3	Desirable&Non-DesirableTextureswithexamples		
13.4	DifferencebetweenAccompaniments&Garnishes		
Chapter14	IntroductiontoBakery&confectionery	6	4
14.1	Definition		
14.2	Principlesofbaking		
14.3	BakeryEquipment(small&large)		
14.4	Formulas&measurements		
14.5	Physical&chemicalchangesduringbaking		
Chapter15	Characteristics	6	4
	FunctionsofingredientsinBakery&Confecti		
	onerv		
	Flour,Shorteningagents		
	,Sweeteningagents,		
	Raisingagents,Dairyproducts,Eggs,Sun		
	drv materials		
Chapter 16	YeastDough(FermentedGoods)	8	5
16.1	Roleofingredients		
16.2	Types–(Rich /lean)		
16.3	Methodsofbreadmaking		
16.4	Stagesinbreadmaking		
16.5	Faultsandremedies,BreadDisease,BreadImprovers		

Note: **GlossaryofTerms**
Students shouldbe familiar with the glossary of termspertaining to abovementionedtopics

ReferenceBooks

1. PracticalCookery- VictorCeserani&RonaldKinton,ELBS
2. TheoryofCatering- VictorCeserani&RonaldKinton,ELBS
3. TheoryofCookery-Mr.K.Arora,FranckBrothers
4. Modern Cookery for Teaching &Trade Voll- Ms. ThangamPhilip, Orient Longman.
6. Food Production Operations ByParvinder S. Bali
7. FoodCommodities-BernardDavis

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Subject–FUNDAMENTALS OFFOOD&BEVERAGESERVICE METHODOLOGY

SubjectCode-HS 102

TeachingandExaminationScheme:

TeachingScheme/Week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

Thecoursewillgivethestudentsacomprehensiveknowledgeanddeveloptechnical skillsinthebasicaspectsoffood&beverageserviceoperationsintheHotelIndustry.

		Hours	Marks
Chapter1.	TheFood&BeverageServiceIndustry	3	2
1.1	IntroductiontotheFood&BeverageIndustry		
1.2	Classification of Catering Establishments (Commercial&Non-Commercial)		
1.3	IntroductiontoFood&BeverageOperations(TypesofF&BOutlets)		
Chapter2.	Food&BeverageServiceareasinaHotel	3	2
2.1	Restaurant, Coffee Shop, Room Service, Bars, Banquets, SnackBar,ExecutiveLounges,Business Centers,Discotheques&NightClubs.		
2.2	Auxiliaryareas		
Chapter3.	Food&BeverageServiceEquipmentTypes&UsageofEquipments-	6	2
3.1	Furniture,Chinaware,Silverware&Glassware Disposables,		
3.2	SpecialEquipment		
3.3	Care&maintenance		
Chapter4.	Food&BeverageServicePersonnel	5	4
4.1.	Food&BeverageServiceOrganizationStructure-JobDescriptions&JobSpecifications		
4.2.	Attitudes &Attributes of Food &Beverage personnel,competencies.		

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4.3.	BasicEtiquettes		
4.4.	Interdepartmentalrelationship		
Chapter5.	TypesofFood&BeverageService	14	15
5.1	Mis-en-place&Mis-en-scene		
5.2	TableService–English/Silver,American,French, Russian		
5.3	SelfService–Buffet&Cafeteria		
5.4	SpecializedService–Gueridon,Tray,Trolley, Lounge,Roometc.		
5.5	SinglePointService–TakeAway,Vending Kiosks,FoodCourts&Bars,Automats		
Chapter6.	TypesofMeals	5	5
6.1.	Breakfast–Introduction,Types,ServiceMethods,		
6.2.	Brunch		
6.3.	Lunch		
6.4.	Hi–Tea		
6.5.	Dinner		
6.6.	Supper		
Chapter7.	Menuknowledge	11	10
7.1.	Introduction		
7.2.	Types–AlaCarte&Tabled’hote		
7.3.	MenuPlanning,considerations andconstraints		
7.4.	MenuTerms.		
7.5.	ClassicalFrenchMenu.		
7.6.	ClassicalFoods&itsAccompanimentswithCover.		
Chapter8	RoomService/InRoomDiningService	9	6
8.1	Introduction,generalprinciples		
8.2	CycleofService,schedulingandstaffing		
8.3	FormsandFormats		
8.4	OrderTaking,SuggestiveSelling,breakfastcards		
8.5	Timemanagement-leadtimefromordertakingto clearance		
Chapter9	Buffets	9	8
9.1	Definition		
9.2	Typesofbuffets		
9.3	Buffetequipmentandtableset-up.		

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Chapter10	ControlMethods	6	8
10.1	Necessity andfunctions ofacontrolsystem,		
10.2	BillingMethods–Duplicate&TriplicateSystem, KOTs&BOTs,ComputerizedKOTs(Kitchen OrderTicket,BeverageOrderTicket)		
10.3	FlowchartofKOT		
10.4	Presentationofbill.		
Chapter11	Non–AlcoholicBeverages	8	6
11.1	Classification		
11.2	HotBeverages– Types,Service		
11.3	ColdBeverages–Types,Service		
Chapter12	AlcoholicBeverages	8	6
12.1	Definition		
12.2	ClassificationofAlcoholicBeverages		
12.3	FermentationProcess		
Chapter13	Beers	9	6
13.1	Introductions		
13.2	Ingredientsused		
13.3	Production		
13.4	TypesandBrands–IndianandInternational		
13.5	Other fermented and brewed beverages		Sake, Cider,Perry

Note:GlossaryofTerms

Students shouldbe familiar with the glossary of termspertaining to abovementionedtopics

REFERENCEBOOKS:

1. Food&BeverageService–Lillicrap&Cousins
2. ModernRestaurantService–JohnFuller
3. Food&BeverageServiceTrainingManual–SudhirAndrews,
TataMcGrawHill

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4. TheRestaurant(fromConceptto Operation)–Lipinski
5. BarandBeverageBook–C.Katsigris,MaryPorter

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Subject-ROOMSDIVISION TECHNIQUES

SubjectCode-HS 103

TeachingandExaminationScheme:

TeachingScheme/per week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

The subject aims to establish the importance of House Keeping and Front Office and its role in the hospitality industry. It also prepares the student to acquire basic knowledge and skill necessary for different tasks and aspects of the above.

SECTION I	Hours	Marks
Chapter 1 Introduction to House Keeping		
1.1 Importance & Functions of Housekeeping	3	2
1.2 Guest satisfaction and repeat business		
1.3 House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas		
Chapter 2 Co-ordination with other Departments	2	2
Departments like Front Office, Engineering, Security, Purchase, HRD, Accounts.	F & B,	Kitchen,
Chapter 3 Layout of House Keeping Department	3	2
Sections of the housekeeping department, their functions and layout		
Chapter 4 Organization of Housekeeping Department	5	4
4.1 Hierarchy in large, medium & small hotels		
4.2 Attributes of staff.		
4.3 Job Descriptions and Job Specifications		
Chapter 5 Guest Rooms	3	4
5.1. Types		
5.2. Amenities & facilities for Standard & VIP guest rooms.		

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Chapter6.	CleaningEquipment	3	2
6.1	Classification, use, care & maintenance		
6.2	Selection&purchasecriteria		
Chapter7	CleaningAgents	3	4
7.1	Classification,use,careandstorage		
7.2	Distribution&Control		
7.3	SelectionCriteria		
Chapter8	Cleaning Routine of Housekeeping Department		4 2
8.1	General principles of cleaning.		
8.2	Work routine for floor supervisors and chamber maids.		
8.3	Rules of the floor.		
Chapter9	Cleaning routine of Guest Rooms		7 6
9.1	Daily Cleaning of occupied, Departure, Vacant, Under Repair and VIP Rooms		
9.2	Evening service and second service procedures.		
9.3	Weekly/Periodic cleaning.		
9.4	Spring cleaning procedures.		
Chapter 10.	Cleaning Routine of public areas		7 4
10.1	Areas to be maintained		
10.2	Daily, Weekly, and spring cleaning procedure for public areas.		
Chapter 11	Key Control		2 2
11.1	Computerized keys		
11.2	Manual keys		
11.3	Key Control Procedures		
Chapter 12	Control Desk	2	2
12.1	Importance of Control Desk		
12.2	Records maintained		
12.3	Functions performed by C.D.		
Chapter 13	Housekeeping Supervision	2	2
13.1	Importance of supervision		
13.2	Checklist for inspection		
13.3	Dirty Dozen		

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Chapter 14	Lost And Found Procedure	2	2
14.1	Procedure for Guest articles		
14.2	Procedure for Lost Hotel Property		
14.3	Records maintained		
SECTION II			
Chapter1.	IntroductionToHospitalityIndustry	3	2
1.1	The term 'Hotel', evolution & development of hospitality industry and tourism, famous hotels worldwide.		
1.2	Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership)		
1.3	Organizational chart of hotels (Large, Medium, Small)		
Chapter2.	FrontOfficeDepartment	5	6
2.1	Sections and layout of Front Office		
2.2	Organizational chart of front office department (small, medium and large hotels)		
2.3	Duties and responsibilities of various staff.		
2.4	Attributes of front office personnel		
2.5	Co-ordination of front office with other departments of the hotel		
2.6	Equipment used (Manual and Automated)		
Chapter3	RoomTypes&Tariffs	7	6
3.1	Types of rooms.		
3.2	Food/Meal plans.		
3.3	Types of room rates. (Rack, FIT, crew, group, corporate, weekend etc.)		

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Chapter 4 Role of Front Office	6	6
4.1 Key control and key handling procedure		
4.2 Mail and message handling		
4.3. Paging and luggage handling		
4.4 Rules of the house (for Guest and Staff)		
4.5 Black List		
4.6 Bell desk and Concierge		
Chapter5 Reservations	6	4
5.1. Importanceofguestcycle(Varioustages,sectional staffincontactduringeachstage)		
5.2. Modesandsourcesofreservation.		
5.3. Procedure for taking reservations (Reservation form, conventional chart, density chart, bookingdiary withtheirdetailedworkingand formats) Computerized system(CRS,Instantreservations)		
5.4. Types of reservation (guaranteed, confirmed, groups,FIT)		
5.5. Procedure for amendments, cancellation and overbooking.		
Chapter 6. Pre-ArrivalProcedures	5	2
6.1. Pre arrival activities(Preparing an arrival list, notification etc)		
6.2. ProcedureforVIParrival.		
6.3.Procedure forgroupp arrival(special arrangements, mealcoupons,etc)		
Chapter7 GuestArrival	8	04
7.1 Types of registration.(Register, LooseLeaf, Registration Cards)		
7.2 Receivingguests. Arrivalprocedureforvariouscategoriesofguests (ForeignersalongwithC-forms,FITs-walkin,with confirmedreservation)		
7.3 Notificationofguestarrival.		
7.4 Criteria for taking advance.(Walk-ins, Scanty Baggageetc)		

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Chapter8	GuestStay	4	4
8.1	Roomingaguest (introductiontothe hotelfacilities, orientation oftheroom)		
8.2	Procedureforroomchange		
8.3	Safedepositprocedure.		
8.4	Assisting guest with all possible information and help(medicaletc.)		
Chapter9	GuestDeparture	4	4
9.1.	Departurenotification		
9.2.	Taskperformed atbelldesk,cashier/reception.		
9.3.	Expresscheckouts		
9.4.	Latecheckoutsandcharges.		
Chapter10	MethodsofPayment	2	2
10.1.	Creditcardhandling		
10.2.	Travelercheques,Personalchecks		
10.3.	Handlingcash Indian,Foreigncurrency		
10.4.	Othermethodsofpayment[Travelagent, BilltoCompanyetc--]		

Note: **GlossaryofTerms**
Students shouldbe familiar with the glossary of termspertaining to above-mentionedtopics

REFERENCEBOOKS:-SECTIONI

1. HousekeepingTraining Manual -SudhirAndrews
2. Hotel,Hostel&HospitalHousekeeping–Brenscon&Lanox

REFERENCEBOOKS:-SECTIONII

1. CheckinCheckout(JeromeVallen)
2. HotelfrontOfficeTrainingManual.(SudhirAndrews)
3. PrinciplesofHotelFrontOfficeOperations(SueBaker,P.Bradley,J. Huyton)
4. Hotel Front Office Operations and Management (Jatashankar R. Tewari)

SUGGESTEDASSIGNMENTS:

1. Countries,Capitals,andCurrencies

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2. Different airlines with their codes worldwide
3. Metro cities information [Location, shopping facilities, restaurants, places of interest, historical monuments, etc.]
4. Beaches in India

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Subject-TOURISM OPERATIONS

Subject Code-HS 104

Teaching and Examination Scheme:

Teaching Scheme/ per week		Examination Scheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rational:

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

Hours	Marks		
Chapter 1	The Tourism Phenomenon	4	5
1.1	Definition –Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.		
1.2	Growth of Tourism/Evolution/History of Tourism & Present status of tourism in India.		
1.3	Thomas Cook –Grand Circular Tour		
Chapter 2	Constituents of Tourism Industry		9
2.1	Primary Constituents		
2.2	Secondary Constituents		
2.3	The 4A's of Tourism –Attraction, Accessibility, Accommodation, Amenities		
2.4	Career Opportunities for tourism professionals		
Chapter 3	Infrastructure of Tourism	8	7
3.1	Role of Transport in Tourism		
3.2	Modes of Transport: Road, Rail, Air, Sea.		
3.3	Types of Accommodation –Main & Supplementary		
Chapter 4	Types of Tourism	8	9
4.1	Types of Tourism: - Various Motivators Holiday,		

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	Social&Cultural,MICEReligious,VFR(Visiting Friends and Relatives), Sports, Political, Health, SeniorCitizen,SustainableTourism		
4.2	Alternative Tourism: Eco Tourism, Agro Rural Tourism		
Chapter 5	The Impact of Tourism	8	7
5.1	Economic Impact – Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage,Infrastructuredevelopment.		
5.2	Social,Cultural&Political Impact–Standardof living, passport to peace, International NationalIntegration.		
5.3	Environmental Impact – Tourism pollution & control, wild life &bird sanctuaries &their protection fortouristindustry.		
Chapter6	TheTourismOrganizations	14	9
6.1	Objectives, Role &function of: Government Organizations:DOT,ITDC,MTDC,ASI,TFCI.Do		
6.2	mestic Organizations:TAAI,FHRAI,IATO		
6.3	InternationalOrganizations:WTO,IATA,PATA.		
6.4	NGO:RoleofNGOinmakingresponsibletourists.		
Chapter7	TheTravelAgency	10	11
7.1	Meaning&DefinitionofTravelAgent.		
7.2	TypesofTravelAgent: Retail&Wholesale.		
7.3	FunctionsofTravelAgent.		
7.3.1	ProvisionsofTravelInformation		
7.3.2	Ticketing		
7.3.3	ItineraryPreparation		
7.3.4	Planning&Costing		
7.3.5	SettlingofAccounts,		
7.3.6	Liaisonswithserviceproviders		
7.3.7	Role of Travel Agent in promotion of Tourism.		
Chapter8	TheTourOperator	10	9
8.1	Meaning&Definition		

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- 8.2 Types of Tour operator: Inbound, Outbound & Domestic.
- 8.3 Tour Packaging–definition, components of a tour package
- 8.4 Types of Package Tour:
 - 8.4.1 Independent Tour
 - 8.4.2 Inclusive Tour
 - 8.4.3 Escorted Tour
 - 8.4.4 Business Tour
- 8.5 Guides & escorts–Their role and function Qualities required to be a guide or escort.

Chapter 9 Travel Formalities & Regulations 10 7

- 9.1 Passport–Definition, issuing authority, Types of Passport, Requirements for passport.
- 9.2 Visa–Definition, issuing authority, Types of visa Requirements for visa.
- 9.3 Health Regulation–Vaccination, Health Insurance. Economic Regulation–Foreign Exchange

Chapter 10 Itinerary Planning 12 7

- 10.1 Definition, Steps to plan a Tour, Route map, Transport booking, Accommodation reservations, Food facilities, Local guide / escort, Climate/seasonality, Shopping & cultural show, Costing

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topic

Assignments

1. Preparation of Itinerary–2 days, 7 days for well known tourist destinations.
2. Passport, visa, requirements

Field visit -Travel Agency, Airport etc.

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Reference Books

1. Introduction to Travel & Tourism - Michael M. Cottman Van Nostrand Reinhold New York, 1989
2. Travel Agency & Tour Operation Concepts & Principles - Jagmohan Negi - Kanishka Publishes, Distributors, New Delhi, 1997
3. International Tourism - Fundamentals & Practices - A. K. Bhatia - Sterling Publishers Private Limited, 1996
4. A Textbook of Indian Tourism - B. K. Goswami & G. Raveendran - Har Anand Publications Pvt. Ltd., 2003
5. Dynamics of Modern Tourism - Ratandeep Singh - Kanishka Publishes, Distributors, New Delhi, 1998
6. Tourism Development, Principles and Practices - Fletcher & Cooper - ELBS

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Subject-FOODSCIENCE

SubjectCode-HS 105

Teaching&ExaminationScheme:

TeachingScheme/ per week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

This course aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

	Hours	Marks
Chapter1. Importance of Hygiene in the Catering Industry.	4	6
1.1 Introduction		
1.2 Definitions-hygiene&sanitation		
1.3 Significance of hygiene & sanitation in the food industry.		
 Chapter2. Food Microbiology	 16	 11
2.1 Classification&Morphologyofmicro-organisms		
2.2 Factorsaffectinggrowthofmicro-organisms		
2.3 Control of micro-organisms in relation to food preservation.		
2.4 Harmful and useful micro-organisms in the food industry.		
2.5 Role of micro-organisms in the production of fermented foods, dairy products, bakery products, alcoholicbeverages&vinegar.		
 Chapter3. Food&WaterBorne Illnesses	 16	 13
3.1 Foodpoisoning&foodinfection, commonintestinal parasites. (Definitions,sourcesofcontamination offood,modeof transmission offood borne illness, control of food borneillness.)		
3.2 Non-bacterialmetalpoisoning		
3.3 NaturalToxinspresentinfood		

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Chapter4.	FoodProtection	12	11
4.1	Hygienic Storage- Dry, Refrigerated &Freezer storage&protectivedisplay.		
4.2	DangerZone		
4.3	Foodspoilage-detectionandprevention.		
4.4	Food contamination &spoilage due to kitchen pests.		
4.5	Crosscontamination.		
Chapter5.	PersonalHygiene	8	7
5.1	Necessityofpersonalhygiene.		
5.2	Healthofstaff.		
5.3	Sanitarypractices		
5.4	Protectiveclothing		
5.5	Importanceofrest,recreation andexercise.		
Chapter6.	FoodScienceConcepts	8	7
6.1	BasicS.I.unitsoflength,area,volume,weight		
6.2	Temperature(conversionofCelsiusScaleto FahrenheitScale)		
6.3	Definitionofdensity&relativedensity		
6.4	P ^H –definition&itsrelevanceinFoodIndustry		
6.5	Undesirablebrowning&itsprevention,examples ofdesirablebrowninginfoodpreparations		
6.6	ImportantTerminologies(definitions&relevance) BoilingPoint,BoilingUnderPressure,Melting Point,SmokingPoint,FlashPoint,SurfaceTension, Osmosis,Humidity,Evaporation,Sol,Gel, Emulsion&Foam		
Chapter7	FoodAdditives	8	7
	Definition,types&theirlimitationsasperPFAAct.		
Chapter8	RegulatoryAgencies	12	9
8.1	FoodstandardsinIndia		
8.2	Common foodadulterants andsimple tests to detect foodadulterantsinmilk,sugar,turmeric,chillipowder, tea,coffee,semolinaflour,ghee,butter,margarine& oil.		
Chapter9	HazardAnalysis&CriticalControlPoints.(HACCP)	12	9
	Importance,definition&usageofHACCP.		

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Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Demonstration/Field Visits	Hrs
Demonstration 1. Ubiquity of Micro Organism (Exposed food, personal habits & kitchen equipment)	2
Demonstration 2. Spoilage organisms seen in various food stuffs.	2
Demonstration 3. Simple Tests for Detection of Adulterants	2

Visits:

State Public Health Laboratory.

Hotel Kitchens, flight Kitchen & Industrial Canteen to observe hygienic standards maintained.

(A File has to be maintained to record the observations of the demonstrations and the visits. Marks awarded can be included in the internal marks.)

Reference Books

1. Food Hygiene & Sanitation - S. Roday
2. Food Microbiology - Frazier
3. Complete Catering Science - OFG Kilgour
4. Safe Food Handling - Michel Jacob
5. Prevention of Food Adulteration Act 1954
6. The Science of Food - 3rd Edition - P.M. Gaman & K.B. Sherrington
7. Food Chemistry - 1st Edition - Meyer

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Subject–PRINCIPLES OF NUTRITION

SubjectCode-HS 106

TeachingandExaminationScheme

TeachingScheme/ per week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

The subject aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.

Hours Marks

Chapter1.	Introduction to Terminologies	4	5
	Food, Nutrition, Nutrient, Empty Calories, Health, Malnutrition, Edible portion of food, Balanced Diet		
Chapter2.	Carbohydrates	8	8
	Definition, Composition, Classification, Food Sources (good and poor sources), Functions in human body, Recommended Daily Allowance in India (RDA), Importance of fiber, Effect of deficiency & excess intake, Effect of heat on carbohydrates		
Chapter3.	Protein	12	9
	Definition, Composition, Essential and Non-essential amino acids, Protein Quality (only Concept), Concept of Supplementary value of Protein, Food Source (good and poor source), RDA (adolescents and adults), Effect of deficiency, Effect of heat on proteins, Functions		
Chapter4.	Fats And Oils	10	9
	Definition, Composition, Saturated and Unsaturated fatty acids, Hydrogenation of oil, Cholesterol (a brief note), Food sources of: (Fat, Oil, Saturated fatty acid, Unsaturated fatty acid, cholesterol), Rancidity of Oil (Concept and Prevention),		

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RDA(Adolescentsandadults),Effectofdeficiency&excess,Functions

Chapter5.	Vitamins	12	9
5.1	Definition,Classification		
5.2	Fat Soluble Vitamins (A,D,E,K) – Functions, Food Sources,RDA(Adolescentsandadults),Nameofthedeficiencydiseaseandsymptoms.		
5.3	WaterSolubleVitamins(BComplexandC)-NamesofallBComplex,B1 ,B2, Niacin,andVitCwithreferenceto–Functions,Sources,RDA(Adolescentsandadults),Deficiencydiseasesand itsymptoms.		
Chapter6.	Minerals	8	9
6.1	Calcium,Iron,Iodine-Classification,Functions,RDA (Adolescents and adults), Rich food sources, Deficiencydisease anditsymptoms		
6.2	SodiumChloride-ImportanceandLimitations,Food sources		
Chapter7.	WaterAndItsImportanceToHealth	6	3
7.1	WaterBalance		
7.2	Dietarysources		
7.3	DehydrationandOedema		
Chapter8.	BasicFiveFoodGroups	6	3
8.1	Foodsincludedineachgroup		
8.2	Servingsizeoffoodsundereachgroup.		
Chapter9.	Balanceddiet(Usingbasic5foodgroups)	12	9
9.1	Menu Planning for a day’s diet for adolescents and adults		
	9.1.1 Vegetarian andNonvegetarian		
	9.1.2 Importanceofavoidingfast/junkfoods		
Chapter10.	ImportantFoodstobeavoidedandrecommendedfor:	14	9
	DiabetesMellitus,Heartrelateddiseases(Cardio Vascular),PepticUlcer, Jaundice,Kidneydiseases,Feverandinfection,DiarrhoeaandConstipation		
Chapter11.	Howtopreservenutrientswhilecooking food?	4	7

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Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Assignments

Calculation of Nutrients:

(Carbohydrates, Fat, Protein, Energy, Vit A, Ca, Fe, B1, B2 and C of any 10 recipes)

Marks _____ awarded

For the assignments can be included in the internal marks. **Reference Books**

1. Handbook of Food and Nutrition - Dr. M.S. Swaminathan
2. Nutrition and Dietetics - Shubhangi Joshi
3. Fundamentals of Food and Nutrition - Sumati R. Mudambi and M.V. Rajgopal
4. Therapeutic Nutrition - Prondfit and Robinson Normal
5. Nutritive value of Indian Food - Dr. C. Gopalan
6. Food Science and Nutrition - Sunetra Roday (Oxford Press)

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Subject-COMMUNICATIONSKILLS (English/ French)

SubjectCode-HS 107

TeachingandExaminationScheme:

TeachingScheme/ per week			ExaminationScheme			
Section	Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
I (English)	2	2	40	3hrs	10	100
II (French)	2	2	40		10	

Section I : ENGLISH

Rationale:

To introduce students to the process of communication & presentations skills needed by the hospitality professional.

		Hours	Marks
Chapter1	The communication process	4	5
1.1	Sender, receiver, message, channel, feedback		
1.2	Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback		
Chapter2	Barriersto effectivecommunication	2	4
	Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms		
Chapter3	Listening	1	1
	Need for listening, listening for content, critical listening, empathetic listening, attentive listening		
Chapter4	Frameworkforplanningbusinessmessages	1	1
	Purpose, audience, structure, style		
Chapter5	Writtencommunicationskills	18	12
5.1	Advantages and disadvantages		
5.2	Notemaking, writing a logbook		
5.3	Comprehension and précis writing		

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5.4	Letter writing (letters of enquiry, complaint, apology, order, application accompanied by bio-data, resignation and appreciation.)		
5.5	Short formal reports (incidents, events, visits)		
5.6	Memos, notices, circulars		
Chapter 6	Oral communications skills	18	10
6.1	Advantages and disadvantages		
6.2	Articulation and delivery		
6.3	Making speeches and presentations		
6.4	Telephone etiquettes		
6.5	Restaurant and hotel English		
Chapter 7	Non-verbal communication	4	7
	Understanding aspects of body language		

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

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Section II :FRENCH

Rationale

:

The syllabus aims to create an awareness about the importance of French in Hotel Operations, to help acquire the correct pronunciation of French terminology, to enable to use standard phrases in French in Hotel Operations, to give a very basic introduction to spoken French and most important of all, to integrate the French curriculum with the core syllabus of the Course.

Hours Marks

Chapter1.	General French	20	14
1.1	Pronunciation		
	1.1.1 The Alphabet		
	1.1.2 The Accents		
1.2	Numbers (0 to 100)		
	1.2.1 Cardinal		
	1.2.2 Ordinal		
1.3	Time (only 24 hr clock)		
1.4	Days of the week		
	1.4.1 Months of the year		
	1.4.2 Date		
1.5	Weights & Measures		
1.6	'Formulas de politesse'		
1.7	Conjugation of verbs in the present tense relevant to the hotel industry (only 'je' and 'vous' & 'nous' forms)		
1.8	Dialogues related to Hotel Operations		
Chapter2.	Food & Beverage Service	24	12
2.1	Restaurant Brigade		
2.2	Hot Plate Language		
2.3	The French Classical Menu (17 courses) with classic examples of each course, terminology and meanings in brief		
	Wines		
2.4			
	2.4.1 Wines of France,		
	2.4.2 Wine terminology		
	2.4.3 Reading a wine label.		
2.5	Laying a cover		

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Chapter 3 Food Production	20	14
3.1 The Kitchen Brigade		
3.2 Ingredients used in Kitchen		
3.2.1 Dairy Products		
3.2.2 Vegetables		
3.2.3 Fruits		
3.2.4 Herbs & Spices		
3.2.5 Poultry		
3.2.6 Fish		
3.2.7 Meat		
3.2.8 Cereals		
3.2.9 Seasonings		
3.3 French Cheeses		
3.4 Culinary Terms in French		
3.5 Recipes		

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Reference Books

1. Basic French Course for the Hotel Industry – by Catherine Lobo & Sonali Jadhav
2. French for Hotel Management & Tourism Industry – by S. Bhattacharya
3. F&B Service – by Dennis Lillicrap, John Courins & Robert Smith
4. Modern Cookery Vol 1 – by Thangam Philip

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Subject-INFORMATION SYSTEMS

SubjectCode-HS 108

TeachingandExaminationScheme:

TeachingScheme/ per week		ExaminationScheme			
Theory Hrs	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hrs	20	100

Rationale:

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

Chapter1	ComputerFundamentals	10 5
1.1	FeaturesofComputerSystem	
1.2	BlockDiagram	
1.3	HardwareInput&OutputDevices,CPU,RAM,ROM	
1.4	Software–System,ApplicationS/W	
1.5	Networks–LAN,MAN,WAN,Topologies	
1.6	Viruses–Types,Precautions	
Chapter2	WINDOWS	10 5
2.1	MS - Word	
2.2	MS - Excel	
2.3	MS – Power Point	
Chapter 3	INTERNET / E-MAIL	10 5
3.1	History,	
3.2	Pre-requisites for Internet, Role of Modem	
3.3	Services – Emailing, Chatting, Surfing, Blog	
3.4	Search Engines, Browsers, Dial Up, Domains	
3.5	Broadband, Concepts of Web upload, download	
3.6	Threats – Spyware, Adware, SPAM	

Chapter 4	SPECIALIZED APPLICATION SOFTWARE	13	15
4.1	Specialized Applications		
4.2	Graphics		
4.3	Audio and Video		
4.4	Multimedia		
4.6	Web Authoring		
4.8	Artificial Intelligence		
4.9	Desktop Publishing		
Chapter 5	COMMUNICATIONS AND NETWORKS	13	15
5.1	Communications		
5.2	Communication Channels		
5.3	Connection Devices		
5.4	Data Transmission		
5.5	Networks		
5.6	Networks Types		
5.7	Network Architecture		
5.8	Organizational Internets		
Chapter 6	PROPERTY MANAGEMENT SYSTEM INTERFACE	12	15
6.1	Point Of Sale Systems		
6.2	Call Accounting Systems		
6.3	Electronic Locking Systems		
6.4	Energy Management Systems		
6.5	Auxiliary Guest Services		
6.6	Guest Operated Devices		
Chapter 7	FOOD AND BEVERAGE APPLICATIONS – SERVICE	14	10
7.1	Point Of Sale Order–Entry Units		
7.2	Point Of Sale Printers		
7.3	Point Of Sale Account Settlement Devices		
7.4	Point Of Sale Software		
7.5	Reports		
7.6	Automated Beverage Control Systems		

Chapter 8 FOOD AND BEVERAGE MANAGEMENT APPLICATIONS 14 10

- 8.1 Recipe Management
- 8.2 Sales Analysis
- 8.3 Menu Management
- 8.4 Integrated Food Service Software
- 8.5 Management Reports from Automated Beverage Systems

Glossary of Terms: Students should be familiar with the glossary of terms pertaining to above mentioned topics Students should maintain a log book, which has all Notes, Pictures from the internet and all assignments (which will be marked as part of practical Exam

Reference Text Books:

1. C.S. French "Data Processing and Information Technology", BPB Publications 1998
2. P.K Sinha `Computer Fundamentals`, BPB Publications, 1992
3. Guy Hart-Davis "The ABCs of Microsoft Office 97 Professional edition", BPB Publications, 1998
4. Karl Schwartz, "Microsoft Windows 98 Training Guide", 1998

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Subject – FUNDAMENTALS OF FOODPRODUCTION PRINCIPLES

Subject Code – HS 109

Teaching and Examination Scheme:

TeachingScheme/ per week		ExaminationScheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
3 * 2	6	80	20	100

Practicals

1. Introduction to various tools and their usage.
2. Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)
3. Food pre-preparation methods
4. Use of different cooking methods.
5. Basic Stocks, soups & sauces
6. Basic Indian masalas & gravies (Dry & Wet)
7. Break Fast Menus. (Indian & Continental)

Minimum 48 individual practicals be accomplished consisting of -
50 % Continental menus with breads.
30% Indian Menus
20 % Break Fast Menus. (Indian& Continental)

NB: Initial practical classes should be a combination of demonstration and practical.

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Subject – FUNDAMENTALS OF FOOD & BEVERAGE SERVICE METHODOLOGY

Subject Code – HS 110

Teaching and Examination Scheme:

Teaching Scheme/ per week		Examination Scheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
3 * 2	6	80	20	100

Practicals:

1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Mis-En-Palce & Mis-En-Scene
4. Identification of Equipments
5. Side board Organization
6. Laying & Relaying of Table cloth
7. Rules for laying a table
8. Carrying a Salver / Tray
9. Service of Water
10. Handling the Service Gear
11. Carrying Plates, Glasses & other Equipments
12. Clearing an Ashtray
13. Situations like spillage
14. Setting of Table d'hote & A La Carte covers.
15. Points to be remembered while setting a cover and during service
16. Napkin Folds
17. Silver Service (Hors D'oeuvre – (Classical Hors D'oeuvres varies to Coffee)
18. Crumbing, Clearing, Presenting the bill
19. Taking an Order for A la carte
20. Suggestive selling
21. How to write a KOT
22. Breakfast Table Lay – out & Service (Indian, American, English, Continental)
23. Service of Hot & Cold Non-Alcoholic Beverages
24. Indian Cuisine- Accompaniments & Service
25. Service of Beer (Bottled, Canned and Draft).
26. Exercises for planning different menus.
27. Room Service- Tray and trolley lay up, breakfast hanger & service procedure.
28. Mini bar- format and operational procedures.

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Subject- ROOMS DIVISION TECHNIQUES

Subject Code - HS 111

Teaching and Examination Scheme:

Teaching Scheme/ per week		Examination Scheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
2 * 2	4	80	20	100

Practicals: SECTION I

1. Introduction to the Housekeeping department
2. Introduction to Cleaning Equipment
3. Introduction to Cleaning Agents
4. Introduction to Guest Room and supplies & placement
5. Sweeping and Mopping – dry, wet.
6. Polishing of Laminated surfaces.
7. Polishing of Brass Articles.
8. Polishing of EPNS articles.
9. Polishing of Copper articles.
10. Cleaning of Glass surfaces.
11. Cleaning of oil painted surfaces.
12. Cleaning of plastic painted surfaces.
13. Mansion polishing
14. Vacuum Cleaning
15. Bed making Day / Evening
16. Cleaning of different floor finishes, & use of floor scrubbing machine
17. Equipping Maids Carte / Trolley
18. Daily Cleaning of Guest rooms – Departure, occupied and vacant
19. Weekly / Spring Cleaning
20. Daily cleaning of Public Areas (Corridors)
21. Weekly Cleaning of Public Areas
22. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
23. Inspection records – Checklist
24. Monogramming
25. Mending, Sewing Machine
26. Linen Inventory – Stock Taking
27. Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and sateen.

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Practicals: SECTION II

1. Telephone Etiquettes and telephone handling.
2. Handling room keys(issuing, receiving, missing keys, computerized key cards)
3. Handling guest mail(of guests who have checked out, in-house and expected)
4. Handling messages and paging for guests.
5. Luggage handling.(along with left luggage procedure)
6. Handling guest enquiries.
7. Handling guests who are blacklisted.
8. Situations on basis of charging.
9. Bell desk activities
10. Taking down the reservation request for FIT, Corporate Guest, Group/Crew.
11. Use of conventional chart, density chart to process the reservation.
12. Amendment / cancellation of a reservation.
13. Preparing for VIP & Group arrivals.
14. Registration process for Walk-in, FIT/Foreigners, Corporate Guest, Group/Crew.
15. Room change procedure.
16. Handling Guest departure/Check out with various methods of payment, Credit cards, Travelerscheque, Personal cheque, cash – Indian & Foreign currency, Travel Agent's voucher, BTC.

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Subject - INFORMATION SYSTEMS

Subject Code - HS 112 A

Teaching and Examination Scheme:

TeachingScheme/ per week		ExaminationScheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
2 * 2	4	40	10	50

SUGGESTED PRACTICAL ASSIGNMENTS: -

1. WINDOWS

1.1 Word (Resume)

1.2 Excel (List of employees, with salary, KOT, Database of Employees with filters)

1.3 Power Point (Ppt presentation on any topic related to hospitality industry)

2. POINT OF SALE MODULE

2.1 Identification of POS Icons

2.2 Table selection

2.3 Order Entry

2.4 Table Transfer

2.5 Modify Order

2.6 Split and Settle Bill

3. GENERATION OF POS REPORTS

4. REVISION OF FRONT OFFICE MODULE

5. BANQUET & CONFERENCING MODULE- BANQUET FUNCTION PROSPECTUS

6. GLOSSARY OF TERMS

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Subject - Communication Skills

Subject Code - HS 112 B

Teaching and Examination Scheme:

TeachingScheme/ per week		ExaminationScheme		
Practicals Hrs	Total	Practical Marks	Internal Marks	Total
2 * 2	4	40	10	50

Practicals:

1. Basic communication required for Hospitality Industry
2. Telephone etiquettes – effective telephonic conversation
3. Extempore speech – oral presentation on a given topic
4. Group Discussion – speak coherently, fluently on a given topic
5. Debates – put forth your views on a given topic
6. Presentation with the help of Power point Presentation
7. Oral reports on events, field visits, projects, training experience etc.
8. Self- introduction