

B. Sc. H. M. &T – 3 Years (2016-17)

B. Sc. H. M. & T-101 FUNDAMENTAL OF HOSPITALITY INDUSTRY (Semester-I)

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

The course familiarises students with different sectors of hospitality industry. The students will get to know about different international hotel chains, ownership and organisation structure of hotels.

APPROACHES:

Lectures, Group Discussion, Presentations, Case studies.

REQUIREMENTS:

Regular attendance and active participation during the course of the semester; Books and literature Surveys, Long essays and assignments; seminar, presentations etc.

UNIT-I

Hospitality Industry- An introduction

Concept, origin and growth overtime, scope, current and future trends and developments in Industry, Hospitality industry & linkages with other industries, Major hotel chains of India.

UNIT-II

Hospitality Sectors

Tourism- concept, types; Transportation: air, water & land; Accommodation: concept and types, Various departments (Front Office, Food & Beverages, Housekeeping, Engineering & Maintenance, Security, Human Resources, Sales & Marketing, Purchase & Stores, Accounts.

UNIT-III

Hospitality Distribution Channels:

Meaning & definition, Functions & levels of distribution channels, Major hospitality distribution channels - Travel agents, Tour operators, Internet- Role and Importance.

UNIT-IV

Ownership structure of hotels

Types- Sole proprietorship, Partnership, Management Contract, Joint Venture, Franchisee, Public Sector, Private Sector.

REFERENCES:

- Introduction to Hospitality-John R.Walker University of South Florida Publisher: Prentice Hall
- Hotel Management-educational & environmental aspects-Yogender K. Sharma
- Housekeeping Training Manual– Sudhir Andrews (Tata McGraw Hill).
- Front Office Training Manual– Sudhir Andrews (Tata McGraw Hill).
- Food & Beverage Training Manual– Sudhir Andrews (Tata McGraw Hill).
- Managing Front Office Operations – Kasavana & Brooks
- Hotel, Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox
- Managing Hospitality Operations – Mohinder Chand, Anmol Publications New Delhi.
- Introduction to Tourism & Hospitality Industry – Sudhir Andrews – TATA McGraw – Hill
- Hospitality World!: An Introduction- Harold E. Lane, Denise Dupré ; Wiley International
- Introduction to the Hospitality Industry, Study Guide, 7th Edition - Clayton W. Barrows, Tom Powers ; Wiley International

B.Sc. HM & T- 102, FRONT OFFICE OPERATION-I

THEORY

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

The course is aimed at familiarising the students with various functions of front office in hotels and to develop work ethics towards guest care and satisfaction.

APPROACHES:

Lectures, Group discussion, Presentation, case studies, Practical,

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT-I

Front Office- Introduction

Front office, introduction its importance in hotels

Layout of the front office

Different section of the Front Office and their importance - Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier

UNIT-II

Front Office Staff

Front Office Department Hierarchy chart: Small, Medium and Large Hotels

Job Description, Job Specification & Duties and Responsibilities of different front office personnel including, Attributes of front office employee

UNIT- III

Guest Cycle

The Guest cycle - Pre-Arrival, Arrival, Occupancy, Departure

Front Office Systems: Non-Automated, Semi-Automated and Fully Automated

UNIT-IV

Front Office Equipments

Room Rack, Mail, Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments

REFERENCES:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Check in Check out- Jerome Vallen
- [Hotel Front Office Management, 4th Edition](#) by James Socrates Bardi; Wiley International

B.Sc. HM&T-102, FRONT OFFICE PRACTICAL-I

PRACTICAL

External: 70

Internal: 30

1. Communication skills - verbal, non verbal
2. Preparation and study of countries, capitals, currencies, airports and IATA airport codes, Various airlines and flags chart of top 30 countries in terms of tourist arrivals.
3. GMT, International Date Line, World Time Zones,
4. Identification of Front Office equipment and furniture
5. Role-play –
 - Check-in Procedure
 - Receiving at the porch
 - Bell Desk functions
 - Concierge
 - Reception

B. Sc. HM&T-103, HOUSEKEEPING MANAGEMENT-I

THEORY

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

The course familiarise students with the meaning and functions of housekeeping in hotels and other service industries. The course is blend of theory and practical to develop a professional attitude in students.

APPROACHES:

Lectures, Group discussion, Presentation, Case studies, Practical.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT-I

Introduction- Housekeeping Department

Meaning, definition and importance of Housekeeping department
Layout of Housekeeping Department, Organisational structure of Housekeeping department (Large/medium/small Hotel)
Functions/ responsibilities of Housekeeping department
Interdepartmental coordination

UNIT-II

Introduction of cleaning areas

Types of guest rooms, Features of typical guest room, Bathroom, Public areas- meaning and introduction of all public areas of hotel, Guest amenities/ supplies of guest room and bathroom.

UNIT- III

Routine system and records

Briefing Housekeeping control desk- importance, role, types of registers and files maintained, Types of keys and key control, Lost and found procedure and formats
Handling guest queries, problem and requests, Routine task of housekeeper
Housekeeping supply store.

UNIT-IV

Introduction of cleaning and cleaning equipments

The maid's cart- introduction, design of maid's cart, Types of cleaning equipment's, selection, and storage, Common cleaning agents, selection, general principles
Polishes, use, care, storage, distribution and control, Principles of cleaning, hygiene, safety factors in cleaning, Types of cleaning- daily, weekly, spring and deep cleaning.

REFERENCES:

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Mannual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- House Keeping Management by Matt A. Casado; Wiley Publications
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer
Publisher: Traveler’s Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications
- Professional Management of Housekeeping Operations by Thomas J. A. Jones
publisher- John Wiley & Sons inc.
- Managing Housekeeping Operations by Margart M. Kappa, CHHE, American Hotel & Lodging Associations.

B. Sc. H M&T-103, HOUSEKEEPING MANAGEMENT-I

PRACTICAL

External: 70

Internal: 30

1. Room layout and standard supplies
2. Identification of cleaning equipment both manual and mechanical use of brushes, brooms, mops
3. Identification of cleaning agents
4. Knowledge of all files registers and formats maintained at control desk.
 - Register for guest messages
 - Baby sitting services
 - Room checklist file
 - Carpet shampoo register
 - Room occupancy reports file
 - Duty roster file
 - Log book
 - Memo book
 - Lost and found slip and register
 - Maintenance register and slip
 - Work order slip
 - Guest loan register
 - Guest supplies consumption register
 - Room report format
5. Maid's cart set-up, stocking and usage
6. General procedure cleaning

B. Sc. H M&T 104, FOOD PRODUCTION-I

THEORY

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

This paper will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organisation structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables and meats.

APPROACHES:

Lectures, Group discussion, Presentation, case studies, Practical.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT- I

Introduction to Cookery

Culinary History, Origin Of Modern Cookery,
Various cuisines; Indian, Chinese, French
General Layout of the kitchen in various Organizations
Layouts of Receiving Areas, Layout of Service and Wash Up

UNIT-II

Kitchen Brigade

Modern Staffing In Various Category Hotels, Attitude and behaviour in the Kitchen
Duties And Responsibilities of kitchen brigade, Co-Operation With Other Departments
Personal Hygiene, Uniform & Protective Clothing, Safety Procedure In Handling
Equipment

UNIT-III

Fuels and Equipment

Various Fuels used, Advantages and Disadvantages of each
Different Equipments used in Food Production manual and mechanical

UNIT-IV

Cooking

Aims And Objectives Of Cooking, Various Textures, Various Consistencies

Techniques Used In Pre-Preparation, Techniques Used In Preparation

Commodities: introduction, role, uses, types

- Flour
- Shortenings (Fats & Oils)
- Raising Agents
- Sugar

Basic Commodities

- Milk
- Cream
- Cheese
- Butter

REFERENCES:

- Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef (4th Edition) By Le Rol A. Polson
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Cooking Essentials for the New Professional Chef
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell

B. Sc. H M&T 104, FOOD PRODUCTION-I

PRACTICAL

External: 70

Internal: 30

1. Vegetables Varieties, Classifications
2. Cuts Of Vegetables
 - Julienna
 - Jardiniere
 - Mognonette
 - Dices
 - Cubes
 - Macedoine
 - Paysanne
 - Shred
 - Concasse
 - Mirepoix
3. Blanching Of Tomatoes & Capsicum
4. Methods Of Cooking Vegetables
 - Boiling (Potatoes,Beans,Cauliflower)
 - Frying (Aubergine,Potatoes)
 - Steaming (Cabbage)
 - Baking (Potatoes,Turnip)
 - Braising (Onion,Leaks,Cabbage)
5. Stocks, Demonstration & Preparation of
 - White Stock
 - Brown Stock
 - Fish Stock
6. Sauces, Demonstration &Preparation Of Basic Mother Sauces And 2-3 Derivatives Of Each
 - Bechamel(+Cheese Sauce,Mornay,Mustard Sauce,Parsley Sauce)
 - Espagnole(+Lynnaise Madeira,Charcutiere)
 - Tomato (+Creole,Italienne,Piquante)
 - Veloute(+Supreme,Allemande,Normande)
 - Hollandaise(+Paloise,Bearnaise)
 - Mayonnaise(Tartare,Cocktail)
7. Soups, Classification Of Soups, Preparation Of Basic Soups
 - Consommé (Royal, Carmen, Clermont, Ambassadrice, Julienne)
 - Cream (Tomato, Spinach, Vegetables)
 - Puree (Lentil,Peas,Carrot)
 - Cut Vegetables (Scotch Broth,Minestrone)
 - Veloute (Crème De Volaille Princess, Veloute Dame)
 - Blanche/Marie-Louise)
 - National Soup (Mulligatawny,French Onion,Oxtail)
 - Bisque (Prawn,Shrimp)
8. Culinary Terms

B. Sc. H M&T 105- FOOD & BEVERAGE SERVICE -I

THEORY

External Marks: 70
Internal Marks: 30
Duration: 3 Hours

OBJECTIVE:

The course will introduce learner to get a comprehensive knowledge and understanding of restaurant service in the hotel and catering industry. It also aims to enable the student to acquire professional competence at basic levels and to acquire the requisite technical skills in the principles of food service and its related activities.

APPROACHES:

Lectures, Group Discussion, Presentations, Practical, Case studies.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentations etc.

UNIT-1

Introduction to Food and Beverage:

Introduction to the Food & Beverage Industry, Types of Catering Establishments, Introduction to Food & Beverage Operations, Role of catering establishment in the hospitality industry

UNIT-II

F & B Service areas in a Hotel:

Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Grill Room, Snack Bar, Executive lounges, Business Centres & Night Clubs.

UNIT-III

Food & Beverage Service Department and its organization:

Food & Beverage Service Organization, Job Descriptions & Job Specifications of F& B Service Staff, French terms related to Food & Beverage staff, Attitude & Attributes of a Food & Beverage personnel, competencies, Basic Etiquettes for Catering staff, Inter and Intra departmental relationship.

UNIT-IV

Food & Beverage Service Methods:

Table Service-Silver/English, Family, American, Butler/French, Russian, Self Service- Buffet & Cafeteria, Tray, Lounge, Room, etc., Single Point Service-Take Away, Vending, Food & Beverage Terminology (related to the inputs of the semester).

REFERENCES

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi
- S.N Bagchi and Anita Sharma, Food and Beverage Service, Aman Publication, New Delhi.
- Sudhir Andrew, Food and Beverage Manual, Tata Mc. Hills, New Delhi.
- Brain Vergese, Professional Food and Beverage Service Management, Macmillan Pub. New Delhi.
- Vijay Dhawan , Food And Beverage Service, Frank Brothers And Company, New Delhi.

B. Sc. H M&T 105- FOOD & BEVERAGE SERVICE -I

PRACTICAL

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

1. Familiarisation

- Cutlery, Crockery, Glassware, Flatware, Holloware.
- French terms related to the above.

2. Mise-en- scene & Mise-en-place :

Dusting, vacuuming, arranging tables and chairs, linen replenishment, accompaniments, condiments, side board, silver cleaning laying of tables according to the covers.

3. Technical Skills:

Holding and using service gear, carrying plates using salver and tray, using service plate, carrying glasses, Care and maintenance of EPNS items.

PRACTICALS - TO DO

- a) English/ Silver Service.
- b) Pre-plated service
- c) Taking the order
- d) Taking restaurant reservations/ Bookings
- e) Receiving & Seating guests.
- f) Setting Room Service tray for different meals
- g) Laying the table covers.
- h) Napkin folding (10 folds)

Semester-II

B. Sc. H M&T-201 LIFE SKILLS

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

The course will introduce learner to the role and importance of effective communication at work. It presents theories and principles of communication responsible for good interpersonal interaction. Students will be prepared to communicate effectively in variety of contexts and different mediums. The Units are structured around the communication tasks of the managers.

APPROACHES:

Lectures, Group Discussion, Presentations, Practical, Case studies, Business Games.

REQUIREMENTS:

Regular attendance and active participation during the course of the semester; Books and literature Surveys, Long essays and assignments; seminar presentations etc.

UNIT- I

Communication – Meaning, Types and Process:

Meaning, Significance and Scope of Communication; Communication Process, Communication-types- upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Barriers of communication.

UNIT- II

Written communication

Business Writing Principles for Clear Business Writing; Adoption, Word Selection, Sentence Construction., Drafting effective letters- formats, styles of writing; writing Memos and Reports, Curriculum Vitae, Email, Report Writing –Organization and Make-up of Different Types of Reports.

UNIT- III

Oral communication:

Dictation, Telephone conversation, Public speaking and oral reporting, Demonstration. Meeting –Process and Organization of Meetings.

UNIT- IV

Nonverbal Communication:

Body Language, Importance of Gestures in Communication. Reading Body Language, Body Language in Business Communication.

REFERENCES:

- Snell Shelagh and Carpenter Jeff, “**Communication in Travel and Tourism**” Hodder and Stoughton Ltd. Kent by Page Bros. (Norwich) Ltd. 1990.
- Leisikar V Raymond and Petit D John. “**Business Communication**” Richard D Irwin. 1992.
- Desmand Morris, People Watching.
- Rk Madhukar, Business Communication, Vikas Publishing House, New Delhi.
- Bhaskar, W.W.S., AND Prabhu, NS., “ English Through Reading”, Publisher: MacMillan, 1978
- Business Correspondence and Report Writing” -Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
- Communications in Tourism & Hospitality- Lynn Van Der Wagen, Publisher: Hospitality Press
- Business Communication- K.K.Sinha
- Essentials of Business Communication By Marey Ellen Guffey, Publisher: Thompson Press
- How to win Friends and Influence People By Dale Carnegie, Publisher: Pocket Books
- Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills
- Body Language By Allan Pease, Publisher Sheldon Press
- Business Correspondence and Report Writing", Sharma, RC. and Mohan, K., Tata McGraw Hill, 1994 "Model Business Letters", Gartside, L., Pitman, 1992
- Communications in Tourism & Hospitality, Lynn Van Oer Wagen, Hospitality Press

BHM&CT- 202, FRONT OFFICE -II

THEORY

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

The course is aimed at familiarising the students with various functions of front office in hotels and to develop work ethics towards guest care and satisfaction.

APPROACHES:

Lectures, Group discussion, Presentation, case studies, Practical, Business games

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature
Surveys, Long essays and assignments; seminar presentation, etc.

UNIT- I

Types of Rooms and Tariff

Different types of rooms; Numbering of rooms and food plan;
Basis of charging a guest: Tariff, Tariff Card, Rates, Discounts, Allowance and Policy
Facilities available in Hotels

UNIT-II

Registration:

Pre-registration activities, Registration activity, The registration record, Room and rate assignment - FITs, Groups, Crew, Indian & Foreign Method of payment, Issuing the room key, Fulfilling special requests, Creative options, Change of room, Over-booking cases. Communications: Log Book, Information Directory, Mail and Package Handling, Telephone etiquettes

UNIT-III

Front Office Responsibilities

Guest services, Guest relations
Dealing with emergencies: Medical, death, theft, robbery, fire, bomb threats etc.

UNIT-IV

Reservations: Reservation modes, types of reservation, sources of reservation
Reservation inquiring, Group reservation, The Reservations record, Reservation confirmation, Reservation maintenance, Reservation reports

REFERENCES:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Check in Check out- Jerome Vallen
- [Hotel Front Office Management, 4th Edition](#) by James Socrates Bardi; Wiley Internatioanl

B.Sc. H M&T- 202, FRONT OFFICE PRACTICAL-II

PRACTICAL

External: 70

Internal: 30

ROLE PLAY:

- Reservation Procedure
- Pre registration and registration procedure
- Luggage handling- Individual and group
- Message and mail handling
- Paging

Forms and formats

- Guest registration form
- New Reservation
- Amended Reservation
- Cancelled Reservation
- Crew/Group
- A&D Register
- Bell desk registers
- C-Form

BHM&CT-203, HOUSEKEEPING MANAGEMENT-II

THEORY

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

The course familiarise students with the meaning and functions of housekeeping in hotels and other service industries. The course is blend of theory and practical to develop a professional attitude in students.

APPROACHES:

Lectures, Group discussion, Presentation, case studies, Practical, Business games

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT-I

(Guest room cleaning procedure)

Rules on guest floor

Procedure for entering the room

Cleaning of guest room (daily cleaning of occupied/ departure/ vacant/ VIP room)

Evening service in guest rooms

Making bed

Bathroom cleaning

UNIT-II

(Public area cleaning)

Cleaning of public area (lobby, corridors, elevators, staircase, f & B outlets, back offices etc.

Cleaning of high traffic areas

Frequencies of cleaning daily, periodic, special in public areas

UNIT- III

(Care and cleaning of different surfaces)

Metals
Glass
Plastics
Wood
Wall finishes
Floor finishes
Ceramic tiles
Windows
Tabletops
Picture frame
Under bed
Carpets

UNIT-IV

(Housekeeping supervision)

Importance of inspection
Check- list for inspection
Typical areas usually neglected where special attention is required

REFERENCES:

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Mannual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- House Keeping Management by Matt A. Casado; Wiley Publications
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer
Publisher: Traveler’s Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications
- Professional Management of Housekeeping Operations by Thomas J. A. Jones
publisher- John Wiley & Sons inc.
- Managing Housekeeping Operations by Margart M. Kappa, CHHE, American Hotel & Lodging Associations.

**B.Sc. H M&T-203, HOUSEKEEPING MANAGEMENT-II
PRACTICAL**

**External: 70
Internal: 30**

1. Cleaning guest rooms
 - Vacant
 - Occupied
 - Departure
2. Placing guest supplies and soiled linen
3. Cleaning of bath room
4. Cleaning of different surface
 - Metals
 - Glass
 - Plastics
 - Wood
 - Wall finishes
 - Floor finishes
 - Ceramic tiles
 - Windows
 - Tabletops
 - Picture frame
 - Under bed
 - Carpets
5. Bed making
6. Cleaning of public areas of hotel

B.Sc. HM&T 204, FOOD S PRODUCTION-II

THEORY

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

This paper will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organisation structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables and meats.

APPROACHES:

Lectures, Group discussion, Presentation, case studies, Practical,

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT- I

Vegetables and Fruit Cookery

Introduction –Classification Of Vegetables, Cuts of vegetables
Pigments and colour changes, Effects of heat on vegetables
Classification of fruits, Uses of fruit in cookery, Salads and salad dressings

UNIT-II

Stocks, Soups, Sauces

Stocks, Uses of Stocks, Types of Stock, Preparation of Stock, Recipes
Storage of Stocks, Care and Precautions, Soups, Classification with examples,
Basic Recipes, Consommés, Garnishes and Accompaniments
Sauces, Classification of Sauces, Recipes For Mother Sauces, their derivatives

UNIT-III

Introduction to Meat/Egg Cookery,

Cuts Of /Veal, Lamb/Mutton/Pork, Variety of meats/offals
Egg Cookery, Introduction, Uses of Egg In Cookery, Structure of An Egg, Selection of Egg, Methods, Fish, Rice, Cereals &Pulses Cookery, Cuts Of Fish, Selection Of Fish And Shell Fish, Cooking Of Fish (Effects Of Heat), Rice, Cereals &Pulses, Classification And Identification Cooking Of Rice, Cereals & Pulses

UNIT-IV

Condiments & Spices, Introduction to Indian food

Spices Used In Indian Cookery, Role of Spices In Indian Cookery
Indian Equivalent of Spices (Names), Masalas, Blending of Spices and Concept of
Masalas, Different Masalas Used In Indian Cookery, Wet Masalas, Dry Masalas
Composition of Different Masalas, Varieties of Masalas Available In Regional Areas
Special Masala Blends

REFERENCES:

- Art of Indian Cookery, Rocky Mohan, Roli Prasad
- Cooking with Masters, J. Inder Singh Kalra, Allied
- Modern Cookery (Vol-I) For Teaching & Trade, Philip E. Thangam, Orient
Longman Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie &
Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Cooking Essentials for the New Professional Chef
- Larder Chef by M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman

B. Sc. H M&T 204, FOOD PRODUCTION-II

PRACTICAL

External: 70
Internal: 30

1. Egg Cookery: Preparation Of Varieties Of Egg Dishes
 - Boiled (Soft &Hard)
 - Fried (Sunny Side Up, Double Fried)
 - Poches

- Scrambled
 - Omlette (Plain, Stuffed)
 - En Cocotte (Eggs Benedict)
2. Fish cookery: Identification & Classification Of Fish
- Fish (Pomfret, Black Pomfret And Sole)
 - Round Fish (Surmal, Rawas Mackerel)
 - Shellfish (Clams, Mussels, Shrimps, Crabs, Lobsters)
 - Cephalopods (Squid, Cuttle, Fish)
- Cuts Of Fish
- Fillet
 - Darne
 - Troncon
 - Pauprette
 - Goujons
- Preparation Of Simple Fish Dishes such as
- Saumon Grille
 - Pomfret Meuniere
 - Sole Mornay
 - Fish Orly
 - Fish Colbert
 - Fish A L'anglarse
3. Poultry, Cuts Of Poultry, Preparation And Jointing Of Chicken
- Preparation of dishes such as
- Poulet Roti A L'anglaise
 - Poulet Grille Diable
 - Poulet Saute Chasseur
 - Poulet Saute Maryland
4. Meat, Identification Of Various Cuts, Preparation Of Basic Cuts Such As
- Lamb & Pork Chops
 - Tornado
 - Fillet, Steak And Escalope
 - Roast Leg Of Lamb
 - Stew
5. RICE & PULSES COOKING: Identification of types of rice varieties & pulses.
- Simple preparation of
- Boiled rice (Draining & absorption method).
 - Fried rice.
 - Simple dal preparation
- Wheat, products like making
- Chapattis
 - Parathas
 - Phulkas
 - Kulchas
 - Puris.
7. Culinary Terms

B. Sc. H M&T 205- FOOD & BEVERAGE SERVICE -II

THEORY

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

The course will introduce learner to get a comprehensive knowledge and understanding of restaurant service in the hotel and catering industry. It also aims to enable the student to acquire professional competence at basic levels and to acquire the requisite technical skills in the principles of food service and its related activities.

APPROACHES:

Lectures, Group Discussion, Presentations, Practical, Case studies.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentations etc.

UNIT-1

Meals during the Day:

Breakfast-Introduction, Types, Service Methods, à la carte and table d'hôte set ups, Brunch, Lunch, Hi-Tea, Dinner, Supper, Elevenses and others.

UNIT-II

Menu Planning:

Origin of menu, Types- A la Carte & Table d'hoté, Menu Planning, French names of dishes and other menu terms, Menu Design, Classical French Menu, Classical Foods & its Accompaniments with Cover, Indian regional dishes, accompaniments and service.

UNIT-III

Room Service:

Introduction, general principles, pitfalls to be avoided, Cycle of Service, scheduling and staffing, Room service menu planning, Forms & formats, order taking, thumb rules, suggestive selling, breakfast cards, Layout & Setup of Common Meals, use of technology for better room service, Time management - lead time from order taking to clearance

UNIT-IV

Non-Alcoholic Beverages

Classification, Hot Beverages-Types, Production, Service, Cold Beverages-Types, Production and Service.: KOTs & BOT's, Computerised KOT's, Necessity and functions of a control system.

REFERENCES

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi
- S.N Bagchi and Anita Sharma, Food and Beverage Service, Aman Publication, New Delhi.
- Sudhir Andrew, Food and Beverage Manual, Tata Mc. Hills, New Delhi.
- Brain Vergese, Professional Food and Beverage Service Management, Macmillan Pub. New Delhi.
- Vijay Dhawan , Food And Beverage Service, Frank Brothers And Company, New Delhi.

B. Sc. H M & T 205- FOOD & BEVERAGE SERVICE -II

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

PRACTICAL

Methods of Services and Clearance

- Table laying for different meals & Re laying
- Set up & Service of water, juices, soft, drinks squashes, syrups.
- Table d' hôte cover and A la carte cover.
- Services of Food:-Soup, Meat, Fish, Potatoes, Vegetables, Sweets, Cheese.
- Service of Tea & Coffee, including accompaniments.
- Services of cigars & cigarettes
- Changing of dirty Ash tray.

Breakfast Services Practical

- Laying of Difference type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc)
- Laying a room service tray for bed tea and breakfast (Continental & English)

Room Service

- Trolley Tray Breakfast set up and service for rooms. Room Service Amenities Set-up in Rooms.

Service of Cheese

B.Sc. HM&T-301 PRINCIPLES OF HOSPITALITY MANAGEMENT

External Marks- 70

Internal Marks- 30

Duration- 3hrs

OBJECTIVES:

To make students understand management concepts and their application in the field of hospitality industry.

TEACHING PRACTICES:

Class room teaching, assignments, cases, group discussions and practice sessions under simulated conditions.

MODE OF PAPER-SETTING:

The number of questions to be set will be ten in a manner that there are two questions from each unit. The student will be required to attempt five questions in all, selecting one question from each unit.

INTERNAL EVALUATION:

The performance of the students will be evaluated on the basis of class participation, class test, regularity and assignments carrying 30% of the total marks.

UNIT-I

Introduction to Management, concept, nature, functions, process. Traits of a successful manager, managerial role & managerial skills

UNIT-II

Planning: Nature, purpose, types and process of planning.

UNIT-III

Organizing: Concept of organizing and organization. Basics of Organization: line & staff, span of management, delegation, organizational structure & design. Basis of organizational structures.

UNIT-IV

Directing, communication, process and types of communication, Barriers and principles of effective communication.

Motivation: meaning, theories: Maslow, Herzberg.

REFERENCES:

- Weithrich Heinz and Koontz Harold: Management- A Global Perspective, McGraw Hills.
- Stoner Jean: Management, Prentice Hall, New Delhi.
- Druker P.E.: The Practice of Management, Sultan Chand and Sons.

- Banerjee. S.: Principles and Practice of Management, New Delhi Oxford & IBH Publishing Co Pvt Ltd.

B.Sc HM&T 302 ACCOMODATION OPERATION-III THEORY

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

The course familiarise students with the meaning and functions of housekeeping in hotels and other service industries. The course is blend of theory and practical to develop a professional attitude in students.

APPROACHES:

Lectures, Group discussion, Presentation, case studies, Practical, Business games

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

EVALUATION:

The performance of the students will be evaluated on the basis of class participation; house tests; regularity and assignments, carrying 30 percent of the credit and the rest through Terminal examination (3 hours duration)

MODE OF PAPER SETTING:

There will be ten questions in all and each question will carry 14 marks. Candidates will have to attempt any five questions selecting not more than two from each unit.

UNIT-I

Linen room

Meaning & types of linen

Activities in linen and uniform room

Layout of linen and uniform room

Linen and sizes

Linen exchange procedure

Storage of linen

Par stock -Factors affecting par stock, calculation of par stock

Linen control procedures
General selection criteria for fabrics for bed linen, bath linen, table linen
Discarding procedures and their reuse

UNIT-II

Uniforms

Types of uniform
Advantages of providing staff uniforms
Selection and design of uniforms
Establishing par levels for uniforms
Storage of uniforms
Issuing and exchange of uniforms

UNIT-III

Sewing room

Activities of sewing room
Job specification of a seamstress/ tailor
Sewing area and equipment

UNIT-IV

Laundry operations

Types of laundries
Planning and layout of an On Premise Laundry (OPL)
Laundry equipments
Laundry agents- soaps, detergents, bleaches, softeners, starches, sours
Laundry process
Handling guest laundry

REFERENCES:

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Mannual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- House Keeping Management by Matt A. Casado; Wiley Publications
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.

- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer
Publisher: Traveler's Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications
- Professional Management of Housekeeping Operations by Thomas J. A. Jones
publisher- John Wiley & Sons inc.
- Managing Housekeeping Operations by Margart M. Kappa, CHHE, American Hotel & Lodging Associations.
- Stain Removal by Stephanie zia , Bounty Books Ltd
- Practical Guide to First Aid by Dr Pippa Keech, Lorenz Book

B.Sc. HM&T 302 ACCOMODATION OPERATION-III

Practical

External: 70
Internal: 30
Duration: 3 hours

EVALUATION

- 10 marks to be given for journal prepared during the year.
 - 10 marks for the written test based on practical work assigned
 - 10 marks for the Viva-vice.
 - 40 marks for the result of practical.
-
- Meaning of various washing instructions
 - Bleaching instructions
 - Drying instructions
 - Ironing instructions

- Preparation of hot and cold face towels
- Removal of common stains from fabrics-
 - Ballpoint Ink
 - Blood,
 - Candle Wax
 - Chewing Gum,
 - Chocolate,
 - Coca,
 - Coffee,
 - Tea,
 - Curry (Turmeric And Oil),
 - Dye,
 - Egg,
 - Fruit,
 - Ghee,
 - Oil,
 - Grass,
 - Grease,
 - Gum,
 - Henna,
 - Milk,
 - Ink-Blue& Black,
 - Lipstick,
 - Medicine,
 - Mud,
 - Nail Polish,
 - Paint,
 - Rust,
 - Shoe Polish,
 - Urine Or Vomit
- Layout of linen room and uniform room
- Laundry equipment handling
- Laundry operations
- Handling different types of fabrics in manual & mechanical laundry
- Basic hand stitches-
 - Temporary Stitches,
 - Permanent Stitches
- Team cleaning of various areas

B.Sc.HM &T 303- FOOD PRODUCTION-III

THEORY

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

This paper will give the basic knowledge of cooking to the beginners. They will get versed with raw material, regional cookery of India, advance cooking method & various law related with food production.

APPROACHES:

Lectures, Group Discussion, Presentations, Practical, Case studies, Business Games.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentations etc.

UNIT I

Understanding Raw Material:

- T ypes of salts.
- Fats &oil- types, sources, smoking point and effect of cooking.

- Raising & leavening agents- types & their role in cookery.
- Thickening & binding agents-types & their role in cookery.

UNIT II

Regional Cookery:

- North
- South
- West
- East

UNIT III

Advanced Methods of Cookery:

- Broiling,
- Grilling,
- Poaching,
- Roasting ,
- Stewing
- Cook chill,
- Cook freeze
- Sous vide - method, advantage /disadvantage.
- Food Preservatives
- Additives-natural and chemical.
- Flavoring agent
- Emulsifier agents
- Stabilizer
- Pigments & colors

UNIT IV

Food laws and Health & Safety laws:

- Prevention of Food Adulteration Act (PFA)
- Bureau of Indian Standards (ISI)
- Agricultural Marketing Act (Agmark)
- Food Product Order (FPO)
- Meat Product Order (MPO)
- Codex Alimentarius
- A Hazard Analysis Critical Control Point (HACCP)
- Occupational Safety Health (OSHA)
- Safety Risk Management (SRM)

- Regulation and legislation
- Need for safety Regulation
- Accidents
- Fire precaution & first aids

REFERENCE:

7. Bakery & Confectionery - S.C Dubey, publisher: society of Indian Bakers.
8. Management of food and beverage operation (3rd edition) - jack D. Ninemeier
9. Managemet and cost control - (Jagmohan Negi)
10. Modern cookery (Vol-I) - Philip E.Thangam,publisher- orient longman
11. Art of Indian cookery- Rocky Mohan,& Roli Prasad.
12. The complete guide to the Art of Modern Cookery - Escoffier
13. The professional baking by Wayne Gisslen
14. Kitchen planning and management - John Fuller & David Kirk
15. Catering management (an integrated aproache,second edition) - Mohini Sethi and Surjeet Malhan
16. Theory of cookery - Krishna Arora
17. Food (facts & principles), n. Shakuntala Manay & M Shadaksharaswamy, New age International Publisher.

**B.Sc. HM&T 303- FOOD PRODUCTION – III
PRACTICAL**

**External Marks: 70
Internal Marks: 30
Duration: 3 Hours**

EVALUATION

- 10 marks to be given for journal prepared during the year.
- 10 marks for the written test based on practical work assigned
- 10 marks for the Viva-vice.
- 40 marks for the result of practical.

Plan Breakfast/lunch/dinner menu for each region, mention in theory and cook minimum 7/10.

<u>Meals</u>	<u>Region</u>	<u>States</u>
<u>Breakfast</u>	<u>North</u>	<u>Punjab, Rajasthan, Uttar Pradesh, Jammu & Kashmir</u>
	<u>South</u>	<u>Tamil Nadu, Karnataka, Andhra Pradesh, Kerala</u>
	<u>East</u>	<u>West Bengal, Assam, Orissa</u>
	<u>West & Central</u>	<u>Maharashtra, Gujarat, Madhya Pradesh</u>
<u>Lunch</u>	<u>North</u>	<u>Punjab, Rajasthan, Uttar Pradesh, Jammu & Kashmir</u>
	<u>South</u>	<u>Tamil Nadu, Karnataka, Andhra Pradesh, Kerala</u>
	<u>East</u>	<u>West Bengal, Assam, Orissa</u>
	<u>West</u>	<u>Maharashtra, Gujarat, Madhya Pradesh</u>
<u>Dinner</u>	<u>North</u>	<u>Punjab, Rajasthan, Uttar Pradesh, Jammu & Kashmir</u>
	<u>South</u>	<u>Tamil Nadu, Karnataka, Andhra Pradesh, Kerala</u>
	<u>East</u>	<u>West Bengal, Assam, Orissa</u>
	<u>West</u>	<u>Maharashtra, Gujarat, Madhya Pradesh</u>

Note:

Students should also know at least two snacks from all the above mention states.

B.Sc.HM &T 304- FOOD & BEVERAGE SERVICE-III

THEORY

External Marks: 70

Internal Marks: 30
Duration: 3 Hours

OBJECTIVE:

The course will introduce learner to get a comprehensive knowledge and understanding of alcoholic beverage service in the hotel and catering industry. It also aims to enable the student to acquire professional competence at basic levels and to acquire the requisite technical skills in the principles of food service and its related activities.

APPROACHES:

Lectures, Group Discussion, Presentations, Practical, Case studies, Business Games.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentations etc.

UNIT-1

Basics of Bar:

Introduction to bar, bar types, Layout of bar area & bar counter, bar stocks maintenance, Equipments Used in bar , bar Licenses, Staffing, job description, job specification, understanding Bar Menus.

UNIT-II

Introduction to Fermented Alcoholic Beverages:

Fermented alcoholic beverages: Introduction, definitions and classification Wines, Classification, Viticulture & Viticulture Methods, Vinification -Still, Sparkling, Aromatized & Fortified Wines, Vine Diseases, Wine regions & famous wine brand - France, Italy, Spain, Portugal, South Africa, Australia, India& California. Food & Wine Harmony, Wine glasses and equipment, Storage and service of wine.

UNIT-III

Others Fermented Alcoholic Beverages:

Beers: Introduction, Ingredients Used, Production, Types and Brands, Indian and International. Service, bottled, canned and draught beers & other fermented beverages: Sake, Cider, Perry.

UNIT-IV

Distilled Alcoholic Beverages:

Distilled alcoholic beverages (Spirits): introduction to whisky, brandy, rum, vodka, gin & tequila; Types, Production process, Indian and International brands & service & brief introduction to other alcoholic beverages- Absinthe, Ouzo Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados Etc.

REFERENCES:

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

B.Sc.HM&T 304- FOOD & BEVERAGE SERVICE-III

PRACTICAL

External Marks: 70
Internal Marks: 30
Duration: 3 Hours

PRACTICALS

- 10 marks to be given for journal prepared during the year.
 - 10 marks for the written test based on practical work assigned
 - 10 marks for the Viva-vice.
 - 40 marks for the result of practical.
-
- Service of Alcoholic Beverages: Wines, Spirits.
 - Opening & closing of wines corks (Champagne, Red & White wines)
 - Service of Spirits & Liqueurs.
 - Bar setup and operations.
 - Cocktail Mocktail Preparation, presentation and service.
 - Service of Cigars & cigarettes.
 - Conducting Briefing/De-Briefing for F & B outlets.
 - Service of Beer, Sake and Other Fermented & Brewed Beverages.
 - Service of Sparkling, Aromatized, Fortified, Still Wines.
 - Set up a table with Prepared Menu with wines.

B. Sc. H M & T-305 FUNDAMENTAL OF COMPUTERS-III THEORY

External

Marks: 70
Internal Marks: 30
Duration: 3 Hours
OBJECTIVE:

The course will introduce learner to the role and importance of computers and related technologies at the work. Students will be prepared to use the computer as a tool effectively as per the need of Industry. The units are structured around computers related tasks of the managers.

APPROACHES:

Lectures, Group Discussions, Presentations, Practical, Case Studies and Business Games.

REQUIREMENTS:

Regular attendance and active participation during the course of the semester, Books and literature surveys, Long Essays and assignments, Seminar presentations etc.

UNIT – I: INTRODUCTION TO COMPUTERS

Introduction to computers, Classifications, generations, Organization, Capabilities Characteristics & Limitations. And applications of Computer in Hotel

UNIT – II: HARDWARE

Introduction of computer hardware : components of computers- hardware Hardware elements- input, storage ,processing & output devices. Block diagram of computer.

UNIT – III:INTRODUCTION TO COMPUTER SOFTWARE

Introduction to computer software, types of software, System software, Application software, utility software and use of MS- office: Basics of MS- word , MS – Excel and MS-Power Point

UNIT – IV: INTERNET

Defination of Networks, Concepts of Web page , website and web searching “Browsing”.Benifits , Applications, working, Hardware and Software Requirements world wide web, web browser ,URL, Search engine

- P.K. Sinha, Fundamentals of Computers
- D.Buhalis, E-Tourism: Information Technology for strategic Tourism Management, Pearson Education Ltd, Essex, UK
- S. Bansundra, Computer Today
- V. Raja Raman, Introduction to Computer Science
- C.S.V. Murthy, E-Commerce concepts, Models and Strategies, Himalaya Publications
- Mathew Rergonlds, E-Commerce, Wrox Publication
- K. Bajaj and D. Nagm, E-Commerce: The Cutting Edge of the Business, Tata McGraw Hill
- Leon Alexis and Mathews Leon, Fundamentals of Information Technology, Vikas Publishing House Pvt. Ltd, New Delhi
- Leon Alexis and Mathews Leon, Internet for everyone, Vikas Publishing House Pvt. Ltd, New Delhi

- V.P. Jaggi and Sushma Jain, Computers for Everyone, Academic India Publishers, New Delhi
- S. Saxena, MS Office 2000 for everyone, Vikas Publishing House Pvt. Ltd, New Delhi
- S. Shajahan and R. Priyadarshini, Management Information Systems, New Age International Publishers, New Delhi
- S.C. Bhatnagar and K.V. Ramani, Computers and Information Management: A premier for Practicing Managers, PHI, New Delhi
- Curtin, Foley, Sen, Morin: Information Technology- The Breaking Wave
- Jerome Kanter: Managing with Information
- Davis and Olson: Management Information Systems
- Internet Site and other material supplied during lectures

**B.Sc .HM&T-305 FUNDAMENTAL OF COMPUTERS
PRACTICAL**

External

Marks: 70

Internal Marks: 30

BASIC OF WINDOWS:

- ⇒ Creating Folders and Working with Files in windows.

- ⇒ Basic Windows Functions and Shortcuts

MS - OFFICE:

Learning Shortcuts for quick and efficient working

- ⇒ Word
 - Working with Documents
 - Inserting Pictures and Objects
 - Mail Merge Function
- ⇒ Excel
 - Making Charts and Graphs
 - Creating multiple Sheets
- ⇒ PowerPoint
 - Developing Effective presentations
 - Adding animation and Design in the Slides

INTERNET:

- ⇒ Searching Information through Internet

- ⇒ Opening of E-Mail account on the Internet

SEM-1V

B.Sc HM& T 401 FOOD HYGIENE & SENITATION -IV

External: 70
Internal: 30
Duration: 3 hours

COURSE OBJECTIVES:

The course is aimed at preparing student to fully understand importance of healthy diet in commercial catering and procedures used therein.

APPROACHES:

Lectures, Group discussion, Presentation, case studies.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT-I

Foods: Definition, Sources: Plants and Animals, Functions of food, Types of Junk food, Description of food Flavors (Tea, Coffee, Wine, Meat, and Fish), Role & function of water, Proteins: Introduction, Function , Sources, Carbohydrates.

UNIT-II

Nutrition for growth & development:

Nutritional and food requirement(During various Life stages- Infancy, Childhood adolescence and Adulthood)

Food habits & nutritional problems.

UNIT-III

Food guide pyramid

Energy balance & weight management: obesity & under weight

Nutrition & stress management

Fats and oils: Classifications(Based on Origin & Degree of saturation)

UNIT-IV

Diet & Nutrition management in gastro intestinal disorders:

Indigestion ,Gluten intolerance

Food as allergens, symptoms & dietary management

Effects of heating on fats and oils

REFERENCES:

- Robinson, C.H.Lawlar, M.R.Chenoweth W.L. and Garwick A.E.(1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co.
- Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects.
- Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company.

- Williams, S.R.(1989): Nutrition and Diet Therapy, C.V.Mosby Co.
- Guthrie, A.H.(1986): Introductory Nutrition, C.V.Mosby Co.
- Joshi, S.A. (1998), Nutrition and Dietetics, Tata Mc Graw Hill Publishing Co. Ltd.,
- Manay N.S.,Shadaksharaswamy, M (2001) foods: Facts and Principles, New Delhi International Publishers.
- B. Srilakshmi (2002), Dietetics new age International Publishers. New delhi

Semester –IV

B.Sc HM& T 402 TOURISM SALES AND MARKETING -IV

Max.

Marks- 70

Min Marks- 28

Unit- I

Concept of Marketing Services, marketing and tourism marketing. Distinction Between products and Services . Implication for this difference for tourism marketing .

Unit .II

Marketing Environment and its Analysis (SWOT). Concept of Marketing mix and its elements. Developing the Marketing Mix for the Tourism Internal marketing. Customer Relationship Management: Concept, Importance and Strategies

Unit-III

The tourism Product: Concept Packing & Branding of tourism Products Tourism Product Life cycle and difference Marketing Strategies for different of Life cycle

Unit-IV

Supply of the tourism Product: Planning service Environment. Balancing the demand & Capacity

Managing Distribution Chain for effective Supply

Book for references

1- Marketing for Hospitality & Tourism
Makens James

Kotler Philip. Bowen John &

2- Services Marketing
Jochen

Lovelock Christopher, Wirtz

B.Sc.HM&T 403- FOOD PRODUCTION-III

THEORY

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

This paper will give the basic knowledge of cooking to the beginners. They will get versed with raw material, regional cookery of India, advance cooking method & various laws related with food production.

APPROACHES:

Lectures, Group Discussion, Presentations, Practical, Case studies, Business Games.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentations etc.

UNIT- I

Menu Planning:

- Definition
- Types
- Principles of menu panning
- Factor effecting menu planning and construction of menu

UNIT II

Introduction Purchasing and Storing:

- Purchasing
- The purchasing procedure price and quality performance
- The purchasing of food
- Receiving of food
- Storing and issuing food

UNIT III

Introduction to Bakery:

- Pastry/cake and bread making, confectionery
- Cold dishes and Buffet work
- Selection of commodities, preparation and presentation.
- Decoration and garnishes for cold buffet work.

UNIT IV

Kitchen management:

- Departments/section of kitchen
- Duties and responsibilities of staffs

Hygiene and sanitation:

- Causes of food spoilage
- Food borne illnesses
- Personal cleanliness and health
- Sanitary procedure for safe food

Kitchen Spaces:

- Size and types of kitchen
- Developing kitchen plan
- Designing kitchen
- Work centre in kitchen layout
- Maintenance of kitchen
- Sample layout plan

REFERENCE:

- Catering management (an integrated approach, second edition) by Mohini Sethi and Surjeet Malhan
- Management of food and beverage operation 3rd edition by Jack D. Ninemeier
- Management and Cost Control by Jagmohan Negi
- Bakery & Confectionery - S.C Dubey, publisher: society of Indian Bakers.
- Management of food and beverage operation (3rd edition) - Jack D. Ninemeier
- Management and cost control - (Jagmohan Negi)
- Modern cookery (Vol-I) - Philip E.Thangam,publisher- orient longman
- Art of Indian cookery- Rocky Mohan,& Roli Prasad.
- The complete guide to the Art of Modern Cookery - Escoffier
- The professional baking by Wayne Gisslen
- Kitchen planning and management - John Fuller & David Kirk
- Catering management (an integrated approach,second edition) - Mohini Sethi and Surjeet Malhan

- Theory of cookery - Krishna Arora

**B.Sc.HM &T 403 FOOD PRODUCTION – IV
PRACTICAL**

External Marks:

70

Internal Marks:

30

Duration: 3

Hours

Preparation of Menu:

Menu I

Tomato ka sar

Dum paneer Kalimirchi

Bagara baigan

Aloo gobhi ki tairi

Chapattis

Pumpkin Halwa

Menu II

Paneer sabut dane ke kabab

Dal Khandari

Gucchi Biryani

Sham Savera

Raj Bhog

Menu III

Aloo Bonda

Idli

Masala Uttapam

Samber

Menu IV

Pushtani Paneer

Dal Moong Palak

Mix Vegetable

Peas Rice/ Roti

Kesari Phirni

Menu V

Fish Malai Curry

Chor Chori

Luchi

Bhindi do Piazza

Doodh Kamal

Menu VI

Cream of Pumpkin Soup

Pao Bhaji

Paneer in Hot Garlic Sauce

Boiled rice

Gajar halwa

Menu VII

Narangi shorba

Bharia Machi

Mushorba Mushroom

Kesri Pulao

Phirni

B.Sc. HM& T 404- FOOD & BEVERAGE SERVICE-IV

THEORY

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

The course will introduce learner to get a comprehensive knowledge and understanding of restaurant planning & different situation handling in the hotel and catering industry. It also aims to enable the student to acquire professional competence at basic levels and to acquire the requisite technical skills in the principles of food service and its related activities.

APPROACHES:

Lectures, Group Discussion, Presentations, Practical, Case studies, Business Games.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentations etc.

UNIT-1

Planning restaurant & other food service facilities:

Introduction, Planning & Operating various F & B Outlets and support, ancillary areas, Factors-Concept, Menu, Space& Lighting ,Colors and Market, Restaurant Design team.

UNIT-II

Situation handling in food & beverage outlets:

Restaurant Problems and Guest Situation Handling (related to food, ambience, hygiene etc. (any five))

UNIT-III

Different Catering Operations:

Catering Operations: Off- Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away.

UNIT-IV

Buffet management:

Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management.

REFERENCES:

- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Modern Restaurant Service -John Fuller, Hutchinson
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management -Brian Varghese

B.Sc. HM&T 404- FOOD & BEVERAGE SERVICE-IV PRACTICAL

External Marks: 70

Internal Marks: 30

Duration: 3

Hours

- Restaurant Set-ups of different types
- Service of Afternoon & High teas
- Buffet Lay -up, theme Buffets set up
- Cocktail party planning
- Role Plays & Situation handling in Restaurants

B.Sc. HM&T -405 HOTEL ACCOUNTANCY-II

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

This subject intends to impart students the basic knowledge of Hotel Accounting required for the Hospitality Management and to prepare them to comprehend and utilize this knowledge for the day-to-day operations of the organization.

TEACHING PRACTICES:

Class room lectures, Assignments, Cases, Discussions, Glossary of Terms Students should be familiar with the glossary of terms pertaining to above mentioned topics.

MODE OF PAPER-SETTING:

The number of questions to be set will be ten in a manner that there are two questions from each unit. The students will be required to attempt five questions in all, selecting one question from each unit.

INTERNAL EVALUATION:

The performance of the students will be evaluated on the basis of class participation, class test, regularity and assignments carrying 30% of the credit.

UNIT-I

Hotel Accounting-meaning, functions and significance. Growth and development of hotel accounting over the years. Accounting standards

UNIT-II

Front Office Accounting -, Hotel Ledgers- Visitors Tabular Ledger: meaning & purpose and preparation (3 to 5 star hotels). Credit Monitoring and Charge Privileges, Cash sheet, Calculation of various Statistical data using Formulas & exercises on: (ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count)

UNIT -III

Uniform System of Accounting- concept, meaning, conditions and advantages & disadvantages. Preparations of financial statements under uniform systems in hotels. Schedules showing Departmental incomes -Rooms, Food & Beverage, Telephone Gift shop, Garage and Parking, Laundry and Marketing etc.

UNIT -IV

Hotel Company Final accounts- meaning and importance and Preparation of Business Income Statement and Balance sheet with simple adjustment.

REFERENCES:

- Donald F.Sutton, 1986, Financial Management in Hotel and Catering, Heinemann, London
- G. Boni and F.F. Shartes, 1988, Hotel Organisation Management and Accountancy, Sir ISAAR. Pitman, London
- G.S.Rawat & JMS Negi ,1994 ,Elements of Hotel Accountancy-,Aman Publications, Daryaganj, New Delhi
- Horwarth and Toth, 1979, Hotel Accounting, Ronald Press, New York
- Horwarth Earnest, 1986, Hotel Accounting, Ronald Press, New York
- Horwarth, E.B.and Toth, 1986, Hotel Accounting, Ronald Press, New York
- Jerry J Weygandt, 2000, Hospitality Financial Accounting By, Publisher Wiley & sons.
- L.S.Porwal, 1993, Accounting Theory, An Introduction, Tata McGraw-Hill Publishing Co., Pvt Ltd., New Delhi
- Leslie Chadwick, 1995 , The Essance of Financial Accounting, Prentice Hall of India Pvt.Ltd.,ND

- Ozi D'Cunha Gleson Ozi D'Cunha, 2002, Hotel Accounting & Financial Control ,Dickey Enterprises , Kandivali (W) Mumbai.
- R.D.Boardman, 1980, Hotel and Catering Costing and Budgets, Heinemann, London.
- Richard Kotas, 1981Accountancy in the Hotel & catering Industry ,International Textbook Company.
- Richard Kotas-Four, 1981, Accounting in the Hotel & Catering Industry- - International Textbook Company.
- Robert and Anthony, 1995, Management Accounting, Prentice Hall of India Pvt.Ltd., New Delhi
- S.P Jain & K.L Narang, 1999, Hotel Accountancy & Finance, Kalyani Publishers.
- Uniform System of Accounts, 2000, EIAH & LA, USA.

B.S.c HM &T - SYLLABUS
5 th Semester
INDUSTRIAL TRAINING FROM JUNE 01 – NOVEMBER 15
TRAINING REPORT & VIVA-VICE: 400 MARKS

B.Sc. HM&T-601 LEADERSHIP MANAGEMENT(THEORY)

Max. Marks -70
Min. Pass Marks –28

Unit-I

The Concept of Leadership: Leadership influence & Power, Assimilation, Leadership Types, Leadership Traits.

Unit-2

Theories of Leadership: Trait Theory, Laissez- Faire Theory, Contingency Theory, Style Theory, Follower Theory, Group Dynamics Approach, Fiedler's Model, Transformational Theory, Situational Leadership, Management Grid.

Unit-3

Developing Leadership: Personal Traits, Grooming of Developing These Traits, Leadership Qualities, Leadership & Personality.

Unit-4

Business Culture of Leaders: Learning Leadership Tricks, Leadership & Managers, Leadership skills & qualities, Top Business Leaders.

Books & References:

1. Essentials of Management : An International & Leadership Perspective

- | | | |
|----|---|------------------------------------|
| | Harold Koontz & Heinz Weilrich | |
| 2. | How to win Friends & influence people.. | Dale Caenegie |
| 3. | Leadership & Management.. | A.Chander Mohan |
| 4. | The Leadership in Management.. | Sanjay S Kaptan & C Rajinder Kumar |

B.Sc. HM&T-602 MANAGING HUMAN RESOURCE

Max. Marks – 70

Min. Marks-

28

Unit- I

Human Resource Planning: General Managing Functions. Planning, Organizing, Directing Controlling, HRD application in hotel industry, HRD applications in hotel industry

Unit-II

Function and Operations: Hotel environment and culture HRD System, Analysis of work place
(Description, Concepts human resource inventory)

Unit- III

Job Evaluation: Job Analysis and job Description, Job evaluation Method. Task Analysis Recruitment and selection Induction

Unit-IV

Training: Staff training & Development . Training Method and evolution Motivation and Job evaluation. Career Planning, Employee Counseling.

Book for reference

- | | |
|---|---|
| 1- Personal Management & Industrial Relations | DR. PC Shejwalker & Mr.
SR Malegaonkar |
| 2- Personnel Management | Mamoria |
| 3- Personal Management in Indian Organization | Parmod Verma |
| 4- Human Resources Management in the Hospitality Industry | Frank M Mary L
Monochello |
| 5- Guide for Labor Management | H L Kumar |

B.Sc. HM&T 603 SECURITY AND SAFETY MANAGEMENT

Max. Marks -70
Min. Pass Marks –28

Unit-1

A Growing Concern: Introduction, Importance.

Unit-2

Developing the Security Programme: Key Control & Access Control, Guest Room Security, Protection of Premises, Bomb Threat Security, Importance of Security System, Types of Security, Fire Causes, Types Fighting Training, Safety, Handling Emergency Situations.

Unit-3

Management's Role in Security: The need for Effective Management, Areas of Vulnerability, and Security Requirement.

Unit-4

Setting up the security Programme: Importance of Law enforcement Liaison, Security Staffing. The Elements of Security Training: Responsibility, Authority of a Security Manager, Security & the Law.

Books & References:

- Management of Hotel & Motel Security. Harvey Burstein
- Hotel Security Management Harvey Burstein
- Effective Security Management Charles A. Sennewald
- Hospitality Security Darrell Clifton

B.Sc. HM & T 604 HOTEL LAWS

External Marks- 70

Internal Marks- 30

Duration- 3hrs

OBJECTIVE:

Since the laws govern the industry, the paper aims to provide the knowledge of basic laws which are directly or indirectly related to the hotels. The knowledge of legal dimensions in the hotel industry, ranging from the establishment of a hotel till the fully operational stage, becomes essential for a student of the hotel management.

APPROACHES:

Lectures, group discussion, presentation, case studies, practical, business games.

REQUIREMENTS:

Regular attendance and active participation during the course; books and literature surveys, long essays and assignments; seminar presentation, etc.

MODE OF PAPER SETTING:

The number of questions to be set will be ten in a manner that there are two questions from each unit. The students shall be required to attempt five questions in all, selecting one question from each unit.

UNIT – I

Role of ethics and law in business with special reference to the hotel industry

Role of professional bodies like FHRAI & Hotel Association of India (HAI) in regulating the affairs of the hotel industry

UNIT – II

Hotel Receipt Tax Act, 1980 – Definitions; charge of tax; Scope of chargeable receipts, computation of chargeable receipts, self-assessment, assessment, Penalties and Appeals

UNIT – III

Prevention of Food Adulteration Act, 1954 – Definitions, Central Committee for Food Standards, Central Food laboratory,, Analysis of food;; Offences and penalties under the Act

Prevention of Food Adulteration Rule, 1955, Definitions and Standards of quality; colouring matter; Packing & labeling of food; Prohibition & Regulations of Sales; Preservatives; Flavouring agents & related substances

UNIT – IV

The Sarai Act, 1861

Catering Establishment Act, 1958

UNIT – V

The Liquor Policy in Haryana & Delhi

REFERENCES

- Negi, Jagmohan, 2001. Hotel and Tourism Laws. Frank Brothers & Co., New Delhi
- The Prevention of Food Adulteration Act, 1954 with Prevention of Food Adulteration Rules, 1955.
- Catering Establishment Act, 1958
- The Hotel Receipt Tax Act, 1980
- The Sarai Act, 1861
- The reports and Periodicals of FHRAI and HOI

B.Sc. HM&T-605 CUSTOMER RELATIONSHIP MANAGEMENT(THEORY)

Max. Marks -70
Min. Pass Marks –28

Unit-1

Customer relationship management: Introduction , Need , meaning, Tools, process, CRM success factors

Unit-2

The costumer service / sales profile 3 levels of service, shape of costumer service, CRM creating demand for Hospitality and tourism

Unit-3

Choosing CRM strategy:CRM strategy point, CRM strategy creation , Identify potential strategies

Unit-4

Relationship marketing, Introduction , approaches & Growth, CRM and internet