



**YENEPOYA**

(DEEMED TO BE UNIVERSITY)

Recognized under Sec 3(A) of the UGC Act 1956

Accredited by NAAC with 'A' Grade

## **YENEPOYA (DEEMED TO BE UNIVERSITY)**

**Deralakatte, Mangaluru -575018**

**REGULATIONS AND CURRICULUM GOVERNING**

**UNDERGRADUATE PROGRAM**

**BACHELOR OF SCIENCE (HOSPITALITY SCIENCE)**

**(REVISED CURRICULUM – AMENDED UP TO 2018)**

**ATTESTED**

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**NOTIFICATION – 26/32-ACM/2018 dtd. 03.09.2018**

Sub: Amendment in B.Sc. Hospitality Science (HS) syllabus

Ref: Resolution of the Academic Council at its meeting held on 11.08.2018 vide agenda – 28

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The Academic Council at its 32nd meeting held on 11.08.2018, vide agenda – 28 has approved the recommendation of the Yenepoya Institute of Arts, Science, Commerce & Management to amend the syllabus of B.Sc. Hospitality Science (HS). The amendment as approved is hereby notified as follows: -

**1 SEMESTER**

Existing	Now Amended
<p align="center"><b><u>1 SEMESTER- B.Sc (HS)</u></b></p> <p align="center"><b><u>FRENCH – I</u></b></p> <p><b>Objectives:</b> To make the student conversant with French terms especially in Hospitality sectors.</p> <p><b>Pedagogy:</b> Lectures aided by PPT presentations, assignments, class tests and homework and practicing conversational skills.</p> <p><b>Expected outcome:</b>            On completion of these courses, a student should be able to:</p> <ul style="list-style-type: none"> <li>• Understand familiar words and common expressions in French.</li> <li>• To be able to write a formal and informal letter and also reply to the same.</li> <li>• To be able to communicate with familiar expression and words to describe ones whereabouts and needs.</li> <li>• Acquire an aptitude to understand and read french language &amp; culture.</li> </ul> <p><b>Structure:</b></p> <ul style="list-style-type: none"> <li>• Introduction to French (Greetings &amp; Courtesies);</li> <li>• Origin and the basics of the language, French-speaking countries, Importance of learning French language, Usage of French language in the hotel industry, Introduction to the syllabus. French accents and its pronunciation. Different greetings of the day. Formal and</li> </ul>	<p align="center"><b><u>1 SEMESTER- B.Sc (HS)</u></b></p> <p align="center"><b><u>TRAVEL &amp; TOURISM-I</u></b></p> <p><b>Objective:</b> This will be an introductory module providing the foundation of tourism studies.            This provides an overview of concepts and principles of tourism and the basis of the industry.</p> <p><b>STRUCTURE:</b></p> <ol style="list-style-type: none"> <li><b>1. INTRODUCTION</b>            Tourism: Definitions and Concepts; Definition and differentiation of Travel and tourism, Visitor, Traveler, Excursionist, Picnic; Inter relationship between tourism, recreation and leisure.</li> <li><b>2. ELEMENTS, NATURE, CHARACTERISTICS AND COMPONENTS OF TOURISM INDUSTRY</b>            6 A's of tourism; Elements of tourism; Tourism Systems (Leiper's model); structure of tourism industry: Accommodation, Transportation, tour operators, travel agents.</li> <li><b>3. TOURISM ORGANIZATIONS</b>            History, particulars and functions of major organizations – UNWTO, WTTC, IATA, ICAO, PATA, UFTAA, IATO, TAAI, FHRAI, IHA; National Tourism Organizations; Ministry of Tourism; Government of India, ITDC, KTDC, DTPC etc.</li> </ol>

informal greetings. Different professions and designations in French. French names of countries and Nationalities.

- Basic grammar: Indefinite and definite articles, prepositions, cardinal & ordinal numbers. Conjugations of verbs, adjectives (shapes&sizes), Adjective possessive & pronoun possessive, reflexive verbs, Tenses– present, past and future, comparative and superlative degrees, likes and dislikes, tastes and preferences, Imperative,
- Oral Competency: To present oneself/somebody else. Read and understand familiar phrases and words. To be able to use simple phrases and expressions to describe ones home and acquaintances. Ask question on familiar topics and ones immediate needs and also the ability to answer the same.
- Cultural competency: Geography of France-cities, rivers, mountains, food, cheese, wines. Introduction to the French industry- export and import.

#### REFERENCE BOOKS:

1. Regine Merieux & Yves Loiseau (2004): Connexions, Didier.
2. Mary E. Crocker (2013): French vocabulary and Verbs, McGraw-Hill Education.
3. Véronique Mazet (2013): Basic French Grammar, John Wiley & Sons.
4. Text: English & French (1996): French-English Dictionary, Simon & Schuster

#### 4. TYPES AND FORMS OF TOURISM

Forms of tourism – Inbound, outbound; Inter–regional and intra–regional tourism; Domestic and international tourism; Internal and national tourism; Leisure and Business tourism; Typology of tourism – ecotourism, adventure, Rural, Farm, Health, MICE, incentives, sports, religious, Beach, Hill, special interest tourism like culture or nature oriented, ethnic or 'roots' tourism, VFR etc.

#### 5. TOURISM LAWS AND REGULATIONS

Tourism bills of Rights, tourism code, Acts in India –Laws related to Tourist Entry, stay, Departure, Foreigners Act; Foreigners registration act, customs act, Passport Act.

#### REFERENCES

1. AK Bhatia, The business of tourism: Concepts and strategies, Sterling Publishers.
2. Sudhir Andrews: (2013) Introduction to Tourism and Hospitality Industry, Tata McGraw Hill Publishing Co.
3. Bhatia, A.K., - International Tourism, Sterling publishers.
4. Burkart and Medlik, (1981), Tourism: Past, Present and Future.
5. Christopher.J. Hollway; Longman ; The Business of Tourism
6. Cooper, Fletcher et al, (1993), Tourism Principles and Practices, Pitman.
7. Mill and Morrison, (1992), The Tourism System: An Introductory Text, Prentice Hall.
8. Mill, R.C., (1990), Tourism: The International Business, Prentice Hall, New Jersey.
9. Roy A Cook, Tourism: The business of Travel, Pearson India  
JD Ninemeier, Discovering Hospitality and Tourism: The World' Greatest Industry, Pearson.



## II SEMESTER

Existing	Now Amended
<p style="text-align: center;"><b>II SEMESTER- B.Sc (HS)</b> <b>FRENCH – II</b></p> <p><b>Objectives:</b> To make the student conversant with French terms used especially in Hospitality sectors.</p> <p><b>Pedagogy:</b> Lectures aided by PPT presentations, assignments, class tests and homework and practicing conversational skills.</p> <p><b>Expected outcome:</b></p> <ul style="list-style-type: none"> <li>• On completion of these courses, a student should be able to:</li> <li>• Comprehend the gist of overheard conversations on familiar subjects.</li> <li>• Can ask appropriate question on common topics and also reply to the same.</li> <li>• Can understand and distinguish important information on related topics to the Hotel industry.</li> <li>• Can provide information on everyday issues and provide description of common objects and familiar topics.</li> </ul> <p><b>Structure:</b></p> <ul style="list-style-type: none"> <li>• <b>Hotel and Kitchen Terminologies:</b> French names for different vegetables, fruits, meats, condiments, utensils, crockery, cutlery, glassware. Different shops, restaurants, guest houses, Youth Hostels etc.</li> <li>• <b>Intermediate level Grammar:</b> Demonstrative adjectives, Conjugations, Adverbs, Plurals of nouns and adjectives, Pronouns-Y &amp; En, Tenses- Near Future, Recent past, Imperfect, conditional.</li> </ul> <p><b>Oral competency:</b> Understand and communicate important information on common topics related to hotel industry. To be able to comprehend and maintain a short conversation on the phone regarding booking and cancellation of reservations.</p> <p><b>REFERENCE BOOKS:</b></p> <ul style="list-style-type: none"> <li>• Regine Merieux &amp; Yuves Loiseau (2004): Connexions, Didier.</li> <li>• Mary E. Crocker (2013): French vocabulary and Verbs, McGraw-Hill Education.</li> <li>• Véronique Mazet (2013): Basic French Grammar, John Wiley &amp; Sons.</li> <li>• Text: English &amp; French (1996): French-English Dictionary, Simon &amp; Schuster.</li> </ul>	<p style="text-align: center;"><b>II SEMESTER- B.Sc (HS)</b> <b>TRAVEL &amp; TOURISM - II</b></p> <p><b>Objective:</b> To give a detailed insight into the businesses of travel agency and tour operators and to provide specialized knowledge of transport systems; To understand the need for foreign exchange the players and market in Forex business and to provide specialized knowledge on cargo operations and to get familiarized with cargo rates and cargo regulations</p> <p><b>STRUCTURE:</b></p> <ol style="list-style-type: none"> <li><b>1. TRAVEL AGENCY</b> Difference between Tour operator and Travel agent; Functions of a travel agent; Travel information and counseling, reservation, ticketing, documentation; Group travel procedures- sources of income for a travel agent.</li> <li><b>2. TOUR OPERATOR</b> Definition and functions of a tour operator; The elements of a tour – Meaning, nature and scope of Tour Operation; Types of Tour operators; Main Types of Package Tours: FIT, GIT – Inbound, Outbound,</li> <li><b>3. TRANSPORT OPERATIONS</b> Introduction to Tourist Mobility; Transportation – Definition, historical evolution, modes -Purpose, Transportability; importance; Road Transport: Road transport system in India Rail Transport: General information about Indian Railways, Water Transport: Categories of water transport (Coastal shipping, Inland Waterways, Foreign going traffic) – National waterways. - Cruise liners. Air Transportation: History of Air transport in India, passenger boarding and alighting processes; major airlines of the world.</li> <li><b>3. FOREIGN EXCHANGE MANAGEMENT</b> An overview of Foreign Exchange; Foreign Exchange Market; Exchange Rate System; Participants in Forex Market; Factors affecting change of Exchange Rates – Exchange Rate.</li> <li><b>4. CARGO MANAGEMENT</b> Introduction to cargo industry and management; Handling of cargo; Introduction to Air cargo and Ship cargo; Documentation – bills and papers used in air and ship cargo; Major cargo companies and organizations.</li> </ol> <p><b>REFERENCES</b></p> <ol style="list-style-type: none"> <li>1. Berendien Lubbe (2000), Tourism Distribution- Managing the travel intermediary.</li> <li>2. Laurence Stevens (1990), Guide to starting an operating successful travel agency, Delmar Publishers.</li> <li>3. G. Syrratt and J. Archer, 3rd ed(2003), Manual of travel</li> </ol>

	<p>agency practice (1995); Butterworth Heinmann, London.</p> <ol style="list-style-type: none"> <li>4. Manohar Puri, Gian Chand (2006), Travel Agency and Tourism, Pragun Publications</li> <li>5. Jagmohan Negi (1998), Travel agency and Tour operations- Kanishka Publishers.</li> <li>6. Pat Yale (1995), The business of tour operations, Trans Atlantic Publications.</li> <li>7. Mohinder Chand (2002), Travel Agency and tour operation- An introductory text, Anmol Publications, New Delhi.</li> <li>8. Foster D, Business of Travel Agency Operations, McGraw Hill.</li> <li>9. Lickorish L J and Kershaw A G, The Travel Trade, Practical Press</li> <li>10. Travel Information Manual (TIM)</li> <li>11. David S. Kidwell, Richard L. Peterson, David W Blackwell (2003): Financial Institutes, Market and Money, Wiley.</li> <li>12. H.P. Bhardwaj(1994), Foreign Exchange Handbook, Wheeler Publishing.</li> <li>13. <u>A Guide to Forex Dealing and Operating (1993)</u>, Pub: by State Bank of Hyderabad.</li> <li>14. Jeevanandam. C (2007), Foreign Exchange and Risk Management, Sultan Chand &amp; Sons, New Delhi.</li> <li>15. Gupta S.K (1989), Foreign exchange laws and practice publication, Delhi.</li> <li>16. Seethapathi K, Subbulakshmi, Foreign Exchange Management, ICF AI University Press.</li> <li>17. Exchange Management, ICF AI University Press.</li> <li>18. The Air Cargo Tariff ( TACT )</li> </ol>
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## V SEMESTER

<u>Existing</u>	<u>Now Amended</u>
<b><u>V SEMESTER- B.Sc (HS)</u></b>	<b>V SEMESTER- B.Sc (HS)</b>
<b>TOURISM MANAGEMENT &amp; CULTURAL HERITAGE OF INDIA</b>	<b>TRAVEL &amp; TOURISM - III</b>
<p><b>Objectives:</b> To familiarized students with various aspects Tourism and its key Concepts.</p> <p><b>Pedagogy:</b> Lectures, Assignments, discussions, case studies</p> <p><b>Learning Outcome:</b> On successful completion of this paper, candidates should be able to Learning of tourism industry with its phenomenon, services and operation Explain about tourism impact, planning, policy and marketing concept Knowing of tourism geography along with hotel tourism</p> <p><b>Structure:</b></p> <p><b>I TOURISM PHENOMINON/ TOURISM INDUSTRY</b></p> <ul style="list-style-type: none"> <li>● Understanding Tourism</li> <li>● Historical revolution and development</li> <li>● Tourism system</li> <li>● Constituents of tourism Industry ad Tourism Organization</li> <li>● Tourism regulations</li> <li>● Statistics and Measurements</li> </ul> <p><b>TOURISM SERVICES AND OPERATIONS</b></p> <ul style="list-style-type: none"> <li>● Modes if Transport</li> <li>● Tourist accommodation</li> <li>● Informal services in Tourism</li> <li>● Subsidiary services, categories and roles</li> <li>● Shops, emporiums and meals</li> <li>● Travel agency</li> <li>● Tour Operations</li> <li>● Guide and escorts</li> <li>● Tourism Information</li> </ul> <p><b>GEOGRAPHY AND TOURISM</b></p> <ul style="list-style-type: none"> <li>● India bio diversity, landscape, environment and ecology</li> <li>● Seasonality and destination</li> </ul> <p><b>TOURISM PLANNING AND POLICY</b></p> <ul style="list-style-type: none"> <li>● Tourism policy and planning</li> <li>● Infrastructure development</li> <li>● Local bodies, Officials and Tourism</li> <li>● Development, dependency and manila Declaration</li> </ul> <p><b>TOURISM IMPACT/ TOURISM &amp; HOTEL INDUSTRY</b></p> <ul style="list-style-type: none"> <li>● Economic impact</li> </ul>	<p><b>Objectives:</b> To familiarize the students with various aspects of Tourism and its key Concepts.</p> <p><b>Pedagogy:</b> Lectures, Assignments, discussions, case studies</p> <p><b>Learning Outcome:</b> On successful completion of this paper, candidates should be able to Learning of tourism industry with its phenomenon, services and operation Explain about tourism impact, planning, policy and marketing concept Knowing of tourism geography along with hotel tourism. How to-set up travel-agency and run successfully.</p> <p><b>STRUCTURE:</b></p> <p><b>I SETTING UP OF A TRAVEL AGENCY</b></p> <ul style="list-style-type: none"> <li>● Setting up of a travel agency and tour operation business</li> <li>● Management of private and public airline in india</li> <li>● Baggage allowances-free access baggage</li> <li>● Accountability of loss baggage-open sky policy</li> </ul> <p><b>II COMPUTER RESERVATION SYSTEM AND OPERATIONS</b></p> <ul style="list-style-type: none"> <li>● CRS programme-packages-bacous- amadeus-galileo-sitar</li> <li>● Cole of AAI-role of civil aviation ministry</li> <li>● Need for professionalism and OJT for a travel agency and tour operations</li> <li>● Current trends in the travel and tourism operational.</li> </ul> <p><b>III GEOGRAPHY AND TOURISM</b></p> <ul style="list-style-type: none"> <li>● India bio diversity, landscape, environment and ecology</li> <li>● Seasonality and destination</li> </ul> <p><b>IV TOURISM PLANNING AND POLICY</b></p> <ul style="list-style-type: none"> <li>● Tourism policy and planning</li> <li>● Infrastructure development</li> <li>● Local bodies, Officials and Tourism</li> <li>● Development, dependency and manila</li> <li>● Declaration</li> </ul> <p><b>V TOURISM IMPACT/ TOURISM &amp; HOTEL INDUSTRY</b></p>

- Social environment and political impact
- Threats and obstacles to Tourism Project
- Travel & hotels
- Effect of tourism on Hotels
- Integration of airlines and tour operations

#### MARKETING CONCEPTS FOR TOURISM

- The marketing concepts
- The tourism product
- Tourists market
- Special feature of marketing tourism
- Infrastructure and facilities
- Transports, Hotels and Resorts, TOA etc
- Impact of Tourism
- Academic effect of Tourism
- Social and Environment effects of Tourism

#### RECOMMENDED BOOKS

- Dr. A. I. Bashan - The wonder that was India
- R. C. Majumdar - The Vedic Age
- D. S. Sharma - The Hinduism through the ages
- Dr. S. Radhakrishna - Religion and culture
- Swami Vivekananda - Essentials of Hinduism
- K. M. Munshi & R. R. Dewakar - Indian Inheritance
- K. M. Panikker - Essential features of Indian culture
- Swami Prabhavananda - Spiritual Heritage of India

- Economic impact
- Social environment and political impact
- Threats and obstacles to Tourism Project
- Travel & hotels
- Effect of tourism on Hotels
- Integration of airlines and tour operations

#### VI. MARKETING CONCEPTS FOR TOURISM

- The marketing concepts
- The tourism product
- Tourists market
- Special feature of marketing tourism
- Infrastructure and facilities
- Impact of Tourism

#### RECOMMENDED BOOKS

- Dr. A. I. Bashan - The wonder that was India
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- Dr. S. Radhakrishna - Religion and culture
- Swami Vivekananda - Essentials of Hinduism
- K. M. Munshi & R. R. Dewakar - Indian Inheritance
- K. M. Panikker - Essential features of Indian culture
- Swami Prabhavananda - Spiritual Heritage of India

This amendment has also the approval of the Board of Management. The approved amendments may be incorporated in the syllabus and the amended copy may be provided to this office for filing.

  
 (Dr. G. Shreekumar Menon)  
**REGISTRAR**

To  
 The Principal, Yenepoya Institute of Arts, Science, Commerce & Management  
 Copy to: The Controller of Examinations/Academic Section

## **B. Sc (Hospitality Science)**

The University Grants Commission, New Delhi in its tenth plan guidelines directed the Universities in the country to implement the credit based semester scheme in both under-graduate and post-graduate programmes. The Credit Based Semester Scheme, makes the product of a University at par with the global practices in terms of academic standards and evaluation strategies. In the emerging scenario of Internationalization of Indian Higher Education, it is imperative that the Universities in India should follow this system so that the mobility of their products both within and across the geographical jurisdiction becomes possible. Hence the Yenepoya University is adopting the credit based semester scheme in its undergraduate degree programme of Bachelor of Science (Hospitality Science) effective from the academic year 2017-18.

Hospitality Management is the study of the hospitality industry. A degree in the subject may be awarded either by a university college dedicated to the studies of Hospitality Management or a business school with a relevant department. Degrees in hospitality management may also be referred to as **Hotel Management**, hotel and tourism management, or Hospitality science. Degrees conferred in this academic field include BA, BS, B. Sc (HS), MS, MBA, and PhD. Hospitality management covers hotels, restaurants, cruise ships, amusement parks, destination marketing organizations, convention centers, and country clubs.

Bachelor of Science in Hospitality & Catering Management also known as B. Sc (HCM) is a study of Hotel. This degree is also known as BHM (Bachelor of Hospitality Management) or (Bachelor of Hotel Management) which is very popular Academic degree in all over the world.

A combination of Hospitality, Tourism, Management, Art, Science & Technology are taking place in the B. Sc, HCM Degree. This Sector is predicted to become the world's largest industry by the year 2020, generating enormous opportunities for well qualified individuals armed with credentials from an elite institute like Yenepoya University. These Graduates will be in great demand to assume exciting and rewarding positions anywhere in the World. Society has evolved from eating to relishing food. The -Cook|| has become a -Chef|| & the -Waiter|| has become a -Steward||. Hotels are a part of the Hospitality Industry. Many International Chain Hotels & collections of hotel Including Four Seasons Hotels and Resorts, Mandarin Oriental Hotel Group, Oberoi Hotels & Resorts, The Peninsula Hotels, Sangria-La Hotels and Resorts, Fairmont Hotels and Resorts, Ritz-Carlton Hotel Company, Hyatt, Sheraton Hotels and Resorts, Rosewood Hotels & Resorts, Radisson Hotels, Le Meridian, Jumeirah (hotel chain) and Marriott Hotels & Resorts International are already



established in the World Market and are still expanding. Tourism is also now factored as a catalyst in the further development in the Hospitality Industry.

### **OBJECTIVES:**

Yenepoya University proposes to conduct B. Sc (HS) course with the following objectives;

- ✓ To provide a strong foundation and understanding of the functioning of Hotel business organizations, commercial transactions and of various specialized operations such as accounting, finance and marketing by offering a comprehensive curriculum.
- ✓ To develop professional knowledge and skills in Front office, Food production, Accommodation, Food and Beverage service, Accounting, Marketing, Human Resources, etc. by adopting learner centered pedagogical practices.
- ✓ To develop competency in students to pursue higher level programmes such as MTM, M. Sc (HM), MBA, PhD or other Master Programmes in Tourism, Travel and Hotel Management.
- ✓ To enhance employ ability and to be able to take up challenging job assignments.
- ✓ To develop the conceptual and practical skills of the students aimed at the intellectual pursuit of knowledge of Tourism and Hospitality sciences.
- ✓ To help understand methods and processes of Hospitality in every area of activity.
- ✓ To expose them to the areas of application of knowledge in business firms and industrial organizations.
- ✓ To enable them to acquire complete basic and intermediary practical knowledge of various Hospitality subjects with the sole purpose of making them self-dependent and easily employable.

### **DURATION OF THE COURSE:**

The duration of the course shall be three years. Each academic year shall be divided into two semesters. The first academic year shall comprise the first and second semesters, the second academic year, the third and fourth semesters, and the third academic year as the fifth and sixth semesters.

**ELIGIBILITY FOR ADMISSION:**

A candidate who has passed the two years Pre-University Examination conducted by the Pre-University Education Board in the State of Karnataka or any other examination considered as equivalent thereto by University is eligible for admission to these programmes.

**SELECTION PROCESS:**

Application forms will be available in the official website of Yenepoya University ([www.yenepoya.edu.in](http://www.yenepoya.edu.in)) and the college office for the applicants. A merit list will be prepared of selected candidates based on the 12<sup>th</sup> class marks /PUC marks. Reservation of seats will be followed as per the university Bye Laws.

**TOTAL INTAKE OF STUDENTS:**

60 students will be registered per year for the course.

**MEDIUM OF INSTRUCTION:**

The medium of instruction and examination shall be English.

**SUBJECTS OF STUDY:**

Subjects of study shall comprise the following.

**GROUP I: LANGUAGES I:**

The candidate shall opt for Business Communication as compulsory subject.

**GROUP-II: HOSPITALITY SUBJECTS:****CORE PAPERS:**

Food and Beverage Service Theory and Practical, Food and Beverage Production Theory and Practical, Accommodation Operation Theory and Practical, Front Office Theory and Practical, Professional and Personal Development, Hospitality Accounting, Hotel Law, Human Resource Management, Tourism and Marketing Management..

**ELECTIVE PAPERS:**

Indian Cuisine and Culture/Professional and Personal Development-II

Continental Cuisine/ Professional and Personal Development-III

Institutional Catering /Professional and Personal Development IV

### **OPEN ELECTIVE PAPERS:**

Open elective will be offered to the other departments.

Every student should opt for open elective subject in the Fifth semester.

### **OPEN ELECTIVE PAPERS:**

Research Methodology

Introduction to Social work Practice and Social concern

### **GROUP III: ABILITY ENHANCEMENT COMPULSORY SUBJECTS:**

(i) Constitution of India.

(ii) Human Rights, Gender Equity and Environmental studies shall be as compulsory subjects, alternately, in the first and second semesters.

(iii) CO-CURRICULAR AND EXTRA CURRICULAR ACTIVITIES

A student shall opt for any one of the following activities in the first four semesters offered in the college

A) N.S.S.

B) Sports and Games

C) Other Co-Curricular and Extra-Curricular Activities as prescribed by the university  
Evaluation of Co-and Extra Curricular Activities is as per the procedure evolved by the university from time to time.

### **ATTENDANCE AND CHANGE OF SUBJECTS:**

A candidate shall be considered to have satisfied the requirement of attendance for a semester if he/she attends not less than 75% of the number of classes held including EC & CC.

A candidate who does not satisfy the requirement of attendance even in one subject shall not be permitted to take the whole University examination of that semester and he/she shall seek re-admission to that Semester in a subsequent year.

Option to change a language/subject is exercisable only once within four weeks from the date of commencement of the I Semester on payment of fees prescribed by the University.

Whenever a change in a subject is permitted the attendance in the changed subject shall be calculated by taking into consideration the attendance in the previous subject studied by the candidate.

If a candidate represents his/her Institution/University/ Karnataka State/ Nation in Sports/ NSS/ Cultural or any officially sponsored activities he/she may be permitted to claim attendance for actual number of days participated, based on the recommendation of the Head of the Institution concerned.

If a candidate is selected to participate in national level events such as Republic Day Parade etc.,



he/she may be permitted to claim attendance for actual number of days participation based on the recommendation of the head of the Institution concerned.

### **CONTINUOUS INTERNAL ASSESSMENT (CIA):**

Internal Assessment for each course is continuous, and details for each test are notified well in advance. CIA consists of the following

<b>Sl. No</b>	<b>Internal Assessment for 30 marks</b>	<b>Weightage</b>
1	2 Internal exams	20
2	Assignment/Seminars/Viva-voce/ Research Papers Presentation	6
3	Attendance	4

The allotment of marks for attendance is given below:

Attendance	Marks to be allotted
Above 90%	4 Marks
85%-89.9%	3 Marks
80%-84.9%	2 Marks
75%-79.9%	1 Marks

The marks of the internal assessment shall be published on the notice board of the college for information of the students.

### **REGISTRATION FOR EXAMINATIONS:**

A candidate shall register for all the papers of a semester when he/she appears for the examination of that semester for the first time.

### **CONDUCT OF EXAMINATIONS:**

There shall be examinations at the end of each semester, ordinarily during November/December for odd semesters and during April/May for even semesters, as prescribed in the Scheme of Examinations.

### **EXAMINATION PATTERN:**

Question Pattern for the semester exam will be as specified below:

**Core subjects: Hospitality Science (Theory)**

Section A	Brief note-Questions/Illustrations	4Marks x 4 Questions	16 Marks
Section B	Analytical Questions/Illustrations	8Marks x 3 Questions	24 Marks
Section C	Essay type questions/Illustrations	15Marks x 2 Questions	30 Marks
	Total		70 Marks

### Core subjects: Hospitality Science (Practical)

Subjects	Food Production and F & B Service	
Section A	Grooming, Journal & Viva Assessment	15 Marks
Section B	Subject Assessment	35 Marks
	Total	50 Marks
Subjects	Professional & Personal Development	
Section A	Grooming, Journal & Viva Assessment	30 Marks
Section B	Subject Assessment	20Marks
	Total	50 Marks

### Languages I: Business Communication

Section A	Analytical Questions	10Marks x 3 Questions	30 Marks
Section B	Brief note-Questions	5Marks x 4 Questions	20 Marks
Section C	Grammar	01 Marks x 20 Questions	20 Marks
	Total		70 Marks

### MINIMUM FOR A PASS:

No candidate shall be declared to have passed the Semester Examination as the case may be under Group I / Group II / Group III (except in Co curricular and extracurricular activities) unless he/she obtains not less than 35% marks in the aggregate of written examination and internal assessment put together in each of the subjects. There is no minimum mark in Internal Assessment, but Candidate should get minimum 35% in external examination.

If a candidate fails in any subjects, he/she shall appear for that subject only at any subsequent regular examination, within the maximum 6 years from date of registration prescribed for completing the programme.

**RETOTALING:**

All theory examination papers will be evaluated by two examiners (one internal and one external). There will not be any revaluation of the papers. However the students can apply for re-totaling after submitting the application and necessary fees.

**WITH HOLDING OF RESULTS:**

Results will be withheld when a student has not paid his/her dues or there is a case of disciplinary action pending against him/her.

**CARRY OVER:**

A candidate who fails in a lower semester examination may go to the higher semester and take the examination.

**CLASSIFICATION OF SUCCESSFUL CANDIDATES:**

Grading System For Choice Based Credit System (CBCS) - The College adopts a ten point grading system.

**CREDITS:**

Credits are assigned to subjects based on the following broad classification.

**Languages:**

3 hours Lecturer session + 1 hour Tutorial = 3 credits

**Core Subjects:**

3 hours Lecturer session + 1 hour Tutorial = 3 credits

**Elective Papers:**

3 hours Lecturer session + 1 hour Tutorial = 3 credits

**Open Elective Papers:**

3 hours Lecturer session + 1 hour Tutorial = 3 credits

**Practical**=1 Credit

**Ability Enhancement compulsory course:**

2hours per week = 2 credits

There won't be any credit for Co- and Extra – Curricular activities.

**Grade Points:** The papers are marked in a conventional way for 100 marks. The marks obtained are converted to a 10 point scale (if it is 50 marks paper 5point scale).  
Grade Point = Actual Marks scored out of 100/10.



**Range of Marks:**

Absent	Below 3-5	3.5-4.99	5-5.49	5.5-5.99	6-6.99	7-7.99	8-8.99	9-10
0	0	4	5	6	7	8	9	10

**Grade Point Weight-age(GPW):** Grade points of each paper multiplied by credits assigned to the subject.

GPW= Grade point X Credits

**The Semester Grade Point Average (SGPA) -** is the sum of the product of the credits with the grade points scored in all subjects divided by the total credits in the semester.

$SGPA = \frac{\sum \text{Credits} \times \text{Grade Points}}{\text{Total Credits}}$

Minimum SGPA for a pass is 3.5.

If a student has not passed in a subject or is absent then the SGPA is not assigned.

**The Cumulative Grade Point Average (CGPA) -** is the weighted average of all the subjects undergone by a student over all the six semesters of a course.

$CGPA = \frac{\sum \text{Total credits in the semester} \times SGPA}{\text{Total credits of the course}}$ . SGPA and CGPA will be rounded off to two decimal places. Interpretation of SGPA/CGPA/Classification of final result for a UG course.

**Grade Point and Class Description:**

SGPA/ CGPA/ Subject Grade Point	Grade	Result/Class Description
9.00-10.00	O	Outstanding
8.00-8.99	A++	First Class Exemplary
7.00-7.99	A+	First Class Distinction
6.00-6.99	A	First Class
5.50-5.99	B+	High Second Class
5.00-.5.49	B	Second Class
3.50-4.99	C	Pass Class
Below 3.5	RA	To Re-Appear
0	AB	Absent

**Declaration of Class on the basis of Percentage of Aggregate Marks:**

Outstanding	90% and above
First class with Exemplary	80% and above but less than 90%
First Class with Distinction	70% and above but less than 80%
First Class	60% and above but less than 70%
High Second Class	55% and above but less than 60%
Second Class	50% and above but less than 55%
Pass Class	35% and above but less than 50%

**REJECTION OF RESULTS:**

A candidate may be permitted to reject the result of the whole examination of any semester. Rejection of result paper-wise/subject-wise shall not be permitted. A candidate who has rejected the result shall appear for the immediately following regular examination.

The rejection shall be exercised only once in each semester and the rejection once exercised cannot be revoked.

Application for rejection along with the payment of the prescribed fee shall be submitted together to the controller of examination of university through the College with the original statement of marks within 30 days from the date of publication of the result.

A candidate who rejects the result is eligible for only class and not for ranking.

**TRANSFER OF ADMISSION:**

Transfer of admissions to other university is permissible only on mutual agreement with the other university.

A candidate migrating from any other university may be permitted to join III/V Semester of the degree programme provided he/she has passed all the subjects of previous semesters/years as the case may be. Such candidates must satisfy all other conditions of eligibility stipulated in the regulations of Yenepoya University.

Conditions for transfer of admission of students of other universities:

- ✓ He/she shall fulfill the attendance requirements as per the Yenepoya University Regulations.
- ✓ His / Her transfer of admission shall be within the intake permitted to the college.
- ✓ The candidate who is migrating from other universities is eligible for overall class and not for ranking.
- ✓ He / She shall complete the programme as per the regulation governing the maximum duration of completing the programme.

**COURSE STRUCTURE AND DETAILED SYLLABUS****B. Sc. (HOSPITALITY SCIENCE) - I SEMESTER**

Subject Code	Subject	Instruction hrs. per Week		Duration of Exam (hrs.)	IA	Exam	Max Marks	Credits
		Th.	Pr.					
17BHS- 101	Business Communication-I	3+1	-	3	30	70	100	3
17BHS- 102	Travel & Tourism – I	3+1		3	30	70	100	3
17BHS- 103	Food Production-I	3+1	-	3	30	70	100	3
17BHS- 104	Food & Beverage Service-I	3+1	-	3	30	70	100	3
17BHS- 105	Front Office Operations-I	3+1	-	3	30	70	100	3
17BHS- 106	Constitution of India	2	-	3	30	70	100	2
17BHS- 107	Food Production Practical-I		4	3	50	50	100	1
17BHS- 108	Food & Beverage Service Practical-I	-	4	3	50	50	100	1
17BHS- 109	Professional and Personal Development-I	-	4	3	100	-	100	1
17BHS- 110	Co & Extra Curricular Activities	1	-	-	50	-	50	-
	<b>French Language Level – I (Non examination Paper)</b>							
	<b>Total</b>	<b>23</b>	<b>12</b>				<b>950</b>	<b>20</b>

**II – SEMESTER**

Subject Code	Subject	Instruction hrs.		Duration of Exam (hrs.)	IA	Exam	Max Marks	Credits
		Th.	Pr.					
17BHS- 201	Business Communication-II	3+1	-	3	30	70	100	3
17BHS- 202	Travel & Tourism – II	3+1		3	30	70	100	3
17BHS- 203	Food Production-II	3+1	-	3	30	70	100	3
17BHS-204	Food & Beverage Service –II	3+1	-	3	30	70	100	3
17BHS- 205	Front Office Operations-II	3+1	-	3	30	70	100	3
17BHS- 206	Accommodation Operations-I	3+1	-	3	30	70	100	3
17BHS- 207	Human Rights, Gender Equity & Environment	2	-	3	30	70	100	2
17BHS- 208	Food Production Practical-II	-	4	3	50	50	100	1
17BHS- 209	Food & Beverage Service Practical-II	-	4	3	50	50	100	1
17BHS- 210	Co & Extra Curricular Activities	1	-	-	50	-	50	-
	<b>Total</b>	<b>27</b>	<b>8</b>				<b>950</b>	<b>22</b>



### III – SEMESTER

Subject Code	Subject	Instruction hrs. per Week		Duration of Exam (hrs.)	IA	Exam	Max Marks	Credits
		Th.	Pr.					
17BHS- 301	Food Production-III	3+1	-	3	30	70	100	3
17BHS- 302	Food & Beverage Service-III	3+1	-	3	30	70	100	3
17BHS- 303	Accommodation Operations-II	3+1	-	3	30	70	100	3
17BHS- 304	Hospitality Accounting	3+1	-	3	30	70	100	3
17BHS- 305	Food Production Practical-III	-	4	3	50	50	100	1
17BHS- 306	Food & Beverage Service Practical-III	-	4	3	50	50	100	1
17BHS- 307	Front Office Operations Practical	-	4	3	50	50	100	1
<b>Electives – I</b>								
17BHS- 308	Indian Cuisine & Culture	-	4	3	100	-	100	1
17BHS- 309	Professional and Personal Development-II							
17BHS- 310	Co & Extra Curricular Activities	1	-	-	50	-	50	-
<b>Total</b>		<b>17</b>	<b>16</b>				<b>850</b>	<b>16</b>

### IV – SEMESTER

Subject Code	Subject	Instruction hrs. per Week		Duration of Exam (hrs.)	IA	Exam	Max Marks	Credits
		Th.	Pr.					
17BHS- 401	Food Production-IV	3+1		3	30	70	100	3
17BHS- 402	Food & Beverage Service –IV	3+1		3	30	70	100	3
17BHS- 403	Hotel Law	3+1		3	30	70	100	3
17BHS- 404	Human Resource Management	3+1		3	30	70	100	3
17BHS- 405	Food Production Practical-IV	-	4	3	50	50	100	1
17BHS- 406	Food & Beverage Service Practical-IV	-	4	3	50	50	100	1
17BHS- 407	Accommodation Operations Practical	-	4	3	50	50	100	1
<b>Electives – II</b>								
17BHS- 408	Continental Cuisine	-	4	3	100	-	100	1
17BHS- 409	Professional and Personal Development-III							
17BHS- 410	Co & Extra Curricular Activities	1	-	-	50	-	50	
<b>Total</b>		<b>17</b>	<b>16</b>				<b>850</b>	<b>16</b>

## V – SEMESTER

Subject Code	Subject	Instruction hrs. per Week		Duration of Exam (hrs.)	IA	Exam	Max Marks	Credits
		Th.	Pr.					
17BHS- 501	Food & Beverage Management	3+1	-	3	30	70	100	3
17BHS- 502	Accommodation Management	3+1	-	3	30	70	100	3
17BHS- 503	Travel & Tourism – III	3+1	-	3	30	70	100	3
17BHS- 504	Marketing Management	3+1	-	3	30	70	100	3
17BHS- 505	Food Production Practical-V	-	4	3	50	50	100	1
17BHS- 506	Hospitality Information System Practical	-	4	3	100	-	100	1
17BHS- 507	Research Project	-	6	3	100	-	100	4
<b>Electives – III</b>								
17BHS- 508	Institutional Catering	-	4	3	100	-	100	1
17BHS- 509	Professional and Personal							
17OEBHS- 510	<u>Open elective any one of the following:</u> Research Methodology	3+1	-	3	100	-	100	3
17OEBHS- 511	Introduction to Social work Practice							
	<b>To</b>	20	18				900	22

## VI SEMESTER

		Instruction hrs. per week		IA	Exam	Total	Credits
		Th.	Pr.				
17BHS- 601	Industrial Training		48 hrs. (6 days x 8 hrs.) For 16+2 weeks	240	Project Report: 400 Presentation:80 Viva 80	800	16
	<b>Total</b>	48 hrs. for 16+2 weeks				800	16

## **I SEMSTER**

### **17BHS- 101 – Business Communication-I**

#### **Aims:**

The Common under-graduate programme in Bachelor of Arts, Bachelor of Commerce, Bachelor of Speech & Learning and Bachelor of Hospitality Sciences includes courses in English and other languages, in addition to courses precisely structured to generate an interest in and to enable a serious discussion on important social issues. Language Courses are proposed to encourage reading of the various genres of literature in English and in other languages. They are also intended to train the students in various kinds of reading. As every language is an immense source of knowledge, language teaching should also aim at enhancing the ability of a person to use it effectively and accurately. The curriculum hence attempts to redefine the approach to language study, to enhance the space for the study of language and literature in the common courses.

#### **Learning outcome:**

On completion of these courses, a student should be able to:

- ✓ Master communication skills in English and speak the language with fluency and accuracy.
- ✓ Approach an issue from various points of view, and develop the habit of questioning varied views critically and objectively.
- ✓ Make academic presentations precisely, logically and effectively and master the skills of academic writing.
- ✓ Acquire the ability to understand social issues and concerns.
- ✓ Undertake journalistic activities like writing, editing and designing newspapers, video-graphing and anchoring news bulletins and television programmes, producing corporate films and documentaries.

#### **Pedagogy:**

Combination of lectures, assignments and group discussions.

## Part A -Prose and Poetry

### Prose:

The open window – Saki

My Financial Career – Stephen Leacock

On Saying Please- A G Gardiner

### Poetry:

Ozymandias – P B Shelley

Golden boat- Rabindranath Tagore

Sonnet 29- William Shakespeare

### Part B -Grammar

- ✓ Articles, Prepositions, question tags, Pronoun, Direct and indirect sentences, Active and passive voice, conjunctions, verb
- ✓ Precise writing
- ✓ Phonetics
- ✓ Correction of errors
- ✓ Comprehension
- ✓ Antonyms
- ✓ Synonyms
- ✓ Homonyms
- ✓ One word substitutes
- ✓ Correction of spelling
- ✓ Email correspondence
- ✓ Memorandum, Agendas, Minutes of the meeting

### Reference Books

- ✓ David Green Macmillan Contemporary English Grammar Structures and Composition.
- ✓ N Krishnaswamy Modern English, Macmillan.
- ✓ W H Hudson An Outline History of English Literature.
- ✓ B. Prasad (2008): A Background to the Study of English Literature, Delhi Macmillan.
- ✓ Lawrence Venuti (2000): Translation Studies- A Reader New York, Routledge.
- ✓ Abrahms (2008): M. H. A Glossary of Literary Terms, Bangalore Prism 2 Modernism Peter Childs London: Rutledge.
- ✓ John Peck and Martin Coyle (2002): A Brief History of English, Basingstoke: Literature Palgrave.
- ✓ K.R.Sreenivasa Iyengar (1984): Indian Writing in English, Delhi Sterling.
- ✓ M.K.Naik (1982) A History of Indian English, Delhi Sahitya Literature Academy.
- ✓ A.K.Mehrotra (2008): A Concise History of Indian Delhi, Permanent Literature in English Black.

**Objective:** This will be an introductory module providing the foundation of tourism studies.

This provides an overview of concepts and principles of tourism and the basis of the industry.

**STRUCTURE:**

**1. INTRODUCTION**

Tourism: Definitions and Concepts; Definition and differentiation of Travel and tourism, Visitor, Traveler, Excursionist, Picnic; Inter relationship between tourism, recreation and leisure.

**2. ELEMENTS, NATURE, CHARACTERISTICS AND COMPONENTS OF TOURISM INDUSTRY**

6 A's of tourism; Elements of tourism; Tourism Systems (Leiper's model); structure of tourism industry: Accommodation, Transportation, tour operators, travel agents.

**3. TOURISM ORGANIZATIONS**

History, particulars and functions of major organizations – UNWTO, WTTC, IATA, ICAO, PATA, UFTAA, IATO, TAAI, FHRAI, IHA; National Tourism Organizations; Ministry of Tourism; Government of India, ITDC, KTDC, DTPC etc.

**4. TYPES AND FORMS OF TOURISM**

Forms of tourism – Inbound, outbound; Inter-regional and intra-regional tourism; Domestic and international tourism; Internal and national tourism; Leisure and Business tourism; Typology of tourism – ecotourism, adventure, Rural, Farm, Health, MICE, incentives, sports, religious, Beach, Hill, special interest tourism like culture or nature oriented, ethnic or 'roots' tourism, VFR etc.

**5. TOURISM LAWS AND REGULATIONS**

Tourism bills of Rights, tourism code, Acts in India –Laws related to Tourist Entry, stay, Departure, Foreigners Act; Foreigners registration act, customs act, Passport Act.

**REFERENCES**

1. AK Bhatia, The business of tourism: Concepts and strategies, Sterling publishers.
2. Sudhir Andrews: (2013) Introduction to Tourism and Hospitality Industry, Tata McGraw Hill, Publishing co
3. Bhatia, A.K., - International Tourism, Sterling publishers.
4. Burkart and Medlik, (1981), Tourism: Past, Present and Future.
5. Christopher.J. Hollway; Longman ; The Business of Tourism
6. Cooper, Fletcher et al, (1993), Tourism Principles and Practices, Pitman.
7. Mill and Morrison, (1992), The Tourism System: An Introductory Text, Prentice Hall.
8. Mill, R.C., (1990), Tourism: The International Business, Prentice Hall, New Jersey.
9. Roy A Cook, Tourism: The business of Travel, Pearson India
10. JD Ninemeier, Discovering Hospitality and Tourism: The World's Greatest Industry,



## 17BHS- 103 FOOD PRODUCTION I

**Objectives:** To provide an overview of the Culinary & emphasize on the aims & objective of cooking, commodities used in the food production and an in-depth study of kitchen organization & equipment.

**Pedagogy:** Lectures, assignments, discussions, case studies.

### **Learning Outcome:**

On successful completion of this paper, candidates would be able to

Describe the culinary history along with Indian food festival.

Understand the purpose of cooking

Detail about spices and herbs with its storage and handling procedure.

Categorization of basic ingredients, preservation with its nutritional aspects.

Differentiate the weights and volumes and Pre preparation methods

Identify the kitchen equipments and metals used for it.

Knowing the kitchen system, layout and duties of chefs.

### **Structure:**

#### **I. Culinary History**

- ✓ Introduction to Cooking
- ✓ Cuisine Simple
- ✓ Cuisine Bourgeoisie
- ✓ Cuisine Haute
- ✓ Continental Cuisine
- ✓ Provincial Cuisine
- ✓ Nouvelle Cuisine
- ✓ Food Habits
- ✓ Festive Cooking
- ✓ Indian & Western culinary terms

#### **II. Aims & Objectives of Cooking Food**

- ✓ Taste sensations
- ✓ Seasoning, Flavouring, Condiments, Colouring, Marinades.
- ✓ Spices, herbs, Indian – Wet and dry Masala
- ✓ Storage & handling
- ✓ Presentation

#### **III. Commodities**

- ✓ Basic ingredients
- ✓ Categorizing fresh and dry provisions
- ✓ Nutritional aspects
- ✓ Basic food preservation

#### **IV. Preparation of Ingredients**

- ✓ Weights and volumes
- ✓ Mis-en-scene and Mis-en-place
- ✓ Mixing methods

#### **V. Kitchen Equipments**

- ✓ Different Metals
- ✓ Personal and small tools- large equipments
- ✓ Quantity cooking equipments

#### **VI Kitchen Organization**

- ✓ Hierarchy
- ✓ Duties of chiefs
- ✓ Kitchen layouts

#### **REFERENCE BOOKS:**

- ✓ Ronald Kinton & Victor Cesarsni (2003): Theory of Catering, Hodder Education.
- ✓ Thangam Philip (1965): Modern Cookery, Orient black-swan plt.
- ✓ Chitra Banerjee (1991): Life and Food in Bengal, Weidenfeld & Nicolson.
- ✓ U.B.Rajalakshmi (2010): Udupi Cuisine, Prism Publications.
- ✓ Bernard Davis (1978): Food Commodities, Butterworth-Heinemann Ltd.
- ✓ K.T Acharya (1998): Indian Food- A historical Companion, Oxford Edition.
- ✓ Juliet Harbet, Cheese.
- ✓ Sophie Grigson, Ingredient Book.
- ✓ Inder Singh Kalra (1986): Cooking with Indian Masters-Prashad, Allied Publishers Pvt Ltd.
- ✓ Paragon Publishers 1000 Classic Recipes for every cook.

## **17BHS- 104 FOOD & BEVERAGE SERVICE I**

**Course Objectives:** To provide the student basic knowledge about the F&B Service department, & its operation, menu planning; different types of services.

**Pedagogy:** Lectures, Assignments, discussions, Case studies.

**Learning Outcome:**

On successful completion of this paper, candidates would be able to

Define how the F&B service department is working.

Recognize easily the F&B service equipments.

Explain deep knowledge of Menu, its types, objectives, countries and planning.

List the Restaurant procedure in detail.

Identify the Ancillary departments and its functions.

Define the classification of Beverages and its service standards.

**Structure:**

**I. Structure of the F&B Service Department**

- ✓ Organization Chart
- ✓ French Terms related to F&B Staff
- ✓ Job descriptions of key Staff
- ✓ Attributes(qualities) of F&B service Staff
- ✓ Inter-departmental relationships

**II. Food and Beverage Service – Operations Equipments**

- ✓ Classification of Equipment (Glassware, Flatware, Cutlery, Cookery, Hollow ware)
- ✓ Special Equipment and Trolleys.
- ✓ Maintenance and upkeep of equipments.
- ✓ Knowledge of materials, Suppliers and prices.

**III. Meals and Menu Planning**

- ✓ Types of Meals-EarlyMorning Tea, Breakfast (Continental, American, English, Indian) Brunch, Lunch, Afternoon Tea, High Tea, Dinner, Supper Timings, Dishes Served and Covers
- ✓ Origin Of menu and Types of menu.
- ✓ Courses of French Classical menu-French terminology – Sequence examples, accompaniments, covers and service of each course.
- ✓ Objectives and Principles of menu planning.
- ✓ Factors affecting menu planning process.
- ✓ Knowledge of Accompaniments

#### **IV. Types of Service**

- ✓ Waiter service – Counter or Bar, Table (American, French, Russian, English), Banquet, Room Service, Drive- in.
- ✓ Self Service – Traditional Cafeteria, Free Flow, Cafeteria, Carousel, Vending, Carvery, Buffet and Take-away.
- ✓ Special Service arrangements – Tray service (essential features of room service, hospital trolley/tray service, airline service)
- ✓ Restaurant service cycle.

#### **V. Ancillary Departments & Services**

- ✓ Pantry
- ✓ Still Room
- ✓ Hot Plate
- ✓ Kitchen Stewarding – Role, Functions and hierarchy

#### **VI. Beverages**

- ✓ Classification of Beverages
- ✓ Non-Alcoholic Beverages
- ✓ Refreshing – Spring water mineral water aerated water, squashes and syrups, service standards.
- ✓ Nourishing Beverages – Fruit juices & Milk Drinks, Service standards.
- ✓ Stimulating Beverages – Tea (Introduction, Manufacturing, Storage, Types, Brands, Service Standards) Coffee (Introduction, Manufacturing, Storage, Types, Brands, Service Standards)

#### **REFERENCE BOOKS:**

- ✓ John Fuller & Stanley Thomas Modern Restaurant Service – A manual for students & practitioners.
- ✓ Bernard Davis & Sally Stone Food & Beverage Management, Heinemann Professional publishing.
- ✓ Dennis R. Lillicrap & John A Cousins (2014): Food & Beverage service, British Library Cataloging in Public Data.
- ✓ John Fuller & Hutchinson Essential Table Service for Restaurant.
- ✓ Ronald FCichy & Paul Ewise (1998): Food& Beverage Service, Amer Hotel & Motel Assn.

## 17BHS- 105 FRONT OFFICE OPERATIONS – I

**Course Objectives:** To introduce the student to the hospitality industry and the basic concepts and functions of the Front Office department including an in-depth study of the reservations in its concepts, processes and management. The module also discusses the legal aspects of Front Office operations and a study on Front Office Salesmanship.

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and case studies.

### **Learning Outcome:**

On successful completion of this paper, candidates would be able to

- Explain the Tourism, Travel, and Hospitality industry
- Sort the classification of Hotels and star ratings criteria for star hotels
- List the types of Guest rooms with its Amenity and Meal plan
- Describe FO department and its system, importance, layout, guest cycle and co-ordination.
- Explain FO personal attributes and job description.
- Identify and explain reservation, types, modes, layout, sources, and function.
- Characterize hotels legal aspects operation.
- Define FO salesmanship, techniques, types and role.
- Analyze FO security system, function, importance and emergency procedure.

### **Structure:**

#### **I: Introduction to Hospitality Industry:**

- ✓ Overview of the Travel & Tourism and the Hospitality Industry
- ✓ Nature and Scope of the Hospitality industry and historical background – India and the World  
Current trends of the industry
- ✓ Role of Travel Agents and Airlines in the industry

#### **II: Classification of Hotels:**

- ✓ Classification of hotels;
- ✓ Classification bodies from various countries;
- ✓ Criteria for different star categories in India and procedure for application;
- ✓ Operating Arrangements

#### **III: The Accommodation Product:**

- ✓ Aspects of Service with Quality Assurance and Consistency;
- ✓ Types of guest rooms and suites;
- ✓ Bases of charging room rates and types of room rates;
- ✓ Meal plans with needs and the use of plans;
- ✓ Departmental classification of hotels on the basis of operating condition and revenue

#### **IV: Types of Hotel Guests:**

- ✓ Classification of Hotel Guests;
- ✓ Business travelers-types, needs and facilities provided, sources, rates;
- ✓ Leisure travelers – types, needs, and facilities provided, sources, rates;
- ✓ Group travelers; Special Interest Tourists; Personal travelers;
- ✓ Buying influences

#### **V: The Front Office Department:**



- ✓ Importance and Function of Front Office;
- ✓ Components of Front office;
- ✓ Coordination with other departments;
- ✓ Organization structure of Front Office;
- ✓ Job descriptions of Front Office Personnel;
- ✓ Attributes of Front office Staff;
- ✓ Layout of Front Office Department;
- ✓ The Guest Cycle

#### **VI: Reservation Concepts and Process:**

- ✓ Importance, functions, types, sources and modes of reservations;
- ✓ Layout, furniture and equipment;
- ✓ Central Reservation Systems (CRS);
- ✓ Global Distribution Systems (GDS)
- ✓ On-line bookings through hotel web-sites and On-line Travel Agents (OTA);
- ✓ Property Direct;
- ✓ Reservation Process
- ✓ Determining room availability and acceptance of reservations;
- ✓ Property Management System (PMS);
- ✓ Reservation confirmation and maintenance-cancellation policies;
- ✓ Group Reservations- sources, rates, types and procedure for group reservations

#### **VII: Front Office Security Functions:**

- ✓ The role of Front Office in security aspects;
- ✓ Security aspects on check in: use of metal detectors, validations, scanty baggage etc.;
- ✓ Keys control;
- ✓ Guest and staff movement and access control;
- ✓ Protection of funds; Safe deposit boxes;
- ✓ Lost and found processes;
- ✓ Emergency procedures.

#### **REFERENCE BOOKS:**

- ✓ Michael L. Kasavana and Richard M. Brooks Managing Front Office Operations, Educational Institute of the American Hotel and Lodging Association.
- ✓ Sue Baker, Pam Bradley & Jeremy Huyton Principles of Hotel Front Office Operations, Continuum.
- ✓ Peter Franz Renner Basic Hotel Front Office Procedures, Van Nostrand Reinhold.
- ✓ Graice Paige & Jane Paige Hotel and Motel Front Desk Personnel, Van Nostrand Reinhold.
- ✓ Peter Abbot and Sue Lewry Front Office Procedures & Social skills and management, Butterworth Heinemann.
- ✓ Mr. Sudhir Andrews (2008): Textbook of Front Office Management and Operations, Tata McGraw-Hill Publishing Company Limited New Delhi.

## 17BHS- 106 CONSTITUTION OF INDIA

**Objectives:** Keeping the students abreast with the knowledge of the Constitution of India.

**Pedagogy:** Lectures and conducting quiz competitions on the rules and regulations related to Constitution of India.

### **Learning Outcome:**

On successful completion of this paper, candidates should be able to understanding constitution of India and its Constituent Assembly

To learn fundamental rights and duties of citizen

To understand union, state and federalism of India

Knowledge of electoral process in India

### **Structure:**

#### **I. Constitution of India:**

- ✓ Meaning and importance of Constitution.
- ✓ Making of the Indian Constitution – The Constituent Assembly.
- ✓ Salient features of the Indian Constitution.
- ✓ Preamble of the Indian Constitution and its significance.

#### **II. Fundamental Rights and Directive Principles:**

- ✓ Fundamental Rights.
- ✓ Directive Principles of State Policy.
- ✓ Fundamental Duties.

#### **III. Union Government:**

- ✓ President of India – Election, Powers and Position.
- ✓ Prime Minister and Council of Ministers.
- ✓ Union Parliament – Lok Sabha, Rajya Sabha—Organization.
- ✓ Legislative Procedure.

#### **IV. State Government:**

- ✓ The Governor
- ✓ Chief Minister and Council of Ministers
- ✓ State Legislature – Vidhana Sabha, Vidhana Parishad – Organization & Powers.

## **V. Federalism in Indian:**

- ✓ Federal features
- ✓ Unitary features

## **VI. The Judiciary**

- ✓ The Supreme Court – Organization jurisdiction, role
- ✓ The High Courts – Organization jurisdiction, role

## **VII. Electoral Process in India.**

- ✓ Election Commission Organization,
- ✓ Functions

## **VIII. Local Governments – Rural and Urban**

- ✓ Organization,
- ✓ Powers,
- ✓ role

## **REFERENCE BOOKS:**

- ✓ RajRam M (1999): Constitution of India, New Delhi Himalaya Publication.
- ✓ Basu D.D (2001): Constitution of India, New Delhi Himalaya Publication.
- ✓ Parvathy Appaiah (2005): Constitution of India, Mangalore Divya Deepa Publication.

## 17BHS- 107 FOOD PRODUCTION PRACTICAL I

- Objectives:** To make the students learn the following:
- ✓ Preparation of basic Indian spice mixture – Dry & Paste
  - ✓ Preparation of vegetables, fish, meat.
  - ✓ Different method of cooking – Rice, Vegetable, meat, Fish, Egg dishes.
  - ✓ Basic Indian Bread preparation & variation.
  - ✓ Basic Indian Snacks

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and demonstration and self practice.

**Learning Outcome:**

On successful completion of these menus, candidates would be able to  
 Identify the different Indian cuisine.  
 Analyze the ingredients and its function.  
 Evaluate the different methods of cooking.  
 Compare the basic concept of cooking.  
 Able to make his own idea in cooking food.

<b>MENU 1</b> Thandai Machchi Amritsari NavaratnaKhorma/ Chapathi/Jelebi Egg Omlette (Plain & Masala)	<b>MENU 2</b> Kori Pori Chader Avial/ Boiled Rice MeenMoilee Ada Pradhman/Fried Egg
<b>MENU 3</b> Dahi Bara Ras meen Bisibelehuliyana Mysore pak Boiled Egg Masala	<b>MENU 4</b> Kori Ajadina Masala dosa / Chutney Sambar Obbattu Poached Egg
<b>MENU 5</b> Aloo Tikki / Sounth Chicken Korma Peas Pulav Double Ka Metta Onion Bhajjiyas	<b>MENU 6</b> Reshmi Kebab Chole / Batura Cucumber Phirini ChilliPakoda
<b>MENU 7</b> Madras Soup Chicken Chetinaad Curd Rice Sheera / Pori Potato Bonda	<b>MENU 8</b> Shami Kebab Shahi Paneer Aloo gobi / paratha Carrot Halwa Vegetable Samosa
<b>MENU 9</b> Vegetable Pakoda MurghMakhani BaiganBurtha / Naan BadamKheer,AlooChaat	<b>MENU 10</b> Caldo Verde GalinhaCafreal Prawn Balchow / Sannas Espumas, Fish Cutlet

## 17BHS- 108 FOOD & BEVERAGE SERVICE PRACTICAL I

**Objectives:** To give the student practical exposure to basic service skills in a restaurant.

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and demonstration and self-practice.

### **Learning Outcome:**

On successful completion of this paper, candidates should be able to

Recognize the operating equipments cleaning procedure.

Design different napkin folding.

Explain the standard operating procedure of restaurant.

Describe standard Etiquette's and phrases for service personal.

Define table setup and clearance

Identify the importance of restaurant reservation.

### **Structure:**

- ✓ Identifying Operating Equipment – Care and maintenance including cleaning / polishing.
- ✓ Setting up the side board.
- ✓ Laying and Relaying the Table Cloth.
- ✓ Napkin folding (at least 10 different ways)
- ✓ Setting the table (cover) for breakfast, lunch and dinner.
- ✓ Handling restaurant reservation, receiving and seating the guest
- ✓ Taking the order.
- ✓ Procedure of service and clearance at the table
- ✓ Presenting and en-cashing the bill
- ✓ Basic etiquette and standard phrases
- ✓ Clearance of Astray.
- ✓ Room service trolley or tray setting (B/f, Lunch, Evening tea dinner)



## **17BHS- 109 PROFESSIONAL AND PERSONAL DEVELOPMENT I**

**Objectives:** To bring the inherent talents of the students and tap his potential to the optimum.

**Pedagogy:** Holding different festivals related to hospitality sector and cultural events and various contests relating to personality development.

### **Learning Outcome:**

On successful completion of this paper, candidates should be able to Improves the grooming standard and qualities as required for the industry. Development of personnel confident during interview and in working atmosphere. opportunities of different events organization exposures.

### **Structure:**

- Food Festivals
- Hotel Operations Activities
- Physical and Recreational / Sports activities
- Cultural and Social activities

**REFERENCE:** It is an assessment of each student's activities spread over the semester.

## II – SEMESTER

Subject Code	Subject	Instruction hrs. per Week		Duration of Exam (hrs.)	IA	Exam	Max Marks	Credits
		Th.	Pr.					
17BHS-201	Business Communication-II	3+1	-	3	30	70	100	3
17BHS-202	Travel & Tourism – II	3+1		3	30	70	100	3
17BHS-203	Food Production-II	3+1	-	3	30	70	100	3
17BHS-204	Food & Beverage Service –II	3+1	-	3	30	70	100	3
17BHS-205	Front Office Operations-II	3+1	-	3	30	70	100	3
17BHS- 206	Accommodation Operations-I	3+1	-	3	30	70	100	3
17BHS-207	Human Rights, Gender Equity & Environment	2	-	3	30	70	100	2
17BHS-208	Food Production Practical-II	-	4	3	50	50	100	1
17BHS-209	Food & Beverage Service Practical-II	-	4	3	50	50	100	1
17BHS-210	Co & Extra Curricular Activities	1	-	-	50	-	50	-
	<b>Total</b>	<b>27</b>	<b>8</b>				<b>950</b>	<b>22</b>

## II SEMSTER

### 17BHS- 201-BUSINESS COMMUNICATION-II

#### **Aims :**

The Common under-graduate programme in Bachelor of Arts, Bachelor of Commerce, Bachelor of Speech & Learning and Bachelor of Hospitality Sciences includes courses in English and other languages, in addition to courses precisely structured to generate an interest in and to enable a serious discussion on important social issues. Language Courses are proposed to encourage reading of the various genres of literature in English and in other languages. They are also intended to train the students in various kinds of reading. As every language is an immense source of knowledge, language teaching should also aim at enhancing the ability of a person to use it effectively and accurately. The curriculum hence attempts to redefine the approach to language study, to enhance the space for the study of language and literature in the common courses.

#### **Learning outcome:**

On completion of these courses, a student should be able to:

- ✓ Master communication skills in English and speak the language with fluency and accuracy.
- ✓ Approach an issue from various points of view, and develop the habit of questioning varied views critically and objectively.
- ✓ Make academic presentations precisely, logically and effectively and master the skills of academic writing.
- ✓ Acquire the ability to understand social issues and concerns.
- ✓ Undertake journalistic activities like writing, editing and designing newspapers, video-graphing and anchoring news bulletins and television programmes, producing corporate films and documentaries.

#### **Pedagogy:**

Combination of lectures, assignments and group discussions.

#### **Part A**

#### **Prose:**

- ✓ The Town Week- E V Lucas
- ✓ Why I want a wife – Judy Brady
- ✓ Childhood- IsmatChughtai

**Poetry:**

- ✓ Ballad of Father Gilligan –W B Yeats
- ✓ Punishment in the Kindergarten – Kamala Das
- ✓ No men are foreign- James Kirkup

**Part B****Grammar**

- ✓ Transformation of sentences: Simple, compound, complex, assertive, interrogative
- ✓ Essay
- ✓ Creative Writing
- ✓ Note Making
- ✓ Interview
- ✓ Flow chart
- ✓ Antonyms
- ✓ Synonyms
- ✓ Homonyms
- ✓ One word substitutes
- ✓ Correction of spellings
- ✓ Letter- Application with CV

**REFERENCE BOOKS:**

- ✓ David Green Macmillan Contemporary English Grammar Structures and Composition.
- ✓ N Krishnaswamy Modern English, Macmillan.
- ✓ W H Hudson An Outline History of English Literature.
- ✓ B. Prasad (2008): A Background to the Study of English Literature, Delhi Macmillan.
- ✓ Lawrence Venuti (2000): Translation Studies- A Reader New York, Routledge.
- ✓ Abrahms (2008): M. H. A Glossary of Literary Terms, Bangalore Prism 2 Modernism Peter Childs London: Rutledge.
- ✓ John Peck and Martin Coyle (2002): A Brief History of English, Basingstoke: Literature Palgrave.
- ✓ K.R.Sreenivasa Iyengar (1984): Indian Writing in English, Delhi Sterling.
- ✓ M.K.Naik (1982) A History of Indian English, Delhi Sahitya Literature Academy.
- ✓ A.K.Mehrotra (2008): A Concise History of Indian Delhi, Permanent Literature in English Black.

## **17BHS- 202 Travel & Tourism – II**

### **Objective:**

To give a detailed insight into the businesses of travel agency and tour operators and to provide specialized knowledge on transport systems; To understand the need for foreign exchange, the players and market in Forex business and to provide specialized knowledge on cargo operations and to get familiarized with cargo rates and cargo regulations

### **STRUCTURE:**

#### **1. TRAVEL AGENCY**

Difference between Tour operator and Travel agent; Functions of a travel agent; Travel information and counselling, reservation, ticketing, documentation; Group travel procedures- sources of income for a travel agent.

#### **2. TOUR OPERATOR**

Definition and functions of a tour operator; The elements of a tour – Meaning, nature and scope of Tour Operation; Types of Tour operators; Main Types of Package Tours: FIT, GIT – Inbound, Outbound.

#### **3. TRANSPORT OPERATIONS**

Introduction to Tourist Mobility; Transportation – Definition, historical evolution, modes - Purpose, Transportability; importance; Road Transport: Road transport system in India

Rail Transport: General information about Indian Railways, Water Transport: Categories of water transport (Coastal shipping, Inland Waterways, Foreign going traffic) – National waterways. - Cruise liners. Air Transportation: History of Air transport in India, passenger boarding and alighting processes; major airlines of the world.

#### **4. FOREIGN EXCHANGE MANAGEMENT**

An overview of Foreign Exchange; Foreign Exchange Market; Exchange Rate System;

Participants in Forex Market; Factors affecting change of Exchange Rates – Exchange Rate.

#### **5. CARGO MANAGEMENT**

Introduction to cargo industry and management; Handling of cargo; Introduction to Air cargo and Ship cargo; Documentation – bills and papers used in air and ship cargo; Major cargo companies and organizations.



## REFERENCES

1. Berendien Lubbe (2000), Tourism Distribution- Managing the travel intermediary.
2. Laurence Stevens (1990), Guide to starting and operating successful travel agency, Delmar Publishers.
3. G. Syratt and J. Archer, 3<sup>rd</sup> ed(2003), Manual of travel agency practice (1995),Butterworth Heinmann, London.
4. Manohar Puri, Gian Chand (2006), Travel Agency and Tourism, Pragun Publications
5. Jagmohan Negi (1998), Travel agency and Tour operations- Kanishka Publishers.
6. Pat Yale (1995), The business of tour operations, Trans Atlantic Publications.
7. Mohinder Chand (2002), Travel Agency and tour operation- An introductory text, Anmol Publications, New Delhi.
8. Foster D, Business of Travel Agency Operations, Mcgraw Hill.
9. Lickorish L J and Kershaw A G, The Travel Trade, Practical Press
10. Travel Information Manual (TIM)
11. David S. Kidwell, Richard L. Peterson, David W Blackwell (2003): Financial Institutes,Market and Money, Wiley.
12. H.P. Bhardwaj(1994), Foreign Exchange Handbook, Wheeler Publishing.
13. A Guide to Forex Dealing and Operating (1993), Pub: by State Bank of Hyderabad.
14. Jeevanandam. C (2007), Foreign Exchange and Risk Management, Sultan Chand & Sons, New Delhi.
15. Gupta S.K (1989), Foreign exchange laws and practice publication, Delhi.
16. Seethapathi K, Subbulakshmi, Foreign Exchange Management, ICFAI University Press.
17. The Air Cargo Tariff ( TACT )

## **17BHS- 203 FOOD PRODUCTION – II**

**Objectives:** To provide an in- depth knowledge about cereals, fish, eggs, soups, sauces and the various methods of cooking

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and case studies.

### **Learning Outcome:**

On successful completion of this paper, candidates would be able to

Types, processing, storage, and uses of cereals

Classification, cuts, selection, storage and cooking techniques of fish

Selection, availability, selection and storage of eggs

Preparation, classification, types, storage, garnishes of stocks, soups and sauces

### **Structure:**

#### **I. Cereals**

- ✓ Types– processing – by products – uses
- ✓ Storage
- ✓ Action of heat on cereal products

#### **II. Fish & sea food**

- ✓ Classification –Selection – Cuts – Storage
- ✓ Cooking Techniques

#### **III. Eggs**

- ✓ Types – Selection – Availability
- ✓ Uses – Storage – Emulsions
- ✓ Egg cookery

#### **IV. Stocks & soups**

- ✓ Classification – Types
- ✓ Flavoring agents – preparation
- ✓ Clarification – aspics
- ✓ Garnishes and accompaniments
- ✓ Storage

## **V. Sauces**

- ✓ Classification
- ✓ Derivatives
- ✓ Liaison Agents, Rectifications and uses

## **VI. Methods of cooking**

- ✓ Heat transfer
- ✓ Action of heat on food
- ✓ Chemical changes – temperature – flavor development
- ✓ Quantity cooking – Systems catering

## **REFERENCE BOOKS:**

- ✓ Bernard Davis (1978): Food Commodities, Butterworth-Heinemann Ltd.
- ✓ Marion Benneon (2014): Introductory Foods, Pearson.
- ✓ (2000): Quantity Cooking, John Wiley & Sons.
- ✓ Pranula Paima Meithei.
- ✓ Satarupa Banarjee (2006): Indian Sweets, Rupa.
- ✓ Krishna Arora (1992): Theory of Cooking, India Macmillan publisher India pvt ltd.
- ✓ Charmaine Solomon Asian Cook books.
- ✓ H.L Cracknell, R.J Kaufmann (1999): Practical Professional Cookery, Cengage Learning Vocational.

# 17BHS-204 FOOD & BEVERAGE SERVICE II

**Objectives:** To give the students and in-depth exposure to wine

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and case studies.

## **Learning Outcome:**

On successful completion of this paper, candidates would be able to

Exposure of wine in detail so that confident of serving wine improves

Can suggest to any guest confidently about wine laws, country and method

Improvement and easy access of serving wine at international level

## **Structure:**

### **I. Wine**

- ✓ Definition, history and classification
- ✓ Grape varieties
- ✓ Viticulture
- ✓ Effects of Soil, climate and location on wine making
- ✓ Production of wine (vinification – mololactic fermentation, maceration carbonic)
- ✓ Factors affecting quality of wine
- ✓ Characteristics of wine – appearance, colour, bouquet, taste, aging, body, sweetness etc

### **II. Wine Styles & Laws**

- ✓ Wine Laws of – France, Italy, Germany, Spain and Portugal
- ✓ Language and reading of wine labels – France, Italy, Germany, Spain, Portugal

### **III. Wines of the World**

- ✓ France – general climatic conditions and Regions ( Alsace, Bordeaux, Burgundy, Loire, Rhone, Jura and midi)
- ✓ Italy – General climatic conditions and regions ( Piedmont, Tuscany, Veneto, Umbria, Lazio, Sicily, Sardinia, Emilia – Romagna)
- ✓ Germany – General climatic conditions and Regions (Ahr. Mitelrhein, Mosel-Saar-Ruwer, Rheingau, The Nahe, The Pfalz, heinhessan, Franken, Hessische Bergstrasse, Wurttemberg and Baden)
- ✓ Spain – General climatic conditions and Regions (Rioja, Catalonia, Andalusia, La Mancha, Navara, Alicante)
- ✓ Portugal – General climatic conditions and Regions (Vinco Verde, Douro, Dao, Alto)
- ✓ Wines of other countries – America, South Africa, Australia, India, New Zealand)

### **IV. Sparkling Wines**

- ✓ Method of making sparkling wines – method champenoise, charmat process, transfer method, method gazafie.
- ✓ Champagne – Introduction, grapes used, Production, bottle names and sizes, Types and styles of champagne, label reading.
- ✓ Sparkling wines from other regions of France, Germany, Italy, Spain, Portugal, California, India etc.
- ✓ Other sparkling wine terms.

## **V. Fortified Wines and Aromatized Wines**

- ✓ Sherry – Introduction, production, styles and shippers
- ✓ Port – Introduction, production, styles and shippers
- ✓ Maderia – Introduction, production, styles and shippers
- ✓ Malaga and Marsala
- ✓ Vermouth– Introduction, production, styles and brand names
- ✓ Other Aromatized wines.

## **VI. Storage and Service Of Wines**

- ✓ Storage of wine
- ✓ Service of still and sparkling wine – Presenting, opening and pouring technique.
- ✓ Service of Fortified and Aromatized wines
- ✓ Wine decanting and service temperature
- ✓ Wine Tasting – common terms used to describe color, taste and smell.
- ✓ Food and Wine harmony, Wine lists.
- ✓ Faults in Wine and Dealing with them.

## **REFERENCE BOOKS:**

- ✓ John Fuller & Stanley Thomas Modern Restaurant Service – A manual for students & practitioner.
- ✓ Dennis R. Lillicrap & John A Cousins (2014): Food & Beverage service, British Library Cataloging in Public Data.
- ✓ John Fuller & Hutchinson Essential Table Service for Restaurant.
- ✓ Ronald FCichy& Paul Ewise (1998): Food& Beverage Service, Amer Hotel & Motel Assn.
- ✓ JohnCousins&AndrewDurkan The student’s guide to Food 7 drink, Hodder And Stoughton.
- ✓ Brian K.Julyan & Butterworth Heinemann (2008): Beverage sales and service – a Professional Guide for students, Cengage Learning EMEA.
- ✓ Hugh Johnson – Maison Fondee The World Wine Atlas.
- ✓ Jancis Robinson The Oxford Companion to Wine, Oxford University Press.

## 17BHS- 205 FRONT OFFICE OPERATIONS – II

**Objectives:** To introduce the student to registration and other functions of the Front Office department including uniformed services, telecommunications, guest accounting, rates, tariffs and credits. The module also discusses on revenue management.

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and case studies.

### **Learning Outcome:**

On successful completion of this paper, candidates should be able to

How to fill different front office registers and form becomes easy

Know to handle different guest services and how to communicate in different situation

Managing revenues, controlling credit and maintaining different front office accounts

### **Structure:**

#### **I Registration:**

- ✓ Room Status control & aspects of controlling it,
- ✓ Assessing guest's special requests, guest history, Special consideration for VIPs and regular guests,
- ✓ Innovative check in options using pre-registration,
- ✓ Room assignment at pre-registration stage,
- ✓ The registration record.
- ✓ Establishing methods of payment,
- ✓ Handling scanty baggage, special considerations,
- ✓ Issuing the key/allotment and rooming the guests.

#### **II Un-informed Services:**

- ✓ Handling Guest Mail, Messages and Parcels,
- ✓ Handling Guest Special Requests,
- ✓ Importance Layout and Equipment of Bell Desk,
- ✓ Luggage Handling during Check-in and Check-outs – FITs, Groups.
- ✓ Left Luggage Procedures,
- ✓ Miscellaneous Services
- ✓ Identification and Procedures for Handling Scanty Baggage Guests,
- ✓ Staff Organization, Duty Rotations, Work Schedules, Errand Cards, Bell Boy Movement Register etc
- ✓ Concierge, Les Clefs D' or, - Functions Of A Concierge,
- ✓ Paging
- ✓ Door Handling And Car Parking Facilities

#### **III Front Office Communication:**

- ✓ Location, Layout and Equipment,
- ✓ Different Technologies – PBX, PABX,
- ✓ Telephone Manners – Do's And Don'ts,
- ✓ Processing Incoming Calls-Guest and Non – Guest Calls,
- ✓ Telephone Billing-Manual, Computerized Electronic Call Accounting Systems (CAS), Message Recorders, Telex, Fax,
- ✓ Technological Advancements,

- ∗ Handling Telephone Emergencies-Bomb Threats, Fire Etc.

#### **IV Front Office Accounts:**

- ∗ Importance And Functions Of Front Office Accounting,
- ∗ Guest Accounting Cycle,
- ∗ Types of Accounts and Folios-Guest, Non-guest, Master, City Ledger Account, Transfers to Account Receivable.
- ∗ Types of Vouchers-Cash And Charge, Paid-Out, Allowance, Transfer, Etc.,
- ∗ Credit Monitoring, High Balance Reports.
- ∗ Foreign Exchange Regulations (FEMA),
- ∗ The Night Audit. Functions and the Role of Night Auditor,
- ∗ Audit Procedure, Automatic System Update.

#### **V Credit controls in Front Office:**

- ∗ The Meaning of Credit Control,
- ∗ The Objectives of Credit Control Measures.
- ∗ Hotel Credit Control Policy – guests with guaranteed bookings, corporate account holders, and accounts settled by credit cards,
- ∗ Credit Control Measures at the following stages: on receiving reservations, at check in. during occupancy, at check out and after departure of the guest, credit control measures by other point of sales.

#### **VI Establishing Tariffs & Room Rates:**

- ∗ Cost Based Pricing – The 1:1000 Rule, Hubbart Formula / Bottom up Pricing, Differential Room Rates, Seasonal Rates, Marginal or Contribution Pricing,
- ∗ Market Based Pricing – Price Taking Or Price Followership, Top – Down Pricing, Rate Cutting, Prestige Product Pricing.

#### **VII Front Office Salesmanship:**

- ∗ Product Knowledge;
- ∗ Up selling techniques and Guidelines to selling effectively;
- ∗ Unique Sales Proposition (USP)
- ∗ Upgrading;
- ∗ Role of Reservation and Reception in sales;
- ∗ Marketing for business travelers, Leisure travelers, travel agents, meeting planners and special segments -conference and group business

#### **REFERENCE BOOKS:**

- ∗ Baker Et al (2000): Principles of Hotel Front Office Operations, Thomson.
- ∗ Kasavana & Brooks (2009): Managing Front Office Operations, American Hotel & Lodging Association, Educational Institute.
- ∗ Page & Page (1984): Hotel/Motel Front Desk Personnel, Van Nostrand Reinhold.
- ∗ Peter & Lewry (1991): Front Office, *Procedures, social Skills, Yield and Management*, Butterworth- Heinemann.
- ∗ Renner (1994): Basic Hotel Front Office Procedures, Van Nostrand Reinhold John Wiley & Sons.



# 17BHS- 206 ACCOMMODATION OPERATIONS-I

**Objectives:** To make the students understand the basic knowledge of HK dept. of a Hospitality sector

**Pedagogy:** Lectures, Pp-ts, hands on training

## **Learning Outcome:**

On successful completion of this paper, candidates would be able to

To learn the HK department its Hierarchy system and functions

How and what are the procedure of guest room and public areas of cleaning

Exposure of fiber, fabric and management of linen and uniform

## **Structure:**

### **I. Introduction to Housekeeping Department**

- ✓ Importance & objective
- ✓ Organization structure (small, medium, large)
- ✓ Duties and responsibilities of housekeeping personnel
- ✓ Qualities and attributes required for housekeeping personnel

### **II. Functions of the Housekeeping Department:**

- ✓ Desk Control-records & Registers maintained.
- ✓ Keys-types, control of keys
- ✓ Daily routines and systems of Housekeeping department
- ✓ Dealing with guests-sickness, death, fire, lost and found, theft, missing & damaged (procedures)
- ✓ Interdepartmental coordination

### **III. Cleaning and Maintenance of Guestrooms and Public Areas**

- ✓ Cleaning agents and cleaning equipment – classification, selection, use, care & maintenance
- ✓ Frequency schedules – daily/routine cleaning, special cleaning, periodic/spring cleaning
- ✓ Types of guestrooms
- ✓ Standard contents of a guestroom
- ✓ Cleaning of occupied, Departure and vacant room
- ✓ Floor pantry, rooms under repair

### **IV. Cleaning Public Areas**

- ✓ Entrance-public restroom
- ✓ Lobbies-swimming pool areas
- ✓ Front desk- dining & banquet areas
- ✓ Corridors –Administrative officer
- ✓ Employee rooms – Exercise rooms

### **V. Fibers and Fabrics**

- ✓ Definition of a Fiber
- ✓ Classification (Based on origin & length)
- ✓ Characteristics and uses
- ✓ Methods of fabric construction (weaving, knitting, & bonding)

- ✓ Fabrics commonly used for bed linen, bath linen, napery items and soft furnishing

#### **VI. Management of Linen and Uniform:**

- ✓ Classification of linen and sizes
- ✓ Selection criteria for Linen & Uniform
- ✓ Quantity of Linen & Uniform (establishing per level)
- ✓ Location, equipment and layout of linen and Uniform rooms
- ✓ Activities of Linen and Uniform room – Marketing, issuing, storage & Inspection
- ✓ Stock taking
- ✓ Condemned Linen

#### **RECOMMENDED BOOKS:**

- ✓ John C Branson & Margatet Lennox Hotel, Hostel, & Hospital Housekeeping
- ✓ Jane Fellow Housekeeping Supervision
- ✓ P.Sengupta (2011): Professional House keeper Naman Publisher & Distributors.
- ✓ Kappa Nitschke/ Schappert Managing Housekeeping Operation.

# 17BHS- 207 HUMAN RIGHTS & ENVIRONMENT

**Objectives:** To make the students understand the importance of human rights as citizens of India and their contribution related to environment.

**Pedagogy:** Lectures and conducting quiz competitions on the rules and regulations related to Human Rights and Environment

## **Learning Outcome:**

On successful completion of this paper, candidates should be able to  
Basic knowledge of HR and its function and authorities in society and industry  
Women's status, issues and gender equity and its importance  
Study of environment, its pollution, conservation and preservation

## **Structure:**

### **I. Human Rights**

- ✓ Human Rights – Meaning
- ✓ Universal Declaration of Human Rights
- ✓ Human Rights Advocacy:
  - ✓ Global advocacy of Human Rights;
  - ✓ Amnesty International and other organizations
  - ✓ People's Union for Civil Liberty (PUCL)
  - ✓ Human Rights Commission in India
  - ✓ Minority Commission in India
  - ✓ Remedies, against violation of Human Rights in India.

### **II: Gender Equity**

- ✓ Sex and Gender – Masculinity & Femininity – Patriarchy, Matriarchy;
- ✓ Gender Roles & Attributes,
- ✓ Gender Division of Labor
- ✓ Gender bias- Gender Stereotypes
- ✓ Need for Gender sensitization.

### **III. Woman's Status in India**

- ✓ Important indicators – sex Ratio, Education, health, Nutrition, Maternal and
- ✓ Infant Mortality, Work Participation rates, Political Participation.

### **IV. Contemporary Woman's Issues:**

- ✓ Discrimination against Girl Child
- ✓ Violence against Women
- ✓ Problems of Health & Nutrition
- ✓ Woman's education & Gender bias in education
- ✓ Trafficking in women
- ✓ Globalization and impact on women

### **V. State Initiative on Gender Issues:**

- ✓ Constitutional Rights of women
- ✓ Laws pertaining to women
- ✓ The national & State Commissions for Women

## **VI. Environment:**

- ✓ Components of Environment
- ✓ Concepts of Ecology
- ✓ Ecological factors: soil, air, water
- ✓ Eco System Pond and Forest as Ecosystems
- ✓ Human Population Growth

## **VII. Environmental Pollution:**

- ✓ Types of Pollution – (a) soil, air, water (b) noise and radioactive pollution
- ✓ Sources of pollution and their effects
- ✓ Control measures: Legal and administrative

## **III. Conservation and Preservation of Environment:**

- ✓ Natural resources and their conservation – water, soil, and forest
- ✓ Agencies involved in environmental protection in India.
- ✓ Environmental movements in India
- ✓ Legal and administrative measures for environmental protection.

## **REFERENCE BOOKS:**

- ✓ D.D. Basu Introduction to the Constitution of India.
- ✓ M.V. Pylee Indian Constitution and Politics.
- ✓ Granville Austin The Indian Constitution, The cornerstone of a nation.
- ✓ H.M. Rajashekara Bharatada Samvidhana Mattu Sarakara. (Kannada)
- ✓ C.K. Jain Constitution of India in precept and practice.
- ✓ V.N. Shukla Constitution of India.
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- ✓ J.C. Johari: Indian Politics Vishal Publications Jalandhar
- ✓ A.P. Avasthi Indian Government and Politics. Lakshmi Naraiyan Agarwal, Agra.
- ✓ Anup Chand Kapur: Indian Government and Politics S. Chand & Company, New Delhi.
- ✓ V.D. Mahajan: The Constitution of India. S. Chand and Company, New Delhi.
- ✓ Usha Sharma (ed.). Gender Mainstreaming & Women's Rights
- ✓ Mohini chatterjee/ Feminism and Gender Equity
- ✓ Neera Desai & Maithreyi Krishnaraj, Women's studies in India: Some perspectives. Popular Prakashan, Mumbai.1986.
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- ✓ H .S. Srimathi, MahilaAdhyayana, Kannada University, Hampi, 1999 (Kannada)
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## 17BHS- 208 FOOD PRODUCTION PRACTICAL II

**Objectives** : To expose students to the practical aspects of the following:

- ✓ Preparation of stocks-clarifications
  - Glazes reductions
  - Sauce (hot & cold)
- ✓ Classical cuts of vegetables and potatoes – 10 potato preparation – 5 vegetable preparation
- ✓ Basic baking
  - Short crust pastry (sweet & savory)
  - Continental rolls & breads
  - Basics sponge cake

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and demonstration and self practice.

### **Learning Outcome:**

On successful completion of this paper, candidates should be able to

Learning continental recipes with basic skill

How to cut classical cuts of vegetables and meat items

Confident of creating fusion dishes in future

<b>Menu 1</b> Puree of lentil soup Chicken fricassee Pommes duchess Buttered carrots Souffle froid Milanase Bread Sticks	<b>Menu 2</b> Cream of carrot soup Poulet sauté hongroise Pommme lyonnaise Haricot vert au beurre Choufleur Millinaise Fruit trifle
<b>Menu 3</b> Fruit soup Champignons farcis Poulet roti Pommes chateau Charlotte royale	<b>Menu 4</b> Consomme julleine Supreme de voaille a la kive Pommepailles Chauffaleor au gratin Queen of puddings
<b>Menu 5</b> Crudities with herb mayonnaise Blanquet de veau Pomme de terre anna Buttered spinach Crepes normande	<b>Menu 6</b> Cream of spinach soup Cote de veau de papillote Pommes dell monica Salad beatreave, Leman jelly
<b>Menu 7</b> Chicken veloute Salad Mimosa Cottlettes d' agneau panes Pommasarlie Compote de poires	<b>Menu 8</b> Potage aux chapignon Entrecote au poivre Pommes fondant Carrots vichy/peit pois Bavaroise au café
<b>Menu 9</b> Mixed vegetables soup Fish mornay Pommes noisette, Salad de tomate, Apple fool	<b>Menu 10</b> Cream of tomato soup Fish meuniere Pommes provencal, Saladcocombre, Steamed sponge pudding

## 17BHS- 209 FOOD & BEVERAGE SERVICE PRACTICAL II

### Objectives:

- ✓ Preparing Wine Lists and Beverage Lists.
- ✓ Services of Cigar.
- ✓ Service of Juices and soft drinks.
- ✓ Preparation of skills and fortified wines.
- ✓ Preparation of sparkling wines.
- ✓ Planning of 4 to 5 course TDH Menus in English 7 French with wines.

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and demonstration and self-practice.

### Learning Outcome:

On successful completion of this paper, candidates should be able to

Learning preparation of Wine and beverages with basic skill

How to serve cigar and beverages confidently

Confident of creating and preparing or planning course of menu

### SCHEME OF VALUATION – F & B SERVICE PRACTICAL – II

University Exams: **50marks**

<b>Journals</b>	<b>5 marks</b>
<b>Menu planning for 5 course meal in French with wines</b>	<b>10 marks</b>
<b>Cover layout for 1 cover for 5 course meal</b>	<b>10marks</b>
<b>Planning a Wine List or Beverage List &amp; Service of wines</b> (External examiner to give the number and types of wine and beverage for the list)	<b>10 marks</b>
Personnel Grooming	<b>5 marks</b>
<b>Viva Voce</b> (Any five questions from the F & B Service III or practical syllabus)	<b>10marks</b>
<b>Total</b>	<b>50marks</b>

### III – SEMESTER

Subject Code	Subject	Instruction hrs. per Week		Duration of Exam (hrs.)	IA	Exam	Max Marks	Credits
		Th.	Pr.					
17BHS- 301	Food Production-III	3+1	-	3	30	70	100	3
17BHS- 302	Food & Beverage Service-III	3+1	-	3	30	70	100	3
17BHS- 303	Accommodation Operations-II	3+1	-	3	30	70	100	3
17BHS- 304	Hospitality Accounting	3+1	-	3	30	70	100	3
17BHS- 305	Food Production Practical-III	-	4	3	50	50	100	1
17BHS- 306	Food & Beverage Service Practical-III	-	4	3	50	50	100	1
17BHS- 307	Front Office Operations Practical	-	4	3	50	50	100	1
<b>Electives – I</b>								
17BHS- 308	Indian Cuisine & Culture	-	4	3	100	-	100	1
17BHS- 309	Professional and Personal Development-II							
17BHS- 310	Co & Extra Curricular Activities	1	-	-	50	-	50	-
	<b>Total</b>	<b>17</b>	<b>16</b>				<b>850</b>	<b>16</b>



## 17BHS- 301 FOOD PRODUCTION-III

**Objectives:** To provide an insight into Milk and Milk products, Vegetables and Fruits, sugars, Indian sweets, Fats and Oils and Cooking fuels and special methods of cooking.

**Pedagogy** : Lectures, Assignments, discussions, Case studies.

**Learning Outcome:**

On successful completion of this paper, candidates would be able to

Learning milk and milk products, sugar, fats and oils

Knowledge of Indian sweets and method of preparation

Basic methods of cooking and cooking fuels

**Structure:**

### I. MILK & MILK PRODUCTS

- ✓ Types-processing-uses-storage
- ✓ Cheese, Ice-creams

### II. VEGETABLES & FRUITS

- ✓ Classification- availability- selection- preparation- pigments- enzymatic reactions- storage
- ✓ Classical cut of vegetable

### III. SUGAR & ITS SOURCES

- ✓ Processing-effects of heat on sugar
- ✓ Different types of sweeteners
- ✓ Sugar substitutes

### IV. INDIAN SWEETS

- ✓ Classification-Variations-regional specialties
- ✓ Methods of preparation-presentation

### V. FATS & OILS

- Sources
- Processing, types-uses
- Action of Heat

### VI. COOKING FUELS AND SPECIAL METHODS OF COOKING

- ✓ Rechauffe Cooking
- ✓ Solar Cooking
- ✓ Microwave cooking
- ✓ Systems Catering
- ✓ Convenience Cooking

**REFERENCE BOOKS:**

- ✓ Mizer, Portea, Sonnier (1987): Food preparation for the professional, John Wiley & Sons.
- ✓ Krishna Arora (1992): Theory of cookery, Macmillan.
- ✓ Prosper Montagne (1999): Larousse Gastronomy, Hamlyn.
- ✓ John Fuller, John B (1985): A guide to kitchen Management, John Wiley & Sons.
- ✓ Mohini Sethi (1985): Catering Management, New Age International Private Limited.
- ✓ James, Peterson (2008): Sauces, John Wiley & Sons.
- ✓ David Paul Larousse (1997): Soup Bible, John Wiley & Sons.

## 17BHS- 302 FOOD AND BEVERAGE SERVICE – III

**Objectives:** To give the students and in-depth exposure to beer, spirits, liqueurs, cocktails and the bar operations.

**Pedagogy:** Lectures, Assignments, discussions, case studies.

### **Learning Outcome:**

On successful completion of this paper, candidates would be able to Learning of beer and other fermented beverages along spirits, Preparation of cocktails and mixed drinks How to operate bar operation and knowledge of tobacco

### **Structure:**

#### **I. BEER AND OTHER FERMENTED BEVERAGES**

- ✓ Beer – Introduction, production, Types, strength, Brand Names, Storage, Service Standards and faults in beer.
- ✓ Cider and Perry.

#### **II. SPIRITS**

- ✓ Distillation Process, proof. (O.I.M.L, Sikes, American system)
- ✓ Whisky- History, production, Styles (Malt, Grain, and Blended), Scotch Whisky, American whiskey, Canadian whisky, Irish Whisky, Indian Whisky, Brand Names, Service of Whisky.
- ✓ Brandy (cognac) - History, Production, label language, Brand Names, service Standards, other Brandies. (Armagnac, Calvados, Indian Brandies)
- ✓ Rum- History, production, Types, Brand Names, Service Standards
- ✓ Gin- History production, Types, brand names, Service Standards
- ✓ Vodka – History, production, Types. Brand names, service standards.
- ✓ Other spirits – Tequila. Mescal Eau-de-vie, Aquavit, Pastis, Fenny, Arrack Sake – Brief Description And service

#### **III. BITTERS AND LIQUEURS**

- ✓ Bitters – Campari, Angostura, Byrrh, Pernod, - service standards.
- ✓ Liqueurs- method of production, popular liqueurs with base spirits and flavoring agents.

#### **IV. COCKTAILS AND MIXED DRINKS**

- ✓ Cocktails – origin, different method of preparation, service standards.
- ✓ Recipes of the following cocktails.
- ✓ Gin based – Gimlet, pink lady, white lady, Singapore Sling, Martini.
- ✓ Rum Based – planter s punch, daiquiri, Mai tai pina Colada, Cuba libre
- ✓ Vodka based –Bloody Mary, screw driver black Russian, Harvey s wall banger, Salt dog.
- ✓ Brandy based: Side car, Between-the-sheets, Brandy Alaxander, pusse café
- ✓ Whisky based –Rusty Nail, Rob, Manhattan, whisky sour.
- ✓ Champagne based –Bucks Fizz, kir Royale, Champagne cocktail.
- ✓ Tequila based Tequila sunrise, Margarita, Bulls Blood.
- ✓ Beer based – Shandy, black velvet.
- ✓ Liqueur Based – Grasshopper, Merry Widow, Fallen Angel.
- ✓ Mixed Drinks – Cobblers, Collins Cooins Egg Noggs, Fizzes, Frappers, Juleps, Pussy Café, Swizzlers, Toddies.

## **V. BAR OPERATIONS**

- ✓ Types of bar, areas and layout
- ✓ Tools and equipment used in bar
- ✓ Service procedures & Bar stock control
- ✓ Staffing a bar
- ✓ Opening and closing Procedures.
- ✓ Bar licenses and permitted hours

## **VI. TOBACCO**

- ✓ Principal Tobacco producing countries of the world
- ✓ Curing, processing and types of tobacco
- ✓ Cigars – shapes, colors, sizes
- ✓ Storage of Cigars and Cigarettes

## **REFERENCE BOOKS:**

- ✓ John Fuller & Stanley Thomas Modern Restaurant Service – A manual for students & practitioner.
- ✓ Dennis R. Lillicrap & John A Cousins (2014): Food & Beverage service, British Library Cataloging in Public Data.
- ✓ John Fuller & Hutchinson Essential Table Service for Restaurant.
- ✓ Ronald FCichy & Paul Ewise (1998): Food& Beverage Service, Amer Hotel & Motel Assn.
- ✓ JohnCousins & AndrewDurkan The student’s guide to Food 7 drink, Hodder And Stoughton.
- ✓ Brian K.Julyan & Butterworth Heinemann (2008): Beverage sales and service – a Professional Guide for students, Cengage Learning EMEA.
- ✓ Hugh Johnson – Maison Fondee The World Wine Atlas.
- ✓ Jancis Robinson The Oxford Companion to Wine, Oxford University Press.

# 17BHS- 303 ACCOMMODATION OPERATIONS-III

**Objectives:** To make the students learn the art of basic design and decor and practical knowledge on laundry, pest control, safety and security arrangements at work place.

**Pedagogy:** Lectures, Pp-ts, hands on training

**Learning Outcome:**

On successful completion of this paper, candidates would be able to  
Arranging confidently flower arrangement and its basic skill  
Learning laundry, dry cleaning and about stain removal  
Safety and security of man, material and money  
Knowledge of pest control and design management

**Structure:**

## 1. FLOWER ARRANGEMENT

- ✓ Principles
- ✓ Coloring of Plant materials
- ✓ Equipments & Material required
- ✓ Styles of Flower Arrangement (Traditional, Japanese & Modern)
- ✓ Outlines
- ✓ Placement

## 2. LAUNDARY & DRY CLEANING

- ✓ Importance & Principles
- ✓ Duties & Responsibilities of Laundry Staff – Laundry Manager, Head Washer, Laundry attendant, valet runner, Spotter cum presser.
- ✓ Flow process on premises laundry
- ✓ Laundry agent & equipment
- ✓ pH Scale & Its relevance in laundry
- ✓ Dry cleaning –Agent and procedure
- ✓ Guest laundry Service

## 3. STAIN REMOVAL

- ✓ Definition
- ✓ General rules
- ✓ Classification of Stains
- ✓ Stain removal agent
- ✓ Stain removal methods

## 4. PEST CONTROL

- ✓ Types and Areas of infestation
- ✓ Prevention and control
- ✓ Role of housekeeping in pest control

## 5. SAFETY & SECURITY

- ✓ Meaning Potentially Hazardous conditions
- ✓ Emergencies and dealing with them –Bomb threats illness accidents & deaths theft fire prevention and fire fighting fire detection systems

- ✓ Safety awareness & accident prevention –OSHA Regulars
- ✓ MSDS (Material Safety data sheet)

## **6. DESIGN**

- ✓ Basic types-structural & Decorative
- ✓ Elements of design
- ✓ Principles of design
- ✓ Functional aspects of design
- ✓ Standardization of design
- ✓ Designing guestrooms –layout Designing public areas
- ✓ Designing for the disabled

### **REFERENCE BOOKS:**

- ✓ John C Branson & Margatet Lennox Hotel, Hotel & Hospital Housekeeping.
- ✓ Jane Fellow Housekeeping supervision.
- ✓ Kappa Nitschke / Schappert (1995): Managing housekeeping Operations, Educational Inst of the Amer Hotel.
- ✓ Madelin Schneider, Goergina Tucker (1998): Professional Housekeeper, John Wiley & Sons.
- ✓ Daina Brinton The complete guide to Flower Arranging.
- ✓ Stella Coe (1989): Ikebana – A practical & Philosophical guide to Japanese flower Arrangement, Gallery Books.
- ✓ Robert J. Martin (1992): Professional management of House Keeping operation, John Wiley & Sons.

# 17BHS- 304 HOSPITALITY ACCOUNTING

**Objective:** To expose the students to understand basic concepts of accounting and train them to apply the principles in accounting for hotels.

**Pedagogy:** Lectures, Assignments, discussion, case studies

## **Learning Outcome:**

On successful completion of this paper, candidates would be able to  
Explain accounting, cash books, double entry, journal and trial balance  
Know of individual proprietary concerns along with hotel accounting

## **Structure:**

### **1. INTRODUCTION TO ACCOUNTING**

- ✓ Meaning and definition of Accounting
- ✓ Various terms used in Accounting
- ✓ Double entry system of book keeping: Meaning, Importance, advantages & disadvantages
- ✓ Classes of Accounts – rules of debit and credit
- ✓ Journal – meaning & preparation of Journal
- ✓ Ledger – meaning – posting from journal to the ledger
- ✓ Subsidiary books – purchase book, sales book, purchases and sales returns book
- ✓ Trial balance – meaning, advantages (Simple problems on Journal, ledger, subsidiary books and Trial balance)

### **2. CASH BOOKS**

- ✓ Meaning, Importance, Types of cash books – single, double and three column cash book
- ✓ Petty cash book – meaning and features (Problems on only three column cash book & pettycash book)
- ✓ Bank Reconciliation statement (Concepts only)

### **3. FINAL ACCOUNTS OF SOLE – PROPRIETARY CONCERNS**

- ✓ Preparation of trading and profit & loss account and balance sheet with the following adjustments only – closing stock, depreciation, o/s expenses and incomes, advance expenses and incomes, Reserve for bad debts and Interest on drawings and Capital

### **4. HOTEL ACCOUNTING THEORY**

- ✓ Uniform system of accounting – meaning and features
- ✓ Revenue and non-revenue departments of hotels
- ✓ Various types of ledgers maintained in hotels
- ✓ Visitors Tabular ledger – meaning, features, format, advantages and disadvantages
- ✓ Night audit – meaning of night audit and night auditor, duties and responsibilities of a night auditor.

## 17BHS- 305 FOOD PRODUCTION PRACTICAL-III

**Objectives:** To expose students to the practical aspects of the following:

- ✓ oriental cuisines
- ✓ different regions of oriental cuisines
- ✓ Chinese method of mis -en- scene and mis- en -place

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and demonstration and self-practice.

**Learning Outcome:**

On successful completion of this paper, candidates would be able to

Self-confident in preparing basic oriental sauces and soups

Preparation of Chinese cuisine

Knowledge of soup, stew, main course and dessert

<p><b>Menu 1</b> Tom yam soup Momos Lemon chicken rice Chinese fruit salad</p>	<p><b>Menu 2</b> chicken clear soup American chopsuey chicken in garlic sauce Chinese steamed cake</p>
<p><b>Menu 3</b> sea food and tofu soup vegetable spring rolls Mixed Hakka noodles Toffee apples</p>	<p><b>Menu 4</b> Egg flower soup Mandarin fish Auberginesechzwan vegetable fried rice sweet wontons</p>
<p><b>Menu 5</b> wonton soup Egg foo Yong sweet and sour prawns Mango pudding</p>	<p><b>Menu 6</b> Hot and sour soup Garlic chicken and garlic Gobi Chinese chop-suey Date pancakes</p>
<p><b>Menu 7</b> Sweet corn veg soup chicken pineapple sechzwan fried rice coconut pudding</p>	<p><b>Menu 8</b> Tamagosuimono Tempura Suki-yaki with white rice chinese fruit cake</p>
<p><b>Menu 9</b> Veg man-chow soup crispy Chinese vegetables chicken shreds with chilli steamed flan</p>	<p><b>Menu 10</b> Egg clear soup Dragon chicken Mix veg noodles Milk and chocolate pudding</p>



## 17BHS- 306 FOOD & BEVERAGE SERVICE PRACTICAL-III

**Objectives:** To introduce the students to

- Service procedures of spirits
- Identification of different types of glasses
- Identification of bar equipments

**Pedagogy:** Lectures, assignments, Pp Ts, discussions and demonstration and self practice.

**Learning Outcome:**

On successful completion of this paper, candidates should be able to

- Learning how and procedure of serving spirits
- Identifying different glasses and liqueurs
- Preparation of cocktail and mock-tail

### **SCHEME OF VALUATION –F&B SERVICE III**

<b>Journal</b>	<b>10 marks</b>
<b>Grooming</b>	<b>10marks</b>
<b>Preparation of any one Mock tail or cocktail</b> (Bloody Mary, Virgin Mary, Pina colada Planters Punch, Screw Driver, Pink lady, Gimlet, Tom Collins, Whiskey Sour)	<b>10 marks</b>
Identify bar equipments and different glasses used	<b>5+5=10 marks</b>
<b>Viva Voce</b> (Any five questions from the semester's f& b service theory and practical syllabus)	<b>10 marks</b>
<b>Total</b>	<b>50 marks</b>

## 17BHS- 307 FRONT OFFICE OPERATIONS PRACTICAL

**Objectives:** To expose the students to various operational aspects of Front Desk

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and demonstration and self-practice.

**Learning Outcome:**

On successful completion of this paper, candidates should be able to

Writing different front office registers and forms

Learning how to situation handling and case studies

Know how to handle mails, messages, and special requests

**Structure:**

- ✓ Arrival Drills for FTTS Groups, Crew and VIPS
- ✓ Practice Bill Compilation, presentation and Settlement Procedures
- ✓ Compilation of, Forms and reports at Front office
- ✓ Handling Mails and Messages and Special requests
- ✓ Practice on Professional Bell Service / Concierge
- ✓ Case studies and situation handling

### SCHEME OF VALUATION- FRON OFFICE MANAGEMENT PRACTICAL-II

University Examination: 50marks

<b>Grooming</b>	<b>10marks</b>
<b>Journal</b>	<b>10marks</b>
<b>Assignment pertaining to check-in\check-out\bellling and settlement(any one)</b>	<b>10marks</b>
<b>Situation Handling</b>	<b>10marks</b>
<b>Viva Voce</b>	<b>10marks</b>
<b>Total</b>	<b>50marks</b>

## 17BHS- 308 INDIAN CUISINE & CULTURE

**Objective:** To expose the students to understand basic concepts of Indian cuisine and culture.

**Pedagogy:** Lectures, Assignments, discussion, case studies, PPP,

### **Learning Outcome:**

On successful completion of this paper, candidates would be able to

Explain Indian cuisine, Indian spices and methods of cooking

Know of basic Indian gravies and its preparation

Knowledge of rice cooking, regional cooking, and selection of equipment

### **STRUCTURE**

#### **Introduction of Indian cuisine:** [3hrs]

Foreign influence on Indian cooking, factors influencing Indian cuisine, cultural and philosophical influence on Indian cooking

#### • **Types of Indian spices, herbs, seasonings, and flavors:** [10hrs]

Basic Indian spices, herbs, seasoning and flavor in Indian cuisine, Indian Spices and Pastes, types of salts, types of vinegar, types of Coloring agents

#### • **Methods of Indian cooking:** [6hrs]

Methods of Indian cooking in different region, dumcooking, tan-door cooking, basic techniques of Indian cooking

#### • **Basic Indian Graves and its Uses:** [6hrs]

Basic gravies in different region, Masala and paste, thickening agent in Indian cuisine Specialty regional gravies and pastes

#### • **Selection of equipment:** [4hrs]

Ethnic equipment used in different regional cuisine, metals and their impact on Indian cuisine

#### • **Rice cooking:** [3hrs]

Origin and history of rice, type of rice, basic rice preparation methods, common rice preparations of India in different regions

#### • **Regional cuisine** [10hrs]

Introduction to different regions, the specialty, geographical influence, cultural and religious influence, popular regional cuisine

### **REFERENCE BOOKS:**

- Ms. Thangam Philip Modern Cookery for Teaching & Trade Vol I, OrientLongman.
- Madhur Jaffrey (1988): Indian cooking, A taste of India, John Wiley & Sons.
- Mrs. K.Arora, frank brothers Theory of Catering.
- Jane Grigson The Book Of Ingredients.
- Fuller, John (1962): Chef Manual of Kitchen Management, Harper Collins Distribution Services.
- Arvind Saraswat (2004): Professional chef (the art of fine cooking), Ubs Publishers' Distributors (P) Ltd.
- Rocky Mohan (2005): Art of Indian cuisine, Lotus.
- Dr Sathya Prakash Sangar Food and Drinks in Mughal India

## **17BHS- 309 PROFESSIONAL AND PERSONAL DEVELOPMENT II**

**Objectives:** To bring the inherent talents of the students and tap his potential to the optimum.

**Pedagogy:** Holding different festivals related to hospitality sector and cultural events and various contests relating to personality development.

### **Learning Outcome:**

On successful completion of this paper, candidates should be able to

Improves the grooming standard and qualities as required for the industry.

Development of personnel confident during interview and in working atmosphere.

Opportunities of different events organization exposures.

### **Structure:**

- ✓ Food Festivals
- ✓ Hotel Operations Activities
- ✓ Physical and Recreational / Sports activities
- ✓ Cultural and Social activities

**REFERENCE:** It is an assessment of each student's activities spread over the semester.

## IV – SEMESTER

Subject Code	Subject	Instruction hrs. per Week		Duration of Exam (hrs.)	IA	Exam	Max Marks	Credits
		Th.	Pr.					
17BHS- 401	Food Production-IV	3+1		3	30	70	100	3
17BHS- 402	Food & Beverage Service –IV	3+1		3	30	70	100	3
17BHS- 403	Hotel Law	3+1		3	30	70	100	3
17BHS- 404	Human Resource Management	3+1		3	30	70	100	3
17BHS- 405	Food Production Practical-IV	-	4	3	50	50	100	1
17BHS- 406	Food & Beverage Service Practical-IV	-	4	3	50	50	100	1
17BHS- 407	Accommodation Operations Practical	-	4	3	50	50	100	1
<b>Electives – II</b>								
17BHS- 408	Continental Cuisine	-	4	3	100	-	100	1
17BHS- 409	Professional and Personal Development-III							
17BHS- 410	Co & Extra Curricular Activities	1	-	-	50	-	50	
	<b>Total</b>	<b>17</b>	<b>16</b>				<b>850</b>	16

## 17BHS- 401 FOOD PRODUCTION-IV

**Objectives:** To provide an overview of International cuisines of the world and an in-depth knowledge of meat, game, pasta and basic bakery.

**Pedagogy** : Lectures, Assignments, discussions, case studies.

### **Learning Outcome:**

On successful completion of this paper, candidates should be able to

Knowing about international cuisine like France, Italy and oriental

Learning deep about meats, game, pasta and bakery products

Study of bread making in detail and its faults

### **STRUCTURE:**

#### **INTERNATIONAL CUISINE – FRANCE, ITALY, ORIENTAL AND MIDDLE EAST.**

- ✓ History
- ✓ Basic ingredients- breakfast preparation
- ✓ Festive Preparation

#### **MEATS & GAME**

- ✓ Selection
- ✓ Slaughtering- aging- cuts
- ✓ Preparation
- ✓ Storage

#### **PASTA**

- ✓ Classifications
- ✓ Varieties
- ✓ Preparation

#### **BAKERY PRODUCTS**

- ✓ Paste- uses- varieties- storage
- ✓ Leavening agents
- ✓ Food additive

#### **BREAD MAKING**

- ✓ Procedure
- ✓ Types – variation – storage

#### **BAKERY LAYOUTS**

- ✓ Equipment- purpose- uses- cleaning- maintenance

### **REFERENCE BOOKS:**

- ✓ S.C.Dubey Bread Baking.
- ✓ Jane Wright Pasta Bible.
- ✓ M.K.Karnaliya Bakery Techniques (bakery science 1&2).
- ✓ Ian Mc Andrew (1989): Poultry and Game, Abacus Books.
- ✓ Roy Hayer (1995): Food preparation and cookery, Thomson Learning.
- ✓ Jane Grigson European Cuisine.
- ✓ Veronica, Christine Fadden (1996): The complete book of Italian cookery, Parragon Plus.
- ✓ Wayne Gisslen, Joseph Amendola (2004): The Baker Manual, John Wiley & Sons.
- ✓ Michael F.Nenese (2015): American Regional Cuisine, John Wiley & Sons.

## **17BHS- 402 FOOD & BEVERAGE SERVICE –IV**

**Objectives:** To make an in depth study of function catering, planning, organizing, staffing, Managing, marketing and merchandising an F&B outlet

**Pedagogy:** Lectures, Assignments, discussions, case studies.

### **Learning Outcome:**

On successful completion of this paper, candidates should be able to

How the banquets, buffets and catering operation runs successfully

Learning Gueridon and trolley service and make use of it with Indian service

Promoting food and beverage products in the market by using different strategy

Understanding service management, leadership and training the service staff

### **I. FUNCTION CATERING – BANQUETS & BUFFETS**

- ✓ Types of Banquets – Formal, informal
- ✓ Organization of the dept, Sales, Booking Procedures
- ✓ Banquet menus,
- ✓ Banquet protocol – space area requirements, table plans, seating arrangements, mis-en place, service, toasting
- ✓ Types of buffets, planning of menus, equipment required
- ✓ Planning & organization of Buffets, area requirements, checklists to be made

### **II. GUERIDON & TROLLEY SERVICE**

- ✓ Definition, general considerations
- ✓ Types of trolleys and their designs
- ✓ Gueridon equipment, care and maintenance, safety
- ✓ Dishes served using Gueridon (From Food & Beverage Service by Dennis. R. Lillicrap and John A. Cousins)

### **III. PLANNING VARIOUS F & B OUTLETS**

- ✓ Physical layout if functional and ancillary areas
- ✓ Factors to be considered while planning
- ✓ Layout and seating arrangements,
- ✓ Ergonomics and furniture requirements
- ✓ Selecting and planning equipment – qualities and quantities required suppliers and approx. costs
- ✓ Planning interiors

### **IV. MARKETING OF FOOD & BEVERAGE OPERATIONS**

- ✓ Marketing research – how customers choose which restaurant to eat in, using guest feedback
- ✓ Advertising – external selling – overview of identifying media – Layout and design of advertisement
- ✓ Merchandizing: internal selling
- ✓ Promotions – Food Festivals, Theme parties, promoting Room service
- ✓ Telephone selling, waiters as salespeople – suggestive selling.



- ✓ Menu Card as a sales tool – basic menu criteria – presentation, menu content, size and form, Menu card Layout, designing menu cards.

## **V. SERVICE MANAGEMENT & LEADERSHIP**

- ✓ Guests and Moments of Truth – the value of guests, the costs of guest dissatisfaction
- ✓ Identifying guests needs, maintaining guest history and records,
- ✓ Effective public relations and social skills
- ✓ Dealing with Guests complaints (role plays, case studies)
- ✓ Managers in F & B as leaders
- ✓ Providing Superior Services – Briefings (pre-shift meeting), services guarantees, team approach to service, serving guests who have disabilities.

## **VI. STAFFING & TRAINING**

- ✓ Staff members as Key to Success – value of staff members, cost of staff dissatisfaction, staff members' perceptions of the value of their work.
- ✓ Staffing levels and productivity - determining productivity, forecasting demand, developing a staffing guide
- ✓ Scheduling staff in work areas for quality – preparing staff rosters and schedules for restaurant, coffee shops, banquets, ODC, room service etc.
- ✓ Staff turnover in F&B and analyzing labour costs.
- ✓ Types of training conducted for staff, Importance of training, Benefits of training

## **REFERENCE BOOKS:**

- ✓ Bernard Davis and Sally Stone Food & Beverage management, Heinemann Professional publishing.
- ✓ Peter Jones – Cassell Food Service Operations – A comprehensive survey of the catering industry.
- ✓ Ronald F. Cichy & Paul E. Wise Food & Beverage service.
- ✓ Kazarian – Van Nostrand Reinhold Food Service facilities planning

# 17BHS- 403 HOTEL LAW

## **Objectives:**

To help students understand the legal responsibilities of business in respect of various legislation and laws industrial and mercantile affecting the hotel industry in respect of guests, their property, safety, employee and third parties

**Pedagogy:** Lectures, Assignments, discussions, case studies

## **Learning Outcome:**

On successful completion of this paper, candidates should be able to

Understanding law of hotel guest relation and food adulteration act

Making a clear note of labor law, industrial dispute act and trade union act

Study of contract of insurance, employment standing order act, and consumer protection act.

## **I. CONTRACY AND NEGOTIABLE INSTRUMENTS ACT:**

- ✓ Definition – characteristics of contract,
- ✓ Negotiable instrument – Bill of Exchange, Che ques
- ✓ Promissory notes, travelers cheques, credit card etc.

## **II. LAWS RELATING TO HOTEL GUEST RELATIONSHIP HOTEL AND LODGING RATES CONTROL:**

- ✓ Definition – Fair rate, Hotel and Lodging house, Manager of a Hotel, Owner of a Lodging house, Paying Guest, Premises, Tenant and Tenement
- ✓ Appointment of controller, Fixation of Fair rates
- ✓ Refusal of Accommodation
- ✓ Eviction of a Guest from Hotel Room
- ✓ Duties, Rights and responsibilities of an inn keeper towards Guests
- ✓ Inn keepers Lien.

## **III.FOOD LEGISLATION THE PREVENTION OF FOOD ADULTERATION ACT – 1954**

- ✓ Definition – Adulterant, Adulterated Food, Public analyst, Central Food laboratory
- ✓ The central committee for Food Standards
- ✓ Food Inspectors and their powers and duties
- ✓ Procedures to be followed by Food inspectors
- ✓ Report of public Analyst
- ✓ Notification of Food poisoning

## **IV.LABOUR LAWS – OVERVIEW**

### **WORKMEN'S COMPENSATION ACT – 1948**

- ✓ Nature and scope of the Act
- ✓ Partial disablement
- ✓ Total disablement
- ✓ Employers liability for disablement arising out of and in the course of the employment

## **V. INDUSTRIAL DISPUTE ACT – 1947**

- ✓ Definitions – Appropriate Government, Industry, Industrial Dispute, Layoff, Lockout, National Tribunal, Retrenchment, settlement
- ✓ Authorities under the Act
- ✓ Procedure Powers and duties of Authorities

## **VI. TRADE UNION ACT – 1926**

- ✓ Scope
- ✓ Eligibility
- ✓ Fund
- ✓ Register
- ✓ Rights on the parts of employer and employee

## **VII. ESSENTIAL COMMODITIES ACT 1955/ CONTRACT OF INSURANCE**

- ✓ Main Provisions of the Essential Commodities Act

## **VIII. CONTRACT OF INSURANCE**

- ✓ Nature of Contract of Insurance
- ✓ Principles of Contracts of Insurance
- ✓ Reinsurance, Double Insurance, Subrogation and contribution

## **IX. INDUSTRIAL EMPLOYMENT STANDING ORDER ACT – 1946/ CONSUMER PROTECTION ACT 1986**

## **X. INDUSTRIAL EMPLOYMENT STANDING ORDER ACT – 1946**

- ✓ Model standing order
- ✓ Show cause notice
- ✓ Charge sheet
- ✓ Domestic inquiry
- ✓ Discharge and dismissal of employee

## **XI. CONSUMER PROTECTION ACT – 1986**

- ✓ Definition – Forum and their Jurisdiction

## **REFERENCE BOOKS:**

- ✓ M.C. Shukla – A manual of mercantile Law – S. Chand & Co. (p) Ltd. Ramnager, New Delhi 110055
- ✓ Dr. A.N. Sharma – Aspect of Labour welfare and social security – Himalaya publishing house, Ramdoot, Dr. Balerao Marg, Girgaum, Delhi – 110004
- ✓ B.K Chakraborti - Labour Laws of India, International Law Book Center, 74 park Street, Calcutta
- ✓ S.R.Davar – Mercantile Law including Industrial Law, Progressive Corp. Pvt. Ltd., Mumbai,
- ✓ B.R. Seth- Indian Labour Laws Published by all India Management Association, New Delhi
- ✓ Text of various acts covered in the syllabus.

## **17BHS- 404 HUMAN RESOURCE MANAGEMENT**

**Objectives:** To provide the student with a comprehensive overview of managing personnel and functions of the human resource department.

**Pedagogy** : Lecturers, assignments, discussion, case studies and problem solving.

### **Learning Outcome:**

On successful completion of this paper, candidates should be able to  
Exposure on personnel management and recruitment process of hr department  
Knowing of employee development and their appraisal process  
Obtaining process of employees compensation and industrial relation activities

### **I. INTRODUCTION**

- ✓ Introduction to personnel management
- ✓ Definition/role of personnel manager/management
- ✓ Basics of organizational design

### **II. PROCUREMENT**

- ✓ Basics of job design
- ✓ Human resource planning
- ✓ Recruitment and selection – processes and techniques
- ✓ Induction

### **III. EMPLOYEE DEVELOPMENT**

- ✓ Training (definition, methods)
- ✓ Management development (definition, methods)
- ✓ Organization development

### **IV. PERFORMANCE AND POTENTIAL APPRAISAL**

- ✓ Appraisal –features, objectives, procedure, problem
- ✓ Potential appraisal
- ✓ MBO

### **V. COMPENSATION AND MAINTENANCE**

- ✓ Factors affecting compensation policy
- ✓ Job evaluation (definition, objective, methods, limitations)
- ✓ Fringe benefits
- ✓ Communication
- ✓ Counseling
- ✓ Safety and health

### **VI. INDUSTRIAL RELATIONS**

- ✓ Conflict management
- ✓ Discipline (types, procedure)
- ✓ Quality of work life
- ✓ Collective bargaining

## **REFERENCE BOOKS**

- ✓ Managing Hospitality Human Resources AH & LA
- ✓ Human Resource Management V S P Rao
- ✓ Personnel Management C B Memoria,
- ✓ Essential of Human Resource Management – Text and cases-Subba Rao

## 17BHS- 405 FOOD PRODUCTION PRACTICAL IV

**Objectives** : To expose students to the practical aspects of the following:

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and demonstration and self practice.

**Learning Outcome:**

On successful completion of this paper, candidates would be able to

Confident of preparing basic and different types of pastry

Developing international basic cooking skill strongly

Learning different kinds of basic sponges and cookies

**Preparation of different types of bakery items**

- ✓ Flaky pastry – choux pastry hot water crust pastry
- ✓ Sponges
- ✓ Savarins/brioches
- ✓ Pasta
- ✓ Continental cookery

<b>Menu 1</b> Herbstuffed eggs Goulash Wiener schnitzel Macedonia de legumes/ Saukraut Baba au Rhum	<b>Menu 2</b> Vichisoise Grilled herb tomatoes Pork chop Charcutiere Mixed coleslaw Apricot fool
<b>Menu 3</b> Welsh rarebit Cock a leekie soup Roast beef/ glazed vegetables Popovers Apple pie	<b>Menu 4</b> Hush Pupies Seafood gumbo Chicken Maryland Corn on the cob/ creamed potatoes Peach melba
<b>Menu 5</b> Cheese tappas Seafood paella Tomota salsa Almond panakotte	<b>Menu 6</b> French onion soup- Baguette Vegetable au gratin Chicken Veronique Rice a imperatrice
<b>Menu 7</b> Ratatouille/ polenta Minestrone Chicken Lasagne Italian Salad Snow Eggs	<b>Menu 8</b> Fish croustades (brioche ) Borsh Coulibiac Russian Salad Lemon cheese Cake
<b>Menu 9</b> Various Sponges – Genoise sponge, chocolate sponge – Black forest, Pineapple gateaux	<b>Menu 10</b> Flaky Pastry – puffs pastry, choux pastry – profiteroles, éclairs

## **17BHS- 406 FOOD & BEVERAGE SERVICE PRACTICAL IV**

**Objective:** This course is designed to contribute students a strong knowledge about banquet menu, how to prepare course of menu and Gueridon service.

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and demonstration and self practice.

**Learning Outcome:**

On successful completion of this paper, candidates would be able to

Confident of preparing basic banquet menus

Developing international basic food and beverage service skill strongly

Learning different kinds of service, carving style, food festival etc

**Structure:**

- Banquet menu for state banquet for national, international dignitaries in English
- Preparing menus of 6 courses in English with wines, laying of covers and Service (at least 5 menus)
- Preparing menus for theme dinners food festivals and plan of Action for conducting theme dinners and food festivals.
- Gueridon service –crepe Suzette, banana flambe, Irish coffee, Serpent Coffee,
- Pepper Steak, Steak Diane
- Carving of Chicken and Poached fish
- Frilling of banquet tables

**SCHEME OF VALUATION:**

University Exams: 50 marks

<b>Journal</b>	<b>10 marks</b>
<b>Grooming</b>	<b>10 marks</b>
<b>Planning a Buffet menu for a given price with choices of at least 5 dishes each for 6 courses menu</b> (Choice of courses are appetizer, soup, seafood, pasta/rice/breads, main course comprising of various meats, Vegetables, Salads, accompaniments, desserts, cheese)	<b>10 marks</b>
<b>Gueridon Service of any one food or beverage</b> (Crape suzette, Banana flambé, Irish Coffee, Serpent Coffee, Pepper Steak, Steak Diane)	<b>10 marks</b>
<b>Viva Voce</b> (any 5 questions from the theory and practical syllabus of F & B Service Practical – IV)	<b>10 marks</b>
<b>Total</b>	<b>50 marks</b>

## 17BHS- 407 ACCOMMODATION OPERATIONS PRACTICAL

**Objective:** This course is designed to contribute students a strong knowledge about standard operating procedure of guest room cleaning and turn down service.

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and demonstration and self practice.

### Learning Outcome:

On successful completion of this paper, candidates should be able to

Confident of preparing the sequence of guest room cleaning.

Knowing of guest room inspection with the help of check list.

Learning different kinds of turn down service or evening service.

### Structure:

#### Standard Procedure & sequence for Guest Room cleaning

- ✓ Stocking room attendants cart
- ✓ Entering the Guest room
- ✓ Tidying the guest room
- ✓ Stripping the bed
- ✓ Making the Bed
- ✓ Dusting the Guest Room
- ✓ Cleaning the Bathroom
- ✓ Vacuuming the carpets & upholstered furniture's
- ✓ Checking the Guest Room
- ✓ Guest room inspection – Bedroom & Bathroom
- ✓ Turn down service / Evening service

#### SCHEME OF VALUATION – ACCOMODATION OPERATION – PRACTICAL -II

University Exams:50 marks

<b>Journal</b>	<b>10 marks</b>
<b>Job card(one task) – writing procedures</b>	<b>10 marks</b>
<b>Practical work (Bed making / Evening service)</b>	<b>20 marks</b>
<b>Viva voce</b> (any five questions from the Accommodation operation II&III or Practical Syllabus)	<b>10 marks</b>
<b>Total</b>	<b>50 marks</b>



## 17BHS- 408 CONTINENTAL CUISINE

### Course Objective:

This course is designed to contribute students a strong knowledge about food production foundation level (II) cooking skills in classical European cuisines. This also provides a strong knowledge of basic stock, sauces, various cereal, pulses and potato and starch preparations and processing of poultry, meat, fish and shellfish.

By the end of this course, students should be able to:

- ✓ Understand and demonstrate the food by use of basic and advanced techniques that demands today's technology, including anticipating hospitality needs.
- ✓ Identify various cooking ingredients and methods of processing to develop cooking skills.
- ✓ Do menu planning according to seasonal availability of ingredients.
- ✓ Prepare standardize recipes within the food production lab.
- ✓ Demonstrate proper plate presentation.

### PEDAGOGY:

The method of instruction is, through lectures, visual aids and demonstration in the food production lab.

Description of class	Title	Week
Class 1	Crème Dubarry Darne de Poisson seer grille Sauce Paloise Pommes Fondantes Petit Pois a la Flamande	1 <sup>st</sup> week
Class 2	Bisque d' Ecrevisse Poulet a la Kiev Pommes batailles Epinard au gratin	2 <sup>nd</sup> week
Class 3	Veloute Dame Blanche Cotes de porcharcutiere Pommes de terre a la crème Carottes glacees au gingembre	3 <sup>rd</sup> week
Class 5	Soupe à l'oignon salade César Poulet Roulade Chou rouge braisé (Braised Red Cabbage)	5 <sup>th</sup> week
Class 6	Goulachehongrois Salade de poulet au couronnement (Coronation chicken salad) Cordon Bleu Chicken Rolls Cannelloni	6 <sup>th</sup> week
Class 8	Bouillon de Scotch Coq au vin Tortellini de citrouille et d'épinards avec polenta et sauce au fromage (Pumpkin and spinach tortellini with polenta and cheese sauce)	Week 8 <sup>th</sup>

<b>Class 9</b>	<b>Soupe aux amandes aux brocolis</b> <b>Sole de citron au céleri beurre blanc</b> <b>Soufflé aux oignons et au fromage</b> <b>Champignons farcis</b>	<b>Week 9<sup>th</sup></b>
<b>Class 10</b>	<b>Cabbage chowder</b> <b>Poulet a la Rex Pommes de terre</b> <b>Marquise Ratatouille</b>	<b>Week 10<sup>th</sup></b>
<b>Class 11</b>	<b>Carotte et souped'orange</b> <b>coleslaw Fricassée de poulet</b> <b>Chou-fleur polonaise</b>	<b>Week 11</b>
<b>Class 12</b>	<b>Crème d'épinards</b> <b>Seer fish en crouete with orange butter sauce</b> <b>navrin</b>	<b>Week 12</b>
<b>Class 12</b>	<b>Roasted pumpkin soup</b> <b>Couscous with grilled vegetable</b> <b>Chicken Piccata Vegetable lasagna</b>	<b>Week 12</b>
<b>Class 13</b>	<b>Borscht</b> <b>Navarin of lamb</b> <b>Tortellini with basil pesto and cheese sauce</b>	<b>Week 13</b>
<b>Class 14</b>	<b>Duchesse Nantua</b> <b>Poulet Maryland</b> <b>Dauphinoise Potatoes</b> <b>Banana fritters</b> <b>Corn gallets</b>	
<b>Class 15</b>	<b>Quiche Lorraine</b> <b>Roast Lamb</b> <b>Mint sauce</b> <b>Pommes Lyonnaise</b>	
<b>Class 16</b>	<b>Kromeskies</b> <b>Filet De Sols Walweska</b> <b>Pommes Parisienne</b> <b>FunghiMarirati</b>	

#### **REFERENCE BOOKS:**

- ✓ The Professional Chef, The Culinary Institute of America.
- ✓ Kinton, Ceserani and Foskett Practical Cookery.
- ✓ Parvinder S. Bali Food Production Operation.
- ✓ Wayne Gisslen Professional Cooking.
- ✓ Dodgshun Peters Cookery for the Hospitality Industry.
- ✓ Thangam E Phillips Modern Cookery.

## **17BHS- 409 PROFESSIONAL AND PERSONAL DEVELOPMENT IV**

**Objectives:** To bring the inherent talents of the students and tap his potential to the optimum.

**Pedagogy:** Holding different festivals related to hospitality sector and cultural events and various contests relating to personality development.

### **Learning Outcome:**

On successful completion of this paper, candidates should be able to Improve the grooming standard and qualities as required for the industry. Development of personnel confident during interview and in working atmosphere. Opportunities of different events organization exposures.

### **Structure:**

- ✓ Food Festivals
- ✓ Hotel Operations Activities
- ✓ Physical and Recreational / Sports activities
- ✓ Cultural and Social activities

**REFERENCE:** It is assessment of each student's activities spread over the semester.

## V – SEMESTER

Subject Code	Subject	Instruction hrs. per Week		Duration of Exam (hrs.)	IA	Exam	Max Marks	Credits
		Th.	Pr.					
17BHS- 501	Food & Beverage Management	3+1	-	3	30	70	100	3
17BHS- 502	Accommodation Management	3+1	-	3	30	70	100	3
17BHS- 503	Travel & Tourism – III	3+1	-	3	30	70	100	3
17BHS- 504	Marketing	3+1	-	3	30	70	100	3
17BHS- 505	Food Production Practical-V	-	4	3	50	50	100	1
17BHS- 506	Hospitality Information	-	4	3	100	-	100	1
17BHS- 507	Research Project	-	6	3	100	-	100	4
<b>Electives – III</b>								
17BHS- 508	Institutional Catering	-	4	3	100	-	100	1
17BHS- 509	Professional and Personal Development IV							
17OEBHS-510	Open elective any one of the following: Research Methodology	3+1	-	3	100	-	100	3
17OEBHS- 511	Introduction work Practice and Social concern.							
	<b>T</b>	20	<b>18</b>				<b>900</b>	22

# 17BHS- 501 FOOD & BEVERAGE MANAGEMENT

- Objective:** To help student understand the fundamentals and Complexities of Control Food and beverage products. Activities and costs
- Pedagogy:** Lecture, Assignments, discussions, case studies and problem solving

## **Learning Outcome:**

On successful completion of this paper, candidates should be able to  
Determining food and beverage standards of different aspects  
Learning the calculating, evaluating and engineering of menu  
Exposure of cost control purchase, receiving and effective method of storage

## **Structure:**

### **I. DETERMINING FOOD & BEVERAGE STANDARD**

- ✓ Standard Purchase Specifications
- ✓ Standard Recipes
- ✓ Standard Yields- determining standard yields, costs per serviceable kilogram, the cost factor, adjusting standard recipe yields
- ✓ Standard portion Sizes
- ✓ Standard portion costs
- ✓ Standard Food and Beverage Costs

### **II. MENU – THE BASIS FOR CONTROL**

- ✓ The Menu's influence on the operation
- ✓ Calculating Menu Selling Prices – subjective pricing methods, objective pricing methods, simple mark-up by multiplier, pricing methods, contribution margin pricing methods, prime costs method, important pricing considerations.
- ✓ Evaluating the menu- defining profitability, popularityevaluating menu items, improving the menu
- ✓ Menu Engineering and other computer based menu management

### **III. PURCHASING & RECEIVING CONTROLS**

- ✓ Purchasing objectives, cycle and responsibilities, legal requirement for beverage purchase
- ✓ Selecting suppliers
- ✓ Determining quality and quantities to be purchased
- ✓ Purchase order system – computerized system
- ✓ Security concerns in purchasing and cost controlling
- ✓ Receiving controls – receiving personnel, tools, procedures, credit memos, blind receiving, tagging or marking procedures, reports generated, security concerns.

### **IV. STORING & ISSUING CONTROLS**

- ✓ General storing procedures – inventory control policy, separating directs from stores, defining storage areas – legal requirements for alcoholic beverage storage areas.
- ✓ Security concerns in storage areas and maintaining quality during storage.
- ✓ Inventory control procedures – inventory turnover, record keeping system, physical inventory, perpetual inventory, special considerations for beverage inventory, computerized inventory management

- ✓ Food issuing control procedures- food requisition/ issue process
- ✓ Beverage requisition/issue process- establishing bar par inventory levels, beverage issuing steps, bottle marking additional concerns for beverage control

#### **V. PRODUCTION SERVING & REVENUE CONTROL**

- ✓ Production planning and control
- ✓ Serving controls EOT&BOT control
- ✓ Computerized pre check systems
- ✓ Automated beverage control systems
- ✓ Standard Revenue and guest check control systems
- ✓ Collecting revenue and assessing standard beverage revenue
- ✓ Preventing their of revenue by staff and guests

#### **VI.CALCULATION& EVALUATION OF ACTUAL FOOD & BEVERAGE COSTS**

- ✓ Monthly calculations of actual Food and Beverage costs
- ✓ Actual Daily food cost calculation
- ✓ Actual daily beverage cost calculation
- ✓ Procedures for comparison and analysis
- ✓ Identifying problems and taking corrective action
- ✓ Use for computer pre/post costing software.

#### **REFERENCE BOOKS:**

- Jack D Ninemeier Planning and control for food and Beverage operations, EIAH&LA.
- Jack E Miller, David K. Hayes Basic food and beverage cost control, Wiley.
- Michel M Coltman Cost control for the hospitality industry, Van Nostrend Reinhold.
- Paul Dittermer and Tom Powers Principle of food and beverage and labor cost control for hostels and restaurants.

# 17BHS- 502 ACCOMMODATION MANAGEMENT

**Objective:** To enable the student to understand and manage the managerial aspects of the Room division department

**Pedagogy:** Lecture, Assignments, discussions, case studies and problem solving

**Learning Outcome:**

On successful completion of this paper, candidates should be able to

Learning of managing human resources in housekeeping and front office

Explain about training and scheduling staff for different shift along with FO operation

Knowing of housekeeping controls and revenue management

**Structure:**

## **I. MANAGING HUMAN RESOURCES IN HOUSE KEEPING AND FRONT OFFICE**

- ✓ Preparing job lists and job descriptions for front office and housekeeping staff
- ✓ Source of internal and external recruiting
- ✓ Role of Executive Housekeeper and front office manager in selecting staff
- ✓ Orientation process – the role of the Ex. HK and FOM

## **II. TRAINING AND SCHEDULING STAFF**

- ✓ Developing job breakdowns for the H.K and F.O job positions
- ✓ Skills training - the four step training method (prepare, present, Practice, Follow up)
- ✓ Developing staffing guides for room attendants, supervisors, general workers
- ✓ Alternative scheduling techniques- (part-time employees, flexible work hour compressed schedules, job sharing)
- ✓ Cross training and incentive programs for staff

## **III. PLANNING OF FRONT OFFICE OPERATIONS**

- ✓ Identify and describe the functions of management with relation to front office and housekeeping department
- ✓ Establishing room rates through market condition approach rule of thumb approach and the Hubbart formula
- ✓ Forecasting room availability, forecasting data, percentage of walk ins, percentage of overstay, percentage of No-shows, percentage of under stays, percentage of early arrivals, forecast formula, forecast forms, importance of forecasting.
- ✓ Budgeting for Front Office, Forecasting room revenue, estimating expenses

## **IV. HOUSE KEEPING CONTROLS**

- ✓ Establishing par levels and inventories/ control of linen & uniform, guest loan items, machines & equipment, cleaning supplies, guest supplies
- ✓ The role of the Housekeeper in planning Operating and Capital budgets
- ✓ Budgeting Housekeeping expenses
- ✓ Controlling Expenses
- ✓ Purchasing systems

## **V. MEASURING PERFORMANCE IF THE ROOMS DIVISION**

- ∨ Importance and calculation of Operational statistics
- ∨ Percentage of Single Occupancy
- ∨ Percentage if Multiple Occupancy
- ∨ Percentage if Domestic and Foreign Occupancies
- ∨ ARR of ADR
- ∨ Average Rate per Guest
- ∨ Average Length of Stay
- ∨ RevPar
- ∨ Daily Operations Report its importance
- ∨ Sales Mix or Clientele Mix, its calculation

## **VI. REVENUE MANAGEMENT**

- ∨ The concept of revenue management
- ∨ Hotel Industry applications – capacity management, discount allocation, duration control
- ∨ Measuring yield – Potential average single rate, Potential average double rate, rate spread, multiple occupancy, Potential average rate, room rate achievement factor, yield statistics
- ∨ Elements of revenue Management – group room sales, transient room sales, food and beverage activity, special events
- ∨ Using revenue Management – Potential high and low demand tactics

## **REFERENCE BOOKS:**

- ∨ Front office operations and Management by Ahmed Ismail, published by Thomson Delmar
- ∨ Managing Front Office operations by Michael L. Kasavan and Richard M. Brooks, published by EIAH & LA
- ∨ Housekeeping Management by Margaret M Kappa, published by EIAH & LA
- ∨ Hotel Hostel & Hospital Housekeeping by Joan C Branson, Margaret Lennox, published by Hodder & Stoughton



## SEMESTER – 5

### 17BHS- 503 Travel & Tourism – III

**Objectives:** To familiarize the students with various aspects of Tourism and its key Concepts.

**Pedagogy:** Lectures, Assignments, discussions, case studies

**Learning Outcome:**

On successful completion of this paper, candidates should be able to

Learning of tourism industry with its phenomenon, services and operation

Explain about tourism impact, planning, policy and marketing concept

Knowing of tourism geography along with hotel tourism

**Workload:** 40 hours / 4 hours per week

**STRUCTURE:**

**I. SETTING UP OF A TRAVEL AGENCY**

- ✓ Setting up of a travel agency and tour operation business
- ✓ Management of private and public airline in india
- ✓ Baggage allowances-free access baggage
- ✓ Accountability of loss baggage-open sky policy

**II. COMPUTER RESERVATION SYSTEM AND OPERATIONS**

- ✓ CRS programme-packages-bacus-amadeus-galileo-sitar
- ✓ Cole of AAI-role of civil aviation ministry
- ✓ Need for professionalism and OJT for a travel agency and tour operations
- ✓ Current trends in the travel and tourism operational.

**III. GEOGRAPHY AND TOURISM**

- ✓ India bio diversity, landscape, environment and ecology
- ✓ Seasonality and destination

**IV. TOURISM PLANNING AND POLICY**

- ✓ Tourism policy and planning
- ✓ Infrastructure development
- ✓ Local bodies, Officials and Tourism
- ✓ Development, dependency and Manila Declaration

## **V. TOURISM IMPACT/ TOURISM & HOTEL INDUSTRY**

- ✓ Economic impact
- ✓ Social environment and political impact
- ✓ Threats and obstacles to Tourism Project
- ✓ Travel & hotels
- ✓ Effect of tourism on Hotels
- ✓ Integration of airlines and tour operations

## **VI. MARKETING CONCEPTS FOR TOURISM**

- ✓ The marketing concepts
- ✓ The tourism product
- ✓ Tourists market
- ✓ Special feature of marketing tourism
- ✓ Infrastructure and facilities
- ✓ Impact of Tourism

## **RECOMMENDED BOOKS**

- |                                |   |                                      |
|--------------------------------|---|--------------------------------------|
| ✓ Dr. A. I. Bashan             | - | The wonder that was India            |
| ✓ R. C. Majumdar               | - | The Vedic Age                        |
| ✓ D. S. Sharma                 | - | The Hinduism through the ages        |
| ✓ Dr. S. Radhakrishna          | - | Religion and culture                 |
| ✓ Swami Vivekananda            | - | Essentials of Hinduism               |
| ✓ K. M. Munshi & R. R. Dewakar | - | Indian Inheritance                   |
| ✓ K. M. Panikker               | - | Essential features of Indian culture |
| ✓ Swami Prabhavananda          | - | Spiritual Heritage of India          |

# 17BHS- 504 MARKETING MANAGEMENT

**Objectives** : To appear the student of the Basic concepts and tools of Marketing

**Pedagogy** : Lectures, Assignments, Discussions, Case studies

## **Learning Outcome:**

On successful completion of this paper, candidates should be able to  
Learning fundamentals of marketing and its planning, strategy and product.  
Knowing of price wits kinds and principles of planning  
Exposure of promotion activities and marketing channels of hotel industry

## **STRUCTURE:**

### **I. FUNDAMENTALS OF MARKETING**

- ✓ Definition of Marketing, The marketing concepts
- ✓ Difference between marketing and selling
- ✓ Marketing research (definition, procedure)
- ✓ Consumer behavior models (Factors influencing buying behavior)
- ✓ Buying behavior models (Complex decision-making process by Kotler, Howard's conceptualization of consumer problem- solving, types of buying behavior by Assael)

### **II. PLANNING MARKETING STRATEGY:**

- ✓ Formulation of marketing strategies for hotels
- ✓ Objectives – formulation of policies and plans
- ✓ Developing marketing strategies in a Hotel Industry
- ✓ Differentiation, Segmentation, Targeting, Positioning

### **III. PRODUCT**

- ✓ Product and services – definition and difference
- ✓ The hotel produce and its components (location, facilities, service, image, price)
- ✓ Product life cycle

### **IV. PRICE**

- ✓ Principles of pricing
- ✓ Initiating and responding to price changes
- ✓ Cost oriented and market oriented pricing strategies

### **V. DISTRIBUTION**

- ✓ Marketing channels in the hotel industry
- ✓ Location of services

- ✓ Current trends in hotel and catering industry

## **VI PROMOTION MIX**

- ✓ Sales promotion, direct mail, sponsorship management, merchandising, public Relations,
- ✓ Publicity
- ✓ Distinction between public relation and publicity.
- ✓ Advertising Objectives – pre testing / post testing
- ✓ **SELLING AND SALES MANAGEMENT**
- ✓ Sales task, role of sales manager
- ✓ Designing the Sales force Structure
- ✓ Components of successful salesmanship

## **REFERENCE BOOKS:**

- ✓ Philip Kotler Marketing management.
- ✓ Francis Buttle Hotel and food service marketing.
- ✓ Robert Lewis and Chambers Hospitality Sales and marketing.
- ✓ Robert C Marketing leadership in Hospitality Foundation and Practices.

## **17BHS- 505 FOOD PRODUCTION PRACTICAL V**

**Objectives** : To expose students the practical aspects of the following.

**Pedagogy:** Lectures, assignments, Pp-ts, discussions and demonstration and self practice.

**Learning Outcome:**

On successful completion of this paper, candidates should be able to  
Confident of preparing basic and different types of bread rolls  
Developing international basic bakery cooking skill strongly  
Learning different kinds of basic and popular countries breads

**Structure:**

**BAKERY PRODUCTS**

- ✓ Soft rolls
- ✓ Hard rolls
- ✓ Grissini
- ✓ Foccacia
- ✓ Baguettes
- ✓ Tarts and pies
- ✓ Pound cake
- ✓ Danish bread
- ✓ Croissants
- ✓ Plum cake/ pudding

## 17BHS- 506 HOSPITALITY INFORMATION SYSTEM PRACTICAL

### Objectives:

To enable the student to understand and manage the basic and updated computer software system effectively.

**Pedagogy:** Lectures, Assignments, Discussions, Case studies

### Learning Outcome:

On successful completion of this paper, candidates should be able to  
Confident of creating menu card and guest registration card and room bill  
Developing different calculation like DA, HRA, PF, IT, NET pay  
Learning different kinds of basic power point presentation

### Structure:

#### I. MS WORD

- ✓ Create a menu card for a hotel with at least 3 courses along with the price list (insert appropriate pictures, symbols and borders)
- ✓ Create Guest Registration Card, Using insert table option.
- ✓ Using formula option, prepared a Room Bill for the guest. Calculation the total amount to be paid by the guest.
- ✓ Using Mail merge option write an invitation letter to at least 3 guests, calling them to attend the party that is to be held in the hotel.
- ✓ Create a document of facilities provided for guest at any Star hotel (use bullets & numbering and header & footer option)
- ✓ Create a Maintenance Work under form for the House Keeping department using a drawing tool bar option.

#### II. MS-EXCEL:

- ✓ Input employee number, employee name & basic pay of the employees of a star Hotel. Prepare a worksheet to calculate DA, HRA, PF, IT, GROSS PAY and also NET PAY as per the following rules.
- ✓  $DA = 10\%$  of the basic pay or 50 whichever is greater
- ✓  $HRA = 7.5\%$  of the basic pay  $< 2000$  else 200
- ✓  $PF = 12\%$  of the basic pay
- ✓  $IT =$  if gross pay  $> 5000$  then  $10\%$  of the basic, else nil
- ✓  $GROSS\ PAY = Basic\ pay + DA + HRA$
- ✓  $NET\ PAY = GROSS\ PAY - (PF + IT)$
- ✓ Create a spread sheet of display the menu items along with its cost and selling price, Tax details etc. and graphically represent it.
- ✓ Create spread sheet for Weekly Sales 9 say 2weeks for 10 items. (Plot a Comprehensive graph)
- ✓ Prepare a Cost analysis Report
- ✓ Prepare Vendor Status Report (items, quantity, rate address, db. Amount)
- ✓ Prepare Inventory Status Report

- Enter Customers name and type of room occupied number of days stayed and the date of arrival, Display the customer's name who stayed for more than 2days in any particular room (Data query)

### **III. POWERPOINT:**

Using Power point create a presentation for:

- Displaying recipe of any one menu item (use bulleted list slide)
- Displaying sales chart (Use text, chart slides and clip art)
- Displaying employee details for eg., Name. address post, staff no., basic, shift etc. (table slide)
- Displaying hierarchy of any department of a 5 Star hotel (Use organization Chart)
- Displaying the route map of a hotel (Use object over text slide, insert bitmap object)

(Each presentation should contain minimum of 3 slides with transition effects, animation etc.)

Operating any PMS package to be demonstrated

## **17BHS- 507 RESEARCH PROJECT**

The duration of the project work training will be **16 continuous weeks**. The minimum attendance requirement for project is **90** working days out of maximum of 96 working days (16×6 – 90 days). A student can avail leave to a maximum of 6 days only with prior written permission of the Hotel Authorities (a copy of the same authorized by the hotel should be sent to be the college).

Students can complete this training in a Hotel/restaurant/bakery/flight kitchen/club/any sector other Hospitality industry.

Focus of the project work training will on the understanding of industry operations, supervision and management function. The suggested trust areas are F0od and Beverage Service, Food Production, Front Office, Housekeeping, Marketing, Human Resources or Finance for hotels, resorts, welfare establishments, and any sector of the hotel and food service industry.

The placement of the training will have to be approved by the college in advance.

The student will have to prepare a dissertation on the project training he /she has undergone. The report will have to be made from the data collected /Log book maintained by the Student during the training period. The dissertation should be of 18,000 to 20,000 words or the equivalent if plans, designs, computer software etc is included (excluding appendices).

Students will be awarded 160 marks internal on the basis of the appraisal from filled up by the immediate supervisor in the department (s) that the student to get the Project training in the Hotel. It is the responsibility of the student to get the `project training performance Appraisal from (P-T-PAF)` filled up from the hotel and submit the same to the college at the end of training.

The student has to submit a certificate to the college from the hotel or organization where he/she has undergone his /her training stating the duration of the training and the department (s) he/has undertaken the training.

## **STRUCTURE OF THE PROJECT**

### **TITLE PAGE**

This should give the following information:

The full title and sub title if any

The name of the author

Submitted in fulfillment of the requirement for the B.Sc (Hospitality Sciences) of the Mangalore University.

Name of the college

The month and year of submission



**DECLARATION:**

-----that the standard has adhered to the University, College and Course regulations regarding-----

-I declare that this project to the result of my own efforts and that it confirms to University, College and course reputations regarding cheating and plagiarism. No material contained within this project has been used in any other submission, by the authors for an academic award

Student's Name:

Date:

**ACKNOWLEDGEMENTS:**

These should be in the form of:

I would like to thank colleagues from the Yenepoya University, Name of the college and elsewhere for their help and assistance in the compilation of this work.

Only genuine assistance must be acknowledged.

**LIST OF CONTENTS:**

This should list in sequence, with page numbers, all sections of the project including acknowledgments, summary, headings, appendices, bibliography and list of abbreviation.

**LIST OF TABLE, GRAPHS, FIGURES:**

This indicates various tables, graphs and figures in the project. If these are high in number they may be separated into three different tables. However, if the number of such illustrations is less, these should be included in just one table.

**LIST OF APPENDIXS:**

This will provide for a quick reference to the various Appendix in the Project

**LIST OF ABBREVIATION USED:**

This must mention a list of abbreviations that have been used extensively in the Project.

**SYNOPSIS:**

A Summary of the Project should be given at the beginning, covering the study. Its function is to provide a quick guide to her project.

**AIMS & OBJECTIVES:**

This should set out clearly and precisely what the student on seeking to achieve. The Objectives should be stated in such a way that the student is able to measure to what extent the objectives should be stated in such a way that the student is able to measure to what extent the objectives have been achieved.

## **CHAPTER 1 – INTRODUCTION:**

This chapter introduced the topic of the Project and the justification for the study.

## **CHAPTER 2 – INTRUCTION TO THE CITY AND THE PROPERTY WHERE THE PROJECT IS UNDERTAKEN**

## **CHAPTER 3 – REVIEW**

A summary of relevant information on the study being investigated or done. This literature in law will vary in depth and dependent upon the topic. All sources of information must be acknowledged. An index to keep a record of material consulted, noting appropriate information should be maintained.

## **CHAPTER 4 – OBJECTIVES, METHODOLOGY AND LIMITATIONS**

## **CHAPTER 5 – OBSERVATIONS/FINDINGS OR DATA ANALYSIS & DISCUSSION**

This is the main body of the project report. All the findings and observations made should be summarized using tables, graphs or statistics, pictures etc, as appropriate.

## **CHAPTER 6 -CONCLUSION**

This chapter details a summary and recommendation stating briefly what has been done

## **CHAPTER 7 -BIBILIOGRAPHY**

This selection lists all references in an alphabetical order of Author's surnames. The Harvard system which incorporates the following elements should be used:

### **7.1-Book references:**

AUTHORS SURNAMES, INITIALS, (YEAR OF PUBLICATION), Title in bold, place of publication, Publishers name, pages.

### **7.2-Journal references:**

AUTHORS SURNAME, INITIALS, (Year of publication), Name of the article, Journaltitle in bold, Volume number, Page number

Sourcing within the text

Sekarn (1992)

## **CHAPTER 8-APPENDIX**

Separate appendices are to be used for sets of detailed information that are not appropriate top the main text e.g. Questionnaires, Sample population, list of organizations or gross data.

## **PRESENTATION & FORMAT**

All students are required to submit two hard copies of their project by the date stipulated.

- ✓ Paper: A4 sized paper must be used and should be white and of good quality.
- ✓ Type: Project must be printed neatly using an acceptable word processing format.
- ✓ Layout: The margins at the left hand edge should be no less than 40mm and other margins no less than 20mm. Type should be at least 1 1/2 spaced except for intended quotations or footnotes, which should be single line spaced. Typing should be on one side of the paper only.
- ✓ Binding: The book should be bound in Black Rexene only. There should be no illustrations on the cover page.
- ✓ Cover title: The outside front cover must bear the title of the work in Block capitals (28 point) with the name of the student and name of the college
- ✓ Spine Title: Those must bear the surname and the initials of the author and the year of submission in the same lettering as the front cover. The lettering must read from left to right when reading the spine vertically.

Maximum No. of students per guide: 10

# 17BHS- 508 INSTITUTIONAL CATERING

## Objectives:

To enable the student to understand and manage the various kinds of catering with its theme and menu cost.

**Pedagogy:** Lectures, Assignments, Discussions, Case studies

## Learning Outcome:

On successful completion of this paper, candidates should be able to

Confident of creating menu for student, patient and sports personnel.

Developing different menu engineering and menu cost for different functions

Learning different kinds of catering and its functions in all aspects.

## STRUCTURE:

### I. Transport Catering

- ✓ Air: Menu planning and food product strategies; Menu design, Tray assembly, Special Meals, Religious Meal, Kosher Meal, Vegetarian Meals, Crew meals – low in fat, high in carb, Health care meals
- ✓ Rail: Travel Meals, Refreshments
- ✓ Ship: Cruise meals, Theme meals

### II. Industrial Catering: Canteens, Cafeteria, Kiosk

- ✓ Non-commercial, Institutional Catering
- ✓ Lunch: Grilled Cheese sandwich, Vegetarian Tacos, Garden Patty Sandwich, Vegetarian Pasta, Quiches, Tossed salads, Cole slaw, Soups, Stroganoff, Baked pork chops, Pita bread stuffed salads
- ✓ Dinner: Tossed salads, Soups, Stuffed chicken breast, Grilled chicken, Tortillas, Macaroni and cheese, Breads
- ✓ Desserts: Almond cake, Strawberry parfait, Lemon Tart, Fresh fruit sabyon, Chocolate Bavarian, Chocolate Mousse
- ✓ **Sample-1:** Cream of Asparagus Soup, Romain and orange vinaigrette, Scallop and shrimps, brochette, Rice with Mushroom, Rolls and butter, Lemon honey mousse, Coffee, Tea

### III. Institutional catering: Schools/ colleges, Canteens, Cafeteria, Kiosk

- ✓ Coffee shop/Snack bar – sandwiches, smoothies, shakes, pastries, burgers, salads
- ✓ Dhaba – Traditional Indian food
- ✓ Canteen – South Indian/ North Indian Meals; Ala carte menu
- ✓ Buffeteria – Mini buffet of Indian food
- ✓ Schools
- ✓ Light Menu: Chapati, Upma, Tandoor Roti, Cooked Cereals, Pulses, Chutneys, Raita, Leafy Vegetables, Dosas, Omelettes, Steamed Food, Sprouts and salads
- ✓ Mid-day meal Menu: Maize roti, Buttermilk, Kichdi, Vegetable Bhujia, Tandoor Roti.
- ✓ Mid-day Snacks: Aloo Chole, Dahi Vada, Fruit Chat, Dhokla, Dosa, Kichdi

**IV. Hospital Catering (Therapeutic Diet): Low Fat, Low Calorie, Diabetic**

Therapeutic Diet: Cereal, Fruits, Vegetables, Rice, Pasta, Pulses, lean beef, Grilled Chicken, White fish fillet

**V. Banqueting and Outdoor Catering: Function Menu, Theme Menu**

Indian regional Menu, Fast Food Menu, Finger Buffet, Theme Buffet

**VI. Special Menu:** Children Menu, Wedding menu, Formal Dinner menu, Festive Menu

**Menu costing:** Case study, Practical problem solving, Menu Engineering

**REFERENCE BOOKS:**

- Stephen b Shirin. Introduction to catering ingredients for success.
- The Theory of Catering, Tenth Edition.
- Mickey Warne Non-commercial, Institutional and Contract Foodservice Management.
- Mohini Sethi Institutional Food Management.

## **17BHS- 509 PROFESSIONAL AND PERSONAL DEVELOPMENT V**

**Objectives:** To bring the inherent talents of the students and tap his potential to the optimum.

**Pedagogy:** Holding different festivals related to hospitality sector and cultural events and various contests relating to personality development.

### **Learning Outcome:**

On successful completion of this paper, candidates should be able to Improves the grooming standard and qualities as required for the industry. Development of personnel confident during interview and in working atmosphere. Opportunities of different events organization exposures.

### **Structure:**

- ✓ Food Festivals
- ✓ Hotel Operations Activities
- ✓ Physical and Recreational / Sports activities
- ✓ Cultural and Social activities

**REFERENCE:** It is assessment of each student's activities spread over the semester.

## VI SEMESTER

		Instruction hrs. per week		IA	Exam	Total	Credits
		Th.	Pr.				
17BHS- 601	Industrial Training		48 hrs. (6 days x 8 hrs.) For 16+2 weeks	240	Project Report: 400 Presentation:80 Viva 80	800	16
	<b>Total</b>	<b>48 hrs. for 16+2 weeks</b>				<b>800</b>	<b>16</b>

## **17BHS- 601 INDUSTRIAL TRAINING**

### **Objective:**

To provide hands-on experience to the students in the operating departments of an actual work environment of a hotel and to complement the theoretical inputs given in the classrooms by a practical exposure at the shop floor level.

### **Learning Objectives:**

The primary objective of the training programme is to provide our students with practical experience by exposing them to general systems of operations as well as the philosophies and aims of a particular organization. It includes

- ✓ Getting familiarized with the actual work environment using operational tools and systems.
- ✓ Participating in teamwork, preferably as part of a multidisciplinary team.
- ✓ Improving communication skills while interacting with guests.
- ✓ Being able to apply the knowledge and skills gained in the BHM curriculum to real life issues and problems by acquiring new skills and learning about relevant issues.
- ✓ Understanding of the professional and ethical responsibilities of a staff / Supervisor.

### **Competencies**

- ✓ Gain workplace competencies and experience.
- ✓ Gain valuable lifelong skills by observing ‘\_REAL LIFE’ employees.
- ✓ Develop an understanding to build a network of contacts within the hotel industry as social skills and public relations.
- ✓ Develop an understanding of the various software and HIS used in the hotels.
- ✓ Adapt to proactive and zero defect culture.

### **Methodology**

- ✓ All students of the B. Sc (Hospitality Science) course, to become eligible for the BHS Degree, are required to complete 24 weeks of Industrial Training as part of the curriculum.
- ✓ This training is to be done in Hotels/Units/Service Establishments will be duly approved by the college. The Industrial Training would be formally evaluated.
- ✓ The students in small groups, would be assigned specific departments with timings in shifts as per the schedules by the hotel/Service establishment and would be exposed to the operations. Every student on Industrial Training is required to maintain a daily log of his activities. Students will have to collect the format of this log from the college before proceeding on Industrial Training. Upon their return to WGSHA they would be required to prepare a comprehensive report on the Industrial Training done by them, which they would submit along with the Daily Log, to the college for evaluation, for which viva would also be conducted.



- While on Industrial Training, each student represents the college as an Ambassador. The quality of his/her work, conduct, behavior, punctuality, integrity, commitment to the profession and personal integrity directly reflect upon the reputation of the college. Serious note would be taken of the cases where the students are found to have taken long absences, put up a poor performance or have subjected themselves to an undisciplined behavior and have sullied thereby the name of the Institution.

The assessment of the student from the Hotels/Units/Service Establishments and the data with interpretations of the exposure from the students would be evaluated for the required credit(s).

	<b>Grand Total</b>						<b>5000</b>	<b>112</b>
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## **OPEN ELECTIVE**

### **Guidelines:**

1. Open elective will be offer to the other departments.
2. Every students to require to opt for open elective subject in the Fifth semester.

### **Aims & Objectives:**

The main aim of introducing the open elective subject is to strengthen the self confidence level, domain – self maturity level and the employ ability level along with fulfilling the aspiration of the student to acquire basic knowledge in the allied disciplines

## **SEMESTER – V**

### **17OEBHS- 510 RESEARCH METHODOLOGY**

#### **Paper objective:**

Research Methodology helps the students to accumulate knowledge which are essential for gathering, analyzing and interpretation of the problems confronted by humanity. This paper introduces the nature of Social and Business research, and provides the techniques of research, identification of problem, research design, data collection, sampling, hypothesis, processing, and interpretation of data and preparation of reports. As a prerequisite, students should be having a basic knowledge about concepts relating to research, basic statistics and business.

#### **Learning Outcome:**

- Provide an overview of the research process
- To familiarize the methods and techniques of research
- State clearly their research problem and associated research questions arising, including both descriptive and either explanatory or exploratory questions.
- Conduct a literature review of the concepts comprising the research questions
- Set out the main elements of a potential research instrument for testing the hypotheses,
- Distinguish between quantitative and qualitative approaches and methods
- To enhance the student in designing research report

#### **Pedagogy:**

Combination of lectures, assignments, exercise and group discussion.

#### **Unit I: Nature of Social and Business Research**

**10Hrs**

Meaning and definition of research, Criteria of good research, social research-objectives, assumptions, deductive and inductive methods, significance and difficulties of Social research. Business research- Research and business decisions.

#### **Unit II: Methods and Techniques of Research.**

**10Hrs**

Classification of research-According to the intent- Pure Research, Applied Research, Exploratory Research, Descriptive Study, Diagnostic Study, Evaluation Studies, and Action Research. According to the method- Experimental Research, Analytical Study, and Historical Research. Inter Disciplinary Research and its essentials.

#### **Unit III: Research Problem and Research Design.**

**10Hrs**

Research Problem: Steps involved for selection of a topic for research study, components of research problem, Definition of Problem, Evaluation of Problem, review of relevant literature, sources of literature Note Taking. Testing of Hypothesis, Errors in Hypothesis.

Research Design: - Meaning, definition, Classification of Research Designs. Importance of Research Plan, Contents of a Research Plan.

**Unit IV: Sampling and Sample Design**

**8Hrs**

Meaning of Sample, purpose of Sampling, Sampling Technique – Random Sampling and Non-random sampling, Errors in Sample Surveys – Sampling Errors and Non Sampling Errors.

**Unit V: Methods and Tools for Data collection.**

**10Hrs**

Methods of Data Collection: Meaning and Importance of data, Sources of data – Primary Sources and Secondary Sources, Methods of collection of Primary and Secondary data.

Tools or instruments of data collection: Observation schedule, Interview guide, Interview schedule, Mailed questionnaire, Rating scale, Check list, Opinionated, Document Schedule. Types of Questions–open ended/close ended, Measurement scale–Meaning and types

**Unit VI: Processing, Analysis and Interpretations of Data and Report writing. 12Hrs**

Steps in data processing, editing, coding, classification, transcription, analysis of data, interpretation. Use of Excel in Data Entry & Analysis- Variable types- Frequency tables – Various Kinds of Charts and Diagrams Used and their Significance.

**Report Writing: Introduction**, types of report, planning of report-writing, format of research report. Documentation: Foot notes and Bibliography, briefing and evaluation of report-writing.

**REFERENCE BOOKS:**

- ✓ Krishnaswami, O.R (2012).*Research Methodology*. Mumbai: Himalaya publishing House.
- ✓ Bhandarkar, W. T. (2006).*Methodology and Techniques of Social Research*. Mumbai: Himalaya Publishing House.
- ✓ Krishnaswami, O. (2012).*Research Methodology*. Mumbai: Himalaya publishing House.
- ✓ C.N Kothari. *Research Methodology*/3<sup>rd</sup>edn: New Age International Pvt Ltd; New Delhi
- ✓ Pannerselvam.R. (2006).*Research Methodology*. New Delhi: Prentice Hall of India.
- ✓ Trochim, M.K. (2009).*Research Methods*. New Delhi: Sultan Chand.