



CHENNAIS AMIRTA

INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

&



ALAGAPPA UNIVERSITY

**B.Sc., CATERING AND HOTEL
ADMINISTRATION**

1ST YEAR

SYLLABUS



CHENNAIS AMIRTA

INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

B.Sc., CATERING AND HOTEL ADMINISTRATION

1ST YEAR

Semester	Sub Code	Subject	Credits	hours	Int.,Max	Ext.,Max	Total
I	11	Part-I Language Practical (Tamil / Hindi / French) - I	3	2	25	75	100
	12	Part II - Language Practical - English-I -Prose and Communication Skills	4	2	25	75	100
	13	Basic Food Production and Patisserie	5	5	25	75	100
	14	Basic Food and Beverage Service	5	5	25	75	100
	15	Basic Food Production and Patisserie Practical	5	8	25	75	100
	16	Basic Food and Beverage Service Practical	5	8	25	75	100
II	21	Part-I Language Practical (Tamil / Hindi / French) - II	3	2	25	75	100
	22	Part II -Language Practical - English-II – Prose, Extensive Reading and Communications Skills	3	2	25	75	100
	23	Basic Front Office Operations	5	4	25	75	100
	24	Basic Accommodation Operation	5	4	25	75	100
	25	Basic Front Office Operations Practical	5	8	25	75	100
	26	Basic Accommodation Operation Practical	5	8	25	75	100
	27	Environmental Studies	2	2	25	75	100



11F - FRENCH
Paper I

- Prescribed Text** : **ALORS I**
Units 1-5 : 1 – 5
- Authors** : Marcella Di Giura
Jean – Claude Beacco
- Available at** : Goyal Publishers Pvt Ltd
86, University Block
Jawahar Nagar (Kamla Nagar)
New Delhi – 110007
- Tel.** 011 – 23852986 / 9650597000
- Question Paper Pattern** : Semester I
(All questions to be set only from the prescribed Text)
- Maximum Marks** : 75 **Times:** 3 Hrs
- Section A (10)**
1. CHOISISSEZ LA MEILLEURE REPONSE (10 X 1 = 10)
- Section B (20)**
2. TRADUISEZ LES TEXTES SUIVANTS EN ANGLAIS : (4/5) (4 X 5 = 20)
Page nos. : 26 ex 6, 44 ex- 3, 56 ex- 4, 74 ex- 4,80
- Section C (45)**
3. COMPREHENSION (8X1=8)
4. EXERCICES DE GRAMMAIRE (5 X5 = 25) (EITHER / OR)
5. FAITES DES PHRASES (6/8) (6 X1 = 6)
6. TRADUISEEZ LES EXPRESSION EN ANGLAIS (6/8)(6 X 1=6)



12 - LANGUAGE PRACTICAL ENGLISH - II

Part II - ENGLISH

Paper I

PROSE AND COMMUNICATION SKILLS

Unit – I

Essential of Education	-	Sir Richard Livingstone
On the Power of Youth	-	Indira Gandhi

Unit – II

On Habits	-	A.G.Gardiner
Crime and Punishment	-	R.K.Narayan

Unit – III

Survival	-	Margret Atwood
The Vision of Patriotism	-	Sarojini Naidu

Unit - IV

Tenses – Nouns – Verbs – Adjectives – Adverbs - Types of Sentences – Recognition and Usage.

Unit - V

Sentence Patterns - Using Articles: Definite and Indefinite - Using Prepositions - Modals and their Usage

Prescribed Texts:

1. Effective Communication to English Prose: An Anthology of Prose. Eds.S.Yusuf and P.C.James Daniel. Bangalore: Harrow Publications.
2. Active English Grammar and Composition. Ed. Board of Editors, Macmillan.

13 BASIC FOOD PRODUCTION AND PATISSERIE

UNIT - I PROFESSIONAL STANDARDS, ETHICS FOR FOOD HANDLERS AND COMMODITIES

- Personal hygiene
- General kitchen hygiene and sanitation
- HACCP (Hazard Analysis and Critical Control Points)
- Ethics in the kitchen
- Classification of Ingredients
- Characteristics of Ingredients
- Uses of Ingredients
- Food and its relation to health
- Definition of Basal Metabolism
- Major nutrients – functions, sources and deficiency of Carbohydrates, Proteins, Fat, Vitamins, Minerals, Water and Fibre

UNIT – II COOKING FUELS, KITCHEN EQUIPMENT AND PROCESSING OF COMMODITIES

- Types of cooking fuels
- Uses of cooking fuels
- Safety precautions
- Classification of Kitchen Equipment
- Uses of Kitchen Equipment
- Care and maintenance
- Cleaning and pre-preparation of food commodities
- Quality points & cuts of fruit ,vegetables, fish, lamb, beef, pork, poultry and game

UNIT - III METHODS OF COOKING AND ART OF COOKERY

- Classification, principles, equipment required, commodities that can be used,
- Menu examples for - Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, Frying. Stewing and En Papillote.
- Styles of Cookery-Oriental/Asian/European/Continental/Pan American
- History and Development of Modern Cuisine-Classical and Contemporary

UNIT – IV STOCKS, SAUCES AND SOUPS, FOOD PRESERVATION AND CHEESE

- Types of Stocks, Mirepoix, Bouquet Garni, & its Uses
- Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie
- Soups– Classification, principles, garnishing and accompaniments
- Popular international soups
- Methods of Food Preservation
- Physical and chemical agents in food preservation
- Preservation of perishable foods
- Manufacturing process of Cheese
- Types of cheese according to texture
- Uses of cheese in cookery
- Famous cheese of the world

UNIT – V BAKERY AND CONFECTIONERY

- Role of ingredients in baking
- Types of Dough-Bread
- Types of batters-pancakes
- Types of Breads-Names and description of Breakfast, Lunch, Snack and International breads
- Glossary of Bakery Terms

REFERENCE BOOKS:

1. Modern Cookery – Thangam E. Philip
2. Practical Cookery – Kinton & Ceserani
3. Cookery Year Book – Readers Digest
4. Theory of Catering – Mrs. K Arora
5. A Taste of India – Madhur Jeffrey
6. Eat Better Live Better – Readers Digest
7. World wide Cook Book – Marshall Cavendish The World Encyclopedia of Food – I – Partick Loyal J.M.

14 BASIC FOOD AND BEVERAGE SERVICE

UNIT – I Food & Beverage Service Industry

- Introduction to Food and Beverage Service
- Types of catering operations– commercial, welfare, transport, others
- Attributes of Food& Beverage Service Personnel
- Food & Beverage Service organization
- Organization of the F & B Department
- Job Specifications for the F & B Department
- Job Descriptions (Directeur de Restaurant (Restaurant Manager), Maitred’hotel (Sr. Captain), Chef de Rang (Station waiter), Busboy, Hostess, Sommelier (Wine waiter), RSOT, Chef d’etage (Floor Waiter)

UNIT – II - Food & Beverage Service outlets and Equipments

- Restaurant, Coffee Shop, Room Service, Bar, Banquets
- Furniture
- Linen
- Crockery
- Silverware
- Glassware
- Disposables
- Special Equipment (Trolleys, Electrical equipment etc)

UNIT – III Types of service and Menu Planning

- Table Service- French, Russian, English, American, Silver
- Assisted service-carvery, Buffet
- Self-service, cafeteria
- Specialized service-gueridon, automated, tray, trolley etc.
- Introduction to Menu Planning
- Types of menus
- Rules to be observed while planning menus
- Classical French Menu - 13 courses
- Menu Terms
- Food and its accompaniments with cover
- Basics of Menu Design
- Types – Continental, English, Buffet, Indian and Cover set up and service

UNIT – IV Non Alcoholic Beverages and In-Room Dining

- Classification
- Hot Beverages – Tea, Coffee, Cocoa - production, types, brand names and service
- Cold Beverages – waters, juices, milk based, syrups, squashes, aerated – types, brands and service
- Layout and design
- Cycle of service
- Forms and formats- RSOT control sheet, Waiter’s card, Breakfast Door Knob, Amenity Voucher

UNIT – V Function catering and Buffet

- Types of functions
- Banquet menu
- Table and seating plans
- Booking procedure with forms and formats- BFC, Booking Diary, Function of the Day
- Banquet seating calculation
- Introduction to Buffet
- Types of Buffet services– Finger, Fork, sit down
- Types of Buffet – Themes
- Equipment

Reference Book:

1. Basic Food and Beverage Service (BHA – 102), written by D. RAJESON PRAKASAM, Published by School of Management studies, Tamilnadu Open University, Chennai.
2. Food and Beverage Training Manual –by Sudhir Andrews
3. The Waiter – by Fuller and Cume
4. Food and Beverage Service – by D.R. Lillicrap
5. Modern Restaurant/Service –by John Fuller.

15 BASIC FOOD PRODUCTION AND PÂTISSERIE PRACTICAL

- i) Equipments - Identification, Description, Uses & handling
 - ii) Hygiene - Kitchen etiquettes, Practices & knife handling
 - iii) Safety and security in kitchen
- 1
- i) Vegetables - classification
 - ii) Cuts - julienne, jardinière, macedoines, brunoise, paysanne, mignonnette, dices, cubes, shred, mirepoix
 - iii) Preparation of salad dressings
- 2
- Identification and Selection of Ingredients - Qualitative and quantitative measures.
- 3
- i) Basic Cooking methods and pre-preparations
 - ii) Blanching of Tomatoes and Capsicum
 - iii) Preparation of concasse
 - iv) Boiling (potatoes, Beans, Cauliflower, etc)
 - v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.
 - vi) Braising - Onions, Leeks, Cabbage
 - vii) Starch cooking (Rice, Pasta, Potatoes)
- 4
- i) Stocks - Types of stocks (White and Brown stock)
 - ii) Fish stock
 - iii) Emergency stock
 - iv) Fungi stock
- 5
- Sauces - Basic mother sauces
- Béchamel
 - Espagnole
 - Veloute
 - Hollandai
 - Mayonnais
 - Tomato
- 6
- Egg cookery - Preparation of variety of egg dishes
- Boiled (Soft & Hard)
- Fried (Sunny side up, Single fried, Bull's Eye, Double fried)
- Poaches
- Scrambled
- Omelette (Plain, Stuffed, Spanish)
- En cocotte (eggs Benedict)

- 7 Demonstration & Preparation of simple menu
- 8 Simple Salads & Soups:
 - Cole slaw
 - Potato salad
 - Beet root salad
 - Green salad
 - Fruit salad
- 9 Meat – Identification of various cuts, Carcass demonstration
 - Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope
 - Fish-Identification & Classification
 - Cuts and Folds of fish Demonstrations & simple applications
- 10 Identification, Selection and processing of Meat, Fish and poultry.
Slaughtering and dressing
Demonstrations at the site in local Area/Slaughtering house/Market
- 11 Preparation of menu

Salads & soups-

Waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato),

Puree (Lentil, Peas Carrot), International soups

Chicken, Mutton and Fish Preparations-

Fish orly, a la anglaise, colbert, meuniere, poached,baked

Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef

Simple potato preparations-

Basic potato dishes

Vegetable preparations-

Basic vegetable dishes

Indian cookery-

Rice dishes, Breads, Main course, Basic Vegetables,

Paneer Preparations Demonstration by instructor and applications by students



BAKERY PRACTICAL

1. Equipments
Identification
Uses and handling
Ingredients – Qualitative and quantitative measures

2. **BREAD MAKING**
Demonstration & Preparation of Simple and enriched bread recipes
Bread Loaf (White and Brown)
Bread Rolls (Various shapes)
French Bread
Brioche

3. **SIMPLE CAKES**
Demonstration & Preparation of Simple and enriched Cakes, recipes
Sponge, Genoise, Fatless, Swiss roll
Fruit Cake
Rich Cakes
Dundee
Madeira

4. **SIMPLE COOKIES**
Demonstration and Preparation of simple cookies like
Nan Khatai
Golden Goodies
Melting moments
Swiss tart
Tri colour biscuits
Chocolate chip
Cookies
Chocolate Cream Fingers
Bachelor Buttons.

5. **HOT / COLD DESSERTS**
Caramel Custard,
Bread and Butter Pudding
Queen of Pudding
Soufflé – Lemon / Pineapple
Mousse (Chocolate Coffee)
Bavaroise
Diplomat Pudding
Apricot Pudding
Steamed Pudding - Albert Pudding, Cabinet Pudding.



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1 PASTRY:

Demonstration and Preparation of dishes using varieties of Pastry

Short Crust – Jam tarts, Turnovers

Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns

Choux Paste – Eclairs, Profiteroles

2 COLD SWEET

Honeycomb mould

Butterscotch sponge

Coffee mousse

Lemon sponge

Trifle

Blancmange

Chocolate mousse

Lemon soufflé

3 HOT SWEET

Bread & butter pudding

Caramel custard

Albert pudding

Christmas pudding

4 INDIAN SWEETS

Simple ones such as chicoti, gajjar halwa, kheer

16 BASIC FOOD AND BEVERAGE SERVICE PRACTICAL

S.NO	PRACTICALS
01	Food Service areas – Induction & Profile of the areas
02	Ancillary F&B Service areas – Induction & Profile of the areas
03	Familiarization of F&B Service equipment
04	Care & Maintenance of F&B Service equipment
05	Cleaning / polishing of EPNS items by: - Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine
06	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware
07	Tea – Preparation & Service
08	Coffee - Preparation & Service
09	Juices & Soft Drinks - Preparation & Service <input type="checkbox"/> Mocktails <input type="checkbox"/> Juices, Soft drinks, Mineral water, Tonic water
10	Cocoa & Malted Beverages – Preparation & Service

TABLE LAY-UP & SERVICE

- Task-01: A La Carte Cover
- Task-02: Table d' Hote Cover
- Task-03: English Breakfast Cover
- Task-04: American Breakfast Cover
- Task-05: Continental Breakfast Cover
- Task-06: Indian Breakfast Cover
- Task-07: Afternoon Tea Cover
- Task-08: High Tea Cover

TRAY/TROLLEY SET-UP & SERVICE

- Task-01: Room Service Tray Setup
- Task-02: Room Service Trolley Setup

PREPARATION FOR SERVICE (RESTAURANT)

- A. Organizing Mise-en-scene
- B. Organizing Mise-en-Place
- C. Opening, Operating & Closing duties

PROCEDURE FOR SERVICE OF A MEAL

- Task-01: Taking Guest Reservations
- Task-02: Receiving & Seating of Guests
- Task-03: Order taking & Recording
- Task-04: Order processing (passing orders to the kitchen)
- Task-05: Sequence of service
- Task-06: Presentation & Encashing the Bill
- Task-07: Presenting & collecting Guest comment cards
- Task-08: Seeing off the Guests

Social Skills

- Task-01: Handling Guest Complaints
- Task-02: Telephone manners
- Task-03: Dining & Service etiquettes

Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d'oeuvre

Oysters

Caviar

Smoked Salmon

Pate de Foie Gras

Snails

Melon

Grapefruit

Asparagus

Task-02: Cheese

Task-03: Dessert (Fresh Fruit & Nuts)

Service of Tobacco

Cigarettes & Cigars

Restaurant French: To be taught by a professional French language teacher.

Restaurant Vocabulary (English & French)

French Classical Menu Planning

French for Receiving, Greeting & Seating Guests

French related to taking order & description of dishes



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2nd SEMESTER

21 F – FRENCH - II

Paper II

Prescribed Text : **ALORS I**
Units 1-5 : 6 – 10

Authors : Marcella Di Giura
Jean – Claude Beacco

Available at : Goyal Publishers Pvt Ltd
86, University Block
Jawahar Nagar (Kamla Nagar)
New Delhi – 110007

Tel. 011 – 23852986 / 9650597000

Question Paper Pattern : Semester II
(All questions to be set only from the prescribed Text)

Maximum Marks : 75 **Times:** 3 Hrs

Section A -(10)

1. CHOISISSEZ LA MEILLEURE REPONSE (10 X 1 = 10)

Section B- (20)

2. TRADUISEZ LES TEXTES SUIVANTS EN ANGLAIS : (4/5) (4 X 5 = 20)
Page nos. : 86 ex- 4, 104 ex- 3, 116 ex- 3a,b, 134 ex- 4,146 ex-2, 162,163,164,165,166,167)

Section C- (45)

3. COMPREHENSION (8X1=8)
4. EXERCICES DE GRAMMAIRE (5 X5 = 25) (EITHER / OR)
5. FAITES DES PHRASES (6/8) (6 X1 = 6)
6. TRADUISEEZ LES EXPRESSION EN ANGLAIS (6/8)(6 X 1=6)

22- LANGUAGE PRACTICAL – ENGLISH - II
PART –II ENGLISH

Paper II

PROSE, EXTENSIVE READING AND COMMUNICATION SKILLS

Unit - I

My Vision for India	-	A.P.AbdulKalam
The Duty of Society to the Artist	-	E.M.Forster
The Scientific Point of View	-	J.B.S.Haldane

Unit – II

A Glory has Departed	-	Jawaharlal Nehru
Arguing	-	Robert Lynd
Discipline is a Great Teacher	-	John Holt

Unit – III

After Twenty Years	-	O’Henry
The Conjuror’s Revenge	-	Stephen Leacock
An Astrologer’s Day	-	R.K.Narayan
The Four Brothers	-	Walter de la Mare

Unit – IV

Clause: Adverbial and Adjective Clause – Main and Subordinate Clause – Conjunction: Subordinate and Co-ordinate Conjunctions – Pronoun: its Kinds.

Unit – V

Transformation of Direct to Indirect Speech and Indirect to Direct Speech – Degrees of Comparison.

Prescribed Texts:

1. Effective Communication to English Prose: An Anthology of Prose. Eds.S.Yusuf and P.C.James Daniel. Bangalore: Harrow Publications.
2. Active English Grammar and Composition. Ed. Board of Editors, Macmillan.
3. Twelve Tales – T.G.Seshadiri, Anuradha Publications.

23 BASIC FRONT OFFICE OPERATIONS

Unit 1 INTRODUCTION TO TOURISM SECTOR

- Tourism – Definition
- Types of Tourism
- Various benefits of tourism
- Different components of Tourism
- Tourists places in India

Unit – II HOTEL INDUSTRY – GROWTH AND PROGRESS

- Historical Background of the Hospitality industry
- Development and growth of hotel industry in India.
- Classification of Hotels based on location, length of stay, star rating and size of the hotel
- Alternative accommodations
- Types of operation – owner operated, partnership, Company owned, Referral hotels, Franchise, management contracts, chain hotels.
- Organizational structure of medium 50 – 200rooms and large hotels (more than 200 rooms)

Unit – III FACETS OF FRONT OFFICE DEPARTMENT

- Introduction and Importance of Front Office
- Layout of front office & different equipment in front office
- Hierarchy of front office staff for medium and large hotel – duties and responsibilities of front office personnel.
- Ideal qualities and attributes for a Receptionist with emphasis on personal grooming and rules of the House for the front office staff.
- Types of rooms
- Tariff – Definition, Basis of charging, Tariff fixation, Tariff card, Types of Rates
- Types of plans – European, Continental, American, Modified American, Bermuda Plan
- Departments and Sections with which Front Office communicates and co-ordinates

Unit – IV ROOM RESERVATIONS AND FORMALITIES

- Importance of reservation
- Sources and Modes of reservation
- Central reservation system, global distribution system, reservation network.
- Types of reservation.
- Group reservation
- Reservation records
- Reservation confirmation, amendment and cancellation.
- Overbooking
- Potential reservation problems.

- Glossary terms related to reservation
(Affiliate Reservation, American Plan, Arrival and Departure list, Back to back booking, Block booking, Cancellation, Closed dates, Continental plan, Commission, Confirmed booking, Contract, Deadline, Deposit, European Plan, FIT, GIT, Group rate, Guaranteed booking, High season, Hotel Diary, Lead time, Low season, Modified American Plan, No-show, Non affiliate reservation system, Over booking, Open, Provisional booking, Release Time, Reservation Form, Stay-on, Wash factor)

Unit – V GUEST REGISTRATION AND PROCEDURES

- Receiving, Welcoming and Greeting of Guest and Assigning of rooms.
- Upselling
- Pre – registration
- Registration of guest & (FIT's Group, VIPs)
- Rooming a guest
- Knowledge of room locations, blocking of rooms, issuing the room keys.
- In room check – in, Self registration.
- Records and registers related to Registration
- Glossary terms related to registration
(Arrival and departure lists, Black list, 'C' form, Chance guest, Check-in, Check-out, Front desk, G.R.C (Guest Registration Cards) Hospitality industry, Hotel register, Pre-registration, Room status, Room occupancy percentage, Shoulder period, Sleeper, Skipper)

REFERENCE BOOKS

- Robert Woods et al., *Professional Front Office Management*, 1stedn, (Pearson Publications: Essex, 2014)
- JatashankarTiwari, *Hotel Front Office: Operations and Management*, (Oxford: New Delhi, 2016)
- AnutoshBhakta, *Professional Hotel Front Office Management*, (Tata McGraw Hill: New Delhi, 2012)
- Misra&Sadual, *Basics of Tourism Management*, (Excel Books: New Delhi, 2008)

24 BASIC ACCOMMODATION OPERATION

Unit – 1 HOUSEKEEPING DEPARTMENT – SIGNIFICANCE, PEOPLE AND RELEVENCE

- Role of House Keeping in hospitality industry
- Lay out and organizational structure of housekeeping department
- Qualities of housekeeping staff
- Job description of housekeeping personnel
- Inter Departmental relationship

Unit - II CLEANING ORGANIZATION

- Classification and types of Manuel and Mechanical equipments with diagram
- Mechanical
- Care and use of the equipments
- Machine room
- Floor pantry
- Godowns
- House Keeping Stores
- Cleaning agents
(Importance of cleaning - The nature of soiling, Water, Chemical make up of cleaning agents, Detergents, Acid cleaners, Alkaline cleaners, Solvent cleaners, Disinfectants, Deodorant, Laundry aids, Polishers and Floor seals).
- Use, care and storage of cleaning agents
- Distribution and storage

UNIT-III OPERATIONAL AREAS AND CLEANING PROCEDURES

- Operational areas of housekeeping department
- Cleaning procedures and frequency
- Daily cleaning –schedules and records
Guest rooms, Check out room, Occupied room, Vacant room, Evening service, Super Room Cleaning
- Public areas – schedules and records
Corridors, Pool area, Office area, Lobby, Lounge, F&B outlets, Shopping arcade, Health club, Elevators/Escalators
- Weekly cleaning, Periodic cleaning, Special cleaning –schedules and records

UNIT- IV PROCEDURES AND SPECIAL SERVICES

- Floor Operations - Rules on a Guest Floor and Bed Making
Standard supplies provided in the guest rooms – Normal, VIPs - Supplies on request

- Special services
Baby-sitting, Second service, Freshen up service, Valet service
- Preparing a red slip
- Key handling procedures
- Lost and found, missing & damaged procedures and records

Unit – V GLOSSARY OF TERMS

Grand master key, D.N. D, Maid's cart, OO, DL, Evening service, Red slip, Job order, House man check list, Crib, Bath robe, Discrepancy report, Housekeeper report, Wash and change, Valet, Dust, Dirt, Log book, Departure room, Vacant room, Blocked, Sewing kits, Floor pantry, Chute, Spring cleaning, Lost and found, Sauna bath, Guest amenities, On change, Lounge, Par stock, Crinkle sheet, Tent card

REFERENCE BOOKS

- G. Raghubalan&SmritiRaghubalan, *Hotel Housekeeping: Operations and Management*, (Oxford: New Delhi, 2015)
- Malini Singh, *Hotel Housekeeping*, (Tata McGraw Hill: New Delhi, 2012)
- K.C.K RakeshKadam, *Housekeeping Operations and Management for Hospitality*, Bookman Publishing

25 BASIC FRONT OFFICE OPERATIONS PRACTICAL

- A. Appraisal of Front Office equipments
- B. Receiving the guests
- C. Ushering guests
- D. Handling guest queries
- E. Filling up of various proforma
- F. Telephone handling
- G. Role plays : Reservations, arrivals, luggage handling, paging
- H. Planning layout of front office for different hotels
- I. Designing Tariff cards
- J. Rooming a guest

26 BASIC ACCOMMODATION OPERATION PRACTICAL

- A. Drawing layouts of guest rooms
- B. Identifying guest room supplies
- C. Preparing models of guest rooms
- D. Practice using various cleaning equipments
- E. Practice using various cleaning agents
- F. Public area cleaning
 - a. Floor, Walls, Wood, Brass, Silver, Glass etc
- G. Maid's trolley

27 - ENVIRONMENTAL STUDIES

UNIT - I Multidisciplinary nature of environmental studies

- Definition, scope and importance.
- Need for public awareness.

UNIT – II Natural Resources

- Renewable and non-renewable resources:
- Natural resources and associated problems.
- a) Forest resources : Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people.
- b) Water resources : Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems.
- c) Mineral resources : Use and exploitation, environmental effects of extracting and using mineral resources, case studies.
- d) Food resources : World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.
- e) Energy resources : Growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies.
- f) Land resources : Land as a resource, land degradation, man induced landslides, soil erosion and desertification.
- g) Role of an individual in conservation of natural resources.
- h) Equitable use of resources for sustainable lifestyles.

UNIT – III Ecosystems

- Concept of an ecosystem.
- Structure and function of an ecosystem.
- Producers, consumers and decomposers.
- Energy flow in the ecosystem.
- Food chains, food webs and ecological pyramids.
- Introduction, types, characteristic features, structure and function of the following ecosystem :-
 - Forest ecosystem
 - Grassland ecosystem
 - Desert ecosystem
 - Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

UNIT – IV Biodiversity and its conservation

- Introduction – Definition : genetic, species and ecosystem diversity.
- Biogeographical classification of India
- Value of biodiversity : consumptive use, productive use, social, ethical, aesthetic and option values
- Biodiversity at global, National and local levels.
- India as a mega-diversity nation
- Hot-spots of biodiversity.
- Threats to biodiversity : habitat loss, poaching of wildlife, man-wildlife conflicts.
- Endangered and endemic species of India
- Conservation of biodiversity : In-situ and Ex-situ conservation of biodiversity.

UNIT – V Environmental Pollution

a) Causes, effects and control measures of:-

- Air pollution
- Water pollution
- Soil pollution
- Marine pollution
- Noise pollution
- Thermal pollution
- Nuclear hazards

b) Solid waste Management : Causes, effects and control measures of urban and industrial wastes.

c) Role of an individual in prevention of pollution.

d) Disaster management

- Disasters due to natural calamities such as flood, earthquake, rain, cyclone and landslides.
- Manmade disasters – crisis due to fires, accidents, strikes.
- Loss of property and life.

Reference Book:

1. Text book of Environmental studies for Undergraduate courses – Dr. Erach Bharucha.