



# **CHENNAIS AMIRTA**

INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

## **B.Sc HOTEL MANAGEMENT**

## **SINGHANIA UNIVERSITY**

**(FULL-TIME)**

**(2019 Onwards)**

**SYLLABUS**

**SCHEME OF EXAMINATIONS  
B.SC HOTEL MANGEMENT**

Semester	Course No.	Course Code	Course Title	Course Type	Credit	University Exam Marks	Internal Marks	Total Marks
<b>First Year – First Semester (Theory)</b>								
I	1	BSCHM 101	English Language-I	Allied	3	75	25	100
1	2	BSCHM 102	Basic Computer Application	Allied	2	75	25	100
I	3	BSCHM 103	Food Production – I	Core	3	75	25	100
I	4	BSCHM 104	Food & Beverage Service – I	Core	3	75	25	100
I	5	BSCHM 105	Hotel Housekeeping – I	Core	3	75	25	100
I	6	BSCHM 106	Front Office Operations – I	Core	3	75	25	100
			<b>Total</b>		<b>17</b>	<b>450</b>	<b>150</b>	<b>600</b>
<b>First Year – First Semester (Practicals)</b>								
I	6	BSCHM 107	Food Production – I	Core	3	75	25	100
I	7	BSCHM 108	Food & Beverage Service – I	Core	3	75	25	100
I	8	BSCHM 109	Hotel Housekeeping -I	Core	3	75	25	100
I	9	BSCHM 110	Front office Operations – I	Core	3	75	25	100
I	10	BSCHM 111	Basic Computer Application – I	Allied	3	75	25	100
			<b>Total</b>		<b>15</b>	<b>375</b>	<b>125</b>	<b>500</b>
<b>First Year – Second Semester( Theory)</b>								
II	11	BSCHM 201	Hygiene and Food Safety	Allied	3	75	25	100
II	12	BSCHM 202	French	Allied	2	75	25	100
II	13	BSCHM 203	Food Production – II	Core	3	75	25	100
II	14	BSCHM 204	Food & Beverage Service – II	Core	3	75	25	100
II	15	BSCHM 205	Hotel Housekeeping- II	Core	3	75	25	100
II	16	BSCHM 206	Environmental Studies	Allied	2	75	25	100
			<b>Total</b>		<b>16</b>	<b>450</b>	<b>150</b>	<b>600</b>
<b>First Year – Second Semester(Practicals)</b>								
II	17	BSCHM 207	English Language-II	Allied	4	75	25	100
II	18	BSCHM 208	Food Production – II	Core	4	75	25	100
II	19	BSCHM 209	Food & Beverage Service – II	Core	3	75	25	100
II	20	BSCHM 210	Hotel Housekeeping- II	Core	3	75	25	100
II	21	BSCHM 211	Basic Computer Application – II	Allied	3	75	25	100
			<b>Total</b>		<b>17</b>	<b>375</b>	<b>125</b>	<b>500</b>

Semester	Course No.	Course Code	Course Title	Course Type	Credit	University Exam Marks	Internal Marks	Total Marks
<b>Second Year - Third Semester (Theory)</b>								
III	22	BSCHM 301	Food Production – III	Core	3	75	25	100
III	23	BSCHM 302	Food & Beverage Service – III	Core	3	75	25	100
III	24	BSCHM 303	Front Office Operations – II	Core	2	75	25	100
III	25	BSCHM 304	Accommodation Operations – I	Core	3	75	25	100
III	26	BSCHM 305	Food & Beverage Control – I	Core	3	75	25	100
III	27	BSCHM 306	Communication & soft skills	Allied	3	75	25	100
			<b>Total</b>		<b>17</b>	<b>450</b>	<b>150</b>	<b>600</b>
<b>Second Year - Third Semester (Practicals)</b>								
III	28	BSCHM 307	Food Production – III	Core	4	75	25	100
III	29	BSCHM 308	Food & Beverage Service – III	Core	3	75	25	100
III	30	BSCHM 309	Accommodation Operations – I	Core	3	75	25	100
III	31	BSCHM 310	Front office Operations – II	Core	3	75	25	100
			<b>Total</b>		<b>13</b>	<b>300</b>	<b>100</b>	<b>400</b>
<b>Second Year - Fourth Semester (Theory)</b>								
IV	32	BSCHM 401	Food Production Operations – I	Core	3	75	25	100
IV	33	BSCHM 402	Food & Beverage Service Operations – I	Core	4	75	25	100
IV	34	BSCHM 403	Accommodation Operations –II	Core	2	75	25	100
IV	35	BSCHM 404	Front Office Management	Core	3	75	25	100
IV	36	BSCHM 405	Facility Planning	Allied	3	75	25	100
IV	37	BSCHM 406	Life Skills And Personality Management	Allied	3	75	25	100
			<b>Total</b>		<b>18</b>	<b>450</b>	<b>150</b>	<b>600</b>
<b>Second Year - Fourth Semester (Practicals)</b>								
IV	38	BSCHM 407	Food Production Operations – I	Core	4	75	25	100
IV	39	BSCHM 408	Food & Beverage Service Operations – I	Core	3	75	25	100
IV	40	BSCHM 409	Accommodation Operations – II	Core	3	75	25	100
			<b>Total</b>		<b>10</b>	<b>225</b>	<b>75</b>	<b>300</b>

Semester	Course No.	Course Code	Course Title	Course Type	Credit	University Exam Marks	Internal Marks	Total Marks
<b>Third Year – Fifth Semester (Theory)</b>								
V	41	BSCHM501	Food Production Operations – II	Core	3	75	25	100
V	42	BSCHM 502	Food & Beverage Service Operations – II	Core	3	75	25	100
V	43	BSCHM 503	Accommodation Management – I	Core	3	75	25	100
V	44	BSCHM 504	Food & Beverage Management	Core	3	75	25	100
V	45	BSCHM505	Visual Foods	Core	3	75	25	100
V	46	BSCHM506	Travel & Tourism Management	Allied	3	75	25	100
			<b>Total</b>		<b>18</b>	<b>450</b>	<b>150</b>	<b>600</b>
<b>Third Year – Fifth Semester (Practicals)</b>								
V	47	BSCHM507	Food Production Operations-II	Core	4	75	25	100
V	50	BSCHM 508	Food & Beverage Service Operations-II	Core	4	75	25	100
V	51	BSCHM 509	Accommodation Management-IS	Core	3	75	25	100
V	52	BSCHM 510	Project Report	Core	2	75	25	100
			<b>Total</b>		<b>13</b>	<b>300</b>	<b>100</b>	<b>400</b>
<b>Third Year – Sixth Semester</b>								
VI	53	BSCHM 601	IET – 22 Weeks ( December– May)	Core	4	-	600	600
			<b>Total</b>		<b>4</b>	<b>-</b>	<b>600</b>	<b>600</b>
			<b>Grand Total</b>		<b>158</b>	<b>3750</b>	<b>1850</b>	<b>5600</b>

**Note: Criteria for awarding marks for the IET.**

1. Training Report - 150
2. Training Manual - 150
2. Presentation and Viva - 300



## **BSCHM-101- ENGLISH LANGUAGE – I(THEORY)**

**Objective** This course is designed to improve the Grammar, correct their pronunciations and improve communication skills for proper conversation.

Students are expected to learn the basics of the language and refine their pronunciation and Communication skills.

### **UNIT 1**

Grammar

Voice Narration – to brief.

Tenses- Present, Past, Future with examples.

Correction of sentences – to find out grammatical mistakes.

Singular, Pleural, Genders – examples along with objective.

Do as directed involving 'neither, nor' 'no sooner than', transformation of sentences.

Topics to be given from current events, social issues, latest Hospitality industry trends.

Topics related to the hotel industry – substantial of tourism, obstacles.

### **UNIT II**

Comprehension of an unseen passage.

complete and thorough understanding of the passage.

The main object of comprehension is to test one's ability to grasp the meaning of a given passage properly.

one's ability to answer, in one's own words, the questions based on the passage.

### **UNIT III**

Paragraph writing.

Expansion of a given idea – elements of Paragraph writing (Unity, order, coherence,

Completeness). Expansion upto 250 words.

### **UNIT IV**

Rapid reading

News paper Reading – improving knowledge and vocabulary.  
Magazine Reading – knowledge gain, Current affairs, employment source.  
Hotel Journal Reading – latest trends and scenario of the Hospitality Industry.

### **UNIT - V**

Situational role play. Communicating  
Effectively in correct grammatical English while dealing with  
Numerous problems at the working place.  
Handling meetings, Types of meetings, Structuring a meeting, agenda and  
minutes  
Conducting a meeting, Telephone conversational skills.

### **REFERENCE BOOKS**

- Wren and Martin – English Grammar
- Examine your English by Margaret M. Malson, published by Orient Longman
- Common Mistakes in English by T.J.Fitkies, Published by Orient Longman
- Developing Communication Skills by Krishna Menon and Meera Banerjee,  
Published by Macmillan India Ltd. Communications in  
TourismandHospitality,LynnVanDerWagen,HospitalityPress.



## **BMSHC-102- BASIC COMPUTER APPLICATION(THEORY)**

### **Objectives**

The basic objective of the course is to introduce the students to the world of computers and computer technology. To introduce the students to the basic concepts of operating systems, Word Processing, Database, presentations & Networking

The student will be able to understand the basics of computers and use the windows application.

### **UNIT - I**

Computer fundamentals – Introduction of computers, importance of computers, advantages, types of computer, mail process.

Information concepts and processing – email account creation and operating.

Quality and value of Information - importances

Data processing concepts

### **UNIT - II**

Elements of a Computer System - keyboard, mouse, monitor and processor.

Hardware- input devices, output devices.

Characteristics of Computers - speed, accuracy, diligence, versatility and storage capacity. Incredible speed.

Classification of Computers - Minicomputers (midrange computers), largest single-user systems (microcomputers or personal computers).

Limitations - RAM, Flash memory, Disk memory, Computation limitations

Memory limitations, Graphical limitations, Network Capacity.

### **UNIT - III**

Hardware Features and uses - Components, Definition & Examples. Physical parts of a computer system. Computer case, monitor, keyboard, and mouse, hard disk drive, motherboard, videocard.

Components of Computer Input Unit, Memory or Storage, Arithmetic & Logic, Output, Control Unit.

Generation of Computers – First, Second, third, fourth & Fifth.

Primary and secondary storage concepts.

Data entry devices - scanner, cameras, bar-code reader, electronic chips, and audio

Data output devices - monitors, projectors, speakers, headphones and printers.

#### **UNIT – IV**

Software Concepts - System Software, Application Software, Utility Software

Operating systems - Computer hardware and software resources.

Internal commands - DOS- COPY and DIR.

External Commands - COM files, or in EXE or BAT.

#### **UNIT V**

Management Information Systems–An Overview, Introduction to MIS.

Meaning and Role of MIS, Objectives of MIS, Elements of MIS,

Characteristics of MIS

Applications of MIS (Briefly) in Accounting and Finance Management,

Marketing

Management, Materials Management, Production Management,

Personnel

Management, Role of Computers in MIS.

#### **REFERENCE BOOKS**

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie.E.Moseley, BPB Publication.
3. Computer Fundamentals: P.K. Sinha, BPB Publications
4. Understanding Windows
5. MS WORD made easy





## FIRST YEAR –FIRST SEMESTER(THEORY)

### BSCHM-103- FOOD PRODUCTION - I

#### UNIT-I

- Introduction to the Art of Cookery:
- Culinary History- Development of the Culinary Art from the middle ages to modern cookery. Modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian Regional Cuisine
- Popular International Cuisine (An Introduction) of French, Italian and Chinese Cuisine.

#### UNIT- II

- Aims & Objectives of Cooking Food:
- Classification – Cooking Materials and their uses.
- Foundation ingredients – meaning, action of heat n carbohydrates, fats, proteins, minerals and vitamins.
- Fats and oils – meaning & examples of fats & oils, quality for shortenings, commonly used fats and oils and their sources & uses.
- Raising agent- functions of raising agents, chemical raising agents & yeast. Eggs- uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.
- Salts - uses.
- Liquid- water, stock, milk, fruit juices etc. Uses of liquid.
- Flavouring & seasoning – uses & example.
- Sweetening agents - uses & examples. Thickening agent.

#### UNIT – III

- Preparation of ingredients.
- Washing, peeling scraping, paring,
- Cutting – terms used in vegetables cutting, julienne, brunoise, mecedoine, jardinière, paysanne- grating.

- Grinding. Mashing. Sieving. Milling. Steeping. centrifuging, emulsification evaporation . homogenization.
- Methods of mixing foods.
- Equipment used in kitchen.
- Types of Kitchen Equipment – Diagrams, Uses, Maintenance, Criteria for Selection.

#### **UNIT- IV**

- Kitchen Organization.
- Main Kitchen & Satellite Kitchen
- Duties & responsibilities of each staff.
- Cooking fuels - uses & advantage of different types of cooking fuels.
- Methods of cooking food- transference of heat to food by radiation, conduction,
- convection- magnetrons waves meaning. Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing-explanations with examples.

#### **UNIT- V**

- Stocks, Glazes, Sauces and Soups
- Meaning uses and types of stocks, points observed while making stock. Recipes for 1 liter of white, brown and fish stock.
- Glazes -meaning & uses.
- Sauces -meaning, qualities of a good sauce, types of sauces -proprietary sauce and mother sauce. Recipe for 1 lit Béchamel, Veloute, Espagnole, Tomato & Hollandaise. Derivatives of mother sauces. ( only name, no recipes). Recipes for known International Sauces & their uses.
- Soups -classification of soups, meaning of each type with examples.
- Basic Preparations. Mise-en-place for Bouquet Garni, Mirepoix, duxelle paste, batters, marinades and gravies.

#### **REFERENCE BOOKS**

- 1) Modern Cookery Vol I&II - Philip Thangam
- 2) Theory Of Cookery – Arora Krishna
- 3) Professional Charcutiere – Kinsella John, Harvey David, John Wiley & Sons NY

- 4) Professional; Cooking – Gisselen Wayne; John Wiley & Sons
- 5) Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
- 6) Prashad – Cooking with Indian masters – Indrasingh Kalra
- 7) Professional baking - Gisselen Wayne; John Wiley & Sons
- 8) Understanding Cooking – Lundburge & Kotschevan
- 9) Theory Of Catering - Kinton Cesarani; Hodder & Stoughton
- 10) Basic Cookery–The Process Approach–Daniel R Stevenson; Stanley Thrones Ltd.



## **BSCHM-104 – FOOD & BEVERAGE SERVICE -I**

### **UNIT-I**

- Introduction to the Food and Beverage Service Industry
- The evolution of catering industry, scope for caterers in the industry
- Relationship of the catering industry to other industries.
- Types of Catering Establishments- Sectors
- Introduction to the Food and Beverage operations.

### **UNIT- II**

- Food and Beverage Service Areas in a Hotel
- Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets,
- Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club
- Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding
- Control Methods-Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs, Necessity and functions of a control system, F&B Control cycle and monitoring, Food and Beverage Terminology related to the course.

### **UNIT – III**

- Food and Beverage Equipment
- Operating equipment, Requirements, Criteria for selection quantity and types.
- Classification of crockery/ cutlery/ glassware/ hollowware/ flatware/ special equipment upkeep and maintenance of equipment.☐Furniture☐☐Linen☐☐Disposables.
- Food and Beverage Service Methods
- Table Service – Silver/English, Family, American, Butler/ French, Russian
- Self Service - Buffet and Cafeteria Service
- Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.
- Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars, Automats

#### **UNIT-IV**

- Food and Beverage Service Personnel
- Staff organization- the principal staff of different types of restaurants.
- Duties and responsibilities of service staff – Job Descriptions and Job Specifications.
- Attitude and Attributes of Food and Beverage Service Personnel - personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction.
- Basic Etiquettes for catering staff, Interdepartmental relationship.

#### **UNIT- V**

Cover- definition; different layouts.

Menu Planning, considerations and constraints

Menu Terms

Menu Design

French Classical Menu

Classical Foods and its Accompaniments with cover

Indian Regional dishes, accompaniments and service.

Types of meals –Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups.

Brunch, Lunch, Hi- tea, Supper, Dinner.

#### **REFERENCE BOOKS**

- Food and Beverage Service – Lillicrap. D.R. ; Edward Arnold Ltd. London
- Professional Food and Beverage Service Management – Verghese Brian; Macmillan India Ltd.
- Food and Beverage management and Service –Waiter; Barrie & Jenkins London 1965.
- The Waiter – Fuller John & Currie. A.J ; Hutchinson
- Food and Beverage Service- Dhawan Vijay; Franc Bros & Co.
- The Steward, Dias. P



## **BSCHM-105- HOTEL HOUSEKEEPING -I**

### **UNIT-I**

- Introduction to housekeeping department.
- Meaning, Definition & Importance of Housekeeping Department
- Role of Housekeeping in hospitality industry

### **UNIT- II**

- Lay out & Organizational Structure:-
- Layout of Housekeeping department
- Organizational Structure of Housekeeping department (Small, Medium & large)
- Interdepartmental relationship (emphasis on Front office & Maintenance)
- Relevant sub section

### **UNIT – III**

- Staffing in Housekeeping Department
- Role of key personnel in Housekeeping department
- Job description & Job specification of Housekeeping staff (Executive Housekeeper, Deputy housekeeper, Floor supervisor, Public area supervisor, Night supervisor, Room attendant, House man, Head gardener)

### **UNIT- IV**

- Planning work of housekeeping department, Identifying Housekeeping department
- Briefing & Debriefing Control desk (importance, role, coordination)
- Role of Control Desk during emergency Duty Rota & work schedule
- Files with format used in Housekeeping department
- Hotel Guest Room, Types of room-definition
- Standard layout (single, double, twin, suit) Difference between Smoking & Non Smoking room's
- Barrier free room's Furniture / Fixture / Fitting / Soft Furnishing / Accessories / Guest Supplies / Amenities in a guest room Layout corridor & floor Pantry

### **UNIT – V**

Cleaning Science

- Characteristics of good cleaning agent
- Application of cleaning agent
- Cleaning products
- Classification and types of equipment with Diagram's ( Mops , dusters , pushers, mechanical squeeze, vacuum cleaner ,shampooing machine ) with their care and uses.

## REFERENCE BOOKS

- 1) Hotel housekeeping Training+ Manual – Sudhir Andrews
- 2) Housekeeping for Hotels, Hostels and Hospitals – Grace Brigha
- 3) Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).
- 4) Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke  
Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
- 5) The Professional Housekeeper – Tucker Schneider, VNR



## **BSCHM-106- FRONT OFFICE OPERATIONS -I**

### **UNIT-I**

- Tourism-Meaning – definition and measurement of tourism.
- Classification – recreation, leisure, adventure, sports, health etc.
- Socio – economic benefits of tourism. Adverse effects of tourism. Basic components and infrastructure.
- Itinerary, passport and visa – Basic information.

### **UNIT- II**

- The Hospitality Industry
- History and development of lodging industry – International.
- History and development of lodging industry – India.
- Defining the term – Hotel, Reasons for travel.

### **UNIT -III**

- Classification of Hotels
- Based on Size, Location, and Length of Stay.
- Levels of Service, Ownerships and Affiliations.
- Referral Hotels, Franchise and management contracts.
- Chain Hotels.
- Target Markets.
- Alternate Lodging facilities.

### **UNIT- IV**

- Organizational Structure of Hotels
- Small, Medium, Large, Lobby layout and equipments in use.
- Handling VIPs.
- Duty Rota and work schedule, Uniformed Service.
- Front Office Organization- Basic Layout and Design.
- Departmental Organizational Structure.

### **UNIT - V**

- Front Office Personnel, Guest history – maintenance and importance, Emergency situations.
- Departmental Hierarchy. Communication – internal and interdepartmental.
- Attitude and Attributes and Salesmanship.
- Job Descriptions and Job Specifications of Front Office Personnel.



- Front Office Operations- The Front Desk- Equipments in use.
- The Guest Room- Types and Status Terminology, Key Controls, Tariff plans.Types of rates.

#### BOOKS RECOMMENDED

- 1) Front Office Training Manual – Sudhir Andrews
- 2) Managing Front Office Operations – Kasavana & Brooks
- 3) Front Office – Operations and Management – Ahmed Ismail( Thomson Delmar)
- 4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 5) Front Office operations – Colin Dix



## **BSCHM-107– FOOD PRODUCTION – I (PRACTICAL)**

### **UNIT- I**

- Proper usage of a Kitchen Knife and Hand Tools.
- Understanding the usage of small equipment.
- Basic Hygiene practices to be observed in the Kitchen.
- Safety practices to be observed in the kitchen.
- First Aid for cuts and burns.

### **UNIT- II**

- Identification of Raw Materials.
- Demonstration of Cooking Methods.
- Basic cuts of Vegetables.- Julienne, Jardinière, Mignonette, Dices, Cubes, Macedoine, Paysanne, Shred, Concasse, Mirepoix.

### **UNIT- III**

- Blanching of Tomatoes, Vegetables.
- Basic Stock preparations.- White, Brown and Fish stock.
- Egg Cookery including Classical Preparations – Boiled, Fried, Poached, Omlette, En Cocotte.

### **UNIT- IV**

- Basic sauce preparations and commonly used derivatives.- Béchamel, Mayonnaise, Tomato, Hollandaise, Veloute.
- Preparation of basic continental cookery – stews, sauces, soups.

### **UNIT- V**

- Basic Continental Dishes based on Vegetables and Meats.
- Preparation of three course simple Indian menus.( simple 3-4 course menus)

## REFERENCE BOOKS

- Modern Cookery Vol I&II - Philip Thangam
- Theory of Cookery – Arora Krishna
- Professional Charcutiere – Kinsella John, Harvey David, John Wiley & Sons NY
- Food Preparation & Cooking–Thornes Stanley, Ellenborough House, Wellington Street
- Professional; Cooking – Gisselen Wayne; John Wiley & Sons
- Larousse Gastronomique
- Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
- Prashad – Cooking with Indian masters – Indrasingh Kalra
- Professional baking - Gisselen Wayne; John Wiley & Sons
- Understanding Cooking – Lundburge & Kotschevan
- Theory Of Catering - Kinton Cesarani; Hodder & Stoughton
- Basic Cookery – The Process Approach – Daniel R Stevenson; Stanley Thrones Ltd.



## **BSCHM-108-FOOD & BEVERAGE SERVICE – I ( PRACTICAL)**

### **UNIT- I**

- Service Grooming and Restaurant Etiquettes.
- Mis-en- place and Mis-en-scene
- Identification of equipments
- Food and Beverage service sequence
- Water pouring and seating a guest.

### **UNIT- II**

- Laying and relaying of Tablecloth
- Napkin folds
- Carrying a Salver or Tray
- Rules for laying table - Laying covers as per menus

### **UNIT- III**

- TDH and A la carte cover Layout
- Handling service gear
- Carrying plates, Glasses and other Equipments
- Clearing an ashtray
- Crumbing, Clearance and presentation of bill

### **UNIT- IV**

- Sideboard setup
- Silver service
- American service
- Situation handling

### **UNIT- V**

- Breakfast table lay-up
- Restaurant reservation system
- Hostess desk functions
- Order taking – writing a food KOT, writing a BOT

## REFERENCE BOOKS

- 1) Food and Beverage Service – Lillicrap. D.R. ; Edward Arnold Ltd. London
- 2) Professional Food and Beverage Service Management – Verghese Brian; Macmillan India Ltd.
- 3) Food and Beverage management and Service –Waiter; Barrie & Jenkins London 1965.
- 4) The Waiter – Fuller John & Currie. A.J ; Hutchinson
- 5) Food and Beverage Service- Dhawan Vijay; Franc Bros & Co.



## **BSCHM-109- HOTEL HOUSEKEEPING – I( PRACTICAL)**

### **UNIT- I**

- Guest Room Layout
- Identification of cleaning agents
- Usage of different cleaning agents

### **UNIT- II**

- Identification of cleaning equipment / cleaning cloths (types & uses)
- Operation procedure of the cleaning equipment.

### **UNIT- III**

- General cleaning
- Different areas of a hotel- Cleaning procedures.

### **UNIT- IV**

- Glass cleaning – procedures for cleaning the glass
- Silver Polish – procedures for silver polishing.

### **UNIT- V**

- Brass Polish – procedures for Brass Polishing.
- Washroom Cleaning – Procedures followed.

### **REFERENCE BOOKS**

- 1) Professional management of Housekeeping operations, Robert J. Martin,; John Wiley & Sons, New York.
- 2) Hotel Hostel & Hospital Housekeeping, John C. Branson/Margaret Lennox,. Edward Arnold Ltd. London (ELBS)
- 3) Hotel Housekeeping Training manual, Sudhir Andrews; Tata Mc Graw Hill – Delhi
- 4) Professional Housekeeping, Tucker Schneider, VNR
- 5) Housekeeping Management for Hotels & Residential Management, Rosemary Hurst; Heinemann
- 6) Accommodation and Cleaning Service Vol. I & II, David / Allen,; Hutchinson.
- 7) Managing H.K. Operations, Margaret Kappa.
- 8) Housekeeping for Hotels, Motels, Hospitals, Clubs & Schools, Grace Brigham; Arnold Hienman, Indiana.



## **BSCHM-110-FRONT OFFICE OPERATIONS – I (PRACTICAL)**

### **UNIT- I**

- Basic Manners and Attributes for Front Office Operations.
- Communication Skills – verbal and non verbal.

### **UNIT- II**

- Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies etc.
- Telecommunication Skills.

### **UNIT- III**

- Forms & formats related to Front office.
- Hotel visits – WTO sheets.

### **UNIT- IV**

- Identification of equipment, work structure and stationery.
- Procedure of taking reservations – in person and on telephones.

### **UNIT- V**

- Converting enquiry into valid reservations.
- Role play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc..
- Suggestive selling.

### **REFERENCE BOOKS**

- 1) Andrews S., Hotel Front Office Training Manual, Tata Publishing company limited, 1982.
- 2) D. Collins, Accommodation Operations, Plymouth Macdonald Evans, 1967.
- 3) Villen Jerome J., Check in check out, Iowa WMC Brown Co., 1976.
- 4) Tourist Information Series, Publication Division, Ministry of information and broadcasting Government of India, Delhi.

- 5) Kaul, S.N., Tourist India, International Taj Building Bombay.
- 6) Robert C. Fisher, India and Nepal Hodder and Stoughton London, 1981.
- 7) Dr. Singh R.K., Front Office Management, Aman Publication,





## **BSCHM-111-BASIC COMPUTER APPLICATION – I ( PRACTICAL)**

### **UNIT- I**

#### **WINDOWS OPERATIONS –PRACTICAL**

Creating Folder/Creating Shortcuts/Copying Files/ Folders/Renaming Files/Folders.

Deleting Files, Exploring Windows. MS-WORD-PRACTICAL

### **UNIT- II**

#### **CREATING A DOCUMENT**

Entering text, Saving The Document,Editing the document already saved to the disk.

Getting around the document, Find and replace operations, Printing the document.

### **UNIT- III**

#### **FORMATTING A DOCUMENT**

Justifying paragraphs, Changing paragraph indents.

Setting Tabs and margins, Formatting pages and documents.

Using bullets and Numbering, Headers and Footers & Pegination.

### **UNIT- IV**

#### **SPECIAL EFFECTS**

Print Special effects eg. Bold, underline, superscripts, subscripts.

Changing Fonts, Changing Case.

#### **CUT, COPY AND PASTE OPERATION**

Marking Blocks, Copying and pasting a block

Cutting and pasting a block & Deleting a block

Formatting a Block & Using Find and replace in a block

## **UNIT- V**

### **USING MS-WORD TOOLS**

Spelling and Grammar, Mail/ Merge/Printing envelopes and labels.

TABLES- Create/Delete/Format.

GRAPHICS - Inserting clip arts.

Symbols ( Borders/Shading)/Word Art.

Previewing the documents, Printing the whole document

Printing a selected Page, Printing a selected set/Printing several

Documents/Printing more than one copies.

### **REFERENCE BOOKS**

- Computer Fundamentals : P.K. Sinha, BPB Publications.
- Fundamentals of Computers, V. Rajaraman , Printice Hall of India
- Master in Microsoft Office- Lonnie E, Moulsey and David M. Boodey, BPB Publications



**SEMESTER II**  
**FIRST YEAR SECOND SEMESTER THEORY**  
**BSCHM-201 - HYGIENE AND FOOD SAFETY**

**UNIT-I**

**FOOD QUALITY**

- 1.1. Definition of foods
- 1.2. Classification of foods in terms of spoilage-High Risk Foods and Low Risk Foods.
- 1.3. Factors responsible for food spoilage, Role of microbes in food spoilage and the ways to prevent their growth (Control of growth factors).
- 1.4. Food preservation and simple preservation methods with their principles, commercial preservation (Class I, Class II preservatives)
- 1.5. Types of storage and good storage techniques (FIFO, Cross-Stocking, Room Hygiene, Temp-control)

**UNIT-II**

**FOOD SAFETY**

- 2.1. Definition of food poisoning.
- 2.2. Types of food poisoning, Food Infection and food Intoxication and their causative agents.
- 2.3. Prevention and control of food poisoning.
- 2.4. Food safety methods. (HACCP, COSHH, Danger zone temp, Cross contamination, Colour coding).
- 2.5. Food Laws for food safety (PFA, FPO, BIS, AGMARK, FOOD SAFETY ACT).
- 2.6. General rules of Hygienic food handling.

## **UNIT-III**

### **PREMISES HYGIENE**

- 3.1. Good structural details for a hygienic kitchen. (Floors, Walls, Ceiling, Drainage, plumbing, lighting and ventilation)
- 3.2. Ill effects of Garbage and Eco-friendly methods of Garbage disposal.
- 3.3. Pests and diseases, Pest control techniques.
- 3.4. Equipment Hygiene
  - 3.4.1. Definition of Disinfection, Sterilization and sanitation
  - 3.4.2. Cleaning methods for electrical, large and small equipments.
- 3.5. Two and Three sink dish washing methods.

## **UNIT-IV**

### **PERSONNEL SAFETY**

- 4.1. Good grooming standards and Care of body parts for Personal Hygiene.
- 4.2. Importance of Oral Hygiene.
- 4.3. Comfortable and protective clothing.
- 4.4. Causes of Accidents and their preventive methods.
- 4.5. Basic first aid for minor Injuries (Burns, Scalds, Cuts and Wounds, Insect bites)

## **UNIT-V**

### **HEALTH FOODS**

- 5.1. Balanced diet for healthy living.
- 5.2. Importance of balanced menu.
- 5.3. List of deficiency diseases – Causative Nutrients – Symptoms and Food sources.

**References:**

McSWANE DAVID, NANCY RUE, RICHARD LINTON, Essentials of Food safety and Sanitation, prentice hall, upper saddle river 07458, 1998, ISBN 0-13-532136-0.

S.RODAY, Food hygiene & Sanitation, Tata McGraw Hill, 1999, ISBN 0-07-463178-0.

JOAN LOKEN, The HACCP Food safety Manual, John Wiley, 1994.

FHRAI, Food safety and HACCP manuals for hotels and restaurants in India, Prentice Hall.

John C Birvfield, Design and Layout of Food service Facilities

Regina s Baraban , successful restaurant

Theory of catering – Victor cessarani

Preventive medicine – Park and park



## **BSCHM-202- FRENCH**

### **UNIT - I**

- Introduction to the language
- The letter of alphabet and their pronunciation
- Different accents used in written French
- Self-introduction
- Name, Age, Nationality, Profession, etc –
- Presenting and introducing another person, Greeting - How to reply to greetings.

### **UNIT - II**

- Countries and their nationalities
- Fruits, Vegetables, Meat, Egg, Fish, Etc.
- Utensils used in Kitchen and Restaurant
- Name of the Personnel's in Hotel, Restaurant and Kitchen  
(Specialization from English to French term)

### **UNIT - III**

- Members of the family, Numerical from 1 to 100
- The time of the day, Simple conversation asking for menu card, placing Order for food, asking for wine, Beer, Coffee, Tea, Conversation related to Front Office – Asking for room – enquiring for facilities, asking for rates of room – checkout time – No of Days.

### **UNIT - IV**

- Menu items in French term for Breakfast, Lunch and Dinner
- Compilation of French menu for Breakfast, Lunch and Dinner
- Culinary terms in French - French to English - English to French.

### **UNIT – V**

- Auxiliary Verbs, Professional adjectives/Nationality, Time
- Ist Group Verbs, Feminine & Phralisation of nouns
- Feminine & Pluralisation of Adjectives, IInd group verb, Formules de Politesse
- Future and past tense

- Currency/Weights/Measures, Negation & Interrogation
- Adverbs and Pronouns, Basic French conversation with guests.
- IIIrd group verbs
- REFERENCE BOOKS

1. Rajeswari Chandrasekar, Rekha Hangal, Chitra Krishnan - A Votre Service 1- General Book Deport, 1691, Delhi
2. S.Bhattacharya - French for HOSPITALITY and Tourism - Frank Bros and Co. publishers limited.
3. La langue et La civilization Francaises- G. Mauger,; Hachette, 79, Boulevard St. Germain, Paris.
4. Le Fran, cais de l'Hotellerie et du Tourisme – Max DANY
5. Jean Robert la lay, Hachette (part I part II, all the conversational up to pg. 106. This book is to be used for conversation and translations.)



## **BSCHM-203 FOOD PRODUCTION – II**

### **UNIT –I**

- Food commodities- Classification with examples and uses in Cookery
- Game- meaning- types with examples
- Fruits- kinds with examples.
- Nuts- names of nuts commonly used in cooking, Cream- types, description and their uses.
- Yogurt- types
- Cereals- types and uses.
- Pulses used in Indian cooking,
- Herbs- uses of herbs
- Spices & condiments- uses of different spices and condiments
- Coloring and Flavoring Agents: Name, Types and Uses.

### **UNIT-II**

- Basic Indian Masalas & Gravies
- Garam Masala, pulao Masala, curry powder, sambhar powder, rasam powder, chat Masala, Tandoori marination. Gravies - White, red, green and yellow gravies.
- Vegetable Cookery:
- Vegetables -classification of vegetables, importance of vegetables in diet, cooking of vegetables.
- Retention of color, flavor, and nutrients while cooking.
- Potatoes - styles of presenting potatoes and their description, Storage - Principles of Vegetable Storage.

### **UNIT-III**

- Indian Regional Cuisine, North and South Indian Regional Cuisine
- Goa – History and menu examples.
- Kashmir - History and menu examples.
- Andhra Pradesh - History and menu examples.
- Karnataka - History and menu examples.
- Tamil Nadu - History and menu examples.



- Bengal - History and menu examples.
- Assam - History and menu examples.
- Gujarat - History and menu examples.
- Punjab - History and menu examples.
- Rajasthan - History and menu examples.
- Ingredients used , traditional preparation methods, utensils and accompaniments.

#### UNIT – IV

- Meat Cookery
- Fish -classification with example, selection & cuts of fish, cooking of fish.
- Poultry- selection of poultry ,classification based on size, uses of each type.
- Butchery -selection, cuts size and uses of lamb, mutton, beef, veal & pork
- Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.

#### UNIT-V

- Quantity Food Production
- Introduction to Large scale commercial cooking.
- Layout of a large kitchen, staff hierarchy and production workflows.
- Quality Food production, standard purchase specifications. Indent

#### REFERENCE BOOKS

1. Modern Cookery Vol I&II - Philip Thangam
2. Theory of Cookery – Arora Krishna
3. Professional Charcutiere – Kinsella John, Harvey David, John Wiley & Sons  
NY
4. Food Preparation & Cooking-Thornes Stanley, Ellenborough House,  
Wellington
5. Street
6. Professional; Cooking – Gisselen Wayne; John Wiley & Sons
7. Larousse Gastronomique
8. Basic Cookery – Stevenson David R; Stanley Thrones Ltd.

9. Prashad – Cooking with Indian masters – Indrasingh Kalra
10. Professional baking - Gisselen Wayne; John Wiley & Sons
11. Understanding Cooking – Lundburge & Kotschevan
12. Theory Of Catering - Kinton Cesarani; Hodder & Stoughton
13. Basic Cookery–The Process Approach–Daniel R Stevenson; Stanley  
Thrones Ltd.



## **BSCHM-204- FOOD & BEVERAGE SERVICE - II**

### **UNIT-I**

- Room Service- Introduction, General principles, loopholes and pitfalls to be avoided
- Cycle of service, scheduling and staffing
- Room service menu planning
- Forms and formats.
- Order taking, thumb rules,
- Telephone etiquettes, noting orders, suggestive selling and breakfast cards.
- Layout and setup of common meals, use of technology for better room service
- Time management – lead time from order taking to clearance

### **UNIT -II**

- Types of Beverages
- Non-Alcoholic Beverages - Classification (Nourishing/ Stimulating / Refreshing)
- Stimulating-Tea - Origin & Manufacture, Types of Brands, Preparation & Service
- Coffee - Origin & Manufacture, Types of Brands, Preparation.
- Nourishing - Cocoa & malted beverage - Origin & Manufacture, Types of Brands
- Refreshing – Juices, Aerated Drinks, Mixers (Tonic/ Lemonade/ Bitter Lemon), Squashes, Syrups, Mineral Water, Sparkling water/Soda.
- Alcoholic Beverages - Introduction, definition and classification of wines  
Classification
- Viticulture and viticulture methods  
Vinification – Still, Sparkling, Aromatized and Fortified wines
- Vine diseases

### **UNIT III**

- Wines – France, Italy, Spain, Portugal, South Africa, Australia, India and California
- Food and wine harmony
- Wine glasses and equipment
- Storage and service of wine
- Beers- Introduction

- Ingredients used Production Types and Brands, Indian and international
- Service of bottled, canned and draught beers.

#### **UNIT IV**

- Other Fermented and Brewed Beverages
- Sake Cider Perry Alcohol free wines.
- Table Cheeses-Introduction, Types, Production, Brands and Service, Storage .
- Interpersonal Skills
- Dealing with incidents, spillage, returned food, lost property, illness, alcohol over consumption, recording incidents, customer with special needs

#### **UNIT V**

- Room Service/ In room dining service
- Scheduling and staffing
- Forms and formats, room service menu planning.
- Order taking, suggestive selling.
- Time management- lead time from order taking to clearance
- Kitchen Stewarding
- Introduction to kitchen stewarding & organization structure,
- Layout of kitchen stewarding,
- Wash up-methods used,
- Different kind of chemical used
- Different types of dish washing machines,
- Cleaning method of silver/ EPNS, Stainless Steel, Copper, Brass.

#### **REFERENCE BOOKS**

1. Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
2. Food & Beverage Service Management- Brian Varghese
3. Modern Restaurant Service – John Fuller, Publisher: Hutchinson
4. The Restaurant ( From Concept to Operation)- Publisher: Lipinski
5. Introduction F& B Service- Brown, Heppner & Deegan

6. Professional Food Service- Sergio Andrioli & Peter Douglas, Publisher:  
Heinemann Professional
7. The Waiters Hand book-Grahm Brawn Karon Hebner, Publisher:  
Global Books & Subscription services, New Delhi
8. Design & Equipment for Restaurants & Food Service By Costas  
Katsigris & Chris Thomas Published by Wiley & Sons
9. Catering Management By Nancy Loman Scanlon Published by Wiley



## **BSCHM-205- HOTEL HOUSEKEEPING – II**

### **UNIT – I**

- Housekeeping Supervision
- Importance of Inspection
- Checklist for Inspection
- Typical Areas usually neglected where special attention is required.
- Self Supervision Techniques for Cleaning Staff
- Degree of Discretion / Delegation to Cleaning Staff

### **UNIT – II**

- Linen / Uniform / Tailor Room Layout
- Types of Linen, Sizes, and Linen Exchange Procedure
- Selection of Linen ☐☐ Storage Facilities and Conditions
- Par Stock : Factors affecting Par Stock, Calculation of Par Stock
- Discard Management ☐☐ Linen Inventory System
- Uniform Designing : Importance, Types, Characteristics, Selection, Par Stock
- Function of Tailor Room ☐☐ Managing Inventory
- Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies ☐☐ Indenting from stores.

### **UNIT- III**

- Cleaning Procedure & frequency schedules – Guest room
- Prepare to clean ☐☐ Clean the guest room (bed making)
- Replenishment of Supplies & linen ☐☐ Inspection
- Deep cleaning ☐☐ Second service ☐☐ Turn down service
- Lobby, Lounge, Corridors, Pool area.
- Elevators, Health club, F&B outlet, Office areas.
- V.I.P Handling

### **UNIT- IV**

- Special Cleaning Programme
- Daily, Weekly, Fortnightly and Monthly Cleaning
- Routine cleaning, spring cleaning, deep Cleaning.
- Floor Operations, Rules on the Guest Floor

- Key Handling Procedure - types of keys
- Grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys, computerized key cards.
- Key control register- issuing, return, changing of lock, key belts, unusual occurrences.

## UNIT-V

- Care and Cleaning of Metals
- Brass – Care and Cleaning procedures.
- Copper – Care and Cleaning procedures.
- Silver – Care and Cleaning procedures.
- EPNS - Care and Cleaning procedures.
- Bronze - Care and Cleaning procedures.
- Gun Metal – Care and Cleaning procedures.
- Chromium pewter – Care and Cleaning procedures.
- Stainless Steel- Care and Cleaning procedures.
- Types of tarnish, cleaning agents and methods used.
- Cleaning of Different Types of Floor Surfaces
- Special Services - baby sitting, second service, freshen up service, valet service

## REFERENCE BOOKS

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- The Professional Housekeeper – Tucker Schneider, Publisher: VNR.
- Professional Management of Housekeeping Operations- Martin Jones, Publisher: Wiley & sons



## BSCHM-206 – ENVIRONMENTAL STUDIES

### UNIT-I

**Environmental Studies**\_: Definition, scope and importance, need for public awareness. Natural resources: Water resources, use and over utilization of surface and ground water, floods, drought, conflicts over water, dams - benefits and problems. Effects of modern agriculture, fertilizer-pesticide problems, water logging salinity.

### UNIT-II

**Ecosystems** :\_ Concept of an ecosystem, structure and function of an ecosystem, producers, consumers and decomposers, energy flow in ecosystem, food chains, ecological pyramids, aquatic ecosystem (ponds, streams, lakes, rivers, oceans, estuaries).

**Energy Resources**\_: Growing energy needs, renewable and non-renewable energy sources. Land Resources, land as a resource, land degradation, soil erosion and desertification.

### UNIT-III

**Biodiversity** : Genetic species and ecosystem diversity, bio-geographical classification of India. Value of biodiversity, threats to biodiversity, endangered and endemic species of India, conservation of biodiversity.

### UNIT-IV

**Environmental Pollution**\_: Causes, effects and control measures of air pollution, water pollution, soil pollutions, noise pollution, thermal pollution and solid waste management.

**Environment protection act**\_: Air, Water, forest and wild life acts, enforcement of environmental legislation.

### UNIT-V

**Social Issues and the Environment**\_: Water conservation, watershed management, and environmental ethics. Climate change, global warming, acid, rain, ozone layer depletion.



**Disaster management\_:** Types of disasters, impact of disasters on environment, infrastructure, and development. Basic principles of disaster mitigation, disaster management, and methodology, disaster management cycle, and disaster management in India

**TEXT BOOKS:**

- 1)A Text Book of Environmental Studies for U.G. Course, Erach Bharucha, Universities Press, 2013 publisher orient black swan ISBN 10 : 8173718628 ISBN 13: 9788173718625
- 2)E.P. Odum, Fundamentals of Ecology, W.B. Saunders Co., USA. 5<sup>th</sup> edition 2004 ISBN : 0534420664 ISBN 13: 9780534420666
- 3)M.N. Rao and A.K. Datta, Waste Water Treatment, Oxford and IBH Publications 3<sup>rd</sup> edition 2008 ISBN 10 : 8120417127
- 4)Benny Joseph, Environmental Studies, Tata McGraw-Hill, 2005 ISBN: 0070590923
- 5)V.K. Sharma, Disaster Management, National Centre for Disaster Management, HPE, Delhi, 1999.



## **BSCHM-207- ENGLISH LANGUAGE – II (PRACTICAL)**

### **UNIT-I**

- Communication – Types and process.
- Introduction, definitions, Process of communication,
- Types of communication, upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Interpersonal communication - one way/ two way,
- Mediums of communication.
- Written communication- Business report, business representation, formal letter.
- Drafting effective letter, formats, style of writing, Use of jargons.

### **UNIT-II**

- Interviews - Types and uses.
- Techniques of handling interviews of different types.
- Group discussion, stress interview, Aptitude tests.
- Traits of a good interviewee Resume and Job applications.
- Pronunciation, stress, invocation, rhythm.
  
- Body Language -Greetings, First name, handshakes, some polite expressions, apologies, remarks, etiquette and manners.

### **UNIT-III**

- Speeches- Drafting, a speech, presentation,
- Personal grooming, Paragraphs and creative writing,
- Extempore speaking.

### **UNIT – IV**

- Group presentation
- Realizing the difference between a team and a group.
- Audience orientation, group projects, Planning a presentation - Mind Mapping, Theme, Subject,
- Handling question and feed back.

### **UNIT – V**

- Communication
- Importance-Message Component, Communication and Information, Conflict and its Resolution,
- Communication and Empathy,
- Aids and Barriers to Communication, Listening.

## BOOK REFERENCE

1. Bhaskar, W.W.S., AND Prabhu, NS., “ English Through Reading”, Publisher: MacMillan, 1978
2. Business Correspondence and Report Writing” -Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
3. Communications in Tourism & Hospitality- Lynn Van Der Wagen, Publisher: Hospitality Press
4. Business Communication- K.K.Sinha
5. Essentials of Business Communication By Marey Ellen Guffey, Publisher: Thompson Press
6. Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills  
Body Language By Allan Pease, Publisher Sheldon Press



## **BSCHM-208- FOOD PRODUCTION – II (PRACTICAL)**

### **UNIT- I**

- Awadh
- Bengal
- Goa

### **UNIT- II**

- Gujarat
- Hyderabad
- Kashmiri

### **UNIT- III**

- Maharashtra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

### **UNIT- IV**

- Simple Breads: - Bread rolls, loaf.
- Simple Cakes: - Sponge, Genoise
- Fatless, Swiss roll
- Fruit cake, Rich Cake Madiera Cake.
- Pastry: - Short crust (Jam Tarts, Turn overs)

### **UNIT- V**

- Laminated (Palmiers, Khara Biscuit)
- Danish pastry, Choux Pastry (Éclairs, Profit rolls)
- Simple cookies - Nan Khatai, Golden Goodies
- Melting moments, Swiss tarts.
- Tri colour Biscuits, Chocolate chips Biscuits.
- Chocolate cream fingers, Bachelors' buttons.

### **REFERENCE BOOKS**

1. Modern Cookery Vol I&II - Philip Thangam
2. Theory Of Cookery – Arora Krishna

3. Professional Charcutiere – Kinsella John, Harvey David, John Wiley & Sons NY
4. Professional Cooking – Gisselen Wayne; John Wiley & Sons
5. Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
6. Prashad – Cooking with Indian masters – Indrasingh Kalra
7. Professional baking - Gisselen Wayne; John Wiley & Sons
8. Theory Of Catering - Kinton Cesarani; Hodder & Stoughton
9. Basic Cookery–The Process Approach–Daniel R Stevenson; Stanley Thrones Ltd.



## **BSCHM-209- FOOD & BEVERAGE SERVICE – II( PRACTICAL)**

### **UNIT- I**

Room service tray and trolley lay up and service  
Room service amenities  
Set-up in rooms

### **UNIT- II**

Functional and floor layouts for room service  
Conducting briefing and de-briefing for F&B Outlets

### **UNIT - III**

Beverage order-taking  
Service of Beer  
Service of Sake  
Service of Other fermented and brewed beverages

### **UNIT- IV**

Service of sparkling wines.  
Service of aromatized wines.  
Service of fortified wines.

### **UNIT- V**

Service of Still wines.  
Table set-up with wines on the menu

### **REFERENCE BOOKS**

- International Bartender's Guide- Bartender
- The New York Bartender's Guide, Berk, S.A.
- Wine regions of the world, David Burroughs and Norman Bezzant; Butterworth, Heinemann.
- Cocktail Guide, A.C.P. Publishing Pvt. Ltd.
- The Australian Bar attendant's handbook, Ellis. G.
- Sotheby's World Wine Encyclopedia, Tom Stevenson, Dorling Kindersley.
- Bar Companion (Mixed drinks), Jones Bridget
- The World guide to Whisky, Jackson M.

- Managing Bar and Beverage operations, Kot schevu L.H.
- The encyclopedia of world beers, Myers. B.



## **BSCHM-210- HOTEL HOUSEKEEPING – II (PRACTICAL)**

### **UNIT- I**

- Identification of Cleaning Equipments (Manual)
- Identification of Cleaning Equipments (Mechanical)
- Scrubbing – Polishing, Wiping, Washing, Rinsing, Swabbing, Sweeping, Mopping, Brushing – Buffing

### **UNIT- II**

- Handling Different Types of Fabrics
- Use of Abrasives

### **UNIT- III**

- Polishes / Chemical Agents
- Room Attendant Trolley / Maid's Cart

### **UNIT- IV**

- Bed Making
- Turndown Service
- Cleaning of Guestroom
- Cleaning of Public Area

### **UNIT- V**

- Brass Polishing / Silver Polishing
- Forms and Formats used

### **REFERENCE BOOKS**

- Professional management of Housekeeping operations, Robert J. Martin,; John Wiley & Sons, New York.
- Hotel Hostel & Hospital Housekeeping, John C. Branson/Margaret Lennox,. Edward Arnold Ltd. London (ELBS)
- Hotel Housekeeping Training manual, Sudhir Andrews; Tata Mc Graw Hill – Delhi
- Professional Housekeeping, Tucker Schneider, VNR
- Housekeeping Management for Hotels & Residential Management, Rosemary Hurst; Heinemann
- Accommodation and Cleaning Service Vol. I & II, David / Allen,; Hutchinson.



- Managing H.K. Operations, Margaret Kappa.
- Housekeeping for Hotels, Motels, Hospitals, Clubs & Schools, Grace Brigham; Arnold Hienman, Indiana.



## **BSCHM-211 – BASIC COMPUTER APPLICATION– II( PRACTICAL)**

### **UNIT- I**

#### **MS-EXCEL-PRACTICAL**

- How to use Excel
- Starting Excel
- Parts of Excel screen
- Parts of the worksheet
- Navigating in a worksheet

### **UNIT- II**

- Getting to know mouse pointer shapes
- Internet and e-mail practical
- Creating Table in MSWORD
- Formatting Documents
- Mail-Merge

### **UNIT - III**

- Enter data, Changing row heights column width, Formatting the data, sorting the data.
- Function in Excel (ABS, SQRT, LEN, SUM, ROUND, AVG, COUNT)
- Inserting Charts, Inserting Pictures

### **UNIT- IV**

- Creating Simple presentations-Saving, Opening an existing presentation-creating a presentation using auto Content Wizard and Template.
- Using Various Auto Layouts, Charts, Table, Bullets and Clip Art

### **UNIT- V**

- Slide View-Outline View, Slide View, Slide show View and Slide sorter view
- Creating Organization Chart for a Hotel Industry.

### **REFERENCE BOOKS**

- Computer Fundamentals : P.K. Sinha, BPB Publications.
- Fundamentals of Computers, V. Rajaraman , Printice Hall of India
- Master in Microsoft Office- Lonnie E, Moulsey and David M. Boodey, BPB Publication.