

B.Sc. HOTEL MANAGEMENT

Syllabus

(2024 Onwards)

B.SC. HOTEL MANAGEMENT
Regulations and Syllabus
[For those who join the Course in July 2024 and after]
CHOICE BASED CREDIT SYSTEM

GENERAL INSTRUCTIONS AND REGULATIONS

Applicable to all the candidates admitted from the academic year **2024** onwards.

1. Eligibility:

A pass in Higher Secondary Examination (HSC)/Dip. in Hotel Mgt. or Equivalent, or an examination accepted as equivalent thereto by the Syndicate for admission to **B.Sc. Hotel Management**.

2. For the Degree:

The candidates shall have subsequently undergone the prescribed Programme of study in a institute for not less than three academic years, passed the examinations prescribed and fulfill such conditions as have been prescribed therefore.

3. Admission:

Admission is based on the marks in the qualifying examination.

Lateral Entry:

- A pass in SSLC + 3yrs Diploma in related subject of B.Sc. will be admitted directly in 2nd year of B.Sc. Programme.

4. Duration of the course:

The course shall extend over a period of **Three years** under Semester pattern.

5. Standard of Passing and Award of Division:

- a. Students shall have a minimum of 40% of total marks of the University examinations in each subject. The overall passing minimum is 40% both in aggregate of Continuous Internal Assessment and external in each subject.
- b. The minimum marks for passing in each Theory / Lab course shall be 40% of the marks prescribed for the Paper / Lab.
- c. A candidate who secures 40% or more marks but less than 50% of the aggregate marks prescribed for three years taken together, shall be awarded **THIRD CLASS**.
- d. A candidate who secures 50% or more marks but less than 60% of the aggregate marks prescribed for three years taken together, shall be awarded **SECOND CLASS**.

- e. A candidate who secures 60% or more of the aggregate marks prescribed for three years taken together, shall be awarded **FIRST CLASS**.
- f. The Practical / Project shall be assessed by the two examiners, by an internal examiner and an external examiner.

6. Continuous internal Assessment:

- a. Continuous Internal Assessment for each paper shall be by means of Written Tests, Assignments, Projects and Seminars.
- b. **25 marks** allotted for the Continuous Internal assessment is distributed for Written Test & Assignments.
- c. Two Internal Assessment Tests of 2 hours duration may be conducted during the semester for each course / subject and the best marks may be considered. Students may be asked to submit at least five assignments in each subject and marks allocated accordingly.
- d. Conduct of the continuous internal assessment shall be the responsibility of the concerned faculty.
- e. The continuous internal assessment marks are to be submitted to the University at the end of every year.
- f. The valued answer papers/assignments should be given to the students after the valuation is over and they should be asked to check up and satisfy themselves about the marks they have scored.
- g. All mark lists and other records connected with the continuous internal assessments should be in the safe custody of the institution for at least one year after the assessment.

7. Attendance:

Students must have earned 75% of attendance in each course for appearing for the examination.

Students who have earned 70% to 74% of attendance to be applied for condonation in the prescribed form with the prescribed fee.

Students who have earned 60% to 69% of attendance to be applied for condonation in the prescribed form with the prescribed fee along with the medical certificate.

Students who have below 60% of attendance are not eligible to appear for the examination. They shall re-do the semester(s) after completion of the Programme.

8. Examination:

Candidate must complete course duration to appear for the university examination. Examination will be conducted with concurrence of Controller of Examinations as per the University regulations. **University may send the representatives as the observer during examinations.** University Examination will be held at the end of each semester for

duration of 3 hours for each subject. Certificate will be issued as per the University regulations. **Hall ticket will be issued to the 1st year candidates and upon submission of the list of enrolled students along with the prescribed course fee subsequent 2nd and 3rd year hall tickets will be issued.**

9. Miscellaneous

- a. Each student to possess the prescribed text books for the subject and the workshop tools as required for theory and practical classes.
- b. Each student is issued with an identity card by the University to identify his / her admission to the course.
- c. Students are provided library and internet facilities for development of their studies.
- d. Students are to maintain the record of practical conducted in the respective laboratory in a separate Practical Record Book and the same will have to be presented for review by the University examiner.
- e. Students who successful complete the course within the stipulated period will be awarded the degree by the University.
- f. The Internship / Project (any other viva-voce) where external examiner is assigned from the university, there may be changes in the exam dates as per the availability of the External Examiner.

10. Other Regulations:

Besides the above, the common regulation of the University shall also be applicable to this Programme.

11. Industrial Exposure:

The course being professional the students are required to undergo industrial exposure in the 6th Semester of the Programme.

- 6th Semester training is to introduce the students to the operational aspects of a star hotel (4 star and above) and he/she is preferably exposed to the four core departments of the hotel. The duration of the training is for 18 Weeks in the 6th Semester.

SCHEME OF EXAMINATIONS B.SC HOTEL MANGEMENT

Semester	Course No.	Course Code	Course Title	Course Type	Credit	University Exam Marks	Internal Marks	Total Marks
First Year – First Semester (Theory)								
I	1	BSC901-101	English Language-I	Allied	2	75	25	100
1	2	BSC901-102	Basic Computer Application	Allied	2	75	25	100
I	3	BSC901-103	Food Production – I	Core	3	75	25	100
I	4	BSC901-104	Food & Beverage Service – I	Core	3	75	25	100
I	5	BSC901-105	Hotel Housekeeping – I	Core	3	75	25	100
I	6	BSC901-106	Front Office Operations – I	Core	3	75	25	100
			Total		16	450	150	600
First Year – First Semester (Practical)								
I	6	BSC901-107	Food Production – I	Core	3	75	25	100
I	7	BSC901-108	Food & Beverage Service – I	Core	2	75	25	100
I	8	BSC901-109	Hotel Housekeeping -I	Core	2	75	25	100
I	9	BSC901-110	Front office Operations – I	Core	2	75	25	100
I	10	BSC901-111	Basic Computer Application – I	Allied	2	75	25	100
			Total		11	375	125	500
First Year – Second Semester (Theory)								
II	11	BSC901-201	Hygiene and Food Safety	Allied	2	75	25	100
II	12	BSC901-202	Hotel French	Allied	2	75	25	100
II	13	BSC901-203	Food Production – II	Core	3	75	25	100
II	14	BSC901-204	Food & Beverage Service – II	Core	3	75	25	100
II	15	BSC901-205	Hotel Housekeeping- II	Core	3	75	25	100
II	16	BSC901-206	Environmental Studies	Allied	2	75	25	100
			Total		15	450	150	600
First Year – Second Semester (Practical)								
II	17	BSC901-207	English Language-II	Allied	2	75	25	100
II	18	BSC901-208	Food Production – II	Core	3	75	25	100
II	19	BSC901-209	Food & Beverage Service – II	Core	2	75	25	100
II	20	BSC901-210	Hotel Housekeeping- II	Core	2	75	25	100
II	21	BSC901-211	Basic Computer Application – II	Allied	2	75	25	100
			Total		11	375	125	500

Semester	Course No.	Course Code	Course Title	Course Type	Credit	University Exam Marks	Internal Marks	Total Marks
Second Year – Third Semester (Theory)								
III	22	BSC901-301	Food Production – III	Core	3	75	25	100
III	23	BSC901-302	Food & Beverage Service – III	Core	3	75	25	100
III	24	BSC901-303	Front Office Operations – II	Core	3	75	25	100
III	25	BSC901-304	Accommodation Operations – I	Core	3	75	25	100
III	26	BSC901-305	Food & Beverage Control - I	Core	2	75	25	100
III	27	BSC901-306	Communication & soft skills	Allied	2	75	25	100
			Total		16	450	150	600
Second Year – Third Semester (Practical)								
III	28	BSC901-307	Food Production – III	Core	3	75	25	100
III	29	BSC901-308	Food & Beverage Service –III	Core	2	75	25	100
III	30	BSC901-309	Accommodation Operations – I	Core	2	75	25	100
III	31	BSC901-310	Front office Operations – II	Core	3	75	25	100
			Total		10	300	100	400
Second Year – Fourth Semester (Theory)								
IV	32	BSC901-401	Food Production Operations – I	Core	3	75	25	100
IV	33	BSC901-402	Food & Beverage Service Operations – I	Core	3	75	25	100
IV	34	BSC901-403	Accommodation Operations–II	Core	3	75	25	100
IV	35	BSC901-404	Front Office Management	Core	3	75	25	100
IV	36	BSC901-405	Bakery & Confectionery	Core	2	75	25	100
IV	37	BSC901-406	Hotel Planning & Design	Allied	2	75	25	100
			Total		16	450	150	600
Second Year – Fourth Semester (Practical)								
IV	38	BSC901-407	Food Production Operations – I	Core	3	75	25	100
IV	39	BSC901-408	Food & Beverage Service Operations – I	Core	2	75	25	100
IV	40	BSC901-409	Accommodation Operations – II	Core	2	75	25	100
IV	41	BSC901-410	Bakery and Confectionary	Core	2	75	25	100
			Total		9	300	100	400

Semester	Course No.	Course Code	Course Title	Course Type	Credit	University Exam Marks	Internal Marks	Total Marks
Third Year – Fifth Semester (Theory)								
V	42	BSC901-501	Food Production Operations – II	Core	3	75	25	100
V	43	BSC901-502	Food & Beverage Management	Core	3	75	25	100
V	44	BSC901-503	Accommodation Management	Core	3	75	25	100
V	45	BSC901-504	Entrepreneurship in Hospitality	Allied	2	75	25	100
V	46	BSC901-505	Hospitality Operations Management	Allied	2	75	25	100
V	47	BSC901-506	Travel & Tourism Management	Allied	2	75	25	100
			Total		15	450	150	600
Third Year – Fifth Semester (Practical)								
V	48	BSC901-507	Food Production Operations-II	Core	3	75	25	100
V	49	BSC901-508	Food & Beverage Service Operations-II	Core	2	75	25	100
V	50	BSC901-509	Accommodation Management-IS	Core	2	75	25	100
V	51	BSC901-510	Project Report	Core	2	75	25	100
			Total		9	300	100	400
VI	52	BSC901-601	IET – 18 Weeks (December– April)	Core	4	-	600	600
			Total		4	-	600	600
			Grand Total		132	3900	1900	5800

Note: Criteria for awarding the marks for the Industrial Exposure Training (IET).

- 1. Training Report** - **200 Marks**
- 2. Training Manual** - **200 Marks.**
- 3. Presentation and Viva** - **200 Marks.**

SEMESTER I

BSC901-101- ENGLISH LANGUAGE –I (THEORY)

UNIT I

COMMUNICATION

Definition, types of communication

Importance of Nonverbal communication

Importance of official grooming and body language and manners

Skill focus: Communication, Grooming and body language

UNIT II

AUXILIARY VERBS

Definition of an Auxiliary Verb

Examples of Auxiliary Verbs

Use Auxiliary Verbs

A Very Old Man with Enormous Wings by Gabriel Garcia Márquez (1968)

Skill focus: Auxiliary Verbs

UNIT III

LETTER WRITING

Types of letter writing

Format of formal letter writing

Skill focus: Formal Letter writing

UNIT IV

ARTICLE

Types of articles

Rules to use articles

Omission of articles

The Black Cat by Edgar Allan Poe

Skill focus: Article

UNIT V

TELEPHONE CONVERSATIONAL SKILLS

Manners and etiquettes of Telephone conversation

Tips to receive and make an official telephone call.

Meetings - Manners and etiquettes of attending and hosting the meeting

Agenda and Minutes of meeting

Skills focus: Business Communication, Meeting, Agenda and Minutes of meeting

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. Fitchies, Published by Orient Longman
- Developing Communication Skills by Krishna Menon and Meera Banerjee, Published by Macmillan India Ltd. Communications in Tourism and Hospitality, Lynn Van Der Wagen, Hospitality Press.

BSC901-102- BASIC COMPUTER APPLICATION (THEORY)

UNIT I

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

Information concepts and processing –email account creation and operating.

Quality and value of Information – importance, 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, mother board, video card.

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

NETWORK and Types, LAN, MAN, WAN, Internet, INTRANET, Virus, Worm, Ransom Ware, Hacking, Ethical Hacking. Stalking, Phishing and Indian Laws.

REFERENCE BOOKS

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

BSC901-103-FOOD PRODUCTION – I

UNIT I

INTRODUCTION TO THE ART OF COOKERY

Culinary History - Brief introduction to the world of cuisines

What is cooking - Aims & Objectives

Heat Transfer - Conduction, Convection & Radiation

Methods of Cooking - Dry & Moist

Action of Heat on Carbohydrates, Fats, Proteins, Minerals and Vitamins.

UNIT II

KITCHEN ORGANIZATION

Kitchen Brigade, Types of Kitchens - Main Kitchen & Satellite Kitchen

Departments in the Kitchen

Uniforms & Grooming Standards, Types of Equipment

Fuels, Kitchen Layout - Planning & Workflow

Kitchen Safety.

UNIT III

CLASSIFICATION OF COOKING MATERIALS

Cereals & Pulses, Vegetables & Fruits, Spices & Condiments

Raising Agents, Thickening Agents, Sweetening Agents

Fats & Oils, Eggs & Salts, Milk & Milk Products

Poultry, Meats, Game & Seafood

UNIT IV

PREPARATION OF COOKING MATERIALS

Selection, Cuts & cooking of Vegetables

Selection, Cuts & cooking of Poultry

Selection, Cuts & cooking Meat - Pork, Beef & Venison

Selection, Cuts & cooking of Seafood

UNIT V

STOCKS - Classification and Preparation

SAUCES - Classification - 6 mother sauces, Indian Basic Gravy & other sauces, Preparation & Derivatives

SOUPS - Classification and Preparation

REFERENCE BOOKS

- Modern Cookery Vol I&II - Philip Thangam
- Theory Of Cookery – Arora Krishna
- Professional Charcutiere – Kinsella John, Harvey David, John Wiley & Sons NY
- Professional; Cooking – Gisselen Wayne; John Wiley & Sons
- Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
- Prashad – Cooking with Indian masters – Indra Singh Kalra
- Professional baking - Gisselen Wayne; John Wiley & Sons
- Understanding Cooking – Lund burge & Kotschevan
- Theory Of Catering - Kinton Cesarani; Hodder& Stoughton
- Basic Cookery–The Process Approach–Daniel R Stevenson; Stanley Thrones Ltd.

BSC901-104 – 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

Ancillary Department: Still Room, Silver Room, Hot-Plate, Pantry, Plate Room, Kitchen Stewarding.

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.

UNIT IV

Food and Beverage Service Personnel

Staff organization-of F&B Department. restaurants.

Duties and responsibilities of service staff – Job Descriptions and Job Specification

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.
- Food & Beverage Service: Mr. Singaravelan
- Food and Beverage Service- Dhawan Vijay; Franc Bros & Co.
- The Steward, Dias. P

BSC901-105- HOTEL HOUSEKEEPING -I

UNIT I

The Role of Housekeeping in Hospitality Operation

Role of Housekeeping in Guest Satisfaction and Repeat Business

UNIT II

Organization Chart of the Housekeeping Department

Hierarchy in small, medium, large and chain hotels, Identifying Housekeeping Responsibilities

Personality Traits of Housekeeping Management Personnel

Duties and Responsibilities of Housekeeping Staff, Layout of the Housekeeping Department

UNIT III

Cleaning Organization - Principles of cleaning, hygiene and safety factors in cleaning

Methods of organizing cleaning, Frequency of cleaning (daily, periodic, special)

Design features that simplify cleaning, Use and care of Equipment

UNIT IV

Cleaning Agents

General Criteria for selection, Classification, Polishes, Floor seals, Use, care and Storage,

Distribution and Controls, Use of Eco-friendly products in Housekeeping

UNIT V

Composition, Care and Cleaning of Different Surfaces

Metals, Glass, Leather, leatherettes, rexines, Plastic, Ceramics, Wood, Wall finishes, Floor finishes

REFERENCE BOOKS

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

BSC901-106- FRONT OFFICE OPERATIONS -I

UNIT I

INTRODUCTION TO HOSPITALITY INDUSTRY

Definition and Scope of Hospitality Industry, Departments in a Hotel, Career Opportunities in Front Office, Importance of Customer Service in Hospitality, Professionalism and Ethics in Hospitality.

UNIT II

FRONT OFFICE OPERATIONS AND FUNCTIONS

Front Office as the Heart of the Hotel, Pre-arrival, Arrival and Departure Procedures

Room Reservations and Allotment, Registration of Guests

Guest Services (e.g., Concierge, Bell Desk, Information), Handling Guest Complaints and Problems

UNIT III

FRONT OFFICE SYSTEMS

Property Management Systems (PMS) - Overview and Importance

Key Features of PMS (e.g., reservations, front desk operations, guest history)

Central Reservation Systems (CRS), Global Distribution Systems (GDS)

Revenue Management Concepts

UNIT IV

FRONT OFFICE COMMUNICATION

Effective Communication Skills (verbal and non-verbal)

Telephone Etiquette, Email Communication, Cross-cultural Communication

Handling Difficult Guests

UNIT V

FRONT OFFICE DOCUMENTATION

Registration Cards, Rooming Lists, Guest History Records

Daily Reports (e.g., arrival/departure reports, room status reports)

Log books and Registers, Understanding and Maintaining Front Office Records

REFERENCE BOOKS

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

BSC901-107- FOOD PRODUCTION – I (PRACTICAL)

MENU 1	Identification of Ingredients Vegetables, Fruits & Spices Identification of Kitchen Equipment Capital, Medium & Small	MENU 6	STOCKS & SOUPS YAKHNI - Yakhni Shorba CHINESE - Munchow TAI - Tom Yum
MENU 2	Cuts of Vegetables Steamed, Blanching & Deep-fry Cuts of Chicken Roasting, Grilling & Pan Fry	MENU 7	MOTHER SAUCES Bechamel - Mac & Cheese Velouté - Mushroom Velouté Soup Espagnole - Grilled Chicken with
MENU 3	Egg Preparation French Omelet, Poached Eggs, Scrambled Eggs, Boiled Eggs & Fried Eggs	MENU 8	MOTHER SAUCES Tomato - Penne a la Arrabiatta Mayonnaise - Fish Fingers with Tartar Sauce Hollandaise - Egg Benedict
MENU 4	Cuts of Fish & Seafood Preparation Seafood Platter Moist & Dry Methods	MENU 9	INDIAN BASIC GRAVY WHITE - Navratan Korma BROWN - Awadi Murg Kurma
MENU 5	STOCKS & SOUPS FISH - Fish velouté WHITE - Minestrone BROWN - Chicken Broth	MENU 10	INDIAN BASIC GRAVY RED - Murg Makhani GREEN - Palak Paneer

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, Ellen borough 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 – Indra Singh 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

BSC901-108-FOOD & BEVERAGE SERVICE – I (PRACTICAL)

UNIT I

Grooming standards in Food & Beverage Service Department.

Importance of Waiter's Kit

Mis-en- place and Mis-en-scene

Identification of equipment

Water pouring and seating a guest.

UNIT II

Laying and relaying of Tablecloth

Napkin folding

Carrying a Salver or Tray

Rules for laying table - Laying covers as per Menu

UNIT III

Food and Beverage service sequence

TDH and A la carte cover Layout. Handling service gear

Carrying plates, Glasses and other Equipment Clearing an Ashtray

Crumbing, Clearance and presentation of bill

UNIT IV

Sideboard setup.

Silver service & American service, Situation handling

UNIT- V

Breakfast table laying Restaurant reservation system

Hostess & desk functions, Order taking – writing a food KOT, writing a BOT.

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

BSC901-109- HOTEL HOUSEKEEPING – I (PRACTICAL)

SAMPLE LAYOUT OF GUEST ROOMS

Single Room, Double Room, Twin Room, Suite.

GUEST ROOM SUPPLIES AND POSITION

Standard Room, Suite, VIP Room special amenities.

CLEANING EQUIPMENT (MANUAL AND MECHANICAL)

Familiarization, Different parts, Function, Care and maintenance.

CLEANING AGENTS

Familiarization according to classification, Function.

PUBLIC AREA CLEANING (DIFFERENT SURFACES)

WOOD – Polished, Painted, Laminated.

SILVER/EPNS - Plate powder method, Polivit method, Proprietary solution (Sivo).

BRASS - Traditional/domestic 1 method, Proprietary solution 1 (brasso).

GLASS - Glass cleanser, Economical method (newspaper).

FLOOR - Cleaning and polishing of different types, Wooden, Marble, Terrazzo/mosaic.

WALL - Care and maintenance of different types and parts, Skirting, Dado.

Different types of paints (distemper, Emulsion, oil paint.

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 McGraw 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.

BSC901-110-FRONT OFFICE OPERATIONS – I (PRACTICAL)

FRONT OFFICE PROCEDURES

Guest Registration and Check-in Procedures, Guest Check-out Procedures

Handling Room Assignments and Allotments, Guest Service Procedures (e.g., answering inquiries, providing directions), Handling Cash Transactions and Payments.

PROPERTY MANAGEMENT SYSTEM (PMS) TRAINING

Basic PMS operations (reservations, check-in/check-out, guest profiles)

Data entry and retrieval, Generating reports and statements

Using PMS for room assignments and status updates

TELEPHONE ETIQUETTE AND COMMUNICATION

Practicing telephone answering techniques

Handling guest calls and inquiries, Taking and conveying messages

Handling complaints and resolving issues over the phone

FRONT OFFICE DOCUMENTATION

Filling out registration cards and other relevant forms

Maintaining guest history records, Preparing daily reports and logs

Understanding and interpreting front office documents

ROLE PLAYING AND SIMULATIONS

Role-playing different guest scenarios (e.g., check-in, check-out, complaints)

Simulating front desk operations

Practicing communication and interpersonal skills in a simulated environment

REFERENCE BOOKS

- Andrews S., Hotel Front Office Training Manual, Tata Publishing Company limited 1982.
- D. Collins, Accommodation Operations, Plymouth Macdonald Evans, 1967.
- Villen Jerome J., Check in check out, Iowa WMC Brown Co., 1976.
- Tourist Information Series, Publication Division, Ministry of information and broadcasting Government of India, Delhi.
- Kaul, S.N., Tourist India, International Taj Building Bombay.
- Robert C. Fisher, India and Nepal Hodder and Stoughton London, 1981.
- Dr. Singh R.K., Front Office Management, Aman Publication,

BSC901-111-BASIC COMPUTER APPLICATION – I (PRACTICAL)

MS WORD - File

Menu bar, File, New, Open, Save, Save As, difference between Save and Save As, Print, Print to PDF, Protecting word.

PAGE LAYOUT & PROOFING

Watermark, Page Color, Page Borders, Margins, Orientation, Size, Column, Spelling and Grammar check.

HOME

Font, Font style, Bold, Italic, Underline, Subscript, Superscript, Bullets, Numbering, Alignment and its types, Find and Replace, Text background color, Text color

INSERT

Cover Page, Table, Table design, Table Layout, Quick Table, Inserting Picture and formatting, Inserting Shapes and formatting, Header and Footer, Page Number, WordArt

ACTIVITY

Menu Card, Resume, Cover letter or mail

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

BSC901-201 - HYGIENE AND FOOD SAFETY

UNIT I

FOOD QUALITY

Definition of foods, Classification of foods in terms of spoilage - High Risk Foods and Low Risk Foods. Factors responsible for food spoilage. Food preservation and simple preservation methods with their principles, commercial preservation (Class I, Class II preservatives), Types of storage and good storage techniques (FIFO, Room Hygiene, Temp-control).

UNIT II

FOOD SAFETY

Definition of food poisoning.

Types of food poisoning, Food Infection and food Intoxication and their causative agents.

Prevention and control of food poisoning.

Food safety methods. (HACCP, Danger zone temp, Cross contamination, Colour coding). Food Laws for food safety (PFA, FPO, BIS, AGMARK, FOOD SAFETY ACT). General rules of Hygienic food handling.

UNIT III

PREMISES HYGIENE

Good structural details for a hygienic kitchen. (Floors, Walls, Ceiling, Drainage, plumbing, lighting and ventilation), III effects of Garbage and Eco-friendly methods of Garbage disposal. Pests and diseases, Pest control techniques. Equipment Hygiene. Definition of Disinfection, Sterilization and sanitation Two and Three sink dish washing methods.

UNIT IV

PERSONNEL SAFETY

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

UNIT V

HEALTH FOODS

Balanced diet for healthy living.

Importance of balanced menu.

List of deficiency diseases-Causative Nutrients-Symptoms and Food sources.

REFERENCE BOOKS

- McSWANE DAVID, NANCY RUE, RICHARD LINTON, Essentials of Food safety and Sanitation, prentice hall, upper saddle river, NJ 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 Birvohfield, Design and Layout of Food service Facilities
- Regina s Baraban, successful restaurant
- Theory of catering – Victor cessarani
- Preventive medicine – Park and park

BSC901-202- HOTEL FRENCH

UNIT I

Basic French and Nouns

Alphabets and the Pronunciation, Self-Introduction, Greeting Words In French With Different Accents, Days Of The Week, Months Of The Year
Seasons & Numbers 1-20

UNIT II

Basic French Words, Fruits, Vegetables, Meat Based Products, Utensils Used in Kitchen and Restaurant, Hotel Vocabulary

UNIT III

French Foods, Name of The Persons in Hotel, Restaurant and Kitchen. Basic French Classical Menu, Culinary Terms in French, Basic Drinks and Beverages, Basic Foods and Meals in French.

UNIT IV

Basic Grammar & Time, Basic Grammar (Definite Articles & Indefinite Article. Basic Verb Conjugation (Only Er Verb), Basic Time of the Day.

UNIT V

Hotel Vocabulary - Asking for Menu and Placing Order, Booking A Table
Booking Rooms, Asking for Beverages.

REFERENCE BOOKS

- Rajeswari Chandrasekar, Rekha Hangal, Chitra Krishnan - A Votre Service 1- General Book Deport, 1691, Delhi
- S. Bhattacharya - French for HOSPITALITY and Tourism - Frank Bros and Co. publishers limited.
- La langue et La civilization Francaises- G. Mauger, Hachette, 79, Boulevard St. Germain, Paris.
- Le Fran, cais de l'Hotellerie et du Tourisme – Max DANY
- 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.)

BSC901-203 FOOD PRODUCTION – II

UNIT I

NORTH INDIAN REGIONAL CUISINE

Kashmiri, Punjabi, Uttar Pradesh (Awadhi and Mughlai), Delhi

UNIT II

SOUTH INDIAN REGIONAL CUISINE

Tamil Nadu & Kerala.

UNIT III

SOUTH INDIAN REGIONAL CUISINE

Andhra, Telangana & Karnataka

UNIT IV

EAST INDIAN REGIONAL CUISINE

West Bengal, Odisha, Bihar, Assam.

UNIT-V

WEST INDIAN REGIONAL CUISINE

Gujarat, Maharashtra, Goa.

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 – Indra Singh 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.

BSC901-204- 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

UNIT III

Wines – France, Italy, Spain, Indian Wines. Food and wine harmony

Wine glasses and equipment, Storage and service of wine

Beers- Introduction, Manufacturing, Types and Brands, Indian and international Beer.

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

Tobacco, Cigar and Cigarettes, Terms used to denote the colors of the wrapper, Brands of Havana Cigar, Storage of Cigars. Service of cigars, Service of cigarettes

REFERENCE BOOKS

- Food & Beverage Service - Dennis R. Lillicrap. & John. A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Modern Restaurant Service – John Fuller, Publisher: Hutchinson
- The Restaurant (From Concept to Operation)- Publisher: Lipinski
- Introduction F& B Service- Brown, Heppner & Deegan
- Professional Food Service- Sergio Andrioli & Peter Douglas, Publisher: Heinemann Professional

BSC901-205- HOTEL HOUSEKEEPING – II

UNIT I

ROOM LAYOUT AND GUEST SUPPLIES

Standard rooms, VIP ROOMS

Guest's special requests

UNIT II

AREA CLEANING (6 Hours)

Guest rooms, Front-of-the-house Areas, Back-of-the-house Areas

Work routine and associated problems e.g. high traffic areas, Façade cleaning.

UNIT III

ROUTINE SYSTEMS AND RECORDS OF HOUSEKEEPING DEPARTMENT

Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet. Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register. Record of Special Cleaning, Call Register, VIP Lists.

UNIT IV

Types of Beds and Mattresses.

UNIT V

PEST CONTROL - Areas of infestation, Preventive measures and Control measures

KEYS - Types of keys, Computerized key cards, Key control.

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

BSC901-206– 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, dam's benefits and problems.

UNIT-II

Ecosystems: Concept 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-renewable and non-renewable energy sources.

UNIT-III

Biodiversity: Genetic species and ecosystem diversity. 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.

UNIT-V

Social Issues and the Environment: Water conservation, Climate change, global warning, acid, rain, ozone layer depletion.

Fire Safety: Fire triangle, fire prevention tips, fire extinguishers, its types and emergency evacuation.

REFERENCE BOOKS

- 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
- E.P. Odum, Fundamentals of Ecology, W.B. Saunders Co., USA. 5th edition 2004 ISBN : 0534420664 ISBN 13: 9780534420666
- M.N. Rao and A.K. Datta, Waste Water Treatment, Oxford and IBH Publications 3rd edition 2008 ISBN 10 : 8120417127
- Benny Joseph, Environmental Studies, Tata McGraw-Hill, 2005 ISBN: 0070590923
- V.K. Sharma, Disaster Management, National Centre for Disaster Management, HPE, Delhi, 1999.

BSC901-207- ENGLISH LANGUAGE – II (PRACTICAL)

UNIT I

SPEAKING SKILLS

Tips for Drafting a speech, and Presentation,

Manners and etiquettes during Presentation,

introducing oneself and the ways of greetings,

The ways of starting a conversation in formal

Skill focus: Speaking Skill

UNIT II

WRITING SKILLS

Paragraphs and creative writing, Formal letter writing,

Types of Business Letters

Kahlil Gibran's *On Friendship* from *The Prophet*

Skill focus: Formal and Creative Writing Skills

UNIT III

WRITING SKILLS

Resume Writing, Dos and Don'ts in Resume Writing,

Business reports, Drafting effective formal letter, formats, style of writing, Use of jargons

Skill focus: Business writing

UNIT IV

INTERVIEWS

Types of Interviews,

Techniques of handling interviews of different types.

Effective tips for clearing the interview,

Professional dress code and body language,

Group discussion – Definition, Manners and etiquettes of attending and hosting the Group

Discussion

Skill focus: Business Communication

UNIT V

READING SKILLS

Types of reading,

Magazine, newspaper, article and journal readings, News Reading and weather report presentation, Describe the dish

Critical Reading: *Essays of Elia* by Charles Lamb

Skills focus: Reading Skills

REFERENCE BOOKS

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

BSC901-208- FOOD PRODUCTION – II (PRACTICAL)

MENU			
MENU 1	Girda Mutton Rogan Josh Dum Aloo Shahi Tukda	MENU 6	Hyderabadi Biryani Mirchi Ka Salan Cucumber Raita Double ka Meetha
MENU 2	Chicken Tikka Aloo Paratha Dal Makhni Mango Lassi	MENU 7	Mangalore Buns Coorgi Pork Curry (Pandhi Curry) Ghee Rice Obbattu (Holige)
MENU 3	Galouti Kebab Baida Roti Lucknawi Dum Biryani Kesar Pista Kulfi	MENU 8	Aloo Bhajja Fish Pataudi Basundi Pulao Sandesh
MENU 4	Boiled Rice Sambar Rasam Semiya Payasam	MENU 9	Fafda Thepla Gujarati Kadhi Shrikhand
MENU 5	Malabar Parota Avial Malabar Fish Curry Ada Pradhaman	MENU 10	Prawn Balchão Pork Vindaloo Vonda (Goan Chapati) Coconut Ladoo

REFERENCE BOOKS

- Modern Cookery Vol I&II - Philip Thangam
- Theory Of Cookery – Arora Krishna
- Professional Charcutiere – Kinsella John, Harvey David, John Wiley & Sons NY
- Professional Cooking – Gisselen Wayne; John Wiley & Sons
- Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
- Prashad – Cooking with Indian masters – Indra Singh Kalra
- Professional baking - Gisselen Wayne; John Wiley & Sons
- Theory Of Catering – Kinton Cesarani; Hodder& Stoughton
- Basic Cookery–The Process Approach–Daniel R Stevenson; Stanley Thrones Ltd.

BSC901-209- FOOD & BEVERAGE SERVICE – II (PRACTICAL)

TASK I

Room service tray and trolley Set Up and service

Room service amenities

Set-up in rooms

TASK II

Functional and floor layouts for room service

Conducting briefing and de-briefing for F&B Outlets

TASK III

Beverage order-taking

Service of Beer

Service of Sake

Service of Other fermented and brewed beverages

TASK IV

Service of sparkling wines.

Service of aromatized wines.

Service of fortified wines.

TASK V

Service of Still wines.

Table set-up with wines on the menu

REFERENCE BOOKS

- International Bartender's Guide- Bartender
- 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, Kotschevu L.H.

BSC901-210- HOTEL HOUSEKEEPING – II (PRACTICAL)

TASK I

SERVICING GUEST ROOMS (Occupied and Vacant)

- Task 1: Open curtain and adjust lighting
- Task 2: Clean ash tray and remove trays/fairies
- Task 3: Strip and make bed (refer to bed-making section)
- Task 4: Dust and clean furniture, crockeries, or antiques
- Task 5: Clean mirror
- Task 6: Replenish all supplies
- Task 7: Clean and replenish minibar
- Task 8: Vacuum clean carpet
- Task 09: Check for stains and spot cleaning

BATHROOM

- Task 1: Dispose soiled linen
- Task 2: Clean seat tray
- Task 3: Clean WC
- Task 4: Clean bath and bath area
- Task 5: Wipe and clean shower curtain
- Task 6: Clean mirror
- Task 7: Clean tooth glass
- Task 8: Clean vent/dry unit
- Task 9: Replenish bath supplies
- Task 10: Mop the floor

TASK II

BED MAKING

- Bed making supplies (day bed/night bed)
- Step 1: Remove the first sheet from one side
- Step 2: Make mitre corner (on both corners of your side)
- Step 3: Spread second sheet (upside down)
- Step 4: Spread blanket
- Step 5: Spread crinkle sheet

Step 6: Make two folds on head side (at the head end of second sheet, blanket, and crinkle sheet)

Step 7: Tuck the folds on your side

Step 8: Make Maître corner with all three on your side

Step 9: Change sides and finish the bed in the same way

Step 10: Spread the bedspread and place pillows

TASK III

RECORDS

Room occupancy report

Checklist

Floor register

Work/maintenance order

Lost and found

Maid's report

Housekeeper's report

Log book

Guest special request register

Record of special cleaning

VIP lists

Floor linen book/register

Guest room inspection

TASK IV

Minibar Management

Stocking

Checking expiry date

Maintaining register/record

Replenishing floor pantry

Stocking

TASK V

GUEST HANDLING

Guest requests

Guest complaints

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 McGraw Hill – Delhi
- 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.

BSC901-211 – BASIC COMPUTER APPLICATION– II (PRACTICAL)

UNIT I

MS POWERPOINT

Templates, Picture and Formatting, Shapes and Formatting, WordArt, Video, Audio, creating logo using Shapes and Formatting, Design.

UNIT II

MS POWERPOINT

Transition, Animation, Advance Animation, Timing, Automating the PowerPoint presentation using advance animation and Timing.

UNIT III

MS EXCEL

Rows, Columns, Cells, Cell reference, Insert, Delete, Functions and Formula, Formula Bar, Doing Basic Calculations in Excel (SUM, AVG, MAX, MIN)

UNIT IV

MS EXCEL

Cell Formatting (Date, Time, Text, Number, Currency), Conditional Formatting, Logical Function (IF, NESTED IF), Text Function (Trim, Left, Right), Count.

UNIT V

MS EXCEL

Selecting and creating charts. Activities – Logo Creation using Shapes in MS PowerPoint, Creating Dynamic Student marks list using basic functions and use conditional formatting, Creating Grading system using logical functions and use charts.

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.

SEMESTER III

BSC901-301- FOOD PRODUCTION III

UNIT I

CONTINENTAL CUISINE - French Cuisine, Italian Cuisine.

UNIT II

CONTINENTAL CUISINE - Spanish Cuisine, Portuguese Cuisine.

UNIT III

MIDDLE EASTERN CUISINE - Levantine Cuisine - Lebanon, Syria, Jordan & Palestine, Persian Cuisine – Iran, Arabian Peninsula Cuisine.

UNIT IV

WESTERN CUISINE - American Cuisine, Texmex Cuisine.

UNIT V

Volume Feeding, Food Costing, Revenue Management.

REFERENCE BOOKS

- Quantity Food Production Operations and Indian Cuisine- Textbook by Parvinder S. Bali
- Modern Cookery Vol I&II - Philip Thangam
- Theory Of Cookery – Arora Krishna
- Professional Charcutier – Kinsella John, Harvey David, John Wiley & Sons NY
- Food Preparation & Cooking-Thornes Stanley, Ellenborough House, Wellington Street
- Professional; Cooking – Gisselen Wayne; John Wiley & Sons
- Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
- Prashad – Cooking with Indian masters – Indra Singh Kalra
- Professional baking - Gisselen Wayne; John Wiley & Sons
- Understanding Cooking – Lundburge & Kotschevan
- Theory of Catering - KintonCesarani; Hodder& Stoughton
- Basic Cookery–The Process Approach–Daniel R Stevenson; Stanley Thrones Ltd.

BSC901-302- FOOD & BEVERAGE SERVICE-III

UNIT I

Spirits - Introduction & Definition, Production of Spirit, Pot-still method, Patent still method, Production of Whisky, Service standards and brand names, Production of Rum Service standards and brand names, Production of Gin Service standards and brand names, Production of Brandy Service standards and brand names, Production of Vodka Service standards and brand names, Production of Tequila Service standards and brand names

UNIT II

Aperitifs- Introduction and Definition, Different types of Aperitifs, Liqueurs - Definition & History Production of Liqueurs, Name of Liqueurs and country of origin & Predominant flavor Service.

UNIT III

Brunch: Meaning, Menu, service, Afternoon Tea -Full afternoon tea: Menu, cover, service sequence for full afternoon tea, High Tea: Menu, cover, service sequence for high tea, India High Tea menu, Buffet Tea: Buffet set-up, food and beverage arrangement, Staffing. Door knob card, Telephone, in person, Execution of Room service order decentralized and centralized system, In-room facilities, Guest satisfaction

UNIT IV

Gueridon service – Introduction, Types of trolley, Equipment used on a trolley
Maintenance of the trolley equipment, General Points while selecting and handling the food, Mise-en-place for Gueridon service, Food preparation techniques
Advantages and limitations of Gueridon service, Dishes prepared on the Gueridon: Ingredients, equipment and cover for the dishes given below Prawn cocktail, Steak Tartare, Steak Diane, Boeuf stroganoff, Peach flambé, crepes Suzette, Strawberry Romanoff, Sabayon au Marsala.

UNIT V

Cocktails and Mocktails – Introduction, Components of cocktail, Methods of making cocktails, Equipment and tools required for making cocktails, Points to note while making cocktails - Classic styles of mixed drinks, Cocktails and their base
Mock tails, Banquet - Function catering – Introduction Banquets, Types of function, Function Staff, Staff requirement calculations, Function Menus and wine list.
Service methods, Function equipment, Table plans and set-up, Function Booking and Organization - Organizing the function, Service procedure for formal and informal function

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, Kotschevu L.H.
- The encyclopedia of world beers, Myers. B.

BSC901-303- FRONT OFFICE OPERATIONS II

Unit 1: Reservation and Front Desk Procedures

- The role of Front Desk in guest reservation management
 - Handling online, offline, and group bookings
- Reservation systems and software
 - Features of Property Management Systems (PMS)
 - Guest profile management and room assignment
- Handling last-minute changes, upgrades, and cancellations

Unit 2: Check-In and Check-Out Procedures

- Check-In procedures: greeting guests, registration, and identification
 - Standard Operating Procedures for registration
 - Room assignment, key handling, and briefing guests on amenities
- Check-Out procedures: final billing, payments, and guest departure
 - Verifying guest folios, handling adjustments, and refunds
 - Guest feedback collection during check-out

Unit 3: Front Office Accounting and Financial Procedures

- Basic hotel accounting concepts: charges, taxes, discounts
- Front Office's role in guest billing and payment processing
 - Credit card processing, cash handling, foreign exchange
 - Guest folios, advance deposits, and balances
- Auditing procedures at the Front Desk

Unit 4: Guest Services and Concierge Operations

- The role of Guest Services and Concierge in enhancing guest experience
- Types of services: transportation, restaurant reservations, tours, entertainment
- Handling special guest requests (VIP services, special needs)
- Personalized services and creating memorable guest experiences

Unit 5: Technology in Front Office Operations

- Introduction to Property Management Systems (PMS) and other software
- Integrating PMS with other hotel departments (Housekeeping, F&B)
- The role of technology in guest communication (mobile check-in, digital keys)
- Data security and guest privacy considerations in Front Office

REFERENCE BOOKS:

1. Front office operations – Michel Kasanove
2. Front office Management – Bhatnagar A.K
3. James A.Bardi- Hotel front office management
4. Peter Ranner- Basic Hotel Front Office procedure
5. Colin Dix & Chris Baird- Front Office Operations
6. Ahmed Ismail- Front Office operations and management
7. S.K. Bhatnagar- Front Office management

BSC901-304- ACCOMMODATION OPERATIONS-I

UNIT I

LINEN ROOM

Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various Linen Items & fabrics suitable for this purpose, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and records, Stocktaking-procedures and records, Recycling of discarded linen, Linen Hire.

UNIT II

UNIFORMS

Advantages of providing uniforms to staff, Issuing and exchange of uniforms, type of uniforms, Selection and designing of uniforms, Layout of the Uniform room.

UNIT III

SEWING ROOM

Activities and areas to be provided, Equipment provided.

UNIT IV

LAUNDRY

Commercial and On-site Laundry, Flow process of Industrial Laundering-OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal.

UNIT V

FLOWER ARRANGEMENT AND INDOOR PLANTS

Flower arrangement in hotels, Equipment and material required for flower arrangement, Conditioning of plant material, Styles of flower arrangements, Principles of design as applied to flower arrangement, Indoor Plants, Selection and care.

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 McGraw 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.

BSC901-305 – FOOD & BEVERAGE CONTROL-I

UNIT – I

Food cost control - Introduction to Cost Control, Definition.

The Objectives and Advantages of Cost Control, Basic costing, Food costing

Purchase Control– Introduction, Aims of Purchasing Policy, Job description of Purchase Manager/Personnel, Types of Food Purchase, Quality Purchasing

Food Quality Factors for different commodities, Definition of yield, Test to arrive at standard yield

Definition of Standard Purchase Specification, Advantages of Standard Yield and Standard Purchase Specification, Purchasing Procedure, Different Methods of Food Purchasing, Sources of Supply

Purchasing by Contract, Periodical Purchasing, Open Market Purchasing, Standing Order Purchasing

Centralized Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms

Ordering Cost, Carrying Cost, Economic Order Quantity, Practical Problems

UNIT – II

Receiving control - Introduction

Aims of Receiving, Job Description of Receiving Clerk/Personnel

Equipment required for receiving, Documents by the Supplier (including format), Delivery Notes

Bills/Invoices, Credit Notes, Statement, Records maintained in the Receiving Department

Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure

Blind Receiving, Assessing the performance and efficiency of receiving Department

Frauds in the Receiving Department, Hygiene and cleanliness of area

UNIT – III

Storing Control – Introduction, Aim of Store Control, Job Description of Food Store Room Clerk/personnel

Storing Control, Conditions of facilities and equipment

Arrangements of Food, Location of Storage Facilities, Security, Stock control

Two types of food received – direct stores (Perishables/nonperishable)

Stock Records Maintained Bin Cards (Stock Record Cards/Books)

Issuing Control, Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities, Stock taking and comparison of actual physical inventory and Book value, Stock levels, Practical Problems, Hygiene & Cleanliness of area

UNIT – IV

Production control – Introduction, Aims and Objectives, Forecasting, Fixing of Standards

Definition of Standards (Quality & Quantity), Standard Recipe (Definition, Objectives and various tests) Standard Portion Size (definition, Objectives and equipment used Standard Portion Cost (Objectives & Cost Cards,

Computation of Staff meals

UNIT- V

Sales control - Sales – ways of expressing selling, determining sales price,

Calculation of selling price, factors to be considered while fixing selling price,

Matching costs with sales, Billing procedure –

Cash and credit sales Cashier's Sales summary sheet.

REFERENCE BOOKS

1. Lillicrap, Food & Beverage Service, seventh edition, Hodder Arnold, Book power ELST.
2. Strianese A. J., Dining Room and Banquet Management.
3. Kotschevu L.H., Management Bar and Beverage operations.
4. Jack, Kivela, J., Purchasing for the hospitality industry.
5. Keister C. Donglas ; Food and Beverage Control, Prentice Hall, Englewood Cliffs.
6. Rey / Wieland, Managing Service in Food & Beverage Operations. The educational Institute of the American Hotel and Motel Association.

BSC901-306 -COMMUNICATION AND SOFT SKILLS

UNIT I

GRAMMER

Parts of speech

Common Errors in the usage of Pronoun and Preposition

Comprehension Reading Practice

Situational Role play: Classroom Activities

Skill focus: Common Errors in daily Conversation

UNIT II

GRAMMER

Tenses

Common Errors in the usage of verbs

Use of Don't and Doesn't with proper subjects

Skill focus: Use of Proper verb with proper tense

UNIT III

LISTENING AND WRITING

Importance of Listening, Barriers of listening, Tips for listening.

Oscar acceptance speech by Leonard DiCaprio

Nobel Prize Acceptance speech by Sheldon Cooper and Amy (The big bang theory)

Skill focus: Listening and Writing

UNIT IV

REPORT WRITING - Preparation, planning, structure of a report, Executive summary, introduction, main body of the report, conclusion and recommendation

Ruskin Bond – *The Photograph*

Skill focus: Business Writing

UNIT V

CREATIVE WRITING

Essay and Its types, Tips to Write Essay

Writing Lyrics and Haiku Poems

Script Writing

Developing Conversation with Given Character

Skills focus: Creative Writing

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. Fittkies, Published by Orient Longman
- Developing Communication Skills by Krishna Menon and Meera Banerjee, Published by Macmillan India Ltd.
- Communications in Tourism and Hospitality, Lynn Van Der Wagen, Hospitality Press.

BSC901- 307- FOOD PRODUCTION –III (PRACTICAL)

MENU 1	Soupe à l'Oignon (French Onion Soup) Coq au Vin Pommes Purée (Mashed Potatoes) Crème Brûlée	MENU 6	Lavash Shirin Polow Kabab Barg Sharbat
MENU 2	Bruschetta al Pomodoro Spaghetti alla Carbonara Pollo alla Cacciatora Zabaglione	MENU 7	Lentil Soup (Shorbat Adas) Mandi (Yemen, Saudi Arabia) Maraq (Saudi Arabia, Yemen) Baklava
MENU 3	Gazpacho Tortilla Española Chicken Paella Churros con Chocolate	MENU 8	Deviled Eggs Barbecue Spare Ribs Burger Brownies
MENU 4	Caldo Verde Feijoada Feijão Frade Arroz Doce	MENU 9	Nachos with Salsa & Guacamole Flour Tortilla Chicken Fajitas Sopapillas
MENU 5	Tabbouleh Shawarma Pita Bread Knafeh	MENU 10	Taco Salad Refried Beans Quesadillas Flan

REFERENCE BOOKS

- Modern Cookery Vol I&II - Philip Thangam
- Theory Of Cookery – Arora Krishna
- Professional; Cooking – Gisselen Wayne; John Wiley & Sons
- Basic Cookery – Stevenson David R; Stanley Thrones Ltd.
- Prashad – Cooking with Indian masters – Indra Singh Kalra
- Professional baking - Gisselen Wayne; John Wiley & Sons
- Understanding Cooking – Lundburge & Kotschevan
- Theory of Catering - KintonCesarani; Hodder& Stoughton
- Basic Cookery–The Process Approach–Daniel R Stevenson; Stanley Thrones Ltd.

BSC901-308-FOOD AND BEVERAGE SERVICE – III (PRACTICAL)

TASK I

Service of Spirits

Service of Whisky

Service of Vodka

TASK II

Service of Rum

Service of Gin

TASK III

Service of Brandy

Service of Tequila

TASK IV

Service of different types of Aperitifs

Service of Liqueurs

TASK V

REGIONAL CUISINE-PRACTICAL

Menu Writing of Regional dishes

Table Laying of Regional dishes

Service of Regional dishes

REFERENCE BOOKS

- Lillicrap, Food & Beverage Service, seventh edition, Hodder Arnold, Book power ELST.
- Strianese A. J., Dining Room and Banquet Management.
- Kotschevu L.H., Management Bar and Beverage operations.
- Jack, Kivela, J., Purchasing for the hospitality industry.
- Keister C. Donglas; Food and Beverage Control, Prentice Hall, Englewood Cliffs.
- Rey / Wieland, Managing Service in Food & Beverage Operations. The educational Institute of the American Hotel and Motel Association

BSC901-309- ACCOMMODATION OPERATIONS - I (PRACTICAL)

TASK I

LAYOUT OF LINEN AND UNIFORM ROOM/LAUNDRY

Practical demonstration of the layout and arrangement of equipment in a linen room, uniform room and laundry.

Identification and location of various equipment and their functions.

TASK II

LAUNDRY MACHINES AND EQUIPMENT

Hands-on experience with different types of laundry machinery and equipment.

Operation and maintenance of washing machines, dryers, ironing machines.

Understanding the functioning of various controls and settings.

TASK III

STAIN REMOVAL

Practical demonstration of stain removal techniques for various types of stains on different fabrics.

Use of different stain removal agents and methods.

Understanding the importance of pre-treatment and stain removal procedures.

TASK IV

FLOWER ARRANGEMENT

Practical demonstration of various flower arrangement techniques and styles.

Selection and arrangement of flowers, foliage, and other decorative materials.

Creation of different types of arrangements (e.g., centrepiece, bouquet, corsage).

TASK V

SELECTION AND DESIGNING OF UNIFORMS

Practical exercise on selecting appropriate fabrics, colours, and styles for different types of uniforms.

Designing and creating basic uniform prototypes.

Understanding the principles of uniform design and the importance of comfort and functionality.

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 McGraw 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.

BSC901-310- FRONT OFFICE OPERATIONS II (PRACTICAL)

TASK I

GUEST RELATION AND SERVICE

Providing personalized service to guests, Handling special requests and VIP guests
Building rapport with guests and resolving issues, conducting guest satisfaction surveys,
Providing information about local attractions and amenities

TASK II

FRONT OFFICE SECURITY PROCEDURES

Practicing emergency procedures (fire, medical, security), Handling guest safety and security concerns, Identifying and preventing potential security threats, Implementing security measures in the front office area.

TASK III

FRONT OFFICE ACCOUNTING PROCEDURES

Handling cash and credit card transactions, Balancing cash drawers and preparing daily reports, Understanding and applying hotel rates and charges, preparing guest bills and invoices, Conducting night audit procedures.

TASK IV

FRONT OFFICE TECHNOLOGY APPLICATIONS

Using online reservation systems and OTAs, utilizing social media for guest communication, exploring mobile check-in/check-out options, implementing digital key systems, using technology to enhance guest experience

TASK V

FRONT OFFICE TEAM WORK AND COMMUNICATION

Working effectively as part of a front office team, communicating effectively with colleagues and other departments, resolving interdepartmental issues, participating in team meetings and discussions, Improving teamwork and communication skills.

Assessment:

Regular observations
Team projects and presentations
Case studies and simulations
Quizzes and short tests

REFERENCE BOOKS

- Andrews S., Hotel Front Office Training Manual, Tata Publishing Company Limited 1982.
- D. Collins, Accommodation Operations, Plymouth Macdonald Evans, 1967.
- Villen Jerome J., Check in check out, Iowa WMC Brown Co., 1976.
- Tourist Information Series, Publication Division, Ministry of information and broadcasting Government of India, Delhi.
- Kaul, S.N., Tourist India, International Taj Building Bombay.
- Robert C. Fisher, India and Nepal Hodder and Stoughton London, 1981.
- Dr. Singh R.K., Front Office Management, Aman Publication,
- Rastogi A.P., Hotel Organization and Front office Management, Anmol Publications.

Inlearne Neil. Hospitality Marketing, Global Books & Subscription services.

SEMESTER IV

BSC901-401 - FOOD PRODUCTION OPERATIONS – I

UNIT I

ORIENTAL CUISINE - Chinese Cuisine, Japanese Cuisine.

UNIT II

ORIENTAL CUISINE - Korean Cuisine, Thai Cuisine.

UNIT III

Nutrition & Sources, Hygiene & Sanitation, Food Born Illness.

UNIT IV

Food Additives, Preservatives, Purchase & Stores Management
Pest Control

UNIT V

KITCHEN CONTROLS - SPS, Standard Yield, Standard Portion Control. Food Laws, Certifications.

REFERENCE BOOKS

- Theory of cookery - Krishna Arora
- Professional Charcutiere - John Kinsella, David Harvey; John Wiley & Sons NY
- Food preparation & Cooking - Stanley Thornes; Ellenborough House Wellington Street
- Professional Cooking - Wayne Gisselen / John Wiley & Sons.
- Professional Grade Manager- David Paul / John Wiley& Sons
- Larouse Gastronomique
- Basic Cookery - David R. Stevenson; Staneley Thornes Ltd.
- Prashad – Cooking with Indian Master - Inder Singh Kalra
- Understanding Cooking – Lundburge & Kotschevar
- Professional Baking - Wayne Gisselen / John Willey & Sons
- Theory of Catering - KintonCesarani / Hodder& Stoughton
- Basic Cookery - The Process Approach - Daniel R. Steven son / Stanley Thornes

BSC901-402 - FOOD & BEVERAGE SERVICE OPERATIONS-1

UNIT I

Planning & Operation of Various F & B Outlets, Physical layout of functional and ancillary areas, Objective of a good, Layout, Steps in planning, Factors to be considered while planning, Calculating space requirement, various set ups for seating, Planning staff requirement, Menu planning, Constraints of menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Steel & silver, suppliers and manufacturers, approximate cost.

UNIT – II

Planning décor, furnishing and fixtures. F&B Staff organization, categories of staff, Hierarchy of F&B Service department. Job description and Job specifications. Duty roaster. Managing f & b outlets – Supervisory Skills, Developing efficiency, Standard operating procedure.

UNIT III

Food cost control - Introduction to Cost Control, Definition.

Functions of KOT & BOT

Food Cost Formula

Stores: Purchase control, Receiving Control, Storing Control, Issuing Control, Sales control

UNIT IV

Introducing Food & Beverage Management

The Food & Beverage Management,

Strategic Food & Beverage Management,

Menu Engineering, Responsibilities of Food & Beverage Management,

UNIT V

Function catering buffet- Introduction, Area requirement, Factor to plan buffets, Planning and organization, Menu planning, Display, Sequence of food, Types of Buffets, sit down, Breakfast Buffets, Supplies, fork, Finger, Cold Buffet, Equipment, Check list.

REFERENCE BOOKS

- Food and beverage Service: Dennis R. Lillicrap, John A Cousins
- Modern Restaurant Service, A manual for students & Practitioners - John Fuller - Hutchinson.
- Food & Beverage Service Training Manual- Sudhir Andrews - Tata McGraw-Hill.
- The Beverage Book, John Cousins and Andrew Durkan

BSC901-403-ACCOMMODATION OPERATIONS - II

UNIT I

PLANNING AND ORGANIZING THE HOUSEKEEPING DEPARTMENT

Area inventory list, Frequency schedules, Performance and Productivity standards

Time and Motion study in Housekeeping operations, Standard Operating manuals - Job procedures, Job allocation and work schedules, Calculating staff strengths & Planning duty rosters, team work and leadership in Housekeeping, Training in HKD, devising training programmes for HK staff, Inventory level for non-recycled items, Budget and budgetary controls, The budget process, Planning capital budget, Planning operation budget, Operating budget-controlling expenses - income statement, Purchasing systems - methods of buying, Stock records - issuing and control.

UNIT II

HOUSEKEEPING IN INSTITUTIONS AND FACILITIES OTHER THAN HOTELS

Housekeeping requirements in different institutions (hospitals, schools, offices)

Specific challenges and considerations in maintaining cleanliness and hygiene in these settings.

UNIT III

CONTRACT SERVICES

Types of contract services, Guidelines for hiring contract services, Advantages & disadvantages of contract services.

UNIT IV

ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS

Strategies for reducing energy consumption in housekeeping operations (e.g., efficient equipment, low-flow fixtures). Water conservation measures (e.g., rainwater harvesting, water recycling). Eco-friendly cleaning products and practices.

UNIT V

FIRST AID

Basic first aid procedures for common injuries and illnesses.

Emergency response and handling of accidents in the workplace.

Importance of safety and hygiene in the workplace.

REFERENCE BOOKS

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox Publisher: ELST.
- 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

BSC901-404- FRONT OFFICE MANAGEMENT

Unit 1: Front Office Management and Leadership

Responsibilities of the Front Office Manager (FOM)
Leadership and management in Front Office operations
Training, staff development, and performance management
Creating effective work schedules, handling staff issues
Conflict resolution and maintaining a positive guest experience

Unit 2: Revenue Management and Yield Optimization

Introduction to revenue management in hotels
Room pricing strategies: dynamic pricing, length of stay restrictions, etc.
Demand forecasting and occupancy management
Front Office's role in upselling and cross-selling
Yield management tools and techniques in the Front Office

Unit 3: Handling Special Guest Requests and VIP Services

Handling VIP guests: check-in, room preferences, personal requests
Managing special requirements: accessibility, medical needs, and security
Corporate clients and long-term stays
Corporate agreements, negotiated rates, and handling accounts
Arrangements for events, conferences, and group bookings

Unit 4: Crisis Management and Emergency Protocols

Identifying and managing crises in the hotel industry
Types of emergencies (fire, medical, security breaches, etc.)
Front Office's role in ensuring guest safety during emergencies
Emergency communication and coordination with other departments
Procedures for handling guest complaints during crises

Unit 5: Global Practices in Front Office Operations

Understanding cultural diversity in guest services
The role of the Front Office in international hotels
Adapting guest services for international clientele
Managing language barriers and cross-cultural communication
Global hospitality trends: Eco-friendly practices, wellness tourism, etc.

REFERENCE BOOKS

Hotel Front Office Operations and Management by J.R. Tewari
The Hotel Front Office: A Training Manual by Sudhir Andrews
Front Office Management by Sushil Kumar Bhatnagar

BSC901-405 – BAKERY AND CONFECTIONERY

UNIT I

INTRODUCTION TO PASTRY AND BAKERY

History, Terms Related to Bakery and Confectionary, Sections of Patisserie, Hierarchy in Pastry
Section Weights and Measurement, Types of Measuring System, Oven Temperature
Comparison, Large and Small Equipment.

UNIT II

COMMODITIES IN BAKERY AND PASTRY

Flour, Selection Criteria of Good Flour, Types of Flour, Gluten Free Flour
Chocolate, Fats and Oil, Milk and Dairy Products, Egg, Structure, Selection and Uses,
Sweeteners.

UNIT III

BASIC BREAD FABRICATION

Techniques Of Preparing Bread, Role of Ingredients in Bread Making
Bread Faults, Bread Improver, Common Bread Diseases.

UNIT IV

PASTRY

Ingredients Used in Pastries
Classification of Pastries
Choux Pastry, Short Crust Pastry, Danish Pastry, Puff Pastry and Flaky Pastry.

UNIT V

HOT AND COLD DESSERTS

Introduction, Hot Desserts, Cold Desserts, Presentation of Desserts
Salient Features of Presenting, Buffet Desserts, Frozen Desserts.

REFERENCE BOOKS

- Professional Baking by Wayne Gisslen - Comprehensive guide covering all aspects of baking science, techniques, and recipes.
- The Professional Pastry Chef by Bo Friberg- A classic text focusing on pastry techniques, ingredients, and a wide range of desserts.

- Bread: A Baker's Book by Jeffrey Hamelman - In-depth exploration of bread making, including advanced techniques and troubleshooting.
- On Food and Cooking: The Science and Lore of the Kitchen by Harold McGee - While not strictly baking, it provides invaluable scientific explanations for cooking processes.
- The Flavor Bible by Karen Page and Andrew Dornenburg - A unique resource for understanding flavor combinations and creating innovative desserts.

BSC901-406- HOTEL PLANNING & DESIGN

UNIT I

INTRODUCTION TO HOTEL DESIGN

Core Concepts - Key Elements of Good Design, Attractive appearance

Efficient layout, good location, Quality materials, Skilled workmanship, Sound financial planning, Competent management. Evaluating Accommodation Needs - Market analysis (demand, competition), Feasibility studies, Thumb rules for room size, space allocation. Integrated Functions - Accommodation, food & beverage, entertainment, rentals, services, maintenance.

UNIT II

PLANNING CONSIDERATIONS

Flow & Space - Understanding guest and staff movement (flow diagrams), Efficient use of space (relationships between areas).

Architectural Aspects - Building codes, safety regulations, Accessibility for people with disabilities. Area Calculations - Carpet area vs. plinth area. Cost Estimation - Basic cost estimation techniques. Practical Exercises - Simple layout planning exercises (e.g., room layouts, department layouts)

UNIT III

HOTEL CLASSIFICATION AND LEGAL REQUIREMENTS

Star Classification - Understanding star rating systems (e.g., luxury, boutique, budget), Criteria for star classification (facilities, services, amenities). Licenses & Approvals - Obtaining necessary licenses and permits (e.g., liquor license, fire safety certificate). Meeting municipal bylaws for construction and operation Legal requirements for food & beverage services.

UNIT IV

PLANNING MANAGEMENT AND OFFICE AREAS

General Principles - Factors influencing office design (efficiency, ergonomics, aesthetics). Specific Areas - General Manager's Office, Department Head Offices (e.g., Front Office, F&B, Housekeeping), Meeting Rooms, Consideration of décor (lighting, furniture, colour schemes)

UNIT V

PLANNING F&B SERVICE AREAS

Production Area - Kitchen layout (pre-preparation, cooking, storage, stewarding), Chef's office and workstations. Service Area - Dining room layout (seating arrangements, buffet areas), Reception and waiting areas, Bars (service bar, guest bar), Room service area, Factors Affecting Décor - Theme, ambiance, target market, Lighting, colour schemes, furniture selection.

REFERENCE BOOKS

- The Hospitality Design Book by David A. Bratt
- Hotel and Restaurant Design by William N. Warner
- Principles of Hotel and Restaurant Management by John A. Walker
- Hotel Planning & Design by Michael Graves (if available)
- Architectural Graphic Standards (for reference on building codes and construction details)

BSC901-407 FOOD PRODUCTION OPERATIONS - I (PRACTICAL)

MENU			
MENU 1	Spring Rolls Kung Pao Chicken Sichuan Fried Rice Tapioca Pudding	MENU 6	Zucchini Tempura Ramen with Sukiyaki Dorayaki
MENU 2	Dumplings (Jiaozi) Congee General Tso's Chicken Sesame Balls (Jian Dui)	MENU 7	Galbi – Grilled marinated beef or pork short ribs. Bokkeum Bap – Korean-style fried rice. Gamja Jorim – Braised potatoes in soy sauce Injeolmi – Sweet rice cakes dusted with roasted soybean powder.
MENU 3	Hot and Sour Soup Lo Mein Noodles Beef and Broccoli Sweet Potato Balls	MENU 8	Korean Corn Dogs Bao Dak Galbi – Spicy stir-fried chicken with vegetables. Boba Tea
MENU 4	TYPES OF SUSHI Nigiri Maki Uramaki Temaki	MENU 9	Satay – Grilled skewers of chicken, pork, or beef served with peanut sauce. Green Curry (Gaeng Keow Wan) – Spicy curry made with green curry paste, coconut milk, and meat or tofu. Pad Thai – Stir-fried rice noodles with shrimp, tofu, peanuts, and tamarind sauce. Foy Thong – Sweet egg yolk threads, similar to Portuguese "fios de ovos."
MENU 5	Miso Soup Karaage Oyakodon Mochi	MENU 10	Tom Kha Gai Som Tam Khao Pad – Thai fried rice with meat, vegetables, and eggs. Ruam Mit – Sweet dessert with coconut milk, jelly, and tapioca pearls.

REFERENCE BOOKS

- Modern Cookery Vol I&II - Philip Thangam
- Theory Of Cookery – Arora Krishna
- Professional Charcutier – Kinsella John, Harvey David, John Wiley & Sons NY
- Food Preparation & Cooking – Thornes Stanley, Ellen borough 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 – Indra Singh Kalra
- Professional baking - Gisselen Wayne; John Wiley & Sons
- Understanding Cooking – Lundburge & Kotschevan
- Theory of Catering - KintonCesarani; Hodder& Stoughton
- Basic Cookery – The Process Approach – Daniel R Stevenson; Stanley Thrones Ltd.

BSC901-408 - FOOD & BEVERAGE SERVICE OPERATIONS - I (PRACTICAL)

TASK I

Function organization of Banquet - Compiling menu for special occasions. Association social, drawing of table plan.

TASK II

Seating arrangements, formal service, informal service, clearance, rearranging.

TASK III

Buffet service, Table service, VIP service, Gueridon service.

TASK IV

Inventory, check list, Bar equipment, Crockery and cutlery.

TASK V

Setting up the bar, Stocking of alcoholic beverages, Stocking of non-alcoholic beverages.

REFERENCE BOOKS

- Lillicrap, Food & Beverage Service, seventh edition, Hodder Arnold, Book power ELST.
- Strianese A. J., Dining Room and Banquet Management.
- Kotschevu L.H., Management Bar and Beverage operations.
- Jack, Kivela, J., Purchasing for the hospitality industry.
- Keister C. Donglas; Food and Beverage Control, Prentice Hall, Englewood Cliffs.
- Rey / Wieland, Managing Service in Food & Beverage Operations. The educational Institute of the American Hotel and Motel Association.

BSC901-409 - ACCOMMODATION OPERATIONS - II (PRACTICAL)

UNIT I

TEAM CLEANING

Practical demonstration of team cleaning techniques and procedures.

Application of planning, organizing, executing, and evaluating skills in a team cleaning project.

UNIT II

INSPECTION CHECKLIST

Development of a comprehensive inspection checklist for guest rooms and public areas.

Conducting room inspections using the checklist and identifying areas for improvement.

UNIT III

TIME AND MOTION STUDY

Practical application of time and motion study techniques to analyse housekeeping tasks.

Measuring the time taken for different tasks such as bed making, room servicing. Identifying areas for improvement in efficiency and productivity.

UNIT IV

DEVISING/DESIGNING TRAINING MODULES

Developing training modules for different housekeeping tasks, including:

Refresher training (5 days), Induction training (2 days), Remedial training (5 days)

Designing training materials such as presentations, handouts, and role-playing scenarios.

UNIT V

PROJECT WORK

Implementation of a housekeeping project based on the learning from the previous units. This could involve improving productivity, reducing costs, or enhancing guest satisfaction.

Presentation and evaluation of the project outcomes

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 McGraw 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.

BSC901-410- BAKERY & CONFECTIONERY

MENU			
MENU 1	Chocolate Mousse Hot Soufflé Cold Soufflé	MENU 6	Minnesota Apple Crisp Lady Baltimore Cake Pumpkin Pie
MENU 2	Pannacota Banana Banofy Apple Ups and Down	MENU 7	Cheese Cake Apple Cobbler Pineapple Struddle
MENU 3	Banana Pudding Brandy Snap Eclairs	MENU 8	Banana Foster Mash mellow Watergate Salad
MENU 4	Millie Fullie Choco Lava Cake Lemon Posset	MENU 9	Baked Fresh Pineapple Pie Buttermilk Chess Pie Boston Cream Pie
MENU 5	Meringue Cookies Strawberry Cheese Tart Mexican Pudding	MENU 10	Hawaiian Wedding Cake Apple Toffee Pudding Baked Alaska

SEMESTER V

BSC901-501 FOOD PRODUCTION OPERATIONS-II

UNIT I

LARDER Introduction, Work, Definition & Equipment

Layout of a typical larder with equipment and various sections

Larder control, Hierarchy of Larder Staff, Sections of the Larder.

UNIT II

CHARCUTIERIE - Brines, Cures & Marinade

Sausage - Types & Varieties, Casings, Forcemeats - Types, Preparation & Uses of forcemeats.

UNIT III

CHARCUTIERIE - Ham, Bacon & Gammon, Galantines, Terrine

Pates, Ballotine

UNIT-IV

PANTRY - Sandwiches, Burger, Salads, Cheese, Cold Appetizers.

UNIT-V

LATEST TRENDS – Equipment, Cooking Trends, Molecular, Gastronomy, Garnishes, Plating.

REFERENCE BOOKS

- Professional Chef, The Culinary Institute of America Published By John Wiley & Sons Inc
- Professional Baking 4th Edition by Wayne Gisslen: John Wiley & Sons Inc
- The Professional Chef (4th Edition) By Le RolA.Polsom
- Practical Cookery by Kinton & Cessarani
- Theory of Catering by Kinton & Cessarani
- Practical Professional Cookery by Kauffman & Cracknell
- Larder Chef by M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Larousse Gastronomique by Hamlyn, Publisher Octopus Publishing Group London

BSC901-502 FOOD & BEVERAGE MANAGEMENT

UNIT I

MENU PLANNING AND COSTING

Menu Analysis & Design - Analyse a menu., Create a new menu for a specific restaurant. Menu

Costing & Pricing - Calculate dish costs. Price menu items.

UNIT II

FOOD PRODUCTION AND CONTROL

Recipe Development: Create & test a standardized recipe. Food Cost Control: Analyse food costs & find ways to save. Production Planning: Plan food production for a menu.

UNIT III

BEVERAGE PRODUCTION AND CONTROL

Beverage Costing & Pricing - Calculate & price drinks. Inventory Management - Track bar stock, find slow-movers. Cocktail Making - Learn to make various cocktails.

UNIT IV

F&B SERVICE OPERATIONS

Table Setting & Service - Learn proper table setting & service. Customer Service - Practice handling customers & complaints.

UNIT V

SPECIAL EVENTS AND FUNCTION CATERING

Event Planning: Plan & execute a small event. Banquet Service: Learn different banquet service styles.

REFERENCE BOOKS

- Food & Beverage Management- Bernard Davis, Andrew Lockwood, Sally Stone, Publisher: Elsevier
- Food & Beverage Management by Richard Kotas & Chandana Jayawardena, Publisher Hodder & Stoughton
- Food & Beverage Management & Cost Control – D. Antony Ashok Kumar
- The Menu Food & Profit by Fuller J & Walker K
- Food and Beverage Operation, Cost Control & System Management by Charles Levinson, Publisher: Prentice Hall
- The Management of Food Service Operations by Petre Jones, Publisher: Cassell

BSC901-503 ACCOMMODATION MANAGEMENT

UNIT I

KEEPING GUEST HAPPY

Making Rooms Perfect - Cleanliness is key. Making sure rooms are comfortable and welcoming, dealing with guest requests and problems, Managing the Housekeeping Team - Scheduling staff, training, and making sure everyone works together

UNIT II

GREEN HOTELS

Eco-friendly Practices - Saving water and energy, reducing waste, Protecting the environment, Making Guests Feel Good - Supporting the local community, Offering eco-friendly options to guests.

UNIT III

MAINTAINING THE HOTEL

Keeping Things Running Smoothly - Fixing things that break (plumbing, electricity), Making sure the hotel is safe and secure. Energy Efficiency - Using energy wisely to save money and the environment.

UNIT IV

MAKING MONEY

Pricing Rooms - Setting the right prices to attract guests, Dealing with overbooking and cancellations. Increasing Revenue - Offering special deals and packages, using technology to sell rooms.

UNIT V

THE FUTURE OF HOTELS

New Technology in Hotels - Smart rooms, mobile check-in, robots, Creating Unique Guest Experiences - Offering personalized services, Making guests feel special

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

BSC901-504 - ENTREPRENEURSHIP IN HOSPITALITY

UNIT I

INTRODUCTION TO ENTREPRENEURSHIP

What is Entrepreneurship - Starting your own business, having new ideas and taking risks. Types of Entrepreneurs: Restaurant owners, hotel owners, travel agents. Key Skills for Entrepreneurs: Creativity, problem-solving, leadership.

UNIT II

DIFFERENT TYPES OF HOSPITALITY BUSINESSES

Popular Business Ideas - Restaurants, cafes, hotels, travel agencies, event planning, Unique ideas like food trucks, bed & breakfasts. How Businesses Work Together - Franchises, partnerships, working with other companies.

UNIT III

CREATING A BUSINESS PLAN

The Business Plan - A roadmap for your business, what to include (your idea, your customers, your finances). Writing Your Plan - Making it clear, concise, and easy to understand.

UNIT IV

FUNDING YOUR BUSINESS

Getting Money to Start - Using your own savings, loans from banks, finding investors. Managing Your Money - Keeping track of income and expenses, Making smart financial decisions.

UNIT V

LEGAL AND PRACTICAL MATTERS

Legal Requirements - Registering your business, getting licenses. Protecting Your Ideas - Understanding copyrights and trademarks. Managing Risks - Insurance, safety regulations.

REFERENCE BOOKS

- The Lean Startup by Eric Ries
- Business Model Generation by Alexander Osterwalder and Yves Pigneur
- Start Your Own Restaurant by Ron Paul
- The E-Myth Revisited by Michael E. Gerber
- Hospitality Law by John R. Walker
- Financial Accounting for Hospitality by Michael Kasavana and Malcolm J. Fleming

BSC901-505 - HOSPITALITY OPERATIONS MANAGEMENT

UNIT I

INTRODUCTION TO HOSPITALITY OPERATIONS MANAGEMENT

Definition and scope of Hospitality Operations Management, Importance of effective operations in the hospitality industry, Key functions of Hospitality Operations (planning, organizing, staffing, directing, controlling), Relationship between operations and other departments, Impact of technology on hospitality operations

Operations Management Principles (quality management principles, customer service excellence, productivity and efficiency, sustainability, ethical considerations).

UNIT II

OPERATIONS PLANNING AND CONTROL

Strategic Planning - Developing and implementing strategic plans for hospitality operations, SWOT analysis, Competitive analysis, Setting operational goals and objectives. Operational Planning - Developing operational plans (short-term and long-term), Budgeting and forecasting, Resource allocation and scheduling.

Control Systems - Establishing performance standards, Monitoring and measuring performance, Taking corrective actions, Quality control techniques (e.g., inspections, audits).

UNIT III

PROJECT MANAGEMENT IN HOSPITALITY

Project Management Fundamentals - Project initiation, planning, execution, monitoring & control, and closure, Project management methodologies (e.g., Agile, Waterfall), Use of project management tools (e.g., Gantt charts, PERT charts).

Applications in Hospitality - Renovations and refurbishments, Special events and conferences, new product/service launches, Technology implementations.

UNIT IV

QUALITY MANAGEMENT SYSTEMS

Quality Management Concepts - Total Quality Management (TQM), Six Sigma, ISO 9000 standards, Customer satisfaction and service excellence. Implementing Quality Management Systems - Setting quality standards and objectives, Developing and implementing quality control procedures

Employee training and empowerment, Continuous improvement processes. Quality Assurance in Hospitality - Mystery guest programs, Guest feedback analysis, Benchmarking, Quality audits.

UNIT V

BUSINESS CONTINUITY AND DISASTER MANAGEMENT

Business Continuity Planning (BCP) - Identifying potential threats and risks (natural disasters, pandemics, security breaches), Developing and implementing BCP plans

Crisis management procedures, Emergency response teams. Disaster Management - Emergency preparedness and response plans, Guest safety and security during emergencies, Communication and coordination during crises, post-disaster recovery and rehabilitation

REFERENCE BOOKS

- Essentials of Hospitality Management by John A. Walker
- Operations Management: Concepts, Applications & Cases by Jay Heizer and Barry Render
- The Service Profit Chain by James L. Heskett, W. Earl Sasser Jr., and Leonard A. Schlesinger
- Hospitality Management: Principles and Practices by Michael L. Kasavana and Robert W. Johnston
- Strategic Management: Concepts and Cases by Fred R. David

BSC901-506 TRAVEL AND TOURISM MANAGEMENT

UNIT I

INTRODUCTION TO TRAVEL AND TOURSIM

What is Tourism. Why do people travel. Different types of tourism (leisure, business, adventure), How tourism helps countries and communities, Protecting the environment while traveling.

Key Players in Tourism - Hotels, airlines, restaurants, tour operators, Travel agents and online booking sites.

UNIT II

MARKETING TRAVEL

Selling Travel - Understanding what travellers want, Creating travel packages, Advertising and promotions. Online Travel - Booking flights and hotels online, using social media to plan trips.

UNIT III

PALNNING A TRIP

Making a Travel Plan - Choosing your destination, booking flights, hotels, and activities, getting travel documents (passports, visas), Staying safe while traveling, Travel Budgeting - Estimating costs and saving money.

UNIT IV

EXPLORING THE WORLD

Famous Travel Destinations - Learning about different countries and cultures, Exploring natural wonders and historical sites. Travel and the Environment - Protecting the environment while traveling, Choosing eco-friendly travel options.

UNIT V

TECHNOLOGY IN TRAVEL

Booking Travel Online - Using travel websites and apps, Finding the best deals. The Future of Travel - New technologies in travel (e.g., virtual reality).

REFERENCE BOOKS

- Tourism Management by J.R. Brent Ritchie and Michael J. Crouch
- Fundamentals of Tourism by Stephen L. J. Fennell
- The Tourism Industry by Christopher R. Cooper
- Tourism: Principles and Practices by Yolanda F. Jayawardena
- Hospitality and Tourism Marketing by Christopher R. Crotts

BSC901-507- FOOD PRODUCTION OPERATIONS II (PRACTICAL)

MENU			
MENU 1	CHARCUTIERIE Pate Terrien Gallantine Ballontine	MENU 6	BUFFET LIFE STATION (EVENT) Meat Carving Omelette Section Salads Section Live Pasta
MENU 2	CHARCUTIERIE Italian Sausage (Italy) Breakfast Sausage (USA) Chorizo Fresco (Spain) Bratwurst (Germany)	MENU 7	BUFFET LIVE INDIAN STATION (EVENT) Live Tandoor - Roti/Kulcha/Nan, Kebabs & Sheek Live Tadka Counter Carving Setup
MENU 3	PANTRY FOODS Pizza Burger Sandwich Salads	MENU 8	PLATING (DEMO) Plating Skeletones Classic Plating Minimalist Plating Freeform/Contemporary Plating
MENU 4	GRILL/BBQ FOODS Grilled Paneer Skewers American BBQ Chicken Alfam Prawn Skewers	MENU 9	PLATED LUNCH (EVENT) Appetizer: Beetroot Carpaccio with Cheese Mousse Soup: Creamy Mushroom Cappuccino Main Course: Herb-Crusted Chicken with Ratatouille and Potato Fondant Dessert: Deconstructed Lemon Tart
MENU 5	MOLECULAR GASTONOMY (DEMO) Tullie Molecular Caviar Sous Vide Steak Liquid Nitrogen Ice Cream Spherification	MENU 10	PLATED LUNCH (EVENT) Appetizer: Deconstructed Caprese Salad with Basil Spheres Soup: Nitro-Frozen Gazpacho Shot Main Course: Sous Vide Chicken with Beetroot Fluid Gel and Smoked Air Dessert: Chocolate Sphere with Hot Caramel Sauce

REFERENCE BOOKS

- Theory of cookery - Krishna Arora
- Professional Charcutiere - John Kinsella, David Harvey; John Wiley & Sons NY
- Food preparation & Cooking - Stanley Thornes; Ellenborough House Wellington Street
- Professional Cooking - Wayne Gisselen / John Wiley & Sons.
- Professional Grade Manager- David Paul / John Wiley& Sons
- Larouse Gastronomique
- Basic Cookery - David R. Stevenson; Staneley Thornes Ltd.
- Prashad – Cooking with Indian Master - Inder Singh Kalra

- Understanding Cooking – Lundburge &Kotschevar
- Professional Baking - Wayne Gisselen / John Willey & Sons
- Theory of Catering - KintonCesarani / Hodder& Stoughton
- Basic Cookery - The Process Approach - Daniel R. Steven son / Stanley Thornes

BSC901-508 - FOOD & BEVERAGE SERVICE OPERATIONS-II (PRACTICAL)

TASK I

Crepe Suzette

Banana au Rum

TASK II

Peach Flambé

Rum Omelette

TASK III

Steak Diane

Pepper Steak

TASK IV

Designing and setting the bar

TASK V

Preparations of different cocktails & mocktails.

REFERENCE BOOKS

- Food and Beverage Service – Lillicrap
- Food and Beverage Control, Keister C. Douglas; Printice Hall, Inglewood Cliffs, New Jersey.
- Modern Restaurant Service, John Fuller; Hutchinson London
- Food and Beverage Management and Service, The Educational Institute of the American Hotel and Hotel Association
- The restaurant- Concept to Operation; Walker J.R
- Restaurant Management, Sudan A.S
- Design and Equipment for Restaurants and Food Service
- Food Service Facilities Planning – Edward A.; kazarian VI Publishing Co., Westport, Connecticut.

BSC901-509 - ACCOMMODATION MANAGEMENT – I (PRACTICAL)

UNIT I

STANDARD OPERATING PROCEDURES (SOP)

Development and implementation of SOPs for various housekeeping tasks. Focus on skill-oriented tasks such as cleaning and polishing glass, brass. Practical demonstration and evaluation of SOPs.

UNIT II

FIRST AID

First aid kit management and usage. Handling emergency situations like minor injuries, burns, and fainting. Maintaining first aid records.

UNIT III

FIRE SAFETY AND FIRE FIGHTING

Fire safety measures and prevention techniques., Conducting fire drills (demonstration). Use of fire extinguishers (demonstration).

UNIT IV

SPECIAL DECORATION

Planning and execution of special decorations with a hospitality theme. Indenting and costing of materials. Time management and execution within the allotted time frame.

UNIT V

LAYOUT OF A GUEST ROOM

Drawing a scaled layout of a guest room. Earmarking pillars and other structural elements. Specification of colours, furniture, fixtures, fittings, soft furnishings, and accessories. Presentation and evaluation of the layout.

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 McGraw 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.

BSC901-510 - PROJECT REPORT

BROAD GUIDELINES

Project for Final year should be based on the knowledge they have gained during their three-year study. It can be any of the following:

1. Case Study of Food waste in hotels
2. Setting up of a new unit- restaurant, hotel or any other catering establishment.
3. Turnaround strategy
4. Financial Analysis of a Hotel
5. Feasibility Study for a Hotel Restaurant
6. Any other topics related to hotel industry.

INSTRUCTIONS

1. Project should be selected by the student and a synopsis prepared and approved by the institutional head.
2. Project should be individual based and the topics related should be as per the broad guidelines given above.
3. The topic has to be selected at the starting of the semesters within the stipulated time announced by the college and subsequently submission at the time prescribed by the college.

FORMAT

Title page, Certificate of the Student, Certificate of the Guide, Acknowledgements

Index

1. Initial pages of the project
2. Headings. Tables, Graphs, Figures
3. Synopsis

CHAPTER I

Introduction – Overview of the topic

CHAPTER II

Review of the literature

Objectives

Chapter-III

Methodology

Profiles

Chapter-IV

Results and discussions

Primary Data

Secondary Data

Data analysis & interpretations.

Chapter-V

Conclusions & Scope

Bibliography

Appendixes

EVALUATION PROCESS:

Project progress: (Total 25 Marks)

Internal -1 first month – Primary evaluation

Internal -2 Second month – Midterm evaluation

Internal-3 Third month – Main evaluation

Internal-4 Fourth month – Final evaluation

FINAL EXAMINATION

Note: If a Candidate fails to score 40 % aggregate of 75 i.e. 30, He / She has to submit the revised project for evaluation and reappear for the exam as and when conducted by university.

SEMESTER VI

VI		BSC901-601	IET – 18 Weeks (December– April)	600
			Total	600

Note: Criteria for awarding marks for the IET.

- 1. Training Report - 200 Marks**
- 2. Training Manual - 200 Marks.**
- 3. Presentation and Viva - 200 Marks.**

This course is designed to assess the trade knowledge and skills, a learner/trainee acquires by undergoing 18 weeks of Industrial Training from a Star Classified hotel. The learner/trainee will get on-the-job training in Food Production, Food & Beverage Service, and Rooms Division Department of the hotel. This course opens the window to explore the latest trends in hotels and hospitality business. It also offers an opportunity for the learners to acquire specialized skills from the experts in the industry. Also, this course envisions to facilitate the learner to choose the department of their choice in which they would pursue their career in the future.

LEARNING OUTCOMES

By the end of the course, the learner/trainee will be able to relate to the various job activities performed in different core and ancillary departments of the hotel. They will efficiently perform trade practical at the institute and will develop confidence to manage various events, seminars and workshops arranged at the institute. This course will help the learner to explore new job opportunities offered by hotels and the tourism sector.

GUIDELINES FOR THE INDUSTRIAL TRAINING FEEDBACK APPRAISAL

1. The objective of Industrial Training is to allow learners to work and learn from the actual working environment of a hotel. The institute must motivate, develop and build confidence amongst the learners to seek industrial training in Star Classified Hotels. The learner must fulfil the attendance criteria prescribed in the Examination Rules and also get trained in Food Production, Food & Beverage Service, Housekeeping & Front Office Department of the hotel.
2. The learner/trainee must maintain discipline at the workplace and industriously complete the training in all core departments. They must obtain duly filled Performance Appraisal Forms from the respective department head/ supervisor.
3. On completion of the course, the institute must mark the learner/trainee in the Performa provided for Industrial Training Feedback Appraisal. The learner has to submit the Performance Appraisal Form of all departments.
4. The institute must divide the B.Sc. HHA Second year batch into two groups; Odd Semester and Even Semester. There will be no interchange of the learner/trainee from one batch to another and vice versa.

RESPONSIBILITIES OF LEARNER/TRAINEE

The learner/ trainee must display the following competencies at the workplace

1. Maintain punctuality at the workplace.
2. Keep the training logbook up-to-date.
3. Attentively take part in the duties assigned.
4. Maintain high standards/quality of work.
5. Interact positively with the hotel staff & guests.
6. Exhibit honesty and loyalty towards the training.
7. Perform skill-oriented tasks diligently.
8. Regularly attend the training review sessions/classes.
9. Take the initiative to do a variety of work.
10. Adhere to the prescribed departmental training schedule.
11. Timely get the Performance Appraisals Forms signed by the Head of Department/ Supervisor or Training Manager.
12. On completion of Industrial Training, hand over the Performance Appraisal Forms to the training coordinator of the Institute for evaluation of this course.

RESPONSIBILITIES OF THE INSTITUTE

The institute must

1. Facilitate learners to undergo Industrial training at Star Classified Hotel.
2. Inform that change of IT hotel is not permitted if the learner has been interviewed, selected and has accepted the offer.
3. Conduct proper briefing to learners before the industrial training.
4. Sensitize learners towards the industry environment and expectations.
5. Notify the details of the training schedule to the learner.
6. Coordinate regularly with the hotel/ training manager.
7. Visit the hotel, wherever possible, to check the performance of trainees.
8. Amicably handle any problem/differences between the trainees and the hotel.
9. Regularly collect feedback from the students during and after the training.
10. Brief the significance of appraisals and the marking mechanism of the course.
11. Ensure learners/trainees must procure a Training Completion Certificate from the hotel before joining the institute.

RESPONSIBILITIES OF THE HOTEL

The hotel must provide the learner/ trainee with

1. Organize formal induction and orientation programs for the learners/ trainees.
2. Provide a standardized training module.
3. Assign a structured training schedule.
4. Provide cordial working conditions for the learners/trainees.
5. Allow the learners/trainees to interact with the guest.
6. Inform the institute about truant trainees.
7. Address any work-related discomfort or complaints reported by the learners/trainees.
8. Update the institute about the performance of the learners/trainees during and after training.
9. Maintain attendance of the learners/trainees during training.
10. Encourage the learners/trainees to complete their log book, training report and departmental performance appraisals.
11. Issue the Completion Certificate to trainees on the last day of training.