



**ANDHRA PRADESH STATE COUNCIL OF HIGHER
EDUCATION**

(A Statutory body of the Government of Andhra Pradesh)

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Revised Common Framework of CBCS for Colleges in Andhra Pradesh

EFFECT FROM 2020-21

BSC.H&HA

Bachelors in (Hospitality and Hotel Administration)

PROGRAMME: THREE-YEAR -BSC.H&HA
(Room Division, Food Production and Food Beverage Discipline)

**(With Learning Outcomes, Unit-wise Syllabus, References, Internships
Activities &.) For Fifteen Courses of 1, 2, 3 , 4 5& 6s semesters) (To be
Implemented from 2020-21 Academic Year)**

BSC.H&HA

Course Details

The **BSc.H&HA** programme aims at creating transformed, future-ready individuals who can take up any business challenge head-on. With a continuous emphasis on practical knowledge.

The course will enable students to:

1. Demonstrate language skills
2. Demonstrate oral communication skills
3. Demonstrate knowledge of foundational subjects for management studies
4. Demonstrate an awareness of ethical understanding
5. Enhance physical well-being

The Course has SIX major elements:

- Courses in Food Production, Room Division, Food and Beverage build Practical rigour..
- Courses in Hospitality Retail, Sales and Marketing, bartending, Culinary Specializations along with courses in Business English provide an understanding of the core disciplines on which the study of Hospitality management is based.
- Courses in Humanities, Literature and Fine Arts provide breadth and perspective.
- Hotel Internship for Four Months in Third semester orients the practical knowledge in students.
- Specialization certification in 5 semester Internship experts the skill.
- Hotel specialization internship in sixth semester

Elective course Subjects (Skill Enhancement subjects)

Elective courses aim to make the student to become an expert in their chosen specialization. The elective courses are offered in the Fifth Semester of

BSC.H&HA. Skill Development

Life skills and Skill development subjects are from Semester 1 to III .

Life Skills

Life Skills Subject examination will be held by concern University's.

Skill Development subjects

Skill Development subjects are inserted in the syllabus for the students to learn the job skills and improve knowledge which broadens the scope of employment. Skill development subjects are updated according to industry related curriculum.

Admission

The admission policy and procedure shall be decided from time to time by the APSHCE of the University based on the guidelines issued by the UGC/ Ministry of Human Resource Development (MHRD), Government of India.

Eligibility for Admission

The Candidate should have qualified in 10 + 2/ Equivalent examination and should have obtained at least 40%.Marks.

Student Discipline

Every student is required to observe utmost discipline and decorum both inside and outside the campus and not to indulge in any activity which may affect adversely the prestige/ reputation of the Institute.

Any act of indiscipline of a student reported to the Principal (Student affairs) and Head of the Departments will be referred to a Discipline Committee constituted for the purpose. The Committee will enquire into the charges and decide on a suitable punishment if the charges are substantiated.

Ragging in any form is a criminal and non-bail able offence in our country. The current State and Central legislations provide stringent punishments including imprisonment. Once the involvement of a student is established in ragging, offending fellow students/staff, harassment of any nature to the fellow students/staff etc. the student(s) will be liable to be dismissed from the Institute, as per the laid down procedures of the UGC / Govt. /Institute. Every senior student of the Institute, along with their parent, shall give an undertaking every year in this regard and the same should be submitted at the time of Registration.

Attendance

The teacher handling a course must finalise, the attendance 3 calendar days before the last instructional day of the course.

A student has to obtain minimum 75% cumulative attendance for all the courses put together in a semester.

The remaining 25% allowance in attendance is given to account for activities under NCC / NSS / Cultural / Sports / Minor Medical conditions etc.

Irrespective of the reason for the shortfall of the attendance, a student with a cumulative attendance of less than 75%, will not be permitted to appear for the end semester examination for all the courses in that semester and will be categorized as "DE", meaning Detained due to shortage of attendance. The students with "DE" category cannot proceed to the subsequent semester.

Such students shall register for all the courses of the semester in which DE has occurred, in the subsequent year by paying the prescribed fee.

Additional condonation may be considered in rare and genuine cases which includes, approved leave for attending select NCC / Sports Camps, cases requiring prolonged medical treatment and critical illness involving hospitalization.

For medical cases, submission of complete medical history and records with prior information from the parent / guardian to Dean (Student Affairs) is mandatory. The assessment of such cases will be done by the attendance sub – committee on the merit of the case and put up recommendations to the Principal . Such condonation is permitted only twice for a student in the entire duration of the programme.

The Principal, based on the recommendation of the attendance sub - committee may then give condonation of attendance, only if the Principal deems it fit and deserving, but in any case the condonation cannot exceed 10%

Examination Assessment Procedure

Every course shall have two components of assessment namely,

Continuous Internal Assessment "CIA": This assessment will be carried out throughout the semester as per the Academic Schedule with an internal examination of 25 marks.

Attendance	Activities& events	Behavior	Internal Exam
2 marks	2 marks	1 marks	20 marks

Total: 25 marks

End Semester Examination "ESE": This assessment will be carried out at the end of the Semester as per the Academic Schedule

Semester end Theory exam	75 Marks
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BSC.H&HA Internships Guidelines

Hotel Internship (end of Second semester)

At the end of the second Semester every student shall undertake an internship in an Star Category Hotels for a period of sixteen weeks during the The internship is compulsory and an integral part of the **BSC.H&HA** Program. The Placement Office will assist the students in finding suitable Internships

The summer placement aims at achieving the following objectives: (a) Application of knowledge and techniques learnt in the first year to real life business problems and make them better prepared to enrich their learning in the second year. (b) Appreciating the inter-linkage among different functions and developing a realistic managerial perspective about organizations in their totality. The students should take the internship seriously. They are expected to diligently in the job so that the internship converts naturally into a pre-placement offer.

A faculty member will work closely with the company to define the scope of the internship and ensure proper understanding of the terms of engagement by all concerned. The student should be ready to not only learn from the business practices in the company but also present a professional front i.e. being punctual at the workplace, well behaved and appropriately dressed.

At the end of the internship, the student should submit a brief report explaining briefly the key learning points and the insights gained. They would also be expected to present and discuss their learning points with their fellow students. A 'certificate of completion' from the host organization is essential. The Industry internship shall be credited as approved in the curricula.

S NO	Course	Total Marks	Credits
1	Four Months Hotel Training	200	8

Marks Break up

Attendance	25 Marks	1Credit
Training certificate	25 Marks	1 Credit
Training Log Book Evaluation	25 Marks	1 Credit
Training Report Presentation	50 Marks	2 credits
Viva Voce	75 Marks	3 Credits
Total	200 Marks	8 Credits

*Attendance and Training Certificate to be authenticated by Faculty Committee nominated by Principal of the Colleges.

*Viva Voce and Report evaluation, Report presentation to be evaluated by the nominated corporate related expert selected by the Principal of the Colleges.

Report Writing Format

Here are the main sections of the standard report writing format:

- **Title Section** – This includes the name of the author(s) and the date of report preparation.
- **Summary** There needs to be a summary of the major points, conclusions, and recommendations. It needs to be short as it is a general overview of the report. Some people will read the summary and only skim the report, so make sure you include all the relevant information. It would be best to write this last so you will include everything, even the points that might be added at the last minute.
- **Introduction** – The first page of the report needs to have an introduction. You will explain the problem and show the reader why the report is being made. You need to give a definition of terms if you did not include these in the title section, and explain how the details of the report are arranged.
- **Body** This is the main section of the report. There needs to be several sections, with each having a subtitle. Information is usually arranged in order of importance with the most important information coming first.
- **Conclusion** – This is where everything comes together. Keep this section free of jargon as most people will read the Summary and Conclusion.

Specialization Hotel internship(sixth Semester)

Sixth Semester :

Every student shall undertake specialization internship in an organization / company for a period of Twenty to Twenty four weeks in the sixth semester. The summer internship is compulsory and an integral part of the **BSC.H&HA** Program. The Placement Office will assist the students in finding suitable summer assignments / projects.

The summer placement aims at achieving the following objectives: (a) Application of knowledge and techniques learnt in the first year to real life business problems and make them better prepared to enrich their learning in the second year. (b) Appreciating the inter-linkage among different functions and developing a realistic managerial perspective about organizations in their totality. The students should take the internship seriously.

They are expected to diligently in the job so that the internship converts naturally into a pre-placement offer. A faculty member will work closely with the company to define the scope of the internship and ensure proper understanding of the terms of engagement by all concerned. The student should be ready to not only learn from the business practices in the company but also present a professional front i.e. being punctual at the workplace, well behaved and appropriately dressed. At the end of the internship, the student should submit a brief report explaining briefly the key learning points and the insights gained. They would also be expected to present and discuss their learning points with their fellow students. A 'certificate of completion' from the host organization is essential. The Industry internship shall be credited as approved in the curricula .

SIX Months on Job Specialization Internship

Sno	Course	Total Marks	Credits
1	SIX Months on Job specialization Training	300	12

Marks Break up

Attendance	75 Marks
Training certificate	50 Marks
Training Log Book Evaluation	50 Marks
Training Presentation	50 Marks
Viva voce	75 Marks
Total	300 Marks

Viva Voce and Report evaluation, Report presentation and project report will be evaluated by the externals nominated by intercollegiate committee .

Committee is instructed to nominate externals from professionals from organizations /Industry professionals/academia.

If the student are employed during the Job training and unable to attend the Viva voce ,Externals are recommended to conduct online evaluation of students to allocate the marks.

Model Format for Question Paper Recommendations to the paper setters

1. The paper setter may him/herself prepare a blue print assigning appropriate weightage to all learning outcomes as per Blooms Taxonomy and specified in the syllabus (if no design is prescribed)
2. All units may be fairly covered and even the learning outcomes may be fairly distributed.
3. Action verbs specific to the learning outcome to be tested may be used.
4. There may be no ambiguity in the question. The wording may be carefully framed.
5. Weightage to the difficulty level may also be determined in such a way that neither the paper is too difficult nor too easy. Even an average learner shall be able to pass the examination with minimum marks.

SECTION - A Write Short Answer for any FIVE of the following Each question carries 5 marks (5 x 5 = 25 Marks)

1	
2	
3	
4	
5	
6	
7	
8	

(Total 8 Questions in Section A)

SECTION – B Answer the following questions Each question carries 10 marks (5 x 10 = 50 Marks)

9	A or B
10	A or B
11	A or B
12	A or B
13	A or B

(Total 10 Questions in Section–B. Internal choice for all questions from 9 to 13 (Two questions given under choice shall be from the same unit))

**Revised Common Framework of CBCS for Colleges in Andhra Pradesh
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BSC.H&HA - Semester – I**

Sl. No.	Course	Name of the subject	Total Marks	Mid. Sem. Exam*	Sem. End Exam	Teaching Hours	Credits
1.	101 First Language	English	100	25	75	4	3
2.	102 Second Language	(Tel/Hindi/Urdu/Sans/French)	100	25	75	4	3
3.	L.S. 103	1.Human Values and Professional Ethics	50		50	2	2
	L.S 104	2.Computer Applications					
	L.S 105	3.Statistics					
4	SDC106	1.Introduction to Hospitality					
	SDC107	2 Image Building	50		50	2	2
6.	BSc(h&ha)108	Introduction to Food Production	100	25	75	6	4
7.	BSc(h&ha)109	Introduction to Food and Beverage service	100	25	75	6	4
8.	BSc(h&ha)110	Introduction to Room Division Management	100	25	75	6	4
9	BSc(h&ha)111 P	Introduction to Food Production Practical	50	25	25	4	3
10	BSc(h&ha)112P	Introduction to Food and Beverage service Practical.	50	25	25	2	3
11	BSc(h&ha)113P	Introduction to Room division Practical	50	25	25	2	3
12		Total	750	200	550	38	31

**Revised Common Framework of CBCS for Colleges in Andhra Pradesh
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Semester – II BSC.H&HA**

Sl. No.	Course	Name of the subject	Total Marks	Mid. Sem. Exam	Sem. End Exam	Teaching Hours	Credits
1.	First Language 201	Business English	100	25	75	4	3
2.	Second Language 202	(Tel/Hindi/Urdu/Sans/French)	100	25	75	4	3
3.	L.S 203 L.S 204 L.S 205 (Any One)	1. Indian Culture and Science 2. Information and Communication Technology (ICT) 3. Entrepreneurship Development (Any 1 of the 3)	50	---	50	2	2
4.	SDC 206 SDC 207 SDC 208 (Any Two)	1. Basic Hotel Accounts 2. Hygiene and Haccap 3. Safety & Security	50 50	---	50 50	2 2	2 2
5.	BSc(h&ha)209	Food Production	100	25	75	6	4
6	BSc(h&ha) 210	Food and Beverage Service	100	25	75	6	4
7	BSc(h&ha)211	Room division	100	25	75	6	4
8	BSc(h&ha)212	Food Production Practical	50	25	25	4	3
9	BSc(h&ha)213	Food and Beverage Service Practical.	50	25	25	2	3
10	BSc(h&ha)214	Rooms Division Practical	50	25	25	2	3
	Total		800	200	600	40	33

REPORT WRITING FORMAT

Here are the main sections of the standard report writing format:

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- **SUMMARY** – There needs to be a summary of the major points, conclusions, and recommendations. It needs to be short as it is a general overview of the report. Some people will read the summary and only skim the report, so make sure you include all the relevant information. It would be best to write this last so you will include everything, even the points that might be added at the last minute.
- **INTRODUCTION** – The first page of the report needs to have an introduction. You will explain the problem and show the reader why the report is being made. You need to give a definition of terms if you did not include these in the title section, and explain how the details of the report are arranged.
- **BODY** – This is the main section of the report. There needs to be several sections, with each having a subtitle. Information is usually arranged in order of importance with the most important information coming first.
- **CONCLUSION** – This is where everything comes together. Keep this section free of jargon as most people will read the Summary and Conclusion.

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BSC(II&IIA) SEMESTER III**

Sl. No	Course	Name of the subject	Total Marks	Mid. Sem. Exam	Sem. End Exam	Teaching Hours	Credits
1.	Life skills (Any Two)	1. Analytical Skills	50	---	50	2	2
		2. Personality Enhancement	50				
		3. Health & Hygiene					
2.	Skill Development courses (Any One)	Restaurant & Bar Operations	50	---	50	2	2
		Food Production Controls	50				
3.	Internship	Four Months Hotel Internship	200	-	200	8	8
			350	-	350	16	16

Marks Break up

Sno	Course	Total Marks	Credits
1	Four Months Hotel Internship Training	200	8

Credits Break up

Attendance	1 Credits
Training certificate	1 Credits
Training Log Book Evaluation	1 Credits
Training Presentation	2 Credits
Viva Voce	3 Credits
Total	8 Credits

***Attendance and Training Certificate to be authenticated by Faculty Committee nominated by Principal of the Colleges.**

***Viva Voce and Report evaluation, Report presentation to be evaluated by the nominated Corporate related expert selected by the Principal of the Colleges .**

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BSc (H&HA) SEMESTER IV

SL. NO	COURSE CODE	SUBJECT	TOTAL MARKS	INTERNAL	EXTERNAL	HRS/WK	CREDITS
1	BSc(H&HA)401	Food Production Operations	100	25	75	5	4
2	BSc(H&HA)402	Food & Beverage Operations	100	25	75	5	4
3	BSc(H&HA)403	Room Division operations	100	25	75	5	4
4	BSc(H&HA)404	Hospitality Marketing	100	25	75	5	4
5	BSc(H&HA)405	Event Management	100	25	75	5	4
6	BSc(H&HA)406	Hospitality Law	100	25	75	5	4
7	BSc(II&IIA)407	Food Production Practical	50	25	25	4	2
8	BSc(H&HA)408	Food And Beverage Service Practical	50	25	25	2	2
9	BSc(II&IIA)409	Rooms Division	50	25	25	2	2
			750	225	525	38	30

**Revised Common Framework of CBCS for Colleges in Andhra Pradesh
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BSc(H&HA) SEMESTER V**

Sl. No	Skill Enhancement Course	Course Code	Subject	Total Marks	Mid. Sem. Exam	Sem. End Exam	Teaching Hours	Credits
1.	1.Skill Enhancement Course	501	Advanced Food Production-I	100	25	75	4	3
	Food Production	502	Advanced Food Production-II	100	25	75	4	3
2	2.Skill Enhancement Course.	503	Banqueting & Buffet Management	100	25	75	4	3
	Food & Beverage Management	504	Food & Beverage Control	100	25	75	4	3
3	3.Skill Enhancement Course	505	Room Division Management	100	25	75	4	3
	Room Division	506	Advance Rooms Division Management	100	25	75	4	3
4		Choice of any Departmental Specialization Practical F&B, Culinary, Accommodation Management(Students choice)	Departmental Research Practical	100	50	50	4	3
			Total	700	200	500	28	21

**Revised Common Framework of CBCS for Colleges in Andhra Pradesh
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Sl. No.	Course Skill Enhancement	Name of the subject	Total Marks	Mid. Sem. Exam	Sem. End Exam	Teaching Hours**	Credits
1	Six Months Job Specialization Internship	Total	300	-	-	-	12

Specialization Hotel internship(sixth Semester)

Sixth Semester :

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They are expected to diligently in the job so that the internship converts naturally into a pre-placement offer. A faculty member will work closely with the company to define the scope of the internship and ensure proper understanding of the terms of engagement by all concerned. The student should be ready to not only learn from the business practices in the company but also present a professional front i.e. being punctual at the workplace, well behaved and appropriately dressed. At the end of the internship, the student should submit a brief report explaining briefly the key learning points and the insights gained. They would also be expected to present and discuss their learning points with their fellow students. A 'certificate of completion' from the host organization is essential. The Industry internship shall be credited as approved in the curricula .

SIX Months on Job Specialization Internship

Sno	Course	Total Marks	Credits
1	SIX Months on Job specialization Training	300	12

Marks Break up

Attendance	75 Marks
Training certificate	50 Marks
Training Log Book Evaluation	50 Marks
Training Presentation	50 Marks
Viva voce	75 Marks
Total	300 Marks

Viva Voce will be evaluated by the externals nominated by intercollegiate committee .

Committee is instructed to nominate externals from professionals from organizational /Industry professionals/academia.

If the student are employed during the Job training and unable to attend the Viva voce ,Externals are recommended to conduct online evaluation of students to allocate the marks.

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BSC.H&HA - Semester – I**

Sl. No.	Course	Name of the subject	Total Marks	Mid. Sem. Exam*	Sem. End Exam	Teaching Hours	Credits
1.	101First Language	English	100	25	75	4	3
2.	102Second Language	(Tel/Hindi/Urdu/Sans/French)	100	25	75	4	3
3.	L.S. 103	1.Human Values and Professional Ethics	50		50	2	2
	L.S 104	2.Computer Applications	50		50	2	2
	L.S 105	3.Statistics	50		50	2	2
4	SDC106 SDC107	1.Introduction to Hospitality 2 Image Building	50		50	2	2
6.	BSc(h&ha)108	Introduction to Food Production	100	25	75	5	4
7.	BSc(h&ha)109	Introduction to Food and Beverage service	100	25	75	5	4
8.	BSc(h&ha)110	Introduction to Room Division Management	100	25	75	5	4
9	BSc(h&ha)111 P	Introduction to Food and Beverage service Practical.	50	25	25	2	2
10	BSc(h&ha)112P	Introduction to Room division Practical	50	25	25	2	2
11	BSc(h&ha)113P	Introduction to Food Production Practical	50	25	25	2	2
12		Total	750	200	550	33	28

**Revised Common Framework of CBCS for Colleges in Andhra Pradesh
(A.P. State Council of Higher Education)**

B.sc (H & HA)102 : French
Internal : 25
Examination : 75

Periods per week : 4
Duration of Exam: 3 Hours.
Nature of Exam : Theory.

French

Objectives: 1. To give the students basic knowledge of French grammar and vocabulary.
2. To enable students to communicate in elementary French

UNIT: 1

Lesson-1: Introduction the language - letters of alphabet and their pronunciation.

Lesson-2: Distinction between vowels and consonant words and the use of different Accents, verbs and grammar.

Lesson-3: Self introduction - presenting and introducing another Person - greetings - how to greet and reply to a greeting

UNIT: 2

Lesson-1: All reception desk of a hotel

Lesson-2: In the restaurant: dialogues between restaurant staff and the waiter, between Reception and the guest, etc.

UNIT: 3

Lesson-1: Name of profession, countries & nationalities, fruits & vegetables -introduction of the number and gender of nouns and objectives

Lesson-2: Numerical from 1 to 100

UNIT: 4

Lesson-1: The time of the day

Lesson-2: Members of the family (simple sentence)

UNIT: 5

Lesson-1: Hotel and kitchen personnel: French terms and the duties involved

Lesson-2: Various terms in kitchen procedures and utensils used.

Text books: 1. Cours de langue et de civilisation – Françaises – I by G.Mauger
2.French for hotel management and tourism industry by S.Bhattacharya.Ed by Uma Shashi Bhalerao: Frank Brothers &Co.LTD. New Delhi 1998.

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B.sc (H & HA)SDC 106:Introduction to Hospitality	Periods per week : 2
Internal : 0	Duration of Exam : 2 Hours.
Examination : 50 Marks	Nature of Exam : Theory.

Course Objective :

The course shall familiarize students with importance of hospitality and its detailed sectors. The broad overview of industry will help learners to understand the integrated picture as well as industry among various sectors.

Course Contents:

- Unit-1 Hospitality Industry in World and Indian Context:** Concept, Origin and Development over the ages, Future, Changing trends.
- Unit – 2 Tourism Industry:** Concept, Origin and Development over the ages, Types, Future, Changing trends. Relation of Tourism with hospitality industry.
- Unit – 3 Type of Hotels:** Different basis/criterion classification of Hotels, Categorization of Hotels in India
- Unit – 4 Ownership Structure of Hotels:** Introduction, Concept, Types, their features advantages and disadvantages

Suggested Readings :

Introduction to Hospitality, Walker John R. Prentice Hall of India.
An introduction to the hospitality Industry : 4th edition Gerald W. Lattin
Hospitality Today : Rocco; Andrew Vladimir, Pables E,
Attn. Tourism and the hospitalities Joseph D. Fridgen
Welcome to Hospitality Kye-Sung Chon, Roymond Sparrowe
Hospitality Mgt. Kevin Baker, Jeremy Hayton
Hotels for Tourism Development Dr. Jagmohan Negi
Principles of grading and classification of hotels, tourism restaurant & resorts Dr. J. Negi
Professional Hotel Management, Jagmohan Negi, Publisher : S. Chand & Co. Delhi
Tourism and hospitality in 21st century, Ranga, Mukesh and Chandra, Ashish. New Delhi: Discovery publishing house, 2003.

**Revised Common Framework of CBCS for Colleges in Andhra Pradesh
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B.sc (H & HA) SDC107: Image Building

Internal : 0

Examination : 50 Marks

Periods per week : 2

Duration of Exam : 2 Hours.

Nature of Exam : Theory.

Image Building

Objective : The Course Objective to make the student analyze his strengths, and also motivate him and enable to enhance his Image. Imbibe into the ability to set Goals for Self, and Organization.

UNIT 1

Self-Introductions , Telephone Etiquettes, Grooming Standards, Greeting Customers . Team Building Games.

UNIT 2

Importance Of Attitude. Success. Motivation .Self Esteem. Dining Etiquettes .

UNIT 3

Interpersonal Skills. Subconscious mind and habits

UNIT 4

Goal Setting .Values and Vision

Reference Books:

You can win Author : Shiva Khera

1. Principles of Hotel Operation by Sue Baker
2. Front Office Manual by Sudhir Andrews
3. Professional Hotel Management Concepts
4. Principles of Hospitality Management by Dr. Jag Mohan Negi Published by S.Chand

**Revised Common Framework of CBCS for Colleges in Andhra Pradesh
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B.sc (H & HA)108 : Introduction to Food Production	Periods per week : 4
Internal : 25	Duration of Exam: 3 Hours.
Examination : 75	Nature of Exam : Theory.

Course Objective:- The Student will get knowledge about:

1. Know the history of cooking, its modern developments and develop brief idea of various cuisines;
2. Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
3. Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipment's;
4. Have through knowledge raw materials and understanding basic bakery.

UNIT 1

INTRODUCTION TO COOKERY : Origin of modern cookery, Hygiene: introduction, importance and types. Handling kitchen accidents, kitchen Safety precautions e.g. burns, cuts, fractures and Heart attack, Fire: Introduction, Types and how to extinguish different types of fire.

UNIT 2

KITCHEN ORGANIZATION: Classical and modern kitchen brigade, duties and responsibilities of various chefs. Kitchen layout and work flow, co-operation and co-ordination with other departments. The attributes of a culinary professional, importance of personal hygiene, uniform and protective clothing. Culinary terms, Weights & Measures

UNIT 3

BASIC COOKERY FUNDAMENTALS: Identification of tools and Equipments used in kitchen, Identification of commonly used ingredients, Various textures and consistencies
Preparation of Ingredients and methods of mixing ingredients, Effect of heat on flour, protein and colour pigments. Principles of heat transfer- conduction, convection and radiation
Methods of cooking, classification of Dry, moist and special methods of cooking, principles, advantages and disadvantages of each. Care and precautions to be taken in Kitchen

UNIT 4

VEGETABLES, FRUITS, SALADS.

Vegetables- definition, Classification and uses, **Fruits-** definition, Classification and uses, Cares and precautions while using vegetables and fruits, **Salads-** definition, Classification, Various dressings. Principles of food storage

UNIT 5

INTRODUCTION TO INDIAN CUISINE BASIC GRAVIES AND MASALAS

Basic Masala : Introduction to spices, Role of spices in Indian cookery, Blending of spices, Different masala used in Indian cookery. Dry and wet masala.

Indian Gravies: Composition of basic gravies, Different types of gravies.

Menu and Recipe : Brief introduction to menu, Menu formulation, Standard recipes
Recipe calculation

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B.sc (H & HA) : Food Production Practical

Internal : 25

Examination : 25

Periods per week : 4

Duration of Exam: 4 Hours.

Nature of Exam : Practical

Course Objective:- The Student will get knowledge about:

1. Use knives and kitchen equipment safely to cut meat, vegetables and other ingredients.
2. Define and use cooking terms accurately.
3. Use and convert recipes to produce desired quantities.
4. Weigh and measure ingredients and portions accurately.
5. Season food to achieve desired product outcomes.
6. Prepare a variety of protein, vegetable, starch, and dessert items in a professional kitchen.
7. Apply ethical and sustainability decision making in food production.

Practical No.	Topic
1	Familiarization to working in kitchen
2	Introduction to Equipments and tools, uses care and precautions
3	Food safety, personal hygiene and work area hygiene
4	Identification of ingredients used in kitchen
5	Knife handling
6	Cooking methods; basic vegetable cuts ,actual cooking of various recipes in different cooking styles
7	Preparation of various types of salads
8	Preparation of various types of basic Indian gravies,Rice, Dal,

MARKING SCHEME FOR PRACTICAL EXAMINATION

All menu items to be made from the prescribed
syllabus only

Part – A (Cookery) 10

1. One simple salad
2. One simple Rice & Dal preparation
3. One simple egg \ paneer preparation
4. One Indian basic gravy preparation
5. One simple vegetable or potato Preparation

Journal 05

Part – B (General Assessment)

1. Uniform & Grooming 01
2. Indenting and plan of work 02
3. Scullery, equipment cleaning and Hygiene 02
4. Viva 05

PARAMETERS OF ASSESMENT OF EACH DISH

A) Temperature	20%
B) Texture / Consistency	20%
C) Aroma / Flavour	20%
D) Taste	20%
E) Presentation	<u>20%</u>
	<u>100%</u>

NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Invigilation will be done by both internal and external persons.
3. Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
4. Uniform and grooming must be checked by the examiners before commencement of examination.
5. Students are not allowed to take help from books, notes, journal or any other person.

Text Book:

1. Food Production Operations by Parvinder S.Bali, Publisher: Oxford University press
2. Basics of Baking: Science and Craft by S.C. Dubey, Publisher: S.C. Dubey

Reference Books:

1. Theory of Cookery by K. Arora, Publisher: Frank Brothers
2. Modern Cookery (vol-1) by Thangam E.Philip, Publisher: Orient Blackswan
3. Professional Baking by Wayne Gisslen, Publisher: Wiley Publications
4. Modern Cookery (vol-2) by Thangam E.Philip, Publisher: Orient Blackswan

PROPOSED SYLLABUS FOR 1ST SEMESTER

B.sc (H & HA)108 :Introduction Food and Beverage Service Periods per week : 4

Internal : 25

Duration of Exam: 3Hr

Examination : 75

Nature of Exam : Theory.

Course Objective:- The Student will get knowledge about:

1. Develop an insight into the growth of Catering Industry In the world from medieval period till recent times.
2. Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional Competence at basic levels in the principles of food service and its related activities.
3. Acquire the requisite technical skills for competent service of Food and Beverage
4. Understand different non-alcoholic beverages with their preparation and services.

Unit 1 : THE HOTEL & CATERING INDUSTRY

Introduction & growth of hotel industry. Role of catering establishment in tourism industry. Classification of food & beverage operations. Commercial: residential/ non residential. Welfare: industrial/ institutional transport (air, rail, road & sea), Structure of Catering Industry a Brief Description

Unit 2: ORGANIZATION OF FOOD & BEVERAGE SERVICE DEPARTMENT

Departmental Organization & Staffing – Organization Structure of F&B Services in different types of Hotels. Job Descriptions and Job specifications of different F&B service positions, attributes of F&B personnel, coordination of F&B Service department with other departments

Unit 3: FOOD & BEVERAGE SERVICE EQUIPMENT

Criteria for selection of equipment. Usage of various service equipment major and minor (electrical and non electrical) Tableware (flatware, cutlery, hollowware) Chinaware, glassware and disposable Furniture & linen Specialized service equipment. Care and cleaning. French terms related to the above.

Unit 4 : FOOD SERVICE AREAS (F & B OUTLETS)

Speciality Restaurant, Coffee shop, Cafeteria, Fast Food (Quick Service Restaurant), Grill Room, Banquets, Bar, Vending Machines, Discotheque

ANCILLIARY DEPARTMENTS : Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding.

Unit 5 : NON-ALCOHOLIC BEVERAGES : Classification (Nourishing, Stimulating and Refreshing beverages)

Tea : Origin & Manufacture, Types & Brands

Coffee : Origin & Manufacture, Types & Brands

Juices and Soft Drinks

Cocoa & Malted Beverages : Origin & Manufacture

Text Book: 1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: Oxford University Press

Reference Books:

1. Food & Beverage Service Training Manual by Sudhir Andrews, Publisher: McGraw Hill
2. Food and Beverage Service, 8th Edition by John Cousins, Dennis Lillicrap and Suzanne Weekes, Publisher: Hodder Education
3. Modern Restaurant Service by John Fuller, Publishers: Hutchinson's
4. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Publication
5. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

PROPOSED SYLLABUS FOR 1ST SEMESTER

B.sc (H & HA) 112 : Food and Beverage Service Practicals Periods per week : 2

Internal : 25

Duration of Exam: 2 Hours.

Examination : 25

Nature of Exam : Practical.

S.No	Topic
01	Food Service areas – Induction & Profile of the areas
02	Ancillary F&B Service areas – Induction & Profile of the areas
03	Familiarization of F&B Service equipment
04	Care & Maintenance of F&B Service equipment
05	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Cleaning & polishing glassware
06	Tea – Preparation & Service
07	Coffee - Preparation & Service
08	Juices & Soft Drinks - Preparation & Service • Juices, Soft drinks, Mineral water, Tonic water

MARKING SCHEME FOR PRACTICAL EXAMINATION

All Technical Skills to be tested as listed in the syllabus

	MARKS
1. Uniform / Grooming	: 03
2. Service Equipment Knowledge / Identification	: 05
3. Care Cleaning & Polishing of service equipment	: 04
4. Service skills / tasks	: 05
5. Beverage service Tea / Coffee / Soft drinks	: 05
6. Journal	: 03
	25

NOT:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

PROPOSED SYLLABUS FOR 1ST SEMESTER

B.sc (H & HA) 110: Introduction to Rooms Division	Periods per week : 4
Internal : 25	Duration of Exam: 3 Hours.
External : 75	Nature of Exam : Theory.

Course Objective:-

The students will get knowledge about:

1. Organization, function of Housekeeping department and its different sections.
2. Different departments Housekeeping co-ordinates with.
3. Procedure of cleaning different status of room.
4. Cleaning equipment and cleaning agent.

UNIT 01: INTRODUCTION TO FRONT OFFICE AND HOUSE KEEPING DEPARTMENT

Introduction to Front office & Housekeeping Department, Coordination Between Housekeeping and Front Office

Need for Classification, Classification of Hotels and Other Types of Lodging, Classification on the basis of- Size, Location, Clientele, Duration of Guest Stay, Level Of Services, Ownership, Alternative Accommodation, Time Share, Condominiums.

UNIT 02: ROOM DIVISION DEPARTMENT

Types of Rooms in Hotel, Section and Layout of Front Office & House Keeping Department, Organisation Chart of Front Office department & Housekeeping,

Attributes of Front Office and House Keeping Personnel.

Duties and Responsibilities of Some of Front Office Personnel- Front Office Manager, GRA Reservation Assistant, Receptionist, Cashier, Telephone Operator, Bell Boy, Door Attendant.

UNIT 03: JOB DESCRIPTION OF HOUSE KEEPING DEPARTMENT

Duties and Responsibilities of Housekeeping Personnel- Executive House keeper, Deputy House keeper, Floor Supervisor, Public Area Supervisor, Linen Room Supervisor, Uniform Room Supervisor, Control Desk Supervisor, Control Desk attendant, , Public Area Attendant, Linen Room Attendant, Uniform Room Attendant, Seamstress/Seamster, Laundry Executive/Manager, laundry Supervisors and Attendants, Tailor, Upholstery, Florist, Valet.

UNIT 04 : EQUIPMENTS OF ROOMS DIVISION

Equipment used in housekeeping :- Definition of Equipment, Manual and Mechanical, Storage of Equipment, Distribution Process of Equipment, Control of Cleaning Equipment, Selection Of Cleaning Equipment.

Equipment used in Front office (Manual, Semi-Automatic and Automatic)

Inter Departmental Co-ordination with- Front Office, Maintenance, Security, Food and Beverage, Stores, Human Resource, Purchase, Sales and Marketing, Laundry.

UNIT 05: ROOM TARIFF

Introduction, Room Rate Designation, Meal Plans, Room Tariff Card, Room Tariff fixation, Basis of Charging Tariff, Group rate, Volume Rate, Rack Rate, Tour Group Whole sale rate, Government Rate, FIT, Discounted rate, Seasonal Rates, Crib rate, Extra Bed Rate, Family Rate, Crew Rate, Weekday/Weekend rate, Membership rate, Advance Purchase rate, Package rate, Sample of Tariff Card.

PROPOSED SYLLABUS FOR 1ST SEMESTER

B.sc (H & HA)113P : Rooms Division Practicals

Internal : 25

Examination : 25

Periods per week : 2

Duration of Exam: 2 Hours.

Nature of Exam :Practical

Course objective---

The learner is expected to know All equipment for use in Front office &Housekeeping operations-

1. Familiarization of Department (Front Office and House Keeping)
 - Identification of Front Office Equipment
 - Rack , Front Desk counter and Bell Desk
2. Welcoming of Guest
3. Telephone Handling
4. Tariff Fixation
5. Bell Desk Procedures
 - Errand Cards, Luggage Tags
 - Registers
 - Luggage Handling during Check-in and Check-out
 - Left Luggage Procedures
 - Skipper Guest
6. Identification of House Keeping Cleaning Equipment
 - Manual and Mechanical
 - Understanding the Working Operation of Manual and Mechanical equipment
 - Handling and Uses of Equipment

MARKING SCHEME FOR PRACTICAL EXAMINATION

All Technical Skills to be tested as listed in the syllabus

	MARKS
1. Uniform / Grooming	: 03
2. Room Division Equipment Knowledge / Identification	: 05
3. Care & Cleaning of equipment	: 04
4. Working skills / tasks	: 05
5. Bell Desk procedures	: 05
6. Journal	: 03
	25

Text Books And Reference Books:

O'Fallon, M. and Rutherford, D. (2013). Hotel Management and Operations. Hoboken, New Jersey:

John Wiley & Sons, Inc. Matt, A. (2011). Housekeeping Management. John Wiley & Sons, Inc

Thomas J. A. (2007). Professional Management of Housekeeping Operations. John Wiley & Sons, Inc

Essential Reading / Recommended Reading

5. Raghubalan- G. & Raghubalan- S. (2011). Hotel housekeeping operations and management. New Delhi: Oxford university press.
6. Principles of Hotel Front Office Operation by Sue Baker
7. Managing Front Office Operation by Michael L. Kasvana-AII and MA
8. Front Office Manual by Sudhir Andrews
9. Professional Hotel Management Concepts
10. Principles of Dr. Jag Mohan Negi Published by S.Chand
11. Front Office Management by Sushil Bhatnagar

Semester – II BSC.H&HA

Sl. No.	Course	Name of the subject	Total Marks	Mid. Sem. Exam	Sem. End Exam	Teaching Hours	Credits
1.	First Language 201	Business English	100	25	75	4	3
2.	Second Language 202	(Tel/Hindi/Urdu/Sans/French)	100	25	75	4	3
3.	L.S 203 L.S 204 L.S 205	1. Indian Culture and Science 2. Information and Communication Technology (ICT) 3. Entrepreneurship Development (Any 1 of the 3)	50	---	50	2	2
4.	SDC 206 SDC 207 SDC 208	1. Basic Hotel Accounts 2. Haccap Training 3. Safley & Security	50 50	---	50 50	2 2	2 2
5.	BSc(h&ha)209	Food Production	100	25	75	5	4
7.	BSc(h&ha) 210	Food and Beverage Service	100	25	75	5	4
8	BSc(h&ha)211	Room division	100	25	75	5	4
9	BSc(h&ha)212	Food Production Practical	50	25	25	4	2
10	BSc(h&ha)213	Food and Beverage Service Practical.	50	25	25	2	2
11	BSc(h&ha)214 Practical	Rooms Division Practical	50	25	25	2	2
	Total		800	200	600	37	30

PROPOSED SYLLABUS FOR 2ND SEMESTER

B.sc (II & IIA)202 : FRENCH(I)
Internal : 25
Examination : 75

Periods per week : 4
Duration of Exam: 3 Hours.
Nature of Exam : Theory.

HOTEL FRENCH

Objective: To enable the students to speak and write simple sentences, understand terms pertaining to the hotel and catering activities.

Unit I - Time, Days of the week, months of the year and seasons.

Unit II - Vegetables, fruits, cereals dairy products.

Unit III - Relations & house.

Unit IV - Culinary terms (Food) & various utensils used in kitchen.

Unit V - Poultry, Fish, meat wines and weights & measures

Recommended Books: - Course de langue et de Civilization
Franchises I - Goyal Publications 2001.

PROPOSED SYLLABUS FOR 2ND SEMESTER

B.sc (H & HA) SDC 206 : Basic Hotel Accountancy	Periods per week : 2
Internal :	Duration of Exam: 2 Hours.
Examination : 50	Nature of Exam : Theory.

Unit I :

Concept of Business- Introduction to Business, -Classification of Economic Activities
Characteristic Features of Business- Objectives of Business- Social Responsibility of
Business

Forms of Business Organisation- Concept of Business organisation- Forms of Business
organisation- Sole Proprietorship

Unit II: Partnership- Meaning and Definition- Features- Types of Partners, - Advantages
and Limitations- Registration of Partnership- Partnership Deed, - Rights and Duties of
Partners- Dissolution of Partnership Firms

Unit III : Joint Stock Company – Formation- Joint Stock Company- Features,
Classification of Companies- Distinction between Private Company and Public Company-
Advantages and Disadvantages

Unit IV: Introduction- Accounting meaning, definition, accounting principles, standards,
rules of debit and credit, Accounting equation, branches and accounting cycle

Unit V: Transactions, journal entries, ledger accounts, trial balance preparation

PROPOSED SYLLABUS FOR 2ND SEMESTER

B.sc (H & HA) SDC 207) : HYGIENE AND HACCP

Internal Examination : 50 Marks

Periods per week : 2

Duration of Exam: 2 Hours.

Nature of Exam : Theory.

Course Objective-The subject will provide information regarding Personal Hygiene, Food Hygiene Practices used in Hospitality Industry. It also covers the Importance of HACCP and its principles.

UNIT 1: FOOD HYGIENE

Meaning and definition of hygiene, General principles of food hygiene, Personal hygiene, Concepts and understanding (HACCP), Recycling / Quality Audit, Hazard analysis

UNIT 2 : RECEIVING AND STORAGEE

Food safety in receiving and storage, Food labeling, Operating procedures for receiving and storage, Food storage condition, Storage of Specific Foods-Meat, Poultry, Egg, Seafood, Dairy Products ,Vegetables & Leafy Vegetables

UNIT 3 : FOOD SAFETY IN KITCHEN

Food safety in kitchen, Design and facilities, Sources of Food Contamination, Contamination of Water ,Kitchen equipments, Dish washing ,Garbage Disposal, Food poisoning.

UNIT 4 : HYGIENE IN SERVICE DEPARTMENT AND HOUSE KEEPING

Food safety in service department, Location, Design and facilities, Cleanliness and maintenance of machines. Control of operations, Sanitary Procedures while serving and displaying food rules to be observed while handling food in mobile food units, Outdoor catering, street side catering units. Do's and Don't while handling food. Pest and rodent control

Reference:

1. Sanitation for Food Service workers by Richardson and Nicodemus.
2. Food Hygiene and Sanitation by S. Roday.
Food Safety and HACCP Manual for Hotels & Restaurants in India FIIIRAI.

PROPOSED SYLLABUS FOR 2ND SEMESTER

B.sc (H & HA) SDC 208 : Safety And Security Management Periods per week : 2

Internal : Duration of Exam: 2 hrs

Examination : 50 Marks Nature of Exam : Theory.

Unit-I

Hotel Security: concept, importance, Type, Organization structure, Application of security in Hotels, scope and trends.

Unit-II

First Aid, The First Aid box, Handling Burns & scalds, bleeding, fainting, fractures, heart-attack, sprain, and shock.

Handling Emergency procedures: Fire, Bomb threat, Theft, Death, Terrorism, and Natural Calamity.

Unit-III

Risk Management & Safety Security Process of risk Management and standards for Risk Management.

Emergency Response plan, Occupation Safety and Health Act

Unit-IV

Safety & Security in Rooms Division, Work environment safety, Job Safety Analysis, Safety Awareness &

Accident Prevention, Case Studies

Suggested Reading:

- Darrell Clifton; Hospitality Security: Managing Security in Today's Hotel, Lodging, Entertainment, And Tourism Environment; CRC Press, Taylor & Francis Group.
- Yoel Mansfield & Abrahann Pizam; Tourism, Security, Security and safety from theory to practice: Elsevier Publication.

• Colin Michael Hall, Dallen J. Timothy, David Timothy Duval: Safety and Security in Tourism:

Relationships, Management and Marketing: Haworth Hospitality Press,2003

• David M. Stipanuk & Raymond C. Ellis, Jr.; Security and loss Prevention Management; American Hotel & Lodging Association Institutes.

• David k. Hayes & Jack D. Ninemeier; Foundation of Lodging Management; Pearson Publication.

PROPOSED SYLLABUS FOR 2nd SEMESTER

B.sc (H & HA)209 : FOOD PRODUCTION

Internal : 25

Examination : 75

Periods per week : 4

Duration of Exam : 3 Hours.

Nature of Exam : Theory.

Course Objective:- The Student will get knowledge about:

1. The various commodities required for food production, their market forms, selection, storage and use.
2. The fundamentals of menu planning & standard recipes
3. The basic culinary skills
4. The bread & cake making process and various pastes
5. Basic preparation soup and Sauce

UNIT 1

STOCKS , SAUCES

STOCKS- definition, types, recipes, storage, uses, care and precautions

SAUCES- introduction, classification of mother sauces, recipes, derivatives, uses, care and precautions

UNIT 2

SOUPS

- Definition, Soups- classification, Basic recipes ,Garnishes and accompaniments

UNIT 3

MEAT AND FISH COOKERY

- **Introduction to meat cookery :** Composition of meat, Processing, Preservation and curing., Cuts of beef, veal, pork, lamb and poultry- their uses, Standard purchase specification, Menu examples.
- **Introduction to fish cookery-** classification & selection of fish with examples, Various cuts of fish and uses, Standard purchase specification
- **Egg cookery** – composition of egg, std. purchase specification and various egg preparations ,uses of egg in cookery

UNIT 4

BASIC BAKERY FUNDAMENTALS

- Identification of tools and equipments used in bakery, Identification, selection and use of commonly used ingredients- flour, sugar, salt, egg raising agents, shortening agents, etc, Baking food at various temperatures- importance and understanding of temperature.
- Bread- ingredients used and their role in bread making, Definition, Steps in bread making, Different methods of bread making, Faults in bread and measures to remove Bread improvers and various other flours used for bread making

UNIT 5

SPONGE & CAKES

- Sponge- definition, Types, Role of different ingredients used Processes- single stage, double stage etc. Faults and measures to remove/ avoid them. Pastries- puff pastry, flaky pastry, choux pastry, short crust pastry etc. Ingredients used and their role in pastry making Definition Recipes Different methods Faults in pastries and measures to remove/ avoid them Basic pastry creams, uses in confectionary, Preparation and care in production

PROPOSED SYLLABUS FOR 2nd SEMESTER

B.Sc (H & HA)212 : Food Production Practical

Internal : 25

Examination : 25

Periods per week : 4

Duration of Exam: 4 Hours.

Nature of Exam : Practical.

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

1) Preparation of stocks-clarifications

- glazes reductions

- Sauce (hot & cold)

2) Classical cuts of vegetables and potatoes - 10 potato preparation - 5 vegetable preparation

3) Basic baking- short crust pastry (sweet & savory), Puff Pastry, Choux Pastry & Danish Pastry

- Continental rolls & breads

- Basics sponge cake

Menu 1

Puree of Lentil Soup

Chicken Fricassee

Pommes Duchess

Buttered Carrots

Souffle Froid Milanese

Bread Sticks

Menu 3

Fruit Soup

Champignous Farcis

Poulet Roti

Pommes Chateau

Charlotte Royale

Sponge Fingers

Menu 5

Crudities With Herb Mayonnaise

Blanquet De Volialle

Pomme De Terre Anna

Buttered Spinach

Crepes Normande

Cheese Straws

Menu 7

Chicken Veloute

Salad Mimosa

Cottlettes D' Agneau Panes

Pommes Arlie

Compote De Poires

Croissant

Menu 9

Mixed Vegetables Soup

Fish Mornay

Pommes Noisette

Salad De Tomate

Apple Fool

Menu 2

Cream of Carrot Soup

Poulet Sauté Hongroise

Pommes Lyonnaise

Haricot Vert Au Beurre

Choufleur Millinaise

Fruit Trifle

Basic Sponge Cake/Sheet

Menu 4

Consomme Julleine

Poulet a La King

Pomme Pailles

Choufleur Au Gratin

Queen of Puddings

Bread

Menu 6

Cream of Spinach Soup

Poulet Saute Chasseur

Pommes Dell Monica

Salad Beatreave

Leman Jelly

Dinner Rolls

Menu 8

Potage Aux Champignon

Poule De Stroganoff

Pommes Fondant

Carrots Vichy/Peit Pois

Bavaroise Au Café

Salad Rolls

Menu 10

Cream of Tomato Soup

Fish Meuniere

Pommes Provencal

Salad Concombre

Steamed Sponge Pudding

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-II) BIM151

TOTAL TIME ALLOWED : 05.00 HRS

TIME ALLOWED FOR INDENTING & PLAN OF WORK : : 30 MINUTES

Part – A (Cookery) (Bakery)**10**

1. One salad OR soup
One main course
2. (Fish/Chicken/Mutton/Beef/Pork)
3. One potato preparation
4. One vegetable preparation
6. Bread or bread rolls
7. One dish made from pastry
8. One dessert hot or cold
9. Journal

05

Part – B (General Assessment)

1. Uniform & Grooming
Scullery, equipment cleaning and Hygiene
2. Viva

02

03

05

PARAMETERS OF ASSESMENT OF EACH DISH

A) Temperature	20%
B) Texture / Consistency	20%
C) Aroma / Flavour	20%
D) Taste	20%
E) Appearance	20%
	100 %

NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Invigilation will be done by both internal and external persons.
3. Each student will cook 04 portions of each dish/item.
4. Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
5. Uniform and grooming must be checked by the examiners before commencement of examination.
6. Students are not allowed to take help from books, notes, journal or any other person.

Text Book:

1. Food Production Operations by Parvinder S.Bali, Publisher: Oxford University press
2. Basics of Baking: Science and Craft by S.C. Dubey, Publisher: S.C. Dubey

Reference Books:

1. Theory of Cookery by K. Arora, Publisher: Frank Brothers
2. Modern Cookery (vol-1) by Thangam E.Philip, Publisher: Orient Blackswan
3. Professional Baking by Wayne Gisslen, Publisher: Wiley Publications
4. Modern Cookery (vol-2) by Thangam F.Philip, Publisher: Orient Blackswan

PROPOSED SYLLABUS FOR 2nd SEMESTER

B.sc (H & HA)210 : Food and Beverage Service

Internal : 25

Examination : 75

Periods per week : 4

Duration of Exam : 3 Hours.

Nature of Exam : Theory

Course Objective:-

The Student will get knowledge about:

- 1. Understand various restaurant services.**
- 2. Understand type of meal and menu.**
- 3. Develop knowledge of the restaurant control system.**
- 4. Understand the processing manufacturing and service of cigar and cigarettes.**

UNIT 1

MEALS & MENU PLANNING:

Origin of Menu, Objectives of Menu Planning, Types of Menu, Courses of French Classical Menu (Sequence, Examples from each course, Cover of each course, Accompaniments), French Names of dishes, Types of Meals, (Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper).

UNIT 2

PREPARATION FOR SERVICE : Organising Mise-en-scene, Organising Mise en place
TYPES OF FOOD SERVICE: Silver service, Pre-plated service, Cafeteria service, Room service, Buffet service, Gueridon service, Lounge service.

UNIT 3

ROOM SERVICE : Introduction, General principles, Types: Centralized and de-centralized, Tray trolley setups for breakfast & others meals, Forms and formats, order taking, Thumb rules, suggestive selling, Breakfast cards, Layout and setup of common meals, Lead time of order taking to clearance.

UNIT 4

CONTROL METHODS: Billing methods: duplicate and triplicate methods, K .O. T & B.O.T, Computerized K.O.T & Billing, New trends in order taking & Billing

UNIT 5

TOBACCO : History, Processing for cigarettes, pipe tobacco & cigars, Cigarettes – Types and Brand names, Pipe Tobacco – Types and Brand names, Cigars – shapes, sizes, colours and Brand names Care and Storage of cigarettes & cigars

PROPOSED SYLLABUS FOR 2nd SEMESTER

B.sc (H & HA)213 : Food and Beverage Service Practical Periods per week : 2

Internal : 25

Duration of Exam :2 Hours.

Examination : 25

Nature of Exam : Practical

1. REVIEW OF SEMESTER -1

2. TABLE LAY-UP & SERVICE : Task-01: A La Carte Cover, Task-02: Table d' Hotel Cover, Task-03: English Breakfast Cover, Task-04: American Breakfast Cover, Task-05: Continental Breakfast Cover, Task-06: Indian Breakfast Cover, Task-07: Afternoon Tea Cover, Task-08: High Tea Cover.

3. TRAY/ TROLLEY SET UP & SERVICE : Room Service Tray Set up, Room Service Trolley Set Up

4. PREPERATION FOR SERVICE : Organizing for Mis –en-scene Mis-en- Place, Opening, Operating and Closing Duties.

5. PROCEDURE FOR SERVICE OF A MEAL : Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests, Task -3: Order Taking & Recording, Task -04 Order Processing(Passing order to kitchen), Task -05, Sequence of Service, Task -06: Presenting & Encashing the Bill, Task -08 : Presenting & Collecting Guest Comments, Task 09: Seeing Off Guest

6. SOCIAL SKILLS : Task-01: Handling Guest Complaints, Task-02: Telephone manners, Task- 03:Dining & Service etiquettes

MARKING SCHEME FOR PRACTICAL EXAMINATION

All Technical Skills to be tested as listed in the syllabus

Uniform / Grooming	3
Menu planning & Table lay out	5
Tray Tor rolley set ups	5
Guest Reservations and sequence of service	5
Journal	3
Viva	4
	25

Text Book:

1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: Oxford University Press

Reference Books:

1. Food and Beverage Service, 8th Edition by John Cousins, Dennis Lillicrap and Suzanne Weekes, Publisher: Hodder Education

2. Modern Restaurant Service by John Fuller, Publisher: Hutchinson's

3. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Publication

4. The Waiter by John Fuller and A.J.Cuvrie, Publisher: Hutchinson

5. Food & Beverage Service by Bobby George & Sandcep Chatterjee, Publisher: Jaico Publishing

PROPOSED SYLLABUS FOR 2nd SEMESTER

B.sc (H & HA)211 : Rooms Division

Internal : 25

Examination : 75

Periods per week : 4

Duration of Exam : 3Hours.

Nature of Exam : Theory

UNIT 01: CLEANING AGENTS

Definition, Types of Cleaning Agents, Selections of cleaning Agents, Storage of Cleaning Agents, Issuing of Cleaning Agents.

UNIT 02: COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACE

Introduction, Metals and types, Protective finishes on Metals, Different types of Surfaces- Glass, Plastic, Ceramics, Wood, Stone, Rubber, etc. Care and Cleaning Procedures of different Surface and there types, Types of Wall and Floor Finishes- Polishes, Care and Composition.

UNIT 03: AREA CLEANING

Introduction, Types of Soil (Dust, Dirt, Tarnish, Stain, Foreign matter), Nature of Soil(Inorganic, Organic, Cosmological, Bacterial, Entomological) , Standards of Cleaning(Physically Clean, Chemically Clean, Bacteriologically Clean, Entomologically Clean, Cosmologically Clean, Terminally Clean), Science of Cleaning (Terminology in Cleaning), Principle of Cleaning (General Rules during Cleaning Activity), Frequency of Cleaning (Daily, Weekly, Spring Cleaning and Periodic Cleaning), Cleaning Process (Manual, Mechanical), Organization of Cleaning (Conventional Team Cleaning, Block Cleaning, Deep Cleaning)

Cleaning Guest Room- Cleaning Guest Room (Occupied, Departure, vacant, VIP, DND,OOO), Bed Making

Public Area Cleaning: Back of the House (Office, Staff Rest Room, Staff Entrance, Service Elevator)

Front of the House(Entrance, Lobby, Front Desk, Elevator, Staircase, Guest Corridors, Public Rest Room, banquet halls, Dining Rooms, Leisure Areas – Health Club, Sauna, Spa, Swimming Pool, Lawns and Garden)

UNIT 04: BELL DESK & CONCEIRGE PROCEDURES

Duties and Responsibilities of Bell Captain and Bell Boys, Conceirge, Functions of Bell Desk- Luggage Handling (Arrival and Departures), Left Luggage Procedures, Procedures For Delivery of Luggage, Records maintain in Bell Desk- Arrival Errand Card, Departure Errand Card, Luggage Inventory Sheet, Bell Captain Control Sheet, Left Luggage Register, luggage Tags.

UNIT 05: INTRO TO GUEST CYCLE AND RESERVATIONS

Guest Cycle(Pre Arrival, Arrival, Stay, Departure),

Reservation, Types of reservation (Tentative, Wait-Listed, Confirmed), Modes of

Reservation, Source of Reservation, Systems of Reservation (Manual system and Automatic System), Processing Reservation Requests, Reservation Reports, Importance of Reservation, Group Reservation, Over Booking.

PROPOSED SYLLABUS FOR 2nd SEMESTER

B.sc (II & IIA)214 : Rooms Division Practical

Internal : 25

Examination : 25

Periods per week : 2

Duration of Exam : 2 Hours.

Nature of Exam : Practical

Course Objective :The learner is expected to know the various operations undertaking in Front Office and House Keeping Department. Learner is expected to understand the objective of performing reservation, room cleaning procedures, different surface cleaning etc. in an efficient manner.

1. Understanding of Guest Cycle (Chart Work, Group Role Play)
2. Reservation : Different type of Reservation, Reservation Procedure through Telephone, Reservation Procedure through Online Mode , Reservation Procedure of Direct Guest, Format of Reservation Form and Slip, Confirming a Reservation, Hotel's Policy on Reservation (Confirming , Guaranteed and Cancellation). House Limit and Its implication
3. Guest Services : Paging Process, Key handling Procedures, Mail and message Handling-Format of Message slip, Wake Up Call Procedure, Handling Guest Complain
4. Setting of chamber Maids Trolley: Set up and use of trolley
5. Identification of Cleaning Agents : Classification according to colour, smell and dilution, Understanding the pH Value, Storing Procedures
6. Cleaning Procedures : Occupied Room, Vacant Room, Departure Room, Handling OOO and VIP Room, Bed Making Procedures, Towel Art
7. Cleaning of Public Area : Lobby, Restaurant, Offices , Staircase, Elevator, Corridor and Back Area
8. Cleaning of Different Surfaces : Table tops, Windows, Upholestr, Hard and Soft Floorings, Metal Surfaces
9. Control Desk Procedures : Guest Message handling, Briefing and De-Briefing, Issuing of Keys, Telephone Handling

Text Book:

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan, Publisher: Oxford University Press
- Hotel Front Office Management by James A. Bardi, Publisher: Wiley

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher: Hodder Arnold H&S
2. The Professional Housekeeper by Madelin Schneider, Georgina Tucker & Mary Scoviak, Publisher: Wiley
3. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher: Wiley
4. Front Office (Procedures, Social Skills & Management by Abbott & Lewry, Publisher: Routledge
5. Principles of Hotel Front Office Operations by Baker, Bradley and Hyton, Publisher: Cengage Learning
6. Managing Front Office operations by Michael and Kasavana, Publisher: AHLI

**Revised Common Framework of CBCS for Colleges in Andhra Pradesh
(A.P. State Council of Higher Education)**

BSC.H&HA SEMESTER III

Sl. NO.	Course	Name of the subject	Total Marks	Mid. Sem. Exam	Sem. End Exam	Teaching Hours/ week	Credits
1.	L.S 301	1. Analytical Skills	50 50		50 50	2 2	2 2
	L.S 302	2. Personality Enhancement					
	L.S 303	3. Health & Hygiene					
2.	SDC 304	Restaurant & Bar Operations	50		50	2	2
	SDC 305	Food Production Controls					
3.	Internship 306	Four Months Hotel Internship	200		200	48	8
			350		350	54	14

Marks Break up

Sno	Course	Total Marks	Credits
1	Four Months Hotel Internship Training	200	8

Credits Break up

Attendance	1 Credits
Training certificate	1 Credits
Training Log Book Evaluation	2 Credits
Training Presentation	2 Credits
Viva Voce	2 Credits
Total	8 Credits

***Attendance and Training Certificate to be authenticated by Faculty Committee nominated by Principal of the Colleges.**

***Viva Voce and Report evaluation, Report presentation to be evaluated by the nominated corporate related expert selected by the Principal of the Colleges.
Report Writing Format**

PROPOSED SYLLABUS FOR 3RD SEMESTER

B.sc (H & HA) 304: Restaurant & Bar Operations

**Internal :
Examination : 50**

Periods per week : 2

Duration of Exam : 2 Hours.

Nature of Exam : Theory

Course Objectives:

This course is designed to give the knowledge of restaurant and bar operation and types of food services

Teaching practices::

Classroom lectures, assignments, cases, discussion and seminars.

Course contents:

Unit 1: Restaurants : Types full service, specialty, quick service /fast foods, family , Ethnic, casual dining, theme, celebrity.
Trends in restaurant development

Unit 2: Menu planning, advertising and merchandising Human resource planning for food and beverage service areas

Unit 3: Bars: Bar setup, inventory control, Laws relating to Beverages
Restaurant and hotel bars, night clubs

Unit 4: Food beverage management for casual dining restaurants
Food and beverage management for ethnic, celebrity, specialty, fast foods and other type of restaurants

Suggested Readings:

Andrews S 1981 Food and beverage service training.

Fuiler J 1983 Modern restaurant service a manual for students and practitioner
Hutchison London.

Fuller J Curee A.J.1983, Warter, Hutchinson, London.

Lillicrap D R 1983, Food and beverage service, Edward Arnold, Melbourne.

Bartender's guide to cocktails, Steaben, Russell and corsar, Frank, New Delhi, Global books and subscription services, 1999.

PROPOSED SYLLABUS FOR 3RD SEMESTER

B.sc (H & HA) 305 : Food Production Control

Internal :

Examination : 50

Periods per week : 2

Duration of Exam : 2 Hours.

Nature of Exam : Theory

Course Objectives:

This course is designed to give the knowledge of fixed & beverage management practices. Food & beverage cost and revenue control technique for the learner of food production.

Course contents:

Unit 1:

An overview of various management practices adopted in Indian hotel industry for food production. Quality food production techniques for banquet, bakery & confectionary. Use of computers in food & beverage operations

Unit 2:

Menu policy, planning and pricing. Costing, budgeting and control.

Unit 3:

Food & beverage cost controlling meaning process & methods, Food and beverage control checklist emphasis on international & oriental cuisines – china, Japan, Thai.

Unit 4:

Quality control cycle, meaning methods & process. Quality control for raw materials
Quality assurance of product and services

References books:

Arora K. 1977: Theory of cooking, Frank Bros. & Co. Delhi

Escoffier. 1979 : The complete guide to the art of modern cookery, virtue and co. ltd. Sureey.

Halliday. EG and Noble I.T 1959: How's and Why's of cooking. The university & Co.

Hughes. D and Bannion M. 1970 : Introductory Foods . The Macmillan Co. Ltd. New York

Understanding cooking . Arnold . Hanemann India

Philip T.E 1981: modern cookery for teaching and the trade . vol-I . orient Longman Ltd. Bombay

Saulnier L.. 1914: Le Repertoire de la cuisine . Leon Jaggai and sons Ltd. London.

Planning and control for food and beverage operations, Jack D. Ninemcier, EI-AH&LA, USA.

PROPOSED SYLLABUS FOR 3RD SEMESTER

B.sc (H & HA) 306 : Internship

Weeks : 16

Internal :

Duration of Exam : 2 Hours.

Examination : 200

Nature of Exam : Viva Voce

INTERNSHIP

1. Exposure to Industrial Training is an integral part of the 3rd Semester Curriculum. The 16 weeks industrial training would be divided into four weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.
- 2) Attendance will be calculated for 3rd semester based on Industrial Training. Student Trainee will require an input of 96 working days i.e. (16 weeks x 06 days – 96 days). A student can avail leave to a maximum of 15% (14 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
- 3) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
- 4) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
- 5) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own..

INDUSTRY INTERNSHIP

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

1. RESPONSIBILITIES OF THE TRAINEE

1. Should be punctual.
2. should maintain the training logbook up-to-date.
3. should be attentive and careful while doing work.
4. should be keen to learn and maintain high standards and quality of work.
5. should interact positively with the hotel staff.
6. should be honest and loyal to the hotel and towards their training.
7. should get their appraisals signed regularly from the HOD's or training manager.
8. Gain maximum from the exposure given, to get maximum practical knowledge and skills.

9. should attend the training review sessions / classes regularly.
10. should be prepared for the arduous working condition and should face them positively.
11. should adhere to the prescribed training schedule.
12. should take the initiative to do the work as training is the only time where you can get maximum exposure.
13. should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

2. RESPONSIBILITIES OF THE INSTITUTE

1. should give proper briefing to students prior to the industrial training
2. should make the students aware of the industry environment and expectations.
3. should notify the details of training schedule to all the students
4. should coordinate regularly with the hotel especially with the training manager.
5. should visit the hotel, wherever possible, to check on the trainees .
6. should sort out any problem between the trainees and the hotel.
7. should take proper feedback from the students after the training.
8. should brief the students about the appraisals , attendance, marks, logbook and training report.
9. should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
10. should ensure that change of I.T. batch is not permitted.
11. should ensure trainees procure training completion certificate from the hotel before joining institute.

3. RESPONSIBILITIES OF THE HOTEL.

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and in all probability their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.

Hotels: 1. should give proper briefing session/orientation/induction prior to commencement of training.

1. should make a standardized training module for all trainees.
2. should strictly follow the structured training schedule.
3. should ensure cordial working conditions for the trainee.
4. should co-ordinate with the institute regarding training programme.
5. should be strict with the trainees regarding attendance during training.
6. should check with trainees regarding appraisals, training report, log book etc.
7. should inform the institute about truant trainees.
8. should allow the students to interact with the guest.
9. should specify industrial training's "Dos and Don'ts" for the trainee.
10. should ensure issue of completion certificate to trainees on the last day of training

Industry Internship PERFORMANCE APPRISAL FORM

Name of Student: _____	University Roll No: _____
Institute: _____	Duration: 4 weeks (24 working days)
Name of the Hotel: _____	From: _____ To: _____
Department: F&BS / FP / HK / FO	

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance (_____ days present out of 30 days)

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

Ability to Communicate (Written / Oral)

Very confident, demonstrates outstanding confidence & ability both spoken/written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked.	4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others.	4
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it.	2
Persistently disregards criticism and goes own way.	1

Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively.	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and Performance	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred.	2
Rarely grasps points correctly.	Lacks drive and commitment.	1

Reliability / Comprehension

Is totally trust worthy in any working situation? Understands in detail, why and how the job is done.		5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.		4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand		3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation.		2
Requires constant supervision. Lacks any comprehension of the application.		1

Responsibility

Actively seeks responsibility at all times.		5
Very willing to accept responsibility.		4
Accepts responsibility as it comes.		3
Inclined to refer matters upwards rather than make own decision.		2
Avoids taking responsibility.		1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided.		5
Maintains a high standard of quality		4
Generally good quality with some assistance.		3
Performance is uneven.		2
Inaccurate and slow at work.		1

Quantity of work

Outstanding in output of work.		5
Gets through a great deal.		4
Output satisfactory.		3
Does rather less than expected.		2
Output regularly insufficient		1

Total _____ / 50

Stipend Paid: Rs. _____ per month.

Name of Appraiser: _____ Signature: _____

Designation of Appraiser: _____ Date : _____

Signature of Student: _____ Date : _____

BSc (H&HA) -Semester – IV

SL. NO	COURSE CODE	SUBJECT	TOTAL MARKS	INTERNAL	EXTERNAL	HRS/ WK	CREDITS
1	BSc(II&IIA)401	Quantity Food Production	100	25	75	5	4
2	BSc(H&HA) 402	Food & Beverage Operations	100	25	75	5	4
3	BSc(II&IIA)403	Room Division operations	100	25	75	5	4
4	BSc(II&IIA)404	Hospitality Marketing	100	25	75	5	4
5	BSc(H&HA)405	Event Management	100	25	75	5	4
6	BSc(H&HA)406	Hospitality Law	100	25	75	5	4
7	BSc(H&HA)407	Food Production Practical	50	25	25	4	2
8	BSc(H&HA)408	Food And Beverage Service Practical	50	25	25	2	2
9	BSc(H&HA)409	Rooms Division Practical	50	25	25	2	2

PROPOSED SYLLABUS FOR 4th SEMESTER

B.sc (H & HA) 401 : Quantity Food Production (Theory) Periods per week : 4
Internal : 25 **Duration of Exam : 3 Hours.**
Examination : 75 Marks **Nature of Exam : Theory**

Unit 1:

- a) **Principles of Quantity cooking**, equipment, problems and adjustment in terms of cooking time & temperature.
- b) **Fuel Types**: electricity, gas, oil, coal, steam & high pressure steam.
- c) **Standard recipe & Indenting**: Principles of Standard recipe & Indenting Quantities/portions for bulk production, Translation of recipes for indenting, practical difficulties involved in indenting. Formats

UNIT-II

- a) **Menu Planning**: Basics, special emphasis on quantity food production, planning of menus for various categories such as: school/college students, Industrial workers, hospitals, canteens, outdoor parties, theme dinners, transport/mobile catering - parameters for quantity food planning.
- b) **Rechauffe cookery**: Principles of reheating, precautions to be taken, Rechauffe of leftover foods, identification of foods for recycling -important points in storage of meat for recycling

Unit 3

South & West Regional Indian Cuisine

1. Detail study regional cuisine 'Telangana (Hyderabad!)', Kerala, Andhra, Tamilnadu, Chettinad ,Karnataka,(Udippi), Bengali,
2. Staple food
3. Main dishes of the region
4. Traditional preparation methods
5. Utensils and accompaniments
6. Indian bread and sweetmeats.
7. History, Methodology, equipment and culinary terms

Unit 4

East & North Regional Indian Cuisine & Tandoor

- Detail study regional cuisine Moghlai, Avadh (Dum Pukht), Punjabi, Kashmiri ,Goan, Maharashtra, Gujarat
- Staple food
- Main dishes of the region
- Traditional preparation methods
- Utensils and accompaniments
- Indian bread and sweetmeats.
- History, Methodology, equipment and culinary terms

Unit 5

Banquet & Commercial Menus

- Planning
- Indenting
- Costing
- Forecasting
- Pre-preparation
-

PROPOSED SYLLABUS FOR 4th SEMESTER

B.sc (H & HA) 407 : Quantity Food Production (Lab) **Period per Week : 4**
Internal **: 25** **Duration of Exam : 4**
Examination **: 25 Marks** **Nature of Exam : Practical**

<p style="text-align: center;">MAHARASTRIAN</p> <table border="0"><tr><td>MENU 01 Masala Bhat Kolhapuri Mutton Batata Bhajee Masala Poori Koshimbir Basundi</td><td>MENU 02 Coconut Poli Moong Dal Khichdee Patrani Macchi Tilgul Chapatti Tomato Saar Amti</td></tr></table>	MENU 01 Masala Bhat Kolhapuri Mutton Batata Bhajee Masala Poori Koshimbir Basundi	MENU 02 Coconut Poli Moong Dal Khichdee Patrani Macchi Tilgul Chapatti Tomato Saar Amti	<p style="text-align: center;">AWADH</p> <table border="0"><tr><td>MENU 01 Yakhni Pulao Mughlai Paratha Gosht Do Piazza Badin Jaan Kulfi with Falooda</td><td>MENU 02 Galouti Kebab Bakarkhani Gosht Korma Pancer Pasanda Muzzafar</td></tr></table>	MENU 01 Yakhni Pulao Mughlai Paratha Gosht Do Piazza Badin Jaan Kulfi with Falooda	MENU 02 Galouti Kebab Bakarkhani Gosht Korma Pancer Pasanda Muzzafar				
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<p style="text-align: center;">BENGALI</p> <table border="0"><tr><td>MENU 01 Doi Mach Tikon Pratha Baigun Bhaja Payesh</td><td>MENU 02 Ghee Bhat Macher Jhol Aloo Posto Misti Doi</td></tr></table> <p style="text-align: center;">MENU 03 Mach Bhape Luchi Sukto Kala Jamun</p>	MENU 01 Doi Mach Tikon Pratha Baigun Bhaja Payesh	MENU 02 Ghee Bhat Macher Jhol Aloo Posto Misti Doi	<p style="text-align: center;">GOAN</p> <table border="0"><tr><td>MENU 01 Arroz Galina Xacutti Toor Dal Sorak Alle Belle</td><td>MENU 02 Coconut Pulao Fish Caldren Cabbage Foogath Bibinea</td></tr></table> <p style="text-align: center;">MENU 03 Prawan Pulao Mutton Vidalloo Beans Foogath Dodol</p>	MENU 01 Arroz Galina Xacutti Toor Dal Sorak Alle Belle	MENU 02 Coconut Pulao Fish Caldren Cabbage Foogath Bibinea				
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<p style="text-align: center;">PUNJABI</p> <table border="0"><tr><td>MENU 01 Rada Meat Matar Pulao Kadhi Punjabi Gobbi Kheer</td><td>MENU 02 Amritsari Macchi Rajmah Masala Pindi Chana Bhaturas Row Di Kheer</td></tr></table> <table border="0"><tr><td>MENU 03 Sarson Da Saag Makki Di Roti Peshawari Chole Motia Pulao Sooji Da Halwa</td><td>MENU 04 Tandoori Roti Tandoori Murg Dal Makhani Pudinia Chutny Baingan Bhartha Savian</td></tr></table>	MENU 01 Rada Meat Matar Pulao Kadhi Punjabi Gobbi Kheer	MENU 02 Amritsari Macchi Rajmah Masala Pindi Chana Bhaturas Row Di Kheer	MENU 03 Sarson Da Saag Makki Di Roti Peshawari Chole Motia Pulao Sooji Da Halwa	MENU 04 Tandoori Roti Tandoori Murg Dal Makhani Pudinia Chutny Baingan Bhartha Savian	<p style="text-align: center;">SOUTH INDIAN</p> <table border="0"><tr><td>MENU 01 Meen Poriyal Curd Rice Thoran Rasam Pal Payasam</td><td>MENU 02 Meen Moilee Olan Malabari Pratha Parappu Payasam Lime Rice</td></tr></table> <table border="0"><tr><td>MENU 03 Tamarind Rice Kori Gashi Kalan Sambhar Savian Payasam</td><td>MENU 04 Coconut Rice Chicken Chettinad Avial Huli Mysore Pak</td></tr></table>	MENU 01 Meen Poriyal Curd Rice Thoran Rasam Pal Payasam	MENU 02 Meen Moilee Olan Malabari Pratha Parappu Payasam Lime Rice	MENU 03 Tamarind Rice Kori Gashi Kalan Sambhar Savian Payasam	MENU 04 Coconut Rice Chicken Chettinad Avial Huli Mysore Pak
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<p style="text-align: center;">RAJASTHANI</p> <table border="0"><tr><td>MENU 01 Gatte Ka Pulao Lal Maas Makki Ka Soweta Chutny (Garlic)</td><td>MENU 02 Dal Batti Churma Safed Mass Besan Ke Gatte Ratalu Ki Subzi Dal Halwa</td></tr></table>	MENU 01 Gatte Ka Pulao Lal Maas Makki Ka Soweta Chutny (Garlic)	MENU 02 Dal Batti Churma Safed Mass Besan Ke Gatte Ratalu Ki Subzi Dal Halwa	<p style="text-align: center;">GUJRATI</p> <table border="0"><tr><td>MENU 01 Sarki Brown Rice Salli Murg Gujrati Dal Methi Thepla Shrikhand</td><td>MENU 02 Gujrati Khichadi Oondhiyu Batata Nu Tomato Osaman Jeera Poori Mohanthal</td></tr></table>	MENU 01 Sarki Brown Rice Salli Murg Gujrati Dal Methi Thepla Shrikhand	MENU 02 Gujrati Khichadi Oondhiyu Batata Nu Tomato Osaman Jeera Poori Mohanthal				
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<p style="text-align: center;">HYDERABADI</p> <table border="0"><tr><td>MENU 01 Solyani Biryani Methi Murg Tomato Kut Ihare Piaaz ka Raita Double Ka Meetha</td><td>MENU 02 Kachi Biryani Dalcha Mirchi Ka Salan Mix Veg. Raita Khumani Ka Meetha</td></tr></table>	MENU 01 Solyani Biryani Methi Murg Tomato Kut Ihare Piaaz ka Raita Double Ka Meetha	MENU 02 Kachi Biryani Dalcha Mirchi Ka Salan Mix Veg. Raita Khumani Ka Meetha							
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KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutagen, Pulao (Kashmiri), Plain Rice, Girdch, Lawas

Meat Preparations: Gushtaba, Rista, Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

Vegetables and Potato: Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri, Nader Palak, Razma Gogji

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

MARKING SCHEME FOR PRACTICAL EXAMINATION

All menu items to be made from the prescribed
syllabus only

Part A (Cookery)	15 Marks
One Indian Starter / Indian Bread	
One Indian Rice Preparation (Flavoured/ Plain)	
One Meat Course	
One Vegetable Course	
One Halwai Course	
Journal	

PART – B (General Assessment) 05	
Uniform & Grooming	
Indenting and Plan of Work	
Scullery, Equipment Cleaning and Hygiene	

PARAMETERS OF ASSESMENT OF EACH DISH

Temperature	20%
Texture / Consistency	20%
Aroma / Flavour	20%
Taste	20%
Presentation	<u>20%</u>
	<u>100%</u>

NOTE:

Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.

Invigilation will be done by both internal and external persons.

Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.

Uniform and grooming must be checked by the examiners before commencement of examination.

Students are not allowed to take help from books, notes, journal or any other person.

Text Book:

Food Production Operations by Parvinder S.Bali, Publisher: Oxford University press

Basics of Baking: Science and Craft by S.C. Dubey, Publisher: S.C. Dubey

Reference Books:

Theory of Cookery by K. Arora, Publisher: Frank Brothers

Modern Cookery (vol-1) by Thangam E.Philip, Publisher: Orient Blackswan

5. Professional Baking by Wayne Gisslen, Publisher: Wiley Publications

6. Modern Cookery (vol-2) by Thangam E.Philip, Publisher: Orient Blackswan

PROPOSED SYLLABUS FOR 4th SEMESTER

B.sc (H & HA)402 : Food and Beverage Service	Periods per week : 4
Internal : 25	Duration of Exam : 3 Hours.
Examination : 75 Marks	Nature of Exam : Theory

UNIT 1

Introduction to Alcoholic Beverages : Classification & Definition of each Beverage, Production of Alcohol: Fermentation process, Distillation process.

UNIT 2

Wines: Introduction of wines, Classification of wines, Wine producing countries, Producing regions of France, Italy, and Spain, Australian, Germany . Production of wines with description of Principal Grape Varieties Factors affecting production of wines, Matching wines with food, Reading wine labels, Storage & Service of wines, Glossary of wine terms, Production of famous wines – sparkling (Champagne) and fortified (sherry, port & Madeira) in detail.

UNIT 3

SPIRITS: Introduction & Definition, Production of Spirit: Pot-still method, Patent still method,

Production of: Whisky, Rum, Gin, Vodka, Brandy, Tequila, Brands (National, International and AP)

Different Proofs of Spirits : American Proof, British Proof (Sikes Scale), Guy Lusacs (OIML Scale)

Beer : History & Definition, Classification of Beer, Production of Beer, Top & Bottom Fermentation, Beer producing Countries, Service & storage of beer, faults in beer, Draught beer and its service, Brands (National & International)

UNIT 4

Cocktails -Definition & Classification, Cocktail Bar Equipment, Method of Mixing, Preparation & Service of Cocktails, Classic Cocktails, Mocktails, Specialty Coffees

UNIT 5

Liqueurs: Definition and History, Production of Liqueurs, Broad Categories of liqueurs (Herb, Citrus, Fruit/ Egg, Bean/Kernel etc)

Aperitifs: Introduction & Definition, Types of aperitifs, Manufacturing of aperitif (vermouth), Brand names .

Other Alcoholic Beverages : Sake, Cider, Medira, Silvovitz, Arrack, Feni, Grappa, Calvados etc. Glossary of terms related to alcoholic beverages

Text Book:

1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: Oxford University Press

Reference Books:

1. Food and Beverage Service, 8th Edition by John Cousins, Dennis Lillicrap and Suzanne Weekes, Publisher: Hodder Education

2. Modern Restaurant Service by John Fuller, Publisher: Hutchinson's

3. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Publication

4. The Waiter by John Fuller and A.J.Cuvrie, Publisher: Hutchinson

5. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

PROPOSED SYLLABUS FOR 4th SEMESTER

B.sc (II & IIA)408 : Food & Beverage Service Practical Periods per week : 2

Internal : 25

Duration of Exam : 2 Hours.

Examination : 25 Marks

Nature of Exam : Practical

Dispense Bar – Organizing Mise-en-place
Service of Wines
Service of Beer
Service of Spirits
Preparation and Service of Cocktail :
Service of Liqueurs
Wine & Drinks List
Matching Wines with Food

MARKING SCHEME FOR PRACTICAL EXAMINATION

All Technical Skills to be tested as listed in the syllabus

		MARKS
1.	Uniform / Grooming	: 03
2.	Dispense Bar –Set Up	: 03
3.	Service of Spirits and Beer	: 04
4.	Service of Wine	: 05
5.	Preparation of Cocktail and Mocktails	: 04
6.	Viva	: 04
	Journal	: 02
		25

NOTE

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1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.

During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

PROPOSED SYLLABUS FOR 4th SEMESTER

B.sc (H & HA)403 : Rooms Division Operations	Periods per week : 4
Internal : 25	Duration of Exam : 3 Hours.
Examination : 75 Marks	Nature of Exam : Theory

COURSE OBJECTIVE : In this course, The student learns about the intricacies of Room Division and the Procedures adopted for guest Check In and Check out and understanding the operations of Linen, Uniform and Laundry. of Control Desk in the Housekeeping Department.

UNIT 01: REGISTRATION

Pre-registration, Registration (Form C, Passport), Various Registration Records, System of Registration, No show, Rooming a guest, Groups and Crew Arrival, VIP Guest arrival, Walk-in Guest, Confirmed reservation Guest.

Various Guest services (Handling Guest Mail and message, Key Control, Paging, safe Deposit Locker, Guest Room Change, Left Luggage Handling, Wakeup call), Guest Complaints (Types of Guest Complaints, Handling guest Complaints)

UNIT 02: CHECK-OUT AND SETTLEMENTS

Departure Procedures, Mode of Settlement of Bills (Foreign Exchange, Cash Settlement, Credit Settlement), Potential Check out Problems and Solutions(Late Check-outs, Improper Posting Of Charges in Guest Folio, Group Check-out, Express Check-out.

UNIT 03 : LINEN & UNIFORM ROOMS

Linen Room- Introduction, Linen Room Organisation, Activities in Linen Room, Planning of linen, Lay out of Linen Room, Linen Exchange Procedure(Room Linen, F&B and other outlets), Par Stock, Stock taking procedure & Linen Control, Equipment used in Linen room, Selection Criteria for Different fabrics(Bath Linen, Bed Linen, Soft Furnishing, Table Linen), Calculating Linen Life Span, Records used in Linen room, Discard of Linen, Recycling of Discarded linen. **Uniform Room-** Introduction, Layout & Equipment in Uniform Room, Selection and Designing of uniforms, Uniform Management in Hotel, Advantage of providing Uniforms (Hotel and Employee point-of-view), Establishing Par level Of Uniform, Storage of Uniforms, Issuing and exchange Procedures, Sewing Room, Activities in sewing Room, Basic Hand stitches(Temporary and Permanent).

UNIT 04: CONTROL DESK

Introduction, File, Formats and Register- Guest Message Register, Key Control Register, Log Book, Key History Register, Maintenance register, SOP, Memo Book, Carpet Shampooing Register, Baby Sitting Register, Lost and Found Register, Store Indent Book, Room Status Report, Inspection Check list, Work Order form, Accident Report, Room Occupancy Report, Floor Register. Lost and Found Procedures.

UNIT 05: LAUNDRY OPERATIONS

Introduction, Definition, Types of Laundry, Planning and layout of OPL, Types of Laundry equipment (Laundering equipment, Pressing Equipment, Folding machines, Spotting Units), Laundry Agents or Aids, The Laundry Process (Pre washing, Washing, Rinsing, Hydro Extraction and Finishing), Stain, Classification of stains, Identification of Stains, Principle of Stain Removal, Stain Removal Procedures, Dry Cleaning, Process of Dry Cleaning, Advantages and Limitations of Dry Cleaning Process, Dry Cleaning Materials and agents, Handling Guest Laundry, Care Labels, Preparations of Hot and Cold face Towels.

Introduction, Work Environment Safety and Job Safety Analysis, of Safety, Potential Hazards in House Keeping Operations,

PROPOSED SYLLABUS FOR 4th SEMESTER

B.sc (H & HA) 409 : Rooms Division Operations(Lab)Periods per week : 2

Internal : 25

Duration of Exam : 2 Hours.

Examination : 25 Marks

Nature of Exam : Practical

Course Objective :The learner is expected to know the various operations undertaking in Front Office and House Keeping Department. Learner is expected to perform various services and functions happening in Front Office and House Keeping with ease and efficient way.
Suggestive List of Task in Room Division

1. Registration Procedures : Registration Card and its Implications, Format of GRC
Format of C Form, Checking a Guest,Checking Procedure of Walk- in Guest, Confirmed
Guaranteed Guest, Group Checking Procedures, Folio and Maintenance of Folio
2. Check out Procedures: Checking out of FIT Guest, Checking out of Business Client
Group Check out
- 3.Settlement Procedures : Various mode of settlement, Settlement of bills through Cash,
Credit, BTC, Settlement of bills through Travel agent Voucher
4. Linen Handlings : Identification of linen, Size and types of different linen used in Hotel
Setting up of Linen Soil Linen handling
5. Uniform Room : Handling uniform, Sorting of uniform, Storing and issuing of uniforms
- 6.Laundry Handling :Identification of Equipment, Handling of equipment, Uses of laundry
agents, Washing of linen, Ironing, Folding, Finishing, Handling Guest Laundry.
7. Flower Arrangement: Identification of Flowers and Foliage, Equipment used in flower
arrangement, Guideline for making flower arrangement, Different types of Flower
arrangement

Text Book:

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan,
Publisher: Oxford University Press
Hotel Front Office Management by James A. Bardi, Publisher: Wiley

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher:
Hodder Arnold H&S
2. The Professional Housekeeper by Madelin Schneider, Georgina Tucker & Mary Scoviak,
Publisher: Wiley
3. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher:
Wiley
4. Front Office (Procedures, Social Skills & Management by Abbott & Lewry, Publisher:
Routledge
5. Principles of Hotel Front Office Operations by Baker, Bradley and Hyton, Publisher:
Cengage Learning
6. Managing Front Office operations by Michael and Kasavana, Publisher: AIELLI

PROPOSED SYLLABUS FOR 4th SEMESTER

MARKING SCHEME FOR PRACTICAL EXAMINATION

All Technical Skills to be tested as listed in the syllabus

			MARKS
1.	Uniform / Grooming	: 03	
2.	Registration	: 03	
3.	Check and Settlement Procedure	: 04	
4.	Linen and Laundry Procedure	: 05	
5.	Uniform Room Handling Procedure	: 04	
6.	Viva	: 04	
	Journal	: 02	
		25	

NOTE

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1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.

During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

PROPOSED SYLLABUS FOR 4th SEMESTER

B.sc (II & IIA)404 : Hospitality Marketing

Internal : 25

Examination : 75 Marks

Periods per week : 4

Duration of Exam : 3 Hours.

Nature of Exam : Theory

UNIT 1

HOSPITALITY AS A PRODUCT

Defining the hospitality as a product, difference between goods and services

UNIT 2

INTRODUCTION

Hospitality industry, contribution to Indian economy, growth potential.

UNIT 3

MARKETING

Basic concepts, needs, wants, demand, transaction, value and satisfaction in hospitality industry, marketing philosophies, application of these concepts in hospitality industry.

UNIT 4

MARKETING ENVIRONMENT

Need and trend analysis and marketing effectiveness, SWOT analysis for hospitality industry.

UNIT 5

PRODUCT

Product, levels of product, expected augmented, potential, tangible and intangible products, product mix in hospitality industry, Product strategy & Service strategy in the hospitality industry

Reference

1. Services marketing by Zeital Valerie
2. Delivery of quality service by Passasuraman and Bitner
3. Service marketing by Ravi Shankar
4. Marketing for hospitality industry by Roberts
5. Marketing leadership in hospitality by Robert Lewis
6. Marketing Management Philip Kotler

PROPOSED SYLLABUS FOR 4th SEMESTER

B.sc (II & IIA) 405 : Event Management

Internal : 25

Examination : 75 Marks

Periods per week : 4

Duration of Exam : 3 Hours.

Nature of Exam : Theory

Course Objective:

The course is designed to introduce the learner to event management-concepts, types, planning, marketing of events, convention services and managing food and beverage for the events, the course aims at imparting the knowledge to the student through a balanced mix of theory and practice of event management.

Course contents:

Unit 1:

Introduction to Event management

Event management-meaning, concept, and objectives. Types of events-conference, convention, exhibition and others, meeting planning-meaning and process; role and contribution of event management in hospitality industry; the event business of tomorrow and hospitality industry.

Unit 2:

Planning Events

The nature of planning; planning for one time events; planning the setting. Location and site; the operation plan; developing the strategic plan; event planning principle- theme, logistics, graphics and special effects. developing a marketing plan; the diff. Between sales and marketing; the importance of marketing; the marketing plan, steps of the marketing plan.

Unit 3:

Convention services

The service function; the convention service manager and other convention service staff; guest room-reservation system; room assignment; preparing the event, function rooms and meeting setups; audio visuals requirements; budgeting and financial control for the events; convention billing and post convention review/performance.

Unit 4:

Food services- Type of food function ; menu planning; managing food for the events; factor affecting for the food and beverage decisions; food and beverage services for various types of events; staffing requirements for serving the food and beverage; food and beverage control procedure; display and exhibitions.

Unit 5:

Human resource management

The HR planning process; need assessment; policies and procedures; job description; recruitment and selection; training and professional development; supervision and evaluation; termination; outplacement; and maintenance function; motivating and managing the volunteer; career in event management.

Selected References:

Donald getz, event management & event tourism

1999 Goldbaltt jj ; the art of science ,new york 1990

Watt de event management in leisure and Tourism Harlow, Essex; audition welsy ltd;1998

Event Management : for tourism, cultural, business and sporting events, Wagen, Lynn Van Der, Melbourne, Hospitality Press, 2001.

Successful event management : a practical handbook, Shone, Anton and Parry, Bryn, London and New York : Continuum, 2001.

PROPOSED SYLLABUS FOR 4th SEMESTER

B.sc (II & IIA) 406 : Hospitality Law

Internal : 25

Examination : 75 Marks

Periods per week : 4

Duration of Exam : 3 Hours.

Nature of Exam : Theory

Unit 1

Law Relating to Hotel-Guest Relationship

- Definition – hotel and lodging house, Manager of a hotel, Owner of a lodging house, Paying guest, Prémises, tenant etc. Refusal of accommodation
- Eviction of a guest from hotel room, Duties, rights and responsibilities of innkeeper towards guest, Hotel lien

Unit 2

Licenses and Permits

- Licenses and permits for hotel and catering establishments, Procedure for obtaining, renewing licenses, suspension and termination of licenses, Liquor licenses- Types, Drinking in the licensed premises, Different types of permits

Unit 3

Food Legislation

- Definition- adulterant, Adulterated food, Public analyst, Central food laboratory Food inspectors and their power and duties, Procedure to be followed by food inspectors, Report of public analyst, Notification of food poisoning

Unit 4

Industrial Employment Standing Order Act 1946

- Industrial Employment Standing Order Act 1946- Model standing order, show cause notice, charge sheet, domestic enquiry, discharge and dismissal of employee

Unit 5

Employees Organizations and Welfare

- Factories Act- Definition – factory, manufacturing process, adult, adolescent, child, young person calendar year, week, provision regarding health, safety and welfare
- Payment of Wages Act - Definitions industrial establishments, wages, deductions allowed under the act.
- Trade Union Act- Scope, eligibility, fund, registration, rights on the part of the employer and employee.

Text Book:

1. Hotel Law by Amitabh Devandra, Publisher: Oxford University Press

Reference Books:

1. Food and Hotel Legislation and Polices by E. Dharmaraj, Publisher: New Age International
2. Hotel and Tourism laws by Dr Jagmohan Negi, Publisher: Frank Brothers
3. Corporate Governance: Principles, Polices and Practices by A.C. Fernando, Publisher: Pearson
4. Essentials of Corporate Governance by Sanjay Anand, Publishe

BSc(H&HA) -Semester – V

Sl. No	Skill Enhancement Course	Course Code	Subject	Total Marks	Mid. Sem. Exam	Sem. End Exam	Teaching Hours**	Credits
1.	1.Skill Enhancement Course Food Production	501	Advanced Food Production I	100	25	75	4	3
		502	Advance Food Production II	100	25	75	4	3
2	Skill Enhancement Course. Food & Beverage Management	503	Banqueting & Buffet Management	100	25	75	4	3
		504	Food & Beverage Control	100	25	75	4	3
3	3.Skill Enhancement Course Room Division	505	Advance Room Division Management I	100	25	75	4	3
		506	Advance Rooms Division Management	100	25	75	4	3
4		Choice of any one Departmental Specialization Practical 507 Food and Beverage Practical, 508 Food Production Practical, 509 Accommodation Management Practical	Departmental Research Practical	50	25	25	4	3
			Total	650	175	475	28	21

PROPOSED SYLLABUS FOR 5th SEMESTER

B.sc (II & IIA)SEC501 : Advance Food Production I	Periods per week : 4
Internal	: 25
Examination	: 75 Marks
	Duration of Exam : 3 Hours.
	Nature of Exam : Theory

UNIT-I: Asian Cuisine: Chinese, Japan, Thai, Indo, and Philippine

special ingredients, equipments, tools, preparation & technology involved.

- Geographic location
- Historical background
- Staple food with regional influences

UNIT-II: European Cuisine: - French, Italy & Germany

special ingredients, equipments, preparation. & technology involved.

- Geographic location
- Historical background
- Staple food with regional influences

UNIT III

Garde Manger: Layout equipments, larder control, chef Garde Manger – Role & Responsibility

Preparations : - Horsd'ouvres, Pickles, marinades and aspic, Chaud froid, Scandinavian cold buffet,

Salads: Composition of salad, Types of salad, Various types of lettuce and greens

Salad dressings and its types, Salient features of salad making

UNIT IV:

Charcuterie Products : Sausages casings force meat, Meat loaf galantine ballotines, Mousse, Terrines –pates, Curing agents

UNIT V:

Food Presentation & Styling - Basic Presentations, Modern Presentations, Use of Technology, Contemporary Plates, Unconventional Garnishes, Food Styling – Food Photography, Use of Non Edible Components.

Reference Books

- 1.Theory Of Catering, Ronald Kinton Victor Cesarani, Elst, 1999
2. The Larder Chef- food preparation & presentation, W. K. H. Bode, Mario Jack Leto, Heinemann professional Publishing, 1989 3rd ed.
3. Practical Cookery, Victor Cesarani, David Foskett, John Campbell, Hodder Education group 2008 11th ed.

PROPOSED SYLLABUS FOR 5th SEMESTER

B.sc (II & IIA)SEC503:Advanced Food and Beverage Management Periods per week : 4

Internal : 25

Duration of Exam : 3 Hours.

Examination : 75 Marks

Nature of Exam : Theory

Objective: This course focuses on Planning and Organization of F & B operations in different outlets; Function Catering, Buffets, Guéridon Service, MICE management and Banqueting procedure have been detailed for the knowledge of students.

UNIT 1

Planning & Operating Various F&B Outlet - Layout of Functional and ancillary areas, Objective of a Good Layout, Steps in Planning, Factors to be Considered While Planning, Various Set Ups For Seating, Planning Staff & Equipments Requirement

UNIT 2

Banquet and Off-Premise Operations and Management - Types of Functions, Organizational Structure of Banquet Department, Banquet Booking Procedures and Documentation, Menu Planning, Organization and Methods of Service in Function Catering, Function Sales, Toast Procedures & Protocol, Banquet SOP's, Off-Premises Catering, Managing off-Premises Catering, Introduction to Informal Banquet (Reception, Cocktail Parties, Convention, Seminar, Exhibition, Fashion Shows, Trade Fair, Wedding)

UNIT 3

Buffets - Types of Buffet (Display, Sit Down, Fork, Finger, Cold Buffet, Breakfast Buffets) Factors to Plan Buffets, Area Requirement, Planning and Organization, Sequence of Food, Equipment and Supplies, Check List

UNIT 4

Mice Management - Introduction & Concept of MICE, Value of MICE for Hospitality Industry, Transportation, Attractions & Supporting Infrastructure, Public Sector, Client Management, Budgeting for MICE, Sponsorship and Financial Analysis, Negotiations (Negotiable & Non-Negotiable Items), Legal Issues in MICE Industry, Service Contractors (New Concepts)

UNIT 5

Managing F & B Outlets - Indenting and Maintaining Par-Stocks, Advertisement/Selling Techniques, Garbage Disposal, Situation Handling, Employee Requirement, Setting up Operational Procedures

Text Book:

1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: OUP
2. Meetings, Expositions, Events and Conventions an Introduction to the Industry by Fenich. Publisher: Pearson Education

Reference Books:

1. Food and Beverage Service by Cousins, Lillierap and Weekes, Publisher: Hodder Education
2. Modern Restaurant Service by John Fuller, Publisher: Hutchinson's
3. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Pub.
4. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

PROPOSED SYLLABUS FOR 5th SEMESTER

B.sc (II & IIA) SEC504 : Food & Beverage Control Periods per week : 4

Internal : 25
Examination : 75 Marks

Duration of Exam : 3 Hours.
Nature of Exam : Theory

Objective: This paper aims will help students to understand control methods and procedures involving F & B Service.

Course Contents

UNIT 1

Food & Beverage Management & Control - Objectives , Control Cycle (Planning, Organizing, Coordinating, Directing, and Controlling), Factors Affecting Food and Beverage Management Control (External Factors and Internal Factors)

UNIT 2

Purchasing Control - Types of Perishable and Non-Perishable Products, Quality Purchasing, Standing Purchase Specifications, Purchasing Procedure and Different Methods of Food Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms, Economic Order Quantity, Carrying Cost, Frauds in Purchasing

UNIT 3

Receiving Controls - Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment Required for Receiving, Documents by the Supplier (Including Format - Delivery Notes, Bills/Invoices, Credits Notes, Statements), 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, Potential Frauds in Receiving, Hygiene in Receiving Areas and Its Relative Importance

UNIT 4

Storing and Issuing Control - Aims of Store Control, Job Description of Food Store Room Clerk/Personnel, Conditions of Facilities and Equipment, Arrangements of Food, Location of Storage Facilities, Security and Stock Control, Stock Records Maintained Bin Cards (Stock Record Cards/Books), Issuing Control and Procedure (Requisitions, Transfer Notes), Frauds in Storing and Issuing

UNIT 5

Inventory Control -Importance and Objectives of Inventory Control, Method (Physical & Perpetual), Inventory Management Techniques, Monthly Inventory and Stock Taking, ABC and VED Analysis, Par Stock

Text Book:

1. Food and Beverage: Management and Cost Control by J. P. Kant, Publisher: Aman Publications.

Reference Books:

1. The Complete Food and Beverage Cost Control Book by H. Berberoglu, Publisher: Shelox Bound.
2. Food and Beverage Cost Control By L. R. Dopson and D. K. Hayes, Publisher: Wiley.
3. Practical Food and Beverage Cost Control by Clement Ojugeo, Publisher: Cengage Learning
4. Food & Beverage Cost Control by Donald A Bell, Publisher: McCutchan
5. Culinary Economics by Y B Mathur, Publisher: IK Publications

PROPOSED SYLLABUS FOR 5th SEMESTER

B.sc (H & HA) SEC505 : Advance Rooms Division Management I Periods per

week : 4 Internal : 25

Duration of Exam : 3 Hours.

Examination : 75 Marks

Nature of Exam : Theory

OBJECTIVE : to enable the student to understand and manage the managerial aspects of the Room division department

UNIT I: MANAGING HUMAN RESOURCES, TRAINING AND SCHEDULING F/O & H/K STAFF

Preparing job lists and job descriptions for front office and housekeeping staff, Source of internal and external recruiting, Role of executive housekeeper and front office manager in selecting staff Orientation process – the role of the ex. HK and FOM, Developing job breakdowns for the H.K and F.O job positions, Skills training - the four step training method (prepare, present, Practice, Follow up), Developing staffing guides for room attendants, supervisors , general workers Alternative scheduling techniques- (part-time employees, flexible work hour compressed schedules, job sharing), Cross training and incentive programs for staff

UNIT II: PLANNING OF FRONT OFFICE OPERATIONS

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

UNIT III: HOUSE KEEPING CONTROLS

Establishing par levels and inventories/ control of linen & uniform, guest loan items, machines & equipment, cleaning supplies, guest supplies, The role of the housekeeper in planning operating and capital budgets, Budgeting housekeeping expenses Controlling expense, Purchasing systems

UNIT IV: MEASURING PERFORMANCE IN THE ROOMS DIVISION

Importance and calculation of operational statistics, Percentage of single occupancy, Percentage if multiple occupancy, Percentage if domestic and foreign occupancies, ARR of ADR Average rate per guest, Average length of stay, Rev PAR, Daily operations report its importance Sales Mix or Clientele Mix, its calculation,

UNIT V

REVENUE MANAGEMENT

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

REFERENCE BOOKS:

1. Front Office Operations And Management, Ahmed Ismail, Thomson Delmar, 2002
2. Housekeeping Management, Margaret M Kappa, Eiah & La, 2nd Ed./1997
3. Hotel Hostel & Hospital Housekeeping, Joan C Branson, Margaret Lennox, Hodder & Stoughton, 5th Ed./2003

PROPOSED SYLLABUS FOR 5th SEMESTER

B.sc (II & IIA)SEC506 : Advance Rooms Division Management Periods per week :4

Internal : 25

Duration of Exam : 3 Hours.

Examination : 75 Marks

Nature of Exam : Theory

Objective: This course will help the students to understand the importance of Service, Quality, its importance and benefits in Hotel Management.

UNIT I

Training for Rooms division – Training (Meaning & definition), Training Need Analysis, Training Schedule, Steps of Training, Train the Trainer, Employee Development, Training for New and Old Employees

UNIT II

Service Quality - Defining Service Quality and Guest satisfaction, Experienced Service Quality Models, Model of Service Quality Gaps, Guest Satisfaction and Retention, Dimensions of Guest Satisfaction, Tools to Achieve Continuous Guest Satisfaction by Practising Service Quality, Positive Effects by Practising Service Quality in the Hospitality Industry, Measurement Models of Service Quality and Guest Satisfaction in Hotel Industry, Introduction to SERVQUAL, Guest Perceptions of Quality in Hotels, Measuring Guest Satisfaction

UNIT III

Guest Loyalty & Culture- Definition of Culture, Dimension of Culture Difference for Guests . Impact of Culture on Guest Satisfaction & Loyalty, the Importance of Guest Loyalty in the Hotel Industry, Definition of Guest Loyalty, Loyalty Prerequisites, Guest Satisfaction

UNIT IV

New Set-up Operations - Role of Housekeeper in a New Property, Pre-Opening Operations: Temporary Storage, Moving into the Property, Disposition of Spares, Importance of Checklists for New Set ups

UNIT V

Managing Internal Environment - Noise Control, Air Conditioning Control, Indoor Air Quality, Odour Control, Light Control

Facility Planning and Management - Factors Considered in Planning & Designing the Hotel Facilities, Stages in Developing a Property, Hotel Design Process

Designing Hotel Room Ambience - Key Design Elements to Perfecting Guest Room Ambience, Technical Guest Room Management Solutions, Defining Interiors & Design Considerations in Boutique Hotels, Energy Management

Reference Books:

1. Managing Front Office Operations by Kasavana & Brooks, Publisher: AHLEI
2. Total Quality Management by Ross and Perry, Publisher: CRC Press
3. Total Quality Management by Besterfield, Publisher: Pearsons
4. Hotel Front Office Operations and Management by Jatashankar R. Tiwari, Publisher: OU
5. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder Arnold H&S
6. The Professional Housekeeper by Schneider, Tucker & Scoviak, Publisher: Wiley
7. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher: Wiley

PROPOSED SYLLABUS FOR 5th SEMESTER

B.sc (II & IIA) SEC507 : Advance Food Production Practicals	Periods per week :4
Internal	: 25
Examination	: 25 Marks
	Duration of Exam : 4 Hours.
	Nature of Exam : Practicals

Objective: Lab has been designed so as to inculcate practical understanding international Cuisine, and Advanced bakery and Culinary

Practicals

1. French

Crème d'Epinards/ Soupe à la Citrouille, Coq Au Vin, Duchesse de Pommes de Terre, Ratatouille, Crème Brûlée

2. Italian

Bruschetta, Minestrone, Spaghetti Bolognese, Tiramisu

3. Spanish

Patata Con Alio Oli Y Naranja Jus, Carne De Cordero Con Queso Machengo, Vegetales Crema, Arroz Español, Crème Catalana

4. German

Gebackener Blumenkohl, Berliner Kartoffel Suppe, Hähnchenschnitzel, Das Sauerkraut, Spactzel Zwiebel und Käse

5. Mexican

Pollo y Tomato Chimichanga, Fajitas, Arroz Mexicano, Torta de Piña al Revés

6. Thai

Tom Yum Soup, Thai Chicken Red Curry, Thai Pumpkin Green Curry, Thai Jasmine Rice, Pandan (Coconut Ice Cream)

7. Japanese

Ganmodoki, Vegetable Tempura, Nori Makisushi, Unagi-yaki in Teppanyaki Sauce

8. Chinese : Manchow soup(Veg/ Non-Veg), Dim Sum (Veg/NonVeg), kapamaki,yang rou, Beijing Kaoya, Chongyang cake.

9. Indonesian

Gado Gado, Ayam Goreng Kecap, Terong Goreng Kecap, Nasin Goreng, Roti Chanai, Klepon

ADVANCED BAKERY

1. Fondant
2. Marzipan Icings and Cake Decoration
3. Wedding Cakes
4. Sugar Confectionery
5. Modern Garnishes & Plated Desserts

ADVANCED CULINARY

1. Pâté, Terrine & Galantine
2. Sausages
3. Sandwiches
 - a. Californian Burger
 - b. Submarine Sandwich
 - c. Club Sandwich
 - d. Grilled Sandwich
 - e. Tea Sandwiches
 - f. Open Sandwich (Hot and Cold)
 - g. Deep-fried Sandwiches

PROPOSED SYLLABUS FOR 5th SEMESTER

B.sc (II & IIA)SEC506 : Advance Food and Beverage Service Periods per week :3
Internal : 25 Duration of Exam :3 Hours.
Examination : 25 Marks Nature of Exam : Practical

Objective: Lab has been designed so as to inculcate practical understanding on the structural and operational perspectives of Food and Beverage Service with Supervisory Skills & Decision Making in

Food & Beverage Management for Hotels & Restaurants.

1. Managing the F & B Outlets as Supervisor

a. Planning

b. Organizing

c. Executing

d. Evaluating

e. Staffing and Duty Roasters

2. Training Process for Subordinates

3. Sequential, Profiling Approach for Predicting Match Perceptions in Food And Wine

4. A Profiling Approach to Match Level Assessment

5. Conducting Wine Training Sessions

6. Market Study of Restaurant Operations

7. Standard Operating Procedures of F&B Outlets

8. Assignments on Operations of :

a. Cruise Liners

b. Airlines

c. Railways

d. Hospitals

PROPOSED SYLLABUS FOR 5th SEMESTER

B.sc (H & HA)SEC506 : Advance Rooms Divison Management Periods per week : 3

Internal : 25

Duration of Exam : 3 Hours.

Examination : 25 Marks

Nature of Exam : Practical

Objective: Lab has been designed so as to inculcate practical understanding on the structural and operational perspectives of Room Division with Supervisory Skills & Decision Making.

1. Practice and Usage of different Forms & Formats Required for Training
2. Skills Training
 - a. Prepare to Train
 - b. Present the Training
 - c. Practice Skills
 - d. Follow Ups
4. Role Plays on Handling Situation related to Quality Management at Managerial Levels
5. Role Plays on Guest Safety and Security Situation

6.. Theme Based Model Guest Room Designing

Standard rooms

Suites

Theme Rooms

Boutique Hotels Rooms

Hotel Rooms - New Concept

7. Theme Based Floral Decorations for Different Areas in Hotel as per:

Location

Décor Style

Season

Event and Occasions

8. Field Study and Exhibition on Interior Decoration – An Assignment based activity on:

Furniture

Floorings

Wall Coverings

Color Schemes

Lighting and Fixture

Accessories for Room Decor

BSc(H&HA) -Semester – VI

Sl. No.	Course Skill Enhancement	Name of the subject	Total Marks	Mid. Sem. Exam	Sem. End Exam	Teaching Hours**	Credits
1	Six Months Job Specialization Internship	Total	300	-	-	-	12

Specialization Hotel internship(sixth Semester)

Sixth Semester :

Every student shall undertake specialization internship in an organization / company for a period of Twenty to Twenty four weeks in the sixth semester. The summer internship is compulsory and an integral part of the BSC.H&H A Program. The Placement Office will assist the students in finding suitable summer assignments / projects. The summer placement aims at achieving the following objectives: (a) Application of knowledge and techniques learnt in the first year to real life business problems and make them better prepared to enrich their learning in the second year. (b) Appreciating the inter-linkage among different functions and developing a realistic managerial perspective about organizations in their totality. The students should take the internship seriously.

They are expected to diligently in the job so that the internship converts naturally into a pre-placement offer. A faculty member will work closely with the company to define the scope of the internship and ensure proper understanding of the terms of engagement by all concerned. The student should be ready to not only learn from the business practices in the company but also present a professional front i.e. being punctual at the workplace, well behaved and appropriately dressed. At the end of the internship, the student should submit a brief report explaining briefly the key learning points and the insights gained. They would also be expected to present and discuss their learning points with their fellow students. A 'certificate of completion' from the host organization is essential. The Industry internship shall be credited as approved in the curricula .

SIX Months on Job Specialization Internship

Sno	Course	Total Marks	Credits
1	Six Months on Job specialization Training	300	12

Marks Break Up

Attendance	75 Marks
Training certificate	50 Marks
Training Log Book Evaluation	50 Marks
Training Presentation	50 Marks
Viva voce	75 Marks
Total	300 Marks

Viva Voce will be evaluated by the externals nominated by intercollegiate committee. Committee is instructed to nominate externals from professionals from organizational /Industry professionals/academia.

If the student are employed during the Job training and unable to attend the Viva voce ,Externals are recommended to conduct online evaluation of students to allocate the marks.