

**Risali Institute of Management
Visakhapatnam – Hyderabad**

**B. Sc. Hotel Management & Catering Science
Scheme of Examinations – CBCS Pattern
Syllabus – Academic Year – 2020 – 2023**

Part	Study Components	Course Title	Inst. hrs/week	Exam duration	Marks			Credits
					CIA	Univ. Exam	Total	
		Semester I						
I	Language I	French I	6	3	25	75	100	4
II	English	English I	6	3	25	75	100	4
III	Core	Paper I - Food Production & Patisserie I	3	3	20	55	75	3
		Paper II - Food & Beverage Service I	3	3	20	55	75	3
		Practical I Food Production & Patisserie I	3	-	-	-	-	-
		Practical II Food & Beverage Service I	3	-	-	-	-	-
	Allied	Paper I House Keeping Management I	2	3	20	55	75	3
		Practical House Keeping Management	2	-	-	-	-	-
IV		Environmental Studies #	2	3	-	50	50	2
		Semester II						
I	Language II	French II	6	3	25	75	100	4
II	English	English II	6	3	25	75	100	4
III	Core	Paper III – Food Production & PatisserieII	3	3	20	55	75	3
		Paper IV – Food & Beverage Service II	3	3	20	55	75	3
		Practical I Food Production & Patisserie I	3	4	40	60	100	4
		Practical II Food & Beverage Service I	3	3	40	60	100	4
	Allied	Paper II –House Keeping Management II	2	3	20	55	75	3
		Practical II House Keeping Management	2	3	20	30	50	2
IV		Value Education – Human Rights #	2	3	-	50	50	2
		Semester III						
III	Core	Paper V Food Production & Patisserie III	4	3	20	55	75	3
		Paper VI – Food & Beverage Service III	3	3	20	55	75	3
		Paper VII – Hotel Accounting	3	3	20	55	75	3
		Paper VIII – Tourism & Marketing Management	3	3	20	55	75	3
		Practical III Food Production & Patisserie II	3	-	-	-	-	-
		Practical IV Food & Beverage Service II	3	-	-	-	-	-
	Allied	Paper III - Front Office Operations I	2	3	20	55	75	3
		Practical II Front Office Operations	2	-	-	-	-	-
	Skill based	Bakery & Confectionery I	2	3	20	55	75	3
		Bakery & Confectionery Practical	3	-	-	-	-	-

IV		Tamil @ / Advanced Tamil# (OR) Non-major elective - I (Yoga for Human Excellence)# / Women's Rights#	2	3	50	50	2
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		Semester IV						
3	Core	Paper IX – Food Production & Patisserie IV	3	3	20	55	75	3
		Paper X – Food & Beverage Service IV	3	3	20	55	75	3
	Elective	Elective I	3	3	25	75	100	4
		Paper XI – Computer Applications in Hotel Industry	2	3	20	55	75	3
		Practical III Food Production & Patisserie II	3	4	40	60	100	4
		Practical IV Food & Beverage Service II	3	3	40	60	100	4
		Practical V Computer Applications in Hotel Industry	2	3	20	30	50	2
	Allied	Paper IV - Front Office Operations II	2	3	20	55	75	3
		Practical II Front Office Operations	2	3	20	30	50	2
	Skill based	Bakery & Confectionery II	2	3	20	55	75	3
		Bakery & Confectionery Practical	3	3	30	45	75	3
		Tamil @ /Advanced Tamil # (OR) Non-major elective -II (General Awareness#)	2	3	50	50	2	
		Semester V						
		Industrial Exposure Training Report					100*	4
		Semester VI						
3	Core	Paper XII – Food & Beverage Management	5	3	20	55	75	3
	Elective	Elective II	4	3	25	75	100	4
	Core	Paper XIII - Food Production & Patisserie V	4	3	20	55	75	3
		Paper XIV – Food & Beverage Service V	3	3	20	55	75	3
	Elective	Elective III	4	3	25	75	100	4
		Practical VI Food Production & Patisserie III	3	4	40	60	100	4
		Practical VII Food & Beverage Service III	3	3	40	60	100	4
	Skill based	Bar Management	2	3	20	55	75	3
		Bar Management Practical	2	3	20	30	50	2
		Extension Activities @	-	-	50	-	50	2
		Total					3500	140

@ No University Examinations. Only Continuous Internal Assessment (CIA)

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List of Elective papers (Colleges can choose any one of the paper as electives)		
Elective – I	A	Individual Project – topics related to hospitality industry*
	B	Food Preservation
	C	Food Safety & Microbiology
Elective – II	A	Room Division Management
	B	Fast food operations
Elective - III	A	Human Resource Management
	B	Statistics management report
	C	Hotel law

* : For Project / Industrial training Viva-voice - 20 marks; Project report – 80 marks.
For theory papers 25% marks for CIA and 75% marks for external examinations

SEMESTER-1

PAPER –I

FOOD PRODUCTION & PATISSERIE – I

UNIT:I

Introduction To Cookery

- (a) Levels of skills and experiences
- (b) Attitudes and behavior in the kitchen
- (c) Personal hygiene
- (d) Uniforms & protective clothing
- (e) Safety procedure in handling equipment
- (f) Culinary History- Development of the Culinary Art from the middle ages to modern cookery, modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian Regional Cuisine and Popular International Cuisine (An Introduction) of French, Italian and Chinese Cuisine.

AIMS AND OBJECTIVE OF COOKING FOOD:

Aims and objective of foods, Various textures, various consistencies, Techniques used in pre-preparation, Techniques used in preparation.

UNIT:II

Classification of cooking materials and their uses:

- a) Foundation ingredients – Meaning, action of heat on carbohydrates, fats, proteins, minerals and vitamins.
- b) Fats and oils – Meaning and examples of fats and oils. Hydrogenation of oils, uses of fats and oils, quality for shortenings, commonly used fats and oils, their sources and uses.
- c) Raising agents – Functions of raising agents, chemical raising agents and yeast.
- d) Eggs – Uses of egg in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.
- e) Salt – Uses.
- f) Liquid –Water, stock, milk, fruit juices, etc., uses of a liquid.
- g) Flavourings and seasonings – Uses and examples.
- h) Sweetening agents – Uses and examples.
- i) Thickening agents.

UNIT:III

Preparation Of Ingredients:

Washing, Peeling and scraping, pairing, cutting (terms used in vegetable cutting, julienne, Brunoise, Macedoine, Jardiniere, Paysanne), grating, grinding, mashing, sieving, milling, steeping, centrifuging, emulsification, evaporation, homogenization.

Methods of mixing food-

Beating, Blending, Cutting, Creaming, Folding, Kneading, marinating, Sealing, Stirring, Whipping, and Whisking

UNIT IV

Equipments used in the kitchen

Kitchen organization - Main & satellite Kitchen. Duties and responsibilities of each staff. Cooking fuels - Uses and advantages of different cooking fuels. Different equipments used in food production

UNIT:V

BASIC PRINCIPLES OF FOOD PRODUCTION

i) VEGETABLE AND FRUIT COOKERY

Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Classification of fruits, Uses of fruit in cookery, Salads and salad dressings

ii) STOCKS

Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions

iii) SOUPS

Classification with examples, Basic recipes, Consommés, Garnishes and accompaniments

iv) SAUCES

Classification of sauces, Recipes for mother sauces, few derivatives for each

v) MEAT COOKERY

Introduction to meat cookery, Cuts of beef/veal, Cuts of lamb/muttons, Cuts of pork, Variety meats (offals)

vi) EGG COOKERY

Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery
Methods of cooking egg

vii) FISH COOKERY

A. Introduction to fish cookery, Classification of fish with examples, Cuts of fish, Selection of fish and shell fish, Cooking of fish (effects of heat)

viii) RICE, CEREALS & PULSES

Introduction, Classification and identification Cooking of rice, cereals and pulses, Varieties of rice and other cereals

REFERENCE TEXT:

1. Practical cookery – Ronald Kinton & Victor Ceserani – Hodder Starghton.
2. Theory of Catering – Ronald Kinton & Victor Ceserani – Hodder Starghton.
3. Modern cookery vol I & II for teaching and trade – Thangam E.Philip – Orient Longman.
4. Theory of Catering, Mrs. K.Arora, Frank Brothers
5. Herrings Dictionary of Classical & Modern Cookery, Walter Bickel
6. Chef Manual of Kitchen Management, Fuller, John
7. The Professional Chef (4th edition), Le Rol A.Polsom
8. The Book of Ingredients, Jane Grigson

PAPER – II

SEMESTER – I **FOOD & BEVERAGE SERVICE – I**

UNIT – I

Introduction to catering – Different types of catering establishments, Classification of Commercial, Residential/Non-residential, Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. scope for caterers in the industry, relationship of catering industry with other industries. Status of a waiter/waitress in the catering industry. Attributes of a waiter. Personal hygiene, punctuality, personality, attitude towards guests, appearance, salesmanship and sense of urgency.

UNIT – II

Staff organization – The principle staff of different types of restaurants, duties and responsibilities of restaurant staffs. Inter-departmental relationships (Within F&B and other department) Principal staff of various types of F&B operations
Types of restaurants: overview and key characteristics of coffee shop, continental restaurants, specialty restaurants, pubs, night clubs, discotheques, snack and milk bar, Cafeteria Service, Fast Food Service, Room Service, Banquet Service, Bar Service, Vending Machines

UNIT – III

Operating equipments: Classification of crockery, cutlery, glassware, hollowware, flatware, special equipments – Upkeep and maintenance of equipments.

UNIT – IV

Ancillary departments: Pantry, still room, silver room, wash-up and hot-plate. Restaurant service: Misen scene, Misen place. Points to be remembered while laying a table, do's and don'ts in a restaurant, dummy waiter and its uses during service.

UNIT – V

Different types of menu: Origin of menu, table d'hote menu, a la carte menu, French classical menu. Planning of simple menus; food and their usual accompaniments

Food & Beverage Terminology related to the inputs of the semester

REFERENCE TEXT:

1. The Waiter – John Fuller & A.J.Currie – Hutchinson.
2. Modern Restaurant Service. A manual for students & Practitioners – John Fuller – Hutchinson.
3. Food & Beverage Service – Dennis R.Lillicrap & John A. Cousins – ELBS.
4. Food & Beverage Service Training Manual - Sudhir Address – Tata Mc Graw – Hill.
5. Modern Restaurant Service –John Fuller, Hutchinson
6. Food & Beverage Service Management-Brian Varghese

ALLIED PAPER I
SEMESTER – I HOUSE KEEPING MANAGEMENT – I

UNIT –I.

INTRODUCTION

Meaning and definition. Importance of Housekeeping, Responsibility of the Housekeeping department, A career in the Housekeeping department

Role of Housekeeping in guest satisfaction and repeat Business

Introduction to Housekeeping Department objective, Types of establishments; organizational structure of housekeeping department (small, medium large); duties and Job Description and Job Specification responsibilities & Role of Key Personnel in Housekeeping

Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper

Facilities planning and Design of Housekeeping Department and relevant sub sections

UNIT II

Functions of Housekeeping Department: Desk control – records, registers, keys – types and control of keys; Inter departmental Co-ordination with more emphasis on Front office, the engineering and the Maintenance; security and other departments. guest supplies. Organizational framework of the Department (Large/Medium/Small Hotel)

UNIT III

Cleaning and maintenance of guest rooms:

Cleaning equipment (Manual & Electrical) – selection, use, mechanism, care and maintenance. Cleaning agents – Selection, classification, use, care and storage; cleaning of various surfaces (metals, glass, leather& cleaning of wall finishes...)

Types of guest rooms cleaning- Types of cleaning Special cleaning programs, periodical cleaning, spring cleaning, public area cleaning; making up of a guest room – occupied room, vacant room, departure room; Turndown service ; guest room inspection, neglected areas,(an over view): standard contents of a guest room, guest supplies

Beds & Bedding, Types of Bed & Sizes- Zeal Bed, Extra Bed, Sofa Bed, Fold away Beds, Bolsters, Bed linen, Blankets, Bedspread quilt. Types of mattresses & Pillows with sizes -Interior spring, Mattresses, Rubber & Plastic Mattresses.

UNIT – IV

Managing of linen and uniforms.

Classification of linen-,bedding-sheets and pillowcases, blankets, bedspreads, comforters and dust ruffles, mattress covers, bath linens, table linens uniforms-fabric materials and construction, sizes,; activities of the linen room; location, equipment and layout of a linen room (basic rules) purchase of linen – quality and quantity; storage and inspection; issuing of linen to floors and departments – procedure and records, stock taking – procedure and records condemned linen.

UNIT-V

Laundry:

Duties and responsibilities of laundry staffs (laundry manager and shift – in – leader, dry cleaning supervisor, spotter, compressor, laundry clerks, valet runner, laundry attendant) Importance and principles flow process of industrial laundering. Stages in attendant. Importance and principles flow process of industrial laundering, Stages in wash cycle. Equipment, layout and planning of laundry (basic rules) Role of laundry agents, classification of laundry agents (explain briefly) Dry cleaning guest laundry – services offered, collection and delivering , care in laundering guest articles.

REFERENCE TEXT:

1. Hotel, Hostel and Hospital Housekeeping – John C.Branson & Margaret Lennaux – Edward Arnold.
2. Housekeeping Supervision- Jane Fellows – Macdonald & Evans Limited.
3. Professional Housekeeper.-Madelin Schneider& Georgina Tucker
4. Professional Management of Housekeeping operation-Thomas J.A.Jones

SEMESTER II

PAPER –III

FOOD PRODUCTION & PATISSERIE – II

UNIT:I Hierarchy Area Of Department And Kitchen

Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments

Kitchen Organization And Layout

General layout of the kitchen in various organizations, Layout of receiving areas
Layout of service and wash up

UNIT – II

COMMODITIES

i) Flour

Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour
Uses of Flour in Food Production, Cooking of Flour (Starch)

ii) Shortenings (Fats & Oils)

Role of Shortenings, Varieties of Shortenings, Advantages and Disadvantages of using various Shortenings

D. Fats & Oil – Types, varieties

iii) Raising Agents, Classification of Raising Agents, Role of Raising Agents

Actions and Reactions

iv) Sugar

Importance of Sugar, Types of Sugar, Cooking of Sugar – various, Uses of Sugar

UNIT – III

BASIC COMMODITIES

i) Milk- Introduction, Processing of Milk, Pasteurization – Homogenization, Types of

Milk – Skimmed and Condensed, Nutritive Value

ii) Cream- Introduction, Processing of Cream, Types of Cream-

iii) Cheese- Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese
Curing of Cheese, Uses of Cheese

iv) Butter- Introduction, Processing of Butter, Types of Butter

v) Herbs – Uses of herbs.

vi) Salami and sausages – Meaning.

vii) Glace – Meaning and uses.

viii) Yoghurt – Types.

ix) Thickening and Binding Agent-Types and uses

UNIT –IV

METHODS OF COOKING FOOD

Transference of heat to food by radiation, conduction and convection. Magnetron waves meaning, Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot roasting – explanation with examples.

Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling, Principles of each of the above Care and precautions to be taken Selection of food for each type of cooking

UNIT –V

BASIC INDIAN COOKERY

i) CONDIMENTS & SPICES

Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names)

ii) MASALAS

Blending of spices and concept of masalas, Different masalas used in Indian cookery

- Wet masalas
- Dry masalas

Composition of different masalas, Varieties of masalas available in regional areas, Special masala blends

iii) THICKENING AGENTS

Role of thickening agents in Indian cuisine, Types of thickening agents

REFERENCE TEXT:

Practical cookery – Ronald Kinton & Victor Ceserani – Hodder Starghton.

Theory of Catering – Ronald Kinton & Victor Ceserani – Hodder Starghton.

Modern cookery vol I & II for teaching and trade – Thangam E.Philip – Orient Longman.

Theory of Catering, Mrs. K.Arora, Frank Brothers

Herrings Dictionary of Classical & Modern Cookery, Walter Bickel

Chef Manual of Kitchen Management, Fuller, John

The Professional Chef (4th edition), Le Rol A.Polsom

The Book of Ingredients, Jane Grigson

SEMESTER II
PAPER –IV **FOOD & BEVERAGE SERVICE – II**

UNIT:I

Breakfast: Types, menu for each type, terms used in the service of continental breakfast.
Cover laying for continental and English breakfast.
Order taking procedures: In-person, telephone and door hangers.

UNIT:II

Types of service: Different styles of service, factors influencing each type, table layout for different styles, advantages and disadvantages, styles of service often implemented these days.

UNIT:III

Classification of beverages: Types of beverages, preparation of common non-alcoholic beverages & its - Origin & Manufacture - Types & Brands Examples tea, coffee, milk based drinks, juice, squash and aerated water, other bar non-alcoholic drinks used in dispense and main bar.

UNIT:IV

Cheese – Types and characteristics of English and European cheese, cover and its accompaniments.

Savoury – types, example for each type, cover laying and its accompaniments.

Ice-creams – categories of ice-creams – Sundae, parfait, biscuits, bombes and its cover

Sweets – Meaning of bavoroise, mousse, flan, soufflé, ,custard, jellies, fools. Cover laying, styles of presenting sweets.

Dessert – Fruits and nuts – cover and accompaniments.
laying, styles of presenting sweets.

UNIT V- CONTROL SYSTEM
SIMPLE CONTROL SYSTEM

KOT/Bill Control System, Making bill, Cash handling equipment, Record keeping.

REFERENCE TEXT

1. Modern Restaurant Service, A manual for students & Practitioners – John Fuller – Hutchinson.
2. Food & Beverage Service – Dennis R. Lillicrap & John A.Cousins – ELBS.
3. Food & Beverage Service Training Manual - Sudhir Andrews – Tata McGraw-Hill.
4. The Waiter – John Fuller & A.J.Currie – Hutchinson.
5. Modern Restaurant Service. A manual for students & Practitioners – John Fuller – Hutchinson.
6. Food & Beverage Service – Dennis R.Lillicrap & John A. Cousins – ELBS.
7. Food & Beverage Service Training Manual - Sudhir Address – Tata Mc Graw – Hill.
8. Modern Restaurant Service –John Fuller, Hutchinson
9. Food & Beverage Service Management-Brian Varghese

ALLIED

SEMESTER II PAPER- II HOUSE KEEPING MANAGEMENT -II

UNIT:I A) The procedure and cleaning-front-of-the-house, back-of-the-house, cleaning windows, public rest room, Safety, security-Fire prevention, Accident prevention Security measures and. Pest control-name few pest

B)CONTRACT SERVICES A. Types and procedure of contract services, Guidelines for hiring contract services. Advantages & disadvantages of contract services

UNIT:II

UNIT III: DESIGN AND TYPE OF DESIGN

Elements of Design (Line, Shape, Form, Colour, Size, Texture, Direction, Value)
Principles of Design(Scale, Composition, Harmony, Rhythm Proportion, Balance, focal point)
Colour and colour scheme Uses Factors affecting the Colour scheme of a guest room

LIGHT AND LIGHT FITTING

Light and types of Light, Principles of Lighting. Windows-. Types of window and its treatment. Blinds -Roller, Venetian, Draperies, Casements, Curtains, Glass Curtains, Cafe Curtains, Valence, Swage & tail, Pelnets, Cornice. Factors to be considered in selection of Window treatment

FLOORS- Covering Composition, Types Uses, Care, Advantages & Disadvantage

Types of Wallpapers- Wood Paneling, Glass Wall Covering, Metal Wall Covering,

Leather (hid) Wall Covering) Selection, Care & Uses Advantages & disadvantages

Types of Carpet- Woven, **Non –Woven(example for each carpets)**. Uses &

Disadvantages Care & Maintenance

UNIT III

Flower arrangement in Hotels,

- Principles of design as applied to flower arrangement
- Styles of flower arrangement – Western, Japanese, Free style arrangement.
- Purpose of flower arrangement
- Equipments and materials required.

Computer technology-in housekeeping-importance and uses

UNIT IV

PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT

A. Area inventory list Frequency schedules Performance and Productivity standards Time and Motion study in House Keeping operations

Standard Operating manuals – Job procedures Job allocation and work schedules

Calculating staff strengths & Planning duty rosters, team work and

Leadership in House Keeping Training in HKD.

UNIT V

BUDGET- Budget and budgetary controls, the budget process planning capital budget. Planning operation budget. Operating budget – controlling expenses – income statement Purchasing systems methods of buying forms and formats used in budgeting.

REFERENCE TEXT:

1. Hotel, Hostel and Hospital Housekeeping – John C.Branson & Margaret Lennaux – Edward Arnold.
2. Housekeeping Supervision – Jane Fellows – Macdonald & Evans Limited.
3. Professional Housekeeper.

SEMESTER – I & II

PRACTICAL -1

FOOD PRODUCTION & PATISSERIE I

Practical schedule:I-Semester

1. Proper usage of a Kitchen Knife and Hand Tools.
2. Understanding the usage of small equipment.
3. Basic Hygiene practices to be observed in the Kitchen.
4. Safety practices to be observed in the kitchen: First Aid for cuts and burns.
5. Identification of Raw Materials.

A- Basic Indian Cuisine-Individual practical for students-10 sets of menu.

i) Rice, cereals & pulses-(minimum of 10 varieties)

ii)Various simple dal preparations (minimum of 10 varieties)

iii)Wheat products like, chapattis, parathas, phulkas, pooris

B-Indian masalas- Composition of basic Indian masalas

a) Green • White • Masala • Kadhai

b) Preparation of these and incorporation in simple dishes such as Vindaloo, korma, tikka, safed mas, navrattan korma. (minimum of 10 varieties)

c) Thickening, coloring and souring agents.

C-Indian sweets (minimum of 10 varieties)

INTRODUCTION TO COOKERY- II SEMESTER

Individual practical for students-10 sets of menu

Demonstration classes & simple application by students

Basic Western Cuisine

i) Vegetables

A. Varieties of Vegetables

B. Classification

C. Cuts of Vegetables: • Julienne • Jardinière • Mignonnette • Dices

• Cubes • Macédoine • Paysanne • Shred • Concasse • Mirepoix

D. Blanching of Tomatoes & Capsicum

E. Methods of Cooking Vegetables

- Boiling (Potatoes, Beans, Cauliflower)
- Frying (Aubergine, Potatoes)
- Steaming (cabbage)
- Baking (potatoes, turnip)
- Braising (onion, leeks, cabbage)

ii) Stocks

Demonstration and preparation of:

- White stock
- Brown stock
- Fish stock

iii) Sauces

Demonstration & preparation of basic mother sauces and 2-3 derivatives of each

- Béchamel (+ cheese sauce, Mornay, mustard sauce, parsley sauce)
- Espagnole (+ Lyonnaise Madeira, charcutière)

Tomato (+ Créole, Italienne, piquante)

- Veloute (+ suprême, allemande, normande)
- Hollandaise (+ paloise, béarnaise)
- Mayonnaise (tartare, cocktail)

iv) Soups

Classification of soups

Preparation of basic soups

- Consommé, (royale, Carmen, Clermont, ambassadrice, julienne)
- Cream (tomato, spinach, vegetables)
- Puree (lentil, peas, carrot)
- Cut vegetables (Scotch Broth, Minestrone)
- Veloute (crème de volaille princesse, veloute dame blanche/marie-louise)
- National soup (mulligatawny, French onion, oxtail)
- Bisque (Prawn, Shrimp)

v) Egg Cookery

Preparation of varieties of egg dishes

- Boiled (soft & hard)
- Fried (sunny side up, double fried)
- Poaches
- Scrambled
- Omlette (plain, stuffed)
- En cocotte (eggs benedict)
- Starch (rice, pasta, potato)

vi) Fish Cookery

- Identification & classification of fish e.g. flat fish (Pomfret, Black Pomfret and Sole)
- Round fish (Surmai, Rawas, Mackerel)
- Shellfish (Clams, Mussels, Shrimps, Crabs, Lobsters)
- Cephalopods (Squid, Cuttle, Fish)
- Cuts of Fish e.g., Fillet, Darne, Troncon, Paupiette, Goujons

Preparation of simple fish Dishes such as

- Saumon grille

- Pomfret Meunière
- Sole Mornay
- Fish Orly
- Fish Colbert
- Fish a l'anglaise

vii) Poultry

- A. Cuts of Poultry
- B. Preparation and jointing of Chicken
- C. Preparation of Simple Dishes such as
 - Poulet rôti a l'Anglaise
 - Poulet grille diable
 - Poulet saute chasseur
 - Poulet saute Maryland

viii) Meat

- A. Identification of various cuts
- B. Preparation of Basic Cuts such as
 - Lamb
 - Roast leg of Lamb
 - Stew

Bread making

1. Demonstration + Preparation of Simple and enriched bread, recipes
2. Bread Loaf (White and Brown)
3. Bread Rolls (Various shapes)
4. French Bread
5. Brioche

v) Hot/Cold Desserts

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

REFERENCE TEXT

- 1 Practical cookery – Ronald Kinton & Victor Ceserani – Hodder Starghton.
- 2 Theory of Catering – Ronald Kinton & Victor Ceserani – Hodder Starghton.
- 3 Modern cookery vol I & II for teaching and trade – Thangam E.Philip – Orient Longman.
- 4 Theory of Catering, Mrs. K.Arora, Frank Brothers
- 5 Herrings Dictionary of Classical & Modern Cookery, Walter Bickel
- 6 Chef Manual of Kitchen Management, Fuller, John
- 7 The Professional Chef (4th edition), Le Rol A.Polsom
- 8 The Book of Ingredients, Jane Grigson

SEMESTER – I & II PRACTICAL -II FOOD & BEVERAGE
SERVICE –I

1. Appraising and drawing of cutlery, crockery, glassware and miscellaneous equipments.
2. Serviette folds.
3. Laying and relaying of table cloths.
4. Cleaning and polishing / wiping of cutlery, crockery and glassware.
5. Carrying a light tray.
6. Carrying a heavy tray.
7. Carrying glasses.
8. Handling cutlery and crockery.
9. Manipulating service spoon and fork.
10. Service of water.
11. Arrangement of sideboard.
12. Table d’hote cover laying.
13. A la carte cover laying.
14. Practice of simple menu compilation.
15. Receiving the guests, presenting the menu, taking orders.
16. Service of Hors d’oeuvre.
17. Service of soup, fish, pastas.
18. Service of main course.
19. Service of salads.
20. Service of sweet.
21. Service of Cheese.
22. Service of non – alcoholic drinks, tea, coffee.
23. Continental breakfast cover and tray set up.
24. English breakfast cover and tray set up.
25. Taking orders through telephone for room service.
26. Changing ashtray during service.
27. Presenting the bill.

ALLIED SEMESTER – I & II
PRACTICAL- I HOUSE KEEPING MANAGEMENT

1. Identification of cleaning equipment – selection, use, mechanism, care and maintenance.
2. Identification of cleaning agents – classification, use and care.
3. Thorough cleaning of various surfaces/finishes.
4. Polishing (metal, leather, wood, plastic etc.)
5. Bed making – Evening service.
6. Laundry – Basic principles of laundry, stain removal.
7. Room and Public area inspection.
8. Flower arrangement.
9. Guest room layout drawing.
10. Duty rota preparation for house keeping department.

PAPER V - FOOD PRODUCTION & PATISSERIE-III

Unit 1

**QUANTITY FOOD PRODUCTION
EQUIPMENT**

Equipment required for mass/volume feeding, . Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture

MENU PLANNING

Basic principles of menu planning – recapitulation, Points to consider in menu planning for various volume feeding outlets, such as Industrial, Institutional, Mobile Catering Units,

- . Planning menus for
- School/college students
- Industrial workers
- Hospitals
- Outdoor parties
- Theme dinners
- Transport facilities, cruise lines, airlines, railway

INDENTING

Principles of Indenting for volume feeding, Portion sizes of various items for different types of volume feeding, Modifying recipes for indenting for large scale catering, Practical difficulties while indenting for volume feeding

PLANNING

Principles of planning for quantity food production with regard to, Space allocation, Equipment selection
Staffing

UNIT II

VOLUME FEEDING

A. Institutional and Industrial Catering

- Types of Institutional & Industrial Catering
- Problems associated with this type of catering
- Scope for development and growth

B. Hospital Catering

- Highlights of Hospital Catering for patients, staff, visitors
- Diet menus and nutritional requirements

C. Off Premises Catering

- Reasons for growth and development
- Menu Planning and Theme Parties
- Concept of a Central Production Unit
- Problems associated with off-premises catering

D. Mobile Catering

- Characteristics of Rail, Airline (Flight Kitchens and Sea Catering)
- Branches of Mobile Catering

E. Quantity Purchase & Storage

UNIT III

REGIONAL INDIAN CUISINE

A. Introduction to Regional Indian Cuisine

B. Heritage of Indian Cuisine

C. Factors that affect eating habits in different parts of the country

D. Cuisine and its highlights of different states/regions/communities to be discussed under:

Geographic location

Historical background

Seasonal availability

Special equipment

Staple diets

Regional cuisines of India-Punjab, Kashmir, Bengal, Goa, Maharashtra, Parsi, Gujarathi, Kerala, Andhra, Tamilnadu. Ingredients, masalas method of cooking, characteristics. Dishes with recipes, ingredients, masalas methods of cooking, characteristic of Andhra Pradesh, Kerala, Tamilnadu, Chettinadu cuisine and its features. Dishes with recipes. Specialty cuisine for festivals and special occasions

STATES

Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, MadhyaPradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh.

COMMUNITIES

Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri

UNIT IV

Indian Breads, Indian Sweets, Indian Snacks. Introduction to Tandoori cooking, seasoning of Tandoori pot. Tandoori marination – objectives and importance. Tandoori masalas, Tandoori preparations - chicken, mutton, fish, prawns, cottage cheese, recipes of methods of preparation

Unit 5

Indian breakfast preparation-popular Indian break fast prep. with recipes-dosas, idlies, doklas, pathri, Indian snacks and chat preparation-Recipes and method of preparation. Indian festival dishes, recipes and methods of preparation.

REFERENCE TEXT

Prashad cooking with Indian masters by J.Indersingh Karla

Food Heritage of India by Vimala Patil...

Modern Cookery Vol – I

SEMESTER - III
PAPER-VI : FOOD & BEVERAGE SERVICE – III

Unit I

Floor / Room service: Meaning, Full & Partial room service, Break fast service in room, tray & trolley set-up for room service.

Lounge service: Meaning, organization of lounge service.

Afternoon tea service: Means for high tea & afternoon tea, order of service.

Reception tea service: Meaning & procedure.

Unit II

Checking, control & Billing: Introduction & checking systems

Types of checking & checks copies, triplicate system, checking for wines & other drinks.

The Bill - method of making a bill & setting the account

Tobacco - Important tobacco producing countries of the world, quality of cigars & cigarettes serviced in hotel, strength & size of cigars, service method.

Unit III

Alcoholic beverage: Meaning, classification of alcoholic beverages.

Beer: Manufacturing process, types of beer, sizes of draught beer containers, beer mixed drinks. Spirit strength calculation methods (sikes, Gay Lussac and US).

Spirit production methods - pot still and patent still.

Unit IV

Whisky - production of malt & grain whisky, styles of whisky.

Brandy - types, production and styles of cognac & Armagnac

Production & styles of Rum, Gin & Vodka.

Production & styles of tequila and other spirits.

Unit V

Vermouth: Meaning, types, production & styles.

Cider & Perry: Meaning, production & styles.

Aperitifs & Digestives: Meaning of Calvados, Applejack, Poire Williams, Kirsch, Slivovitz, Framboise, Marc.

Liqueurs: Meaning, colour, flavour & country of origin of Absinthe, Advocaat, Abricotine, Anisette, Aurum, Benedictine, Chartreuse, Cointreau Crème de menthe, crème de mokka, all curacaos, Dram buie, Glavya, Gold wasser, grand marnier, Kahlua, Sambuca, Tia Maria, Vander hum.

REFERENCE TEXT

1. Modern restaurant Service – A manual for students and Practitioners – John Fuller – Hutchinson
2. Food & Beverage Service – Dennis.R. Lillicrap & John.A.Cousins – ELBS
3. Food & Beverage Service Training Manual – Sudhir Andrews – Tata McGraw-Hill
4. The Students Guide to Food and Drink – John Cousins & Andrew Durkan – Hodder & Stoughton
5. Table & Bar – Jeffery Clarke
6. The Beverage Book - John Cousins & Andrew Durkan – Hodder & Stoughton
7. The International Guide to Drinks – United Kingdom Bar tenders Guild

SEMESTR-III
PAPER- VIII : TOURISM MARKETING MANAGEMENT

UNIT-I

Travel Agency and Tour Operation business:

Concept of Travel and Tour Operations, Types of Travel Agencies and Tour Operators; History; Present status and future prospects of Travel Agency System.

The Indian Travel Agents and Tour Operators - an overview.

Travel Agency and Tour Operators: Linkages and arrangements with hotels, Airlines and Transport Agencies and other segments of Tourism Plants.

UNIT-II

Need for marketing in Tourism – Defining Tourism marketing – The tourism Product.

Special features of Tourism Marketing - Marketing process - Marketing research – Market segmentation. Market targeting - Tourism promotion -Advertising. Public relation technique.

UNIT-III

Travel Formalities & Regulations:

Passports: Functions, Types, Issuing Authority, Procedure for obtaining passport etc.

Visas: Functions, Types, Issuing Authority, Procedure for obtaining visa. Other travel legislations.

Immigration laws.guidelines.

UNIT- IV

Function of a Travel Agency & Tour operator:

Understanding the functions of a Travel Agent, travel information and counseling to the tourists, reservation, ticketing, documentation, handling business/corporate clients including Conference and Conventions, sources of income: commission, service charges.

UNIT-V

Role of communication in travel - Modern mass media techniques - Computer technology in tourism - Use of computers by Airlines - Role of computers in reservations - Computers in railways - Videotex system.

Market research and tour package formulation:

Assembling, processing and disseminating information on destinations, preparation of itineraries. Handling of tour file, sources of income for tour operation.

REFERENCE TEXT:

1. Successful Tourism Management — Pran Nath Seth - Sterling Publishers Private Limited.
2. Tourism Marketing Management — A.K.Bhatia — Sterling Publishers Private limited.

PRACTICAL III - FOOD PRODUCTION& PATISSRIE II

Demonstration on

1. Indian rice preparations
2. Indian gravies
3. Indian chaats
4. Indian breakfast preparations
5. Indian snacks preparations
6. Indian breads-naan, rotis, parathas, phulkas with variations
7. Indian pulaos
8. Indian Biryani
9. Indian dal varieties
10. Tandoori marinations
11. Indian sweets

To Formulate 22 sets of menu consisting of 5 dishes from the following regions:

1. Andhra Pradesh.
2. Bengal
3. Chettinadu
4. Goa
5. Gujrat
6. Kashmir
7. Kerala
8. Maharashtra
9. Punjab
10. Rajasthan
11. Tamil Nadu.

The menu can be compiled by the respective colleges.

Chinese Practical

Demonstration

1. Chinese rice preparations
2. Chinese noodles
3. Chinese meat & fish preparations

Chinese cooking styles:

Dishes prepared in the following styles

1. Shanghai
2. Cantonese
3. Peking
4. Szechwan

Sri Lankan

1. Basic Sri Lankan gravies
2. Sri Lankan rice preparations
3. Sri Lankan curries
4. Sri Lankan Biryani

A 5 course menu to be compiled consisting of [soup, fish preparation, Chinese rice/noodles, meat preparation, sweet/dumplings etc. using the above styles by the respective colleges.

REFERENCE TEXT

1. Modern cookery VOL-I Thangam E Philip
2. Rotis and naans of India Purabi
3. Babbar
4. Mithai- Parmila Parmar
5. Food heritage of India
6. The art of chinese cooking-Hamlyn
7. The best of Chinese cooking-Betty Yew, Times book international
8. Complete Asian cook book Chairmaine Solomon, lansdowne

INTERNATIONAL CUISINE

Demonstration on dishes prepared by cold kitchen

- 1.Panada
- 2.Various types of forcemeat
- 3.Galantine
- 4.Terrine
- 5.Pate
- 6.Mousse and Mousseline
- 7.Souffle
- 8.Quenelies
- 9.Stuffing
- 10.Aspic work
- 11.Chaud froid
- 12.Arrangement of cold cuts on mirror platters
- 13 Simple and compound salads
- 14 Sandwiches
- 15 Smorebread
- 16 Cold garnishes
- 17 Cold sauces
- 18 Carvings

1 set of menu consisting of cold preparations given above must be compiled

To Formulate 15 sets of menu consisting of 5 dishes from the following regions consisting of [soup, egg/pasta preparations, fish preparations, main course, vegetable and sweet]

1. Italian-3 sets of menu
2. Japanese- 1 set menu
3. Russian- 1 set menu
4. Mexican- 1 set menu
5. American- 1 set menu

6. Greek- 1 set menu
7. Malaysian- 1 set menu
8. Thai- 1 set menu
9. Scandinavian- 1 set menu
10. Spain- 1 set menu

SEMESTER-III & IV

GROUP-A CORE

PRACTICAL IV : FOOD & BEVERAGE SERVICE - II

1. Recollecting I year portions.
2. Enumeration of glassware.
3. Beverage order taking procedure.
4. Service of red wine.
5. Service of white wine.
6. Service of rose wine.
7. Service of Sherry, Port, Madeira and Marsala.
8. Service of sparkling wine.
9. Service of bottled beer, canned beer and draught beer.
10. Service of brandy.
11. Service of whisky.
12. Service of gin.
13. Service of vodka.
14. Service of rum.
15. Service of tequila.
16. Service of aromatized wine.
17. Service of liqueur.
18. Service of liqueur coffee and spirit coffee.
19. Service of aperitifs.
20. Service of digestives.
21. Service of cocktails.
22. Compiling a wine list.
23. Compiling a menu with wine suggestions.
24. Service of cigar and cigarettes.
25. Service of High tea.
26. Service of Afternoon tea.

SEMESTER –III ALLIED
PAPER-III FRONT OFFICE OPERATIONS-I

UNIT – I

Introduction to Hotel Industry

Hospitality and its Origin/History

Defining Hotel

Hotels evolution and growth

Classification of Hotels

Size ,Star ,Location / Clientele, Ownership basis, Length of stay, Level of service

Management and Affiliation

Types of Rooms and Room Rates

- Single, Double, twin, suites, etc
- Basis of changing room tariff.
- Tariff fixation / calculating room tariff.
- Types of room tariff: Rack rate, discounted rates.
- Types of Meal plan used in the hotel industry.
- Types of guests : FIT, GIT, SIT, Business travelers, Domestic, Foreigners, etc

UNIT – II

Front Office Organization

- Organizational / Hierarchy Chart.
- Front office functional area.
- Duties and Responsibilities of F.O Persons.
- F.O layout and Equipment.

F.O co-ordination with other Departments

Front Office Operations-Guest cycle

Front Office Systems: Non Automated / Semi -Automated / Fully Automated

UNIT – III

Information and Bell desk operation

- Introduction of Bell desk
- Equipments used in Bell desk
- Functions of Bell desk [Scanty, Left Luggage procedure.
- Luggage handling, Paging, Mail and Message handling, Change of room etc]
- Forms and Format

Function of information department

UNIT –IV

Reservations

- automatic, semi, fully automatic]
- Cancellations and Amendments Importance & Functions of Reservation sections
- Modes of reservations
- Channels & sources of reservations[Direct, Travel Agent, C.R.S etc]
- Types of reservation[confirmed, Guaranteed, etc]
- Systems of reservations [non

Processing Individual & Group reservations.

Computer Based reservation System

- a) Global Distribution System
- b) Inter-Sell agencies
- c) CRS
- d) Reservation through the internet

UNIT- V

Registration

- Introduction to the Registration section
- Steps of registration [with or without reservation]
- Pre- registration activities.
- Registration [non automatic, semi, automatic]

Processing VIP, Foreigners & group registration

ALLIED PRACTICAL II

FRONT OFFICE

1. Check-in and check-out procedures
2. Telephone handling skills, social skills,
3. Reservation procedure, identification of rooms through the use of conventional and destiny charts.
4. Role play of the following staffs Doorman, Bellboy, Receptionist, Information assistant, Cashier.
5. Dealing with guest mail and messages, hotel mail, staff mail.
6. Modes of bill settlement.
7. Handling guest complaints and solving problems.
8. Places of interest in and around Tamilnadu. General awareness about the places of interest in India.
9. General awareness of capitals, currencies and airlines of countries.
10. Calculation of Statistical information: house count, room position, percentage of room occupancy, percentage of single occupancy, percentage of foreign occupancy, percentage of local occupancy, percentage of walk-ins. Percentage of early departures, percentage of late departures, percentage of early arrivals, percentage of no-show, average room rate, average room rate per person.
11. Front office procedures- scanty baggage, wake up call procedures, left luggage procedures

Reference:

Front Office training Manual-Sudhir Andrews

PAPER IX
FOOD PRODUCTION AND PATISSERIE –IV

Unit-1

Chinese cuisine -characteristics, ingredients used , equipments used .Regional varieties Dishes – recipes & preparation method.

Srilankan cuisine: characteristics, ingredients used , equipments used, Dishes with recipes & preparation method.

Thai cuisine: characteristics, ingredients used , equipments used, Dishes with recipes & preparation method.

Malaysian cuisine: characteristics, ingredients used , equipments used, Dishes with Recipes & preparation method.

Indonesian cuisine- characteristics, ingredients used , equipments used.

Unit-II

Italian cuisine: characteristics, ingredients used , equipments used, Dishes with recipes & preparations method.

Japanese cuisine: characteristics, ingredients used , equipments used, Dishes with recipes & preparations method.

Russian cuisine: characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Unit- III

Spanish cuisine: characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Mediterranean cuisine characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Greek – characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Unit –IV

Scandinavian cuisines: Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Mediterranean cuisine characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Mexican cuisine: characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

American cuisine: characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Unit –V.

Fusion cuisine: Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Eclectic cuisine-Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

World marche - Characteristics, ingredients used, equipments used, Dishes with recipes & preparation method.

Reference Text:

The Asian cook book by Charmie Solomon

Text books: La rouse gastronomique

Theory of catering by Ronald kinton, Victor cesrani, and David fosket.

SEMESTER - IV

PAPER - X FOOD & BEVERAGE SERVICE – IV

Unit - I

Wines: Meaning, classification of wines production (Red, white, rose sparkling wine production, Aromatized & herbal wines: Meaning & production factors influencing the quality of the wine.

Unit - II

Wines of France: Classification of French wines, important communes & their wines of Bordeaux, Burgundy, Alsace, Loire and Champagne.

Champagne: Importance, production method, styles of champagne and bottle sized - terms.

Wines of Germany: Classification of German wines wine producing regions & wines of Germany.

Unit III

Wines of Italy: classification of Italian wines, and wine producing regions. Famous wines of Italy.

Wines of South Africa, California, Australia, Spain, Portugal - Regions and famous wines.

Production & styles of Sherry, Port, Madeira, Marsala

Wine & food: Wines served with different sources of the meal, suggestions for food & wines combination.

Examples of wines served with: Shell fish, soup, pasta, Fish, Red, and Pink & White meat, cheese, sweet and dessert.

Unit IV

Cocktail - Meaning, types of curtail, points observed while making cocktails,

Recipes of Whisky, rum, Gin, Brandy, Vodka, Tequila, Champagne based cocktails.

(Given in reference text only) Mocktails - Meaning and recipes of famous mock) spirit

coffee - Meaning, Method of preparation and examples of some spirit coffee (Irish,,

Scandinavian, Monk's, Royal, Dutch, Mexican, German, Italian, Caribbean, Calypso, etc)

Unit - V

Beverage list - meaning & important. Method & order of listing & pricing beverages.

Dispense bar: Meaning, glassware & equipment used in the dispense bar, Garnishes & Kitchen supplies used in dispense bar.

Stocking of alcoholic beverages and bar control

Bar Design: Space requirement of bar counter seating area and bar stools. Lighting arrangements and interiors designing of bar.

REFERENCE TEXT

1. Modern restaurant Service – A manual for students and Practitioners – John Fuller – Hutchinson
2. Food & Beverage Service – Dennis.R. Lillicrap & John.A.Cousins – ELBS
3. Food & Beverage Service Training Manual – Sudhir Andrews – Tata McGraw-Hill
4. The Students Guide to Food and Drink – John Cousins & Andrew Durkan – Hodder & Stoughton
5. The Hamlyn Book of Wines – The Hamlyn Publishing Group Ltd.
6. Table & Bar – Jeffery Clarke
7. The Beverage Book - John Cousins & Andrew Durkan – Hodder & Stoughton
8. The International Guide to Drinks – United Kingdom Bar tenders Guild

Paper XI : COMPUTER APPLICATIONS IN HOTEL INDUSTRY

UNIT- 1

Computer appreciation and dos, introduction, characteristics, history, generations, classifications, application of computer, hardware and software, operating systems, computer languages. DOS file, directory, Changing the directory, creating a new directory, copying files, deleting files, changing filename, date and time, type, print. Windos2000, windows basics, introduction, starting windows, using mouse, moving & designing windows, maximizing, minimizing and restoring windows using menus in windows.

UNIT- II

Word, introduction to word, editing a document, move and copy text and help system, formatting text & paragraph, finding & replacing text and spell checking, using tabs, enhancing documents, columns, tables & other features, using graphics, templates & wizards using mail merge, miscellaneous features of word.

UNIT- III

Introduction of worksheet & excel, getting started with excel, editing cells and using commands and functions, moving and copying, inserting and deleting rows & columns, getting help and formatting a worksheet, printing the worksheet, creating charts, using date and time and addressing modes, naming ranges and using statistical, math and financial functions. Database in a worksheet, additional formatting commands and drawing tool bar, miscellaneous commands and functions, multiple worksheets and macros.

UNIT- IV

Power point basics editing text adding subordinate points, deleting slides, working in outline view, using design templates, adding graphs, adding organization Charts, running an electronic slide show, adding special effects.

UNIT- V

Access basics, creating a table, entering and adding records, changing a structure, working with records, creating forms, establishing relationship using queries to extract information, using reports to print information.

SEMESTER – IV ALLIED PAPER- IV FRONT OFFICE OPERATIONS –II

UNIT – I

Front office Guest Security & Safety, Introduction to security systems
Types of security Key control Safe deposit, lost & found Handling emergency situations

UNIT – II

The Night Audit Importance & functions of night audit, Operating modes : non automated, semi-automated, automated Night audit process The night audit reports –generations& utility. Verifying the night audit

UNIT – III

Check out Cash & Accounts, Introduction to cash, Types of Check out & Settlement, Functions of cash sections, Various modes of payment by the guest
Guest ledger, city ledger, Guest weekly bill, V.T.L Guest ledger, city ledger, Guest weekly bill, V.T.L Vouchers, Vouchers Presentations and settlement of Bills
Travelers Presentations and settlement of Bills Cheque Travelers Cheque

UNIT –IV

H.I.S

a) The HIS concept, HIS terminology HIS software module –Reservation, Guest A/C, Room Management, General Management.

Yield management Introduction & concept Components of yield management
Measuring yield Potential average single rate, differential rates Potential average double rate Multiple occupancy percentage Identical yield, Rev PAR Occupancy ratio
Calculating rooms availability

UNIT – V

Introduction & concept Components of yield management Measuring yield
Potential average single rate, differential rates Potential average double rate

Multiple occupancy percentage Identical yield, Rev PAR Calculating Occupancy ratio
rooms availability

REFERENCE TEXT:

1. Basic hotel front office procedures – Peter Renner – Van Nostrand Reinhold.
2. Managing front office operation – Michael L. Kasavana – Education Institute AHMA.
3. Hotel & Motel Front desk Personnel – Grace Paige and Jane Paige – Van Nostrand Reinhold.
4. Principles of Hotel Front Office Operations – Sue Baker, Pam Bradley & Jeremy Huyton – Cassell.
5. Front office Procedures, social skills and management – Petrabbol & Sue Lowry – Butterworth Huneman.

**PRACTICAL V :
COMPUTER APPLICATIONS IN HOTEL INDUSTRY**

MS-DOS

Creating directories, sub-directories, files, listing, the sub-directories and files page wise, displaying the contents of the files.

Copying, renaming, deleting the files, changing and removing a directory.

MS-WORD

Text manipulation, changing the font size, font type, and font style, making the text bold, underlining the text, aligning the text (Centre, justify, left, right), cut, copy, paste.

Paragraph indenting & spacing, bullets & numbering, spelling & grammar check, inserting a picture from clip art, auto shapes, and word art.

Table manipulation- creating tables, inserting & deleting rows & columns, changing width & height, changing table borders. Mail merge concept, printing formats.

MS-EXCEL

Entering the data, changing the fonts, changing row heights & column width, formatting the data, sorting the data.

Formula processing- creating simple formula, using function (ABS, SQRT, LEN, SUM, ROUND, AVG, COUNT, CONCATENATE, FIND).

Inserting & Formatting charts, inserting pictures, printing formats.

MS-POWER POINT

Creating simple presentations, saving, opening and existing presentation, creating a presentation using Auto content wizard & template.

Using various auto- layouts, charts, table, bullets & clip art.

Viewing an existing document in various views-outline view, slide view, slide show view, slide sorter view and note pages view.

Information Technology

Introduction, Nature of I.T. Design, Choice of the I.T and the M.I.S

Data Base Management System

- a) Kinds of data based management system packages.
- b) Data base definition.
- c) Problem with manual data base.
- d) Advantage of using computer for Data Base.
- e) Working in the data base window-
 - Creating Tables.
 - Opening, copying, saving, renaming and deleting working with data.
 - Adding or editing data.
 - Display or change the structure of a table selecting.
 - Copying, moving and deleting data.
 - Finding and replacing data.
 - Managing duplicate record.

SEMESTER-VI

PAPER-XII

FOOD & BEVERAGE MANAGEMENT

UNIT-I

Food & Beverage Management: Introduction - Food & Beverage function - Responsibilities & objectives of F&B department - Constraints of food & beverage management - Cost & market orientation (Cost structure & profitability, demand for product, capital intensity, nature of the product).

The meal / drink experience: Food & drink, variety in menu choice, level of service, value for money, interior design, atmosphere & mood, expectation & identification, location / accessibility and staff.

UNIT-II

Purchasing: The nature of purchasing - The main duties of purchase manager - Importance of purchase functions - The purchasing procedure - The selection of a supplier - supplier rating - Aids to purchasing - The purchasing of food & beverages - Standard purchase specification: Meaning & objective - The purchase specification for food & beverages.

Receiving: Objective - Receiving procedure - Receiving of expensive commodities - Returnable containers - Blind receiving - Dispatch to stores or user department - Clerical procedures & forms used.

UNIT-III

Storing & issuing: Storing & issuing of food & beverages.

Stock taking of food & beverages - Stock turnover - Stock levels.

Food control: Objectives of food cost control - The essentials of a control system -

Calculation of food cost - Methods of food control - Food control check list -

Obstacles to food cost control.

Beverage Control: Objectives of beverage control - Calculation of beverage cost - Methods of beverage control - Beverage control checklist.

UNIT-IV

Elements of cost: Cost defined, basic concepts of profit, control aspect, pricing aspects.

Cost dynamics: Fixed & variable costs - Break even charts - Turn over & unit costs.

Variance analysis: Standard cost - Standard costing - Cost Variances - Material Variances - Overhead variances - Labour variances - Fixed overhead variances - Sales variance.

UNIT-V

FUNCTION CATERING BANQUETS

History, Types, Organization of Banquet department, Duties & responsibilities

Sales, Booking procedure, Banquet menus

BANQUET PROTOCOL Space Area requirement, Table plans/arrangement, Misc-en-place, Service, Toasting,

INFORMAL BANQUET

Reception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding, Outdoor catering

BUFFETS

Introduction, Factors to plan buffets, Area requirement,. Planning and organization Sequence of food, Menu planning, Types of Buffet, Display, Sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list

REFERENCE TEXT:

- 1) Food & Beverage Management - Bernard Davis & Sally Stone - ELBS.
- 2) Profitable Food & Beverage Management - Richard Kotas & Chandana Jayawardena - Hodder & Stoughton.
- 3) Food Cost Control - Richard Kotas & Bernard Davis - International Text Book Company.
- 4) Food Costing & Budgeting - Boardman - Heinneman.
- 5) Food & Beverage Operations - David Fearn - Newnes, Butterworth.
- 6) Cost Accounting, Principles & Practice - S.P. Jain & K.L. Narang - Kalyani Publishers.
- 7) Food & Beverage Operations, Cost control & System Management - Charles Levinson, Prentice Hall.
- 8) Principles of Food, Beverage and Labour Cost Control - Paul R. Dittmer -John Wiley & Sons.

SEMESTER-VI

PAPER-XIII FOOD PRODUCTION & PATISSERIE - V

UNIT-I

Larder: Essentials of larder control, Importance and functions of larder in main kitchen, relationship with other section of main kitchen, Duties and responsibilities of Larder chef, Equipments and tools used in larder, Floor plan or layout of a larder.

UNIT-II

CHARCUTIERIE

I. SAUSAGE

- A. Introduction to charcutierie
- B. Sausage – Types & Varieties
- C. Casings – Types & Varieties
- D. Fillings – Types & Varieties
- E. Additives & Preservatives

II. FORCEMEATS

- A. Types of forcemeats
- B. Preparation of forcemeats
- C. Uses of forcemeats

III. BRINES, CURES & MARINADES

- A. Types of Brines
- B. Preparation of Brines
- C. Methods of Curing
- D. Types of Marinades
- E. Uses of Marinades
- F. Difference between Brines, Cures & Marinades

IV. HAM, BACON & GAMMON

- A. Cuts of Ham, Bacon & Gammon.
- B. Differences between Ham, Bacon & Gammon
- C. Processing of Ham & Bacon
- D. Green Bacon
- E. Uses of different cuts

V. GALANTINES

- A. Making of galantines
- B. Types of Galantine
- C. Ballotines

VI. PATES

- A. Types of Pate
- B. Pate de foie gras
- C. Making of Pate

- D. Commerical pate and Pate Maison
- E. Truffle – sources, Cultivation and uses and Types of truffle.

VII. MOUSE & MOUSSELINE

- A. Types of mousse
- B. Preparation of mousse
- C. Preparation of mousseline
- D. Difference between mousse and mousseline

VIII. CHAUD FROID

- A. Meaning of Chaud froid
- B. Making of chaud frod & Precautions
- C. Types of chaud froid
- D. Uses of chaud froid

IX. ASPIC & GELEE

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee

X. QUENELLES, PARFAITS, ROULADES

Preparation of Quenelles, Parfaits and Roulades

XI. NON EDIBLE DISPLAYS

- A. Ice carvings
- B. Tallow sculpture
- C. Fruit & vegetable Displays
- D. Salt dough
- E. Pastillage
- F. Jelly Logo
- G. Thermacol work

UNIT-III

Garnishes: Importance, names of garnishes used with soup, fish, beef, veal, poultry and game.

Cold Preparation: Galantine, Ballotine, terrine, Pate terrine, mousse, souffle, mousselines, quenelles etc. Recipes for the above.

Ice carving: Equipment, ice preparation, making a template, melting effects, storage.

UNIT-IV

Kitchen organization: Allocation of work - Job description/Duty rosters, production planning production scheduling, production quality & quantity control, forecasting, budgeting.

Kitchen stewarding: Importance of kitchen stewarding, Organization of the kitchen stewarding department, equipments found in kitchen stewarding department, work flow in kitchen stewarding, garbage disposal.

UNIT-V

Kitchen Management: Layout, Production planning and work flow

Stores Management- Types, principles, layout and control.

Indenting

New Product Development, standard recipe formulation, recipe conversion and adjustments.

Inventory management, EOQ, Re-order levels, Bin management

Purchasing and receiving

Quality control, Yield management

HACCP as control tool

Food costing and forecasting, Forms and formats

PURCHASING

- (i) Aims and objectives of purchasing policy, central purchasing and identifying regular suppliers
- (ii) Job description of Purchase Manager
- (iii) Types of Purchases/ Methods employed
 - 1. Perishables (Meat, Poultry, Dairy products, Fruits and Vegetables etc.)
 - 2. Non Perishable
 - 3. Chemicals and cleaning supplies
 - 4. Engineering items (spares)
 - 5. Capital supplies

Petty purchases

RECEIVING

- (i) Aims of Receiving department
- (ii) Equipment required for receiving
- (iii) Receiving procedure
- (iv) Documents required while receiving (from hotel and from supplier)
- (v) Use of Standards and Specifications while receiving
- (vi) Goods Receiving Report, Daily Receiving report

STORES – RECIEPTS/ ISSUE CONTROL

- (i) Aims of Store control
- (ii) Job description of the Store Manager, Store In-charge
- (iii) Types of stores in Hotel (Food, Dry, Engineering, Chemical and Cleaning, Beverage, Deep freezer etc.

- (iv) Store control procedure and records (bin cards, cardex and computer software used)
- (v) Security aspects
- (vi) Monthly Inventory/ Stock taking procedure
- (vii) Maintaining Stock level and lead time, Practical problems

REFERENCE TEXT:

1. Practical cookery - Ronald Kinton & Victor Ceserani - Hodder Starghton.
2. Theory of Catering - Ronald Kinton & Victor Ceserani - Hodder Starghton.
3. Food & Beverage Management - Bernard Davis & Sally stone - ELBS.
4. The Professional Chef (TV Edition) - Le Roi A. Polsom.
5. Larousse Gastronomique - Cookery Encyclopedia - Paul Hamyln.
6. The Book of Ingredients - Jain Grigson
7. Professional Cooking - Wayne Gisslen
8. The New Catering Reporter (Vol.1)-H.LCracknell and G.Noble.
9. The Complete Guide to Art of Modern Cookery - Escoffier.
10. The Cookery Year - Readers Digest Association Ltd.
11. Practical Professional Cookery - Cracknell & Kaullmann.
12. Contemporary Cookery - Caserani & Kinton and Foskett.
13. Cookery an Introduction - Caserani & Kinton.
14. Chef Manual Of Kitchen Management - John Fuller.
15. Le Repertoire de la Cuisine - Jaggi Ceon & Sons.
16. Food Fundamentals - William Margaret.

SEMESTER - VI

PAPER-XIV

FOOD & BEVERAGE SERVICE – V

UNIT-I

Guendon Service: Introduction, Mise en place for gueridon. Special equipments used, care & maintenance of equipment, taking the order, method of serving the dish at the table, carving and jointing at the table, carving trolley, dishes prepared on the gueridon, flambeing.

UNIT-II

Function catering: Introduction, types of function, function service staff and responsibilities, service methods in function catering, booking and organization of functions, function menus, wines tabling, seating arrangements, banquets lay-outs. Instructions to service staffs, order of service for a formal function, reception and ordering of wines. Weddings organization - procedure at a wedding buffet, reception, family line-up, procedure for toasts. Planning of buffets - both sit down and fork buffets, procedures required for exhibitions, seminars, fashion shows, trade fairs etc.

UNIT-III

Outdoor catering: Meaning, preliminary survey of the place and comfort of party, hiring of service personnel, making a list of service equipment required, setting" up counters and allotting stations.

Specialized forms of service: Hospital tray service, Airline service, Railway service.

UNIT-IV

Menu Engineering: Meaning, Menu Engineering Terminology, Menu Engineering Worksheet, Remedial action, Problems and Limitations.

Menu Merchandising: Methods of pricing menus, Shape & fold of menu,,Size of menu, Type & colour of paper or card, Typefaces, Layout, Printing & reprinting.

UNIT-V

Budgeting for the F&B Department: Budgeting control, the budgeting cycle, limiting factors, sales forecasting.

Staff organization and training: Staff organization, level of demand, duty rota, staff training, terms used in training, planning of training.

Customer relation: Introduction, minimizing customer relation problems, customer satisfaction.,Social skills.

REFERENCE TEXT:

1. Modern Restaurant Service, A manual for students & Practitioners - John Fuller - Hutchinson.
2. Food & Beverage Service - Dennis R. Lillicrap & John A. Cousins - ELBS.
3. Food & Beverage Service Training Manual - Sudhir Andrews - Tata McGraw-Hill.
4. Food & Beverage Management - Bernard Davis & Sally Stone - ELBS.
5. Profitable Food & Beverage Management - Richard Kotas & Chandana Jayawardena - Hodder & Stoughton.

SEMESTER – VI

PRAC-VI FOOD PRODUCTION & PATISSERIE - III

DEMONSTRATION ON THE FOLLOWING:

- (a) Ice carving
- (b) Vegetable carving
- (c) Butter carving
- (d) Aspic Jelly preparation and presentation
- (e) forcemeat
- (f) Panades
- (g) Galantine
- (h) Ballotine
- (i) Pate terrine

CONTINENTAL CUISINE (INDIVIDUAL)

To formulate 20 sets of menu consisting of 6 dishes from the following courses mentioned below:

Hors-doeuvre - Simple or Compound

Soup

Egg

Pasta/rice Fish

Mutton/Veal/Beef/Pork Poultry/Furred
game/Feathered game Potatoes

Vegetables/Salads

Sweet

Savoury

International cuisine Menu

Sri Lankan – 2 set

Malaysian – 1 set

Japanese - 1 set

Italian - 2 set

Spanish - 1 set

Mexican - 1 set

Mediterranean – 1 set

American - 1 set

REFERENCE TEXT:

1. Practical cookery - Ronald Kinton & Victor Ceserani - Hodder Starghton. '
2. The Professional Chef (IV Edition) - Le Roi A. Pdlson.
3. Larousse Gastronomique - Cookery Encyclopedia - Paul Hamyln.
4. Professional Cooking - Wayne Gisslen
5. The Complete Guide to Art of Modern Cookery - Escoffier.
6. The Cookery Year - Readers Digest Association Ltd.
7. Practical Professional Cookery -. Cracknell & Kaullmann.
8. Contemporary Cookery - Caserani & Kinton and Foskett.

Note : Menu can be compiled by the respective colleges

SEMESTER-VI

GROUP- A CORE

PRACTIAL-VII FOOD & BEVRAGE SERVICE - III

(For the students admitted during 2010-2013onwards)

1. Recollecting I and II year portions.
2. Preparing duty rota.

3. Banquets:

- (a) Booking procedure
- (b) Preparing banquet menus
- (c) Space area requirements
- (d) Table plans/Arrangements
- (e) Service toasting

(f) Informal banquets (Viz., Reception, Cocktail parties, Seminar, Exhibitions, Fashion shows, Trade fair, Wedding, Outdoor catering etc)

4. Buffets:

- (a) Area requirements
- (b) Planning & Organization
- (c) Sequence of food (Indian & Continental)
- (d) Types of buffet display
- (e) Equipment supplies
- (f) Checklist.

5. Gueridon Service:

- (a) Types of trollies
- (b) Gueridon equipment
- (c) Gueridon ingredients
- (d) Service of courses and dishes from gueridon.

SKILL BASED PAPER I - BAKERY AND CONFECTIONERY - I

UNIT I:

General Information_ measuring Heat and Density, Conversion tables, dough and cake mixing temperatures, Yeast calculations, Raw materials used in Bakery and their role

UNIT II:

Yeast dough, Types of dough, steps in Yeast dough production, types of dough making process, Controlling fermentation, Bread faults and their causes

UNIT III:

Biscuits_ meaning and preparation

Cookies_ Production, Sandwich Cookies, Ice box Cookies, bar Cookies, macaroons, wafers and lace cookies, assorted cookies

UNIT IV:

Different types of Paste: Short crust, Sweet crust, Rough puff, puff paste, choux paste, Suet paste_ preparation, faults and products of the above pastes.

UNIT V:

Icings, Fillings and Glazes_ Different types of Icings, Fillings and Glazes and their uses.

REFERENCE TEXT

The new International Confectioner. Edited by Wilfred J.France. F.Inst.BB. (Unit V)

Pub: Virtue and company

Practical baking_ William J Sultan (Unit III) Pub: Van Nostrand Reinhold

Professional baking_ Wayne Gisslen (Unit I & II) Pub: John Wiley and Sons

Practical cookery_ Kinton and Ceserani (Unit IV) Pub: Hodder and Stoughton

SKILL BASED PAPER II BAKERY AND CONFECTIONERY - II

Unit-I

Pies- Introduction , production of pies. Rolling a pie dough and lining pans ,preparation of fillings for pies. Production of fruit pies and common problems with fruit pies, preparation of cream and chiffon. Common problems.

Tarts and tartlets- procedure for making tarts shells, variations. Strudel& phylo- preparation, baked meringues- procedure for making meringues.

Unit-II

Cake making methods- cake formula balance- common faults in cakes, Cake decoration- colour-design-templates- texture- equipment- wedding cake proportion- casting moulds- monogram- lettering- stencils- modern cake decoration with royal icing.

Unit-III

Sponges-Basic preparation methods- types of sponges- petit fours-preparation of syrups &glaces-steps involved in preparing large cakes- Wedding cakes, birthday cakes, gateaux basic preparation

Unit IV

Chocolate and Sugar Confectionery, Liqueur Chocolate, toffees and boiled sweets, fudges, pulled sugar, blown sugar, pastilles .

Unit V

Hot sweets-Charlottes, fritters, pancakes, puddings, dumplings.,

Cold sweets-Bavarois, mousse, fruit dessert - method of preparation.

Savoury goods- basic preparation- toppings- fillings- piping- examples of piping equipment & procedures..

SKILL BASED PRACTICAL BAKERY AND CONFECTIONERY

Yeast Goods

Crisp crusted Bread

Soft crusted Bread

Sour dough white bread

Baba and Savarin

Danish Pastry

Brioche

Croissants

Bread rolls

Muffins

Dough nuts

Cookies
Biscuits

Puff paste, Sweet crust, cakes:

Puff Pastry

Fruit flan

Custard Flan
Fruit Pies
Tarts.
Sponge cakes
Plum cakes
Swiss rolls

Genoise sponge
Chiffon cakes

Petit fours
Chocolates

Reference:

Professional Baking
Wayne Giessien
Pub : John wiley & sons

Practical Baking - Vth edition
William J. Sultan
Pub : Van Nostrand reinhold

New International Confectioner
Wilfred J. France
Pub : Virtue & company

SKILL BASED PAPER - BAR MANAGEMENT

UNIT-I : Introduction to bar operations , Bar layout, Design Space, Bar equipments & supplies. various types of bar hence purchase procedures for bar.

UNIT II : The Business Planning & marketing :
Interior Decorations , The Bartender & art of Mix logy , Service procedure & selling techniques Bar sales How to increase bar sales Bar customer requirements, bar control procedures..

UNIT III : Records of ledgers maintained in the bar, bar costing, bar procedures.
Beverage control, cash control.

UNIT IV : Purchase , storing, issuing, Inventory .

UNIT V : Cocktails – Preparation methods, recipes, types.

REFERENCE TEXT: 1. How to operate a successful Bar. By
Christopher Egeston Thomas. Publisher – John
Wiley & Sons.
2. The restaurant from concept to operation by

John Walker & Donaland.

Publisher – John Wiley & Sons.

3. Food & Beverage Management by Bernard Davis & Hundberg & Sally Stone.
Publisher – Heinemann publications.

BAR MANAGEMENT PRACTICAL

1. Compiling a alcoholic beverage list
2. Service of Wires.
3. Service of spirits.
4. Service of Specality coffee.
5. Service of Liquors.
6. Service of Mocktails.
7. Service of Cocktail.
8. Bar tending procedures..

REFERENCE TEXT PRACTICAL : Food and beverage service by Dennis Lilicrap & John cousins. Publisher – ELBS

ELECTIVE I - A

INDIVIDUAL PROJECT-TOPICS RELATED TO HOSPITALITY INDUSTRY- PURPOSE OF PROJECT

The project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with the operation problems related to core areas of the hospitality industry.

TYPES OF PROJECT

The project may be one of the following type:

- A Comprehensive case study
- B Inter- organizational study
- C Field study (Empirical study)

PROJECT SUPERVISION

Each project shall be guided by a supervisor duly appointed by the department head/coordinator.

PROJECT DOCUMENTATION

Project report should be properly documented and will include executive summary, research design & methodology, literature review, data collection and analysis, conclusions and recommendations and Bibliography.

PROJECT SUBMISSION

Final draft of the project should be submitted in three copies 2 to Institute/department and 1 to University duly certified by the concerned guide and Head of the Institution.

PROJECT PRESENTATION & EVALUATION

. Formal presentation and evaluation of the project before a panel constituted by the University

ELECTIVE I - B FOOD PRESERVATION

UNIT I

Basic considerations: Aims and objectives of preservation & processing of foods, Characteristics of tissues and non-tissues foods, Degree of perishability of unmodified foods, Causes of quality deterioration and spoilage of perishable foods, intermediate moisture foods, wastage of foods.

Unit-II

Preservation of foods by low temperatures:

(A) Chilling temperatures: Consideration relating to storage of foods at chilling temperatures, Applications and procedures, Controlled and Modified atmosphere storage of foods, Post storage Handling of foods.

(B) Freezing temperatures: Freezing process, Slow and fast freezing of foods and its consequence, other occurrences associated with freezing of foods. Technological aspects of pre freezing, Actual freezing, Frozen storage and thawing of foods.

Unit-III

Preservation of foods by high temperatures: Basic concepts in thermal destruction of microorganisms D,Z,F values. Heat resistance and thermophilic microorganisms. Cooking, Blanching, Pasteurization and Sterilization of foods. Assessing adequacy of thermal processing of foods, General process of canning of foods, Spoilage in canned foods.

Unit-IV

Preservation by water removal:

(a) Principles, Technological aspects and application of evaporative concentration process;

Freeze concentration and membrane process for food concentrations.

(b) Principles, Technological aspects and application of drying and dehydration of foods, Cabinet, tunnel, belt, bin, drum, spray, vacuum, foam mat, fluidized-bed and freeze drying of foods.

Unit-V

Principles, Technological aspects and application of sugar and salt, Antimicrobial agents, Biological agents, non ionizing and ionizing radiations in preservation of foods. Hurdle technology.

ELECTIVE I - C FOOD SAFETY & MICROBIOLOGY

UNIT –I

Safety : Importance of safety – Accidents from structural inadequacies – Accidents from improper placement of equipment in spaces – Accidents due to nature and behavior of people at work – Accidents from improper selection, installation, maintenance and storage of equipment – Safety procedure – Training – Safety engineering – Enforcement of safety – Safety education.

UNIT –II

Introduction to microbiology: Relation of microbiology to hygiene – classification of micro – organisms. Factors affecting the growth of micro – organism.

Bacteria: Morphology –size, shape structure, reproduction, beneficial and harmful effect of bacteria.

Yeast: Morphology – size, shape, structure, reproduction, beneficial and harmful effect of yeast.

Mold: classification – Rhizopus, Mucor, Aspergillus, Penicillium, reproduction.

UNIT –III

Food hygiene & General hygiene : Introduction – types of food contamination – food contamination in meat, poultry, game, raw vegetables & fruits, cereals, dairy products, fish – shellfishes –destroying micro – organisms in food.

UNIT – IV

Food – borne infection & diseases: food poisoning by micro – organism.

Food intoxication: Botulism – Organism, toxin, foods involved, diseases caused.

Prevention of outbreaks. Staphylococcus intoxication – enterotoxin, foods involved, prevention of outbreaks. Mycotoxins – Aflatoxin its significance in food.

Food infection: Salmonellosis – source of salmonella, foods involved, prevention of outbreaks. Clostridium perfringens gastroenteritis – foods involved, prevention of outbreaks. Enteropathogenic Escherichia coli, Shigellosis – effect.

UNIT – V

Food hygiene regulation: Equipment – requirement for food premises – food safety Act – Offence.

Food sanitation, control & inspection: Inspection of drinking water, plant water, sewage water, equipment, cleaning, sanitizing.

HACCP: Health analysis – critical control points, health of employees.

REFERENCE TEXT:

1. Managing Food Hygiene – Nicholas Johns – Macmillan Publication 1991.
2. Food Microbiology – W.C. Frazier / D.C. Westhoff – MacGraw Hill 1978.
3. Catering Management An Integrated Approach – Mohini Sethi, Surject Malhan – New Age International.

ELECTIVE II – A
ROOM DIVISION MANAGEMENT

UNIT I

ORGANISATION, SETUP AND IMPORTANCE of FO & HK:

- A) Layout and working organization , coordination process
- B) Brief introduction to its nature of Room Division
- C) Vitality of proper front staff. Theory and applicability,

UNIT-II

SALESMANSHIP

- A) Communication skills.
- B) Developing salesmanship.
- C) Up selling and Techniques.
- D) Role of Reservation department in sales.
- E) Selling for a full house in lean business seasons.
- F) Housekeeping Sales

UNIT-III

ANALYSIS OF GUEST RELATIONS COMPLAINTS :

- A. Effect of complaints on brand image and revenue,
- B. Analysis of complaints,
- C. Methods of resolving them,
- D. Follow up systems

UNIT-IV

PLANNING AND EVALUATING OPERATIONS :

- A) Planning, organizing, controlling, staffing, leading, coordinating, budgeting,
- B) Establishing rooms rates , methods.
- C) Evaluating operations:
 - Daily operations report.
 - Occupancy report.
 - Room revenue analysis.
 - Income statement.
 - Room 's income statement.

UNIT-V

MANAGERIAL SKILLS FOR ROOM DIVISION MANAGEMENT

Room division management functions – Planning, Organising, Coordinating, Staffing, Controlling and Evaluating, Importance of leadership.

ORGANISATION

Staff motivation, Cross training, recognition, communication, incentive programs, performance appraisals. Skills training- prepares to train, present the training, practice skills.

ELECTIVE II – B Fast Food Operations

UNIT- I

Introduction Fast food Operation & management :

The Fast Food Business : A Brief History , Types of Operation , Consumer Pattern .
Managing Fast food Operation: What is Management, A practical approach Marketing & the control.

UNIT-II

Social Concern & management :

A Few Definitions, Responsibilities in today Fast food Market , off-Hour sale Service to different age group , Changing patterns , Health concern . Food groups Fast Food Nation, Junk food ,Super Size Me ,Western pattern diet ,Chew on This ,List of fast food restaurants ,Slow Food

UNIT-III

Operation:

Types of-Equipments , A Guest oriented approach , Method of service, Billing methods, Planning of Menu. Product Control , Cash Control,Role of international popular cuisine in Fast food. Filling stations ,Street vendors and concessions Cuisine , Variants.

UNIT-IV

Selling Techniques :

A Service orientation, Establishing Service standards, basic Selling Procedure , Handling service problems, Techniques & strategies

UNIT-V

Case studies on the following Reputed fast foods :

History, Products & operating Procedures of McDonald's, Domino's Pizza, Pizza Corner, Pizza Hut ..

ELECTIVE III – A

HUMAN RESOURCE MANAGEMENT

UNIT- I

Human Resource Management - Meaning, nature, scope, and objective - Functions of Human Resource Department - The role of HR Manager - Organization of HR Department - HR policies & procedures.

UNIT-II

Manpower planning - Concept, organization & practice, Manpower planning techniques - Short term and long term planning.

Recruitment & Selection - Job analysis - Description - Job specification - Selection Process - Tests & Interviews—Placement & Induction.

UNIT-III

Performance appraisal - Job evaluation & merit rating - Promotion - Transfer and demotion - Human relations - Approaches to good human relations - Job satisfaction - morale and discipline -. Labour turnover - Punishment

UNIT-IV

Wages and salary administration - Development Sound Compensation structure. Direct & Indirect costs, Fringe benefits, CTC (Cost to Company) Concepts & its implications - Regulatory provisions - Incentive system - Labour welfare and social security - Safety, health & security - retirement benefits to employees.

UNIT-V

Industrial relations - Trade unionism - Grievance handling - Developing Grievance Handling System - Managing conflicts - Collective bargaining and workers participation.

REFERENCE TEXT

1. Personnel Management - C.B.Mamoria - Himalaya Publishing House.
2. Personnel Management in Indian Organizations - Pramod Verma.
3. Personnel Management - Edwin B.Flippo - Tata McGraw Hill.
4. Personnel Management & Industrial Relations - Tripathi - Sultan Chand & Sons.

ELECTIVE III - B

Statistics Management Report

UNIT I

ORGANISATIONAL STRATEGY

A. MISSION, • Mission Statement Elements and its importance B. OBJECTIVES, • Necessity of formal objectives .• Objective Vs Goal, C. STRATEGY, • DEVELOPING STRATEGIES - Adaptive Search, - Intuition search, - Strategic factors, - Picking Niches, Entrepreneurial Approach

UNIT II

ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS

A. Need for environment analysis, key environmental, variable factors • Internal resource analysis, functional areas resource development matrix, **strength and weakness-** Marketing, finance, production and personnel

UNIT III

STRATEGY FORMULATION

A. STRATEGY (GENERAL) ALTERNATIVES

- Stability Strategies
- Expansion Strategies
- Retrench Strategies
- Combination Strategies

B. COMBINATION STRATEGIES

- Forward integration
- Backward integration
- Horizontal integration
- Market penetration
- Organization
- Market development
- Product development
- Concentric diversification
- Conglomerate diversification
- Horizontal diversification
- Joint Venture
- Retrenchment
- Divestiture
- Liquidation
- Combination

UNIT IV

STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)

A. FACTORS INFLUENCING CHOICE

- Strategy formulation

B. INPUT STAGE

- Internal factor evaluation matrix
- External factor evaluation matrix
- Competitive profile matrix

C. MATCHING STAGE

- Threats opportunities – weaknesses – strengths matrix (TOWS)
- Strategic position and action evaluation matrix (SPACE)
- Boston consulting group matrix (BCGM)
- Internal – External matrix
- Grand Strategy matrix

D. DECISION STAGE

- Quantitative Strategic planning matrix (QSPM)

UNIT V

STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION

A. MCKINSEY 7-S FRAMEWORK

B. LEADERSHIP AND MANAGEMENT STYLE

C. STRATEGY REVIEW AND EVALUATION

- Review underlying bases of Strategy
- Measure Organizational Performance
- Take corrective actions

ELECTIVE III - C HOTEL LAW

UNIT -I

THE INDIAN CONTRACT ACT

Definition of Contract-essential elements of a valid contract-classification of contracts-voidable contract-void contract illegal agreement-express contract-implied contract-executed contract-executory contract.

Offer-definition-essentials of a valid offer when does as offer come to an end.

Acceptance-essentials of valid acceptance-communication of offer acceptance revocation-when complete.

UNIT-II

FOOD LEGISLATION

principles of food laws-acts regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities ct, ISU, AGMARK

UNIT-III

LIQUOR LEGISLATION

Types of licenses, drinking in the licensed premises and different types of permits.

Liquor control act, distinction between guest and Bar, guest relationship, by laws as affecting catering establishments, (to be discussed in details)

UNIT-IV

INDUSTRIAL LEGISLATION

factories Act, Payment of Wages Act, Industrial Disputes Act, Apprentices Act, Provident Fund Act, Trade Unions Act
(each Act to be discussed in brief with particular reference to hotel industry)

UNIT V

LAWS RELATING TO HOSPITALITY- HYGIENE, SANITATION AND ADULTERATION

what is food adulteration - laws for prevention of it in India - ISI standard, prevention of food adulteration act, AGMARK.

ENVIRONMENT PROTECTION ACT

powers of the central Govt. prevention and control of environment pollution

SHOPS AND ESTABLISHMENT ACT

Introduction-definition-adult-family-commercial establishment-employer-employee-exemption-registration-daily and
Weekly working hours-overtime-annual leave with wages.
Consumer protection councils, procedure for redressal of grievances

REFERENCE TEXT

Food & legislation & policies-Dharmaraj

Hotel law-

LIST OF REFERENCE TEXT FOR B.SC CATERING SCIENCE & HOTEL MANAGEMENT.

FOOD PRODUCTION & PATISSERIE- Reference books: **Thangam Philip: Modern Cookery; Arora: Theory of Cookery** Paul Hamlyn: Larousse Gastronomique, The Book of Ingredients: Jane Grigson, Chef manual of Kitchen Management: Fuller John, other references to be added as per revisions.

1. Theory of catering- Clinton Cesarani
2. Principles of catering- John Murray
3. On cooking- Labensky Hause
4. Theory of cookery- K.Arora.
5. Encyclopedia of Indian cookery- Hussain and Fernandez
6. Complete Indian cook book- Mridula Baljekar
7. Hotel management- U.K.Singh
8. Menu planning- Kivela
9. Iced desserts- Farrow and Lewis
10. International kitchen- Van Nostrand

FOOD & BEVERAGE SERVICE - Reference Books: Lillicrap & Cousins: Food & Beverage Service; Hepner: The Waiters Handbook; John Fuller: Modern Restaurant Service; P.Jones& Cassel: F&B Operations; J.Kivela: Menu Planning; Lipinski: The Restaurant; B.Varghese F&B Service Management and other books referred by subject teachers.

FRONT OFFICE OPERATION - Reference Books: S.K Bhattacharya - Front Office Management; Michael Kasavana: Managing Front Office operations; Wagen/ Lynnvander: Professional Hospitality, an introduction; Colin Dix: Front Office Operations; J.Bardi: Hotel Front Office Management; S.Bakers: Principles of Front Office Operations; S.Andrews: Front Office Training Manual; P.Abott: Front Office procedures, social skills and Management.

HOUSEKEEPING - Reference Books: Branson: Hotel, Hostel & Hospital Housekeeping; S.Andrews; Hotel House keeping; T.Schneider: The Professional Housekeeper; Wiley; Professional management of House Keeping Operations; Hienemann: Housekeeping Management for Hotels; M.Kappa; Managing House Keeping Operations.

STRATEGIC MANAGEMENT

SUGGESTED READINGS

1. THOMPSON AND STRICKLAND - STRATEGIC MANAGEMENT CONCEPT AND STRESS
2. ANSOFF, H IGOR - CORPORATE STRATEGY
3. CHARLES W L HILL AND G R JONES - STRATEGIC MANAGEMENT THEORY
4. AZHAR KAZMI - BUSINESS POLICY
5. THOMAS L WHEELEN AND J D HUNGER - STRATEGIC MANAGEMENT
6. HAMEL G AND PRAHALAD C K - COMPETING FOR THE FUTURE

Food science

Suggested Book's:

1. Food Science by Potter & Hotchkiss
2. Principles of Food Science by Borgstrom and Macmillon
3. Food Chemistry by Fennima
4. Sensory Evaluation by Amerine (Academic Press)
5. Handbook of analysis and Quality Control for fruits and vegetables by Rangana S. (Tata Mc Graw Hill)
7. Principles of Food Technology by P.J.Fellows

Computer

Suggested Books:

- Fundamental of Computers, V.Rajaraman, Prentice Hall India
- Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication

Food safety . Suggested Books

Modern Food Microbiology by Jay. J.
Food Microbiology by Frazier and Westhoff
Food Safety by Bhat & Rao, Safe Food Handling by Jacob

HUMAN RESOURCES

- 1 Personnel Management - C.B.Mamoria - Himalaya Publishing House.
- 2 Personnel Management in Indian Organizations - Pramod Verma.
- 3 Personnel Management - Edwin B.Flippo - Tata McGraw Hill.
- 4 Personnel Management & Industrial Relations - Tripathi - Sultan Chand & Sons.

HOTEL LAW

Food & legislation & policies-Dharmaraj

Hotel law-