

LINGAYA'S VIDYAPEETH

SYLLABUS



EFFECT FROM 2023-24

BSC HMCS

(Bachelor of Science in Hotel Management and Catering Science)

PROGRAMME: THREE -YEAR- BSC HMCS

(Room Division, Food Production and Food Beverage
Discipline)

(With Learning Outcomes, Unit-wise Syllabus, References,
and Internship Activities)

(For Fifteen Courses of I, II, III, IV, V & VI Semesters)



Scheme & Syllabus (HMCS) approved in Faculty of Technology
meeting held on 05/03/2023

BSC – HMCS -1st Semester Syllabus

SCHEME OF INSTRUCTION AND EXAMINATION (CHOICE BASED CREDIT SYSTEM)

For the Batch Admitted in 2023-2024

FIRST SEMESTER

SYLLABUS REF. NO	SUBJECT	Category	Periods / Week (60 MIN)		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	Sess.	Exam		
BSHM&CS 101T	Fundamentals of Food Production-I	DSC	3	-	25	75	3	3
BSHM&CS 102T	Introduction to Food & Beverage	DSC	2	-	25	75	3	2
BSHM&CS 103T	Accommodation Operations -I	DSC	2	-	25	75	3	2
BSHM&CS 104T	Introduction to Front Office	DSC	2	-	25	75	3	2
BSHM&CS 111T	Hotel French- I	SEC	2	-	25	75	3	2
BSHM&CS 112T	Communicative English -I	AECC	2	-	25	75	3	2
BSHM&CS 113T	Hygiene, Sanitation & HACCP	DSE	3	-	25	75	3	3
BSHM&CS 101P	Basic Training Kitchen- Lab-I	DSC	-	8	25	50	6	4
BSHM&CS 102P	Food & Beverage Service Lab-I	DSC	-	2	25	50	3	1
BSHM&CS 103P	Acc. Operations Lab – I	DSC	-	2	25	50	3	1
BSHM&CS 104P	Front Office Lab-I	DSC	-	2	25	50	3	1
BSHM&CS 114P	Basic Computer Application	SEC		2	25	-	-	1
Total			16	16	300	725		24

Timings for each day: From 9.00 am to 1.00 pm (4 Hours) + 2 .00pm to 5 .00 pm (3 hours)
Total: 7 hours and 5 day Week

- 1) Discipline Specific Core Course (DSC)
- 2) Discipline Specific Elective Course (DSE)
- 3) Ability Enhancement Compulsory Courses (AECC)
- 4) Skill Enhancement Elective Course (SEC)

Note: Ref. Nos. 101 to 104—Theory & Practical are Core Courses
Nos. 111 to 114 – Non-Core Courses

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FUNDAMENTALS OF FOOD PRODUCTION--I

BSHM&CS 101T

Continuous Internal Evaluation: 25

Semester End Exam: 75

Category: DSC

Periods per week: 3

Duration of Exam: 3 Hours.

Nature of Exam: Theory

Credits: 3

COURSE OBJECTIVES:

1. To Gain appreciation for the culinary history, culture, and to know the aim of cooking also fuels used in the kitchen. Also to know about kitchen brigade.
2. To know the different types cooking techniques and to know the culinary terms used in theory and practical.
3. To introduce the student to kitchen equipment & Butchery about various cuts of meat
4. To have knowledge on Food Commodities according to their functions and to know about basic cuts of vegetables.
5. To make the student to understand the Basic methods of preparation of Soups, Stocks and Sauces.

MODULE I: Introduction to art of cookery & Organization structure Brigade.

Introduction to art of cookery -Origin & Evolution of food Production, Culinary History- Origin of Modern Cookery from antiquity to contemporary, cooking as an art and science. Aims and Objectives of Cooking. Various fuels used in the Kitchen, their advantages and disadvantages of each.

Classical Organization Structure Brigade – Modern Staffing, Liaison of kitchen with other departments. Lay out of a professional five star hotel kitchen duties- Role of Executive Chef, duties and responsibilities of various chefs of the kitchen, Co-operation with other departments handling different Departments in the kitchen.

MODULE II: Cooking Techniques & Culinary terms

Cooking Techniques - Effects of heat on food, Preparation of ingredients - Mise-en-place and methods of mixing, Texture faults and remedies. Methods of cooking - Roasting, grilling, frying, Baking, Broiling, Poaching, Boiling, Steaming, stewing, Braising, Principles and classification, time and temperature, Texture, Precautions to be taken while cooking of each. Culinary terms. (Commonly used culinary terms used in theory and practical).

MODULE III: Kitchen Equipment & Introduction to Butchery

Kitchen Equipment –. Knife Handling- Types Of Knives used in Kitchen. Parts of a chef Knife. Top International Brands of Knife. Types of tools used in Butchery. Types of chopping Boards – uses according to the specified color codes safety practices of Knife and Chopping boards. Kitchen equipment and tools/cleaning and maintenance

Introduction to Butchery Cuts of Lamb – selection and Storage and their Uses, Cuts of Beef – selection and Storage and their Uses Cuts of Pork – selection and Storage and their uses.

MODULE IV–Soups, Stocks & Sauces.

Soups – Definition, Classification, Basic method of making for Consommés, Broths, Cream, Veloute, Puree, Bisque and Chowders. International soups and their recipes, Stews.

Stocks and Sauces – White stock, Brown Stock, Fish stock, vegetable stock, Court Bouillon, Nage, Glaze. Basic Mother Sauces, Thickening Agents, Finishing techniques. Learning five derivatives of each of the basic mother sauces. Butter Sauces ,Coulis, Flaoured oils, Salsa, Pesto, Relish, Contemporary and Proprietary sauces

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MODULE V: Food Commodities & Cuts of Vegetables

Food Commodities - Classification of Commodities: Introduction, classification and uses according to their functions. Cereals, and pulses – kinds and their uses. Seasonings, Condiments, spices and herbs. Fats and Oils– saturated and unsaturated fats, smoking point effect of heat on oil and fats. milk and milk products with special emphasis on international cheeses, Vegetables and fruits – classifications Basic Cuts of Vegetables.

COURSE OUTCOMES:

1. The student should aware of the Culinary history, culture, and to should know the aim of cooking also fuels used in the kitchen and Kitchen Brigade
2. The student should gain knowledge on different types cooking techniques and aware of the culinary terms used in theory and practicals.
3. The student should understand the usage of various kitchen equipment and recognize the various cuts of meat.
4. The student should able to understand the Basic methods of preparation of Soups, Stocks and Sauces.
5. The student should gain knowledge on Food Commodities according to their functions and should know about cuts of vegetables.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each Module)

TEXT BOOK:

1. On Cooking-text book of Culinary Fundamentals, Sarah R. Labenskyalan in house- 5th edition—Pearson Education— 2010 ISBN-13: 9780137155767.(ISBN-10: 013715576X)
2. Modern cookery – Volume 1 – Thangam E. Phillip – 6th Edition, 2010.Orient Longman. (ISBN13: 9788125040446).(ISBN 10:8125040447)
3. Book of Ingredients – Philip Dowell and Sydney. Mermaid books—1988 2nd revised ISBN 071813043X (ISBN13: 9780718130435)

RECOMMENDED BOOKS:

1. Theory of catering – Kinton and Ceserani ELBS with Hodder and Stoughton 11th edition 2007 ISBN- 10: 0340939265 ISBN-13: 978-0340939260
2. Food Production Operations - Parminder S Bali—Oxford Press Publications-2009 ISBN-10: 0198061811 ISBN-13: 978-0198061816
3. Food Preparation Theory-Eva Medwed Prentice Hall—4th edition 2003 ISBN-13: 978-0-916434-24-3, ISBN: 0-916434-24-9
4. Practical Professional Cookery – Crocknell and Kauffmann Macmillan—4th edition 2003. ISBN- 10: 1861528736 ISBN-13: 978-1861528735
5. Food Production Principles – AH & LA. ISBN-10: 019945051X , ISBN-13: 978-0199450510 6. Theory of Cookery—Aurora ISBN-10: 8184095031 ISBN-13: 978-8184095036
6. Complete Cookery Manual – Anthony O'Reilly (ELBS)—1994 ISBN 10: 027361336 ISBN 13:978027361336

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INTRODUCTION TO FOOD & BEVERAGE

BSHM&CS 102 T

Continuous Internal Evaluation: 25

Semester End Examination: 75

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Theory

Credits: 2

COURSE OBJECTIVES:

- 1) To develop student with the basic knowledge & skills necessary to work in Food & Beverage Service outlets.
- 2) To make the student to understand the duties & responsibilities of Staff.
- 3) To gain in-depth knowledge of the service areas, Ancillary departments and coordination with other departments.
- 4) To gain the knowledge of handling different Service equipment used and its maintenance.
- 5) To have knowledge about Non-Alcoholic beverages and their classification.

MODULE – I:

Introduction to Food & Beverage Service.

History of Hotel, Scope, Career and opportunities -Role of Catering establishments in Travel & Tourism Industry-Classification &Types of Catering establishments- Industrial /Institutional /Transport such as Air, road, rail and sea etc. Classification of commercial, residential/non profit

MODULE – II:

Departmental Organization & Staffing

Attributes of F&B personnel-Hierarchy of F&B Service with French Terms(Small and Large Establishment)- Duties & Responsibilities of F&B service personnel-Coordination with other departments(Kitchen, housekeeping, front office, engineering)-Do's and Don'ts of a waiter. Dining etiquette

MODULE -III:

Food Service Areas-Types of F&B outlets Coffee Shop-Specialty restaurant-Bar-pubs – Discotheques-Grill room-Fast Food (quick service restaurants)-Steak house -Banquets -In Room Dining-Cafeteria

Ancillary departments and coordination

Ancillary departments (Still room, Plate room, pantry and Hot Plate.)-Introduction to kitchen stewarding and its functions. F&B Service departments Coordination with other departments of a Hotel.

MODULE – IV:

Food Service Equipments & Its Maintenance--Food & Beverage service operating equipment-Crockery- Cutlery- Glassware- Hollow ware- Special equipment. Capacity, uses, upkeep and maintenance.

MODULE – V

Non-Alcoholic Beverages: Introduction to Non-Alcoholic Beverages -Classification of Non-Alcoholic Beverages (Nourishing, Stimulating and refreshing beverages)-Types of Tea & Coffee-Different methods of Tea/coffee making. Juices and soft drinks (Aerated & Non-Aerated).Cocoa & malted Beverages. Golden rules of making Tea/Coffee

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COURSE OUTCOMES:

1. The student should acquire with the basic knowledge & skills necessary to work in Food & Beverage Service outlets.
2. The student should understand the duties & responsibilities of Staff.
3. Should gain in-depth knowledge of the service areas, Ancillary departments and coordination with other departments.
4. Should gain the knowledge of handling different Service equipments used and its maintenance.
5. The student should able to gain the knowledge about Non-Alcoholic beverages and their classification

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each MODULE)

TEXT BOOK:

Food and Beverage Service—R.Singaravelavan—Oxford university Press – 2012- ISBN: 9780198065272

REFERENCE BOOKS:

1. Food and Beverage Service –Dennis Lillicrap/John Cousins – 9th Edition—Hodder Education Publisher- ISBN 1471807959 (ISBN 13: 9781471807954
2. Managing Food & Beverage Operations—S.K. Bhatnagar—Frank Bros. & Co.
3. Food & Beverage Service and Management – Bobby George/Sandeep Chatterjee — Jaico Publishers
4. A Text book of Food & Beverage Service – S.N.Bagchi/Anita Sharma—Aman Publications

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ACCOMMODATION OPERATION –I

BSHM&CS 103T

Continuous Internal Evaluation : 25

Semester End Examination :75

Category : DSC

Periods per week : 2

Duration of Exam : 3 Hours.

Nature of Exam : Theory

Credits : 2

COURSE OBJECTIVES:

- 1) To provide in-depth knowledge about role and importance of House-Keeping department and its organization chart.
- 2) To Provide information about House-keeping department co-ordinating with other departments of a hotel.
- 3) To provide knowledge about cleaning methods, principles of cleaning.
- 4) To have knowledge about cleaning equipment & cleaning agents their care and maintenance.
- 5) To provide knowledge on cleaning of various surfaces

MODULE -I

Role and Importance of housekeeping, Relationship of housekeeping and guest.

Organization chart of the Housekeeping department-Hierarchy in small, medium, large and chain hotels.- Qualities and attributes of HK Staff. Layout of housekeeping department, areas indentifying housekeeping responsibilities.

MODULE -II

Inter departmental Co-ordination-With Front Office-With Maintenance-With Security-With Stores-With Accounts-With H.R-Use of Computers in H/K Department

MODULE -III

Cleaning Methods-Principles of cleaning, hygiene and safety factors in cleaning-Methods of organizing cleaning, features that simplify cleaning-Frequency of cleaning daily, periodic special

MODULE -IV

Cleaning Equipments & Cleaning Agents-Classification of equipment-Care and Maintenance of equipments- Manual and electrical equipments used in hotels- Cleaning agents-introduction-classification-types uses storage and safety precautions.

MODULE -V

Cleaning of various surfaces-Marble, granite, vitrified tiles-laminated surfaces. Polishing of metals-steel-brass- copper-. Types of rooms & Guest Satisfaction repeat Business-Importance of the guestroom to a guest-guestroom status-guest floor rules.

COURSE OUTCOMES:

- 1) The student acquires knowledge about role and importance of House-Keeping department and its organization chart.
- 2) The students will have complete information about House-keeping department co-ordinating with other departments of a hotel.
- 3) The student will have knowledge about cleaning methods, principles of cleaning.

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- 4) The student will have knowledge about cleaning equipment & cleaning agents their care and maintenance.
- 5) The student will acquire knowledge on cleaning of various surfaces

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each MODULE)

TEXT BOOK

Hotel Housekeeping Operations and Management By G.Raghubalan. Oxford Univ Press 2015 ISBN: 9780199451746

REFERENCE BOOKS:-

- 1) Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw Hills Companies-2007)
- 2) Hotel, Hostel and Hospital Housekeeping – Branson,Joan, C& Lennox,Margaret (Holder and Stoughton 2006.
The Profesional Housekeeper: Schneider, Madeline and Ducker, Georgia (Vanost Reinhold)-2006.

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INTRODUCTION TO FRONT OFFICE

BSHM&CS: 104T

Continuous Internal Evaluation : 25

Semester End Examination :75

Category : DSC

Periods per week : 2

Duration of Exam : 3 Hours.

Nature of Exam : Theory

Credits :2

COURSE OBJECTIVES:

- 1) To make the student awareness about the Hospitality and Hotel Industry.
- 2) To introduce to the student about the Hotel classification, Hotel Organization and in particular about Front Office department.
- 3) To make the student to understand the Guest Cycle and Reservation process.
- 4) To have the knowledge of Different Room Tariff and different types of Rooms in a Hotel.
- 5) To make understand the student with Service concepts, Service quality and latest emerging trends in hotel industry.

MODULE -I- Introduction to Hospitality and Hotel Industry

Introduction to Hospitality Industry - Industries related to Tourism - Evolution and Growth of Hotel industry in The World – (Ancient Era, Grand Tour, Modern Era) - Evolution and Growth of Hotel industry In India –Ancient and Medieval Era, Colonial Era, Modern Era)

MODULE II- Hotel Classification and Hotel Organisation

Classification of hotels - Need for organization- Vision, Mission, Objective Goals & Strategies
- Major Departments of a Hotel – Major & Minor Revenue Generating Departments in a hotel..

MODULE – III – Front Office Organisation

Front Office Organization & Hierarchy - Small, Medium and large hotel - Duties and responsibilities of principle staff and their job description FO Mgr-DM/LM-FO, FO Agent-Cashier- Bell Captain, Bell boy, GRE- Concierge - Co-Ordination of Front office with Other Departments - Attributes and Qualities of Front Office Staff. Telephone manners& Standard Phrases required for front office staff.

MODULE – IV – Layout and Sections of Front Office

Functions Areas of Front Office. (Front of the House and Back of the House Activities) - Different Sections & Layouts of front office and their importance - Co- ordination of front office with other departments - Equipments used in Front office.

MODULE- V - Room Designations

Room Designations – Types of Rooms, Room Configurations to suit guest preferences- Numbering of rooms - Room status reconciliation - Room status codes, Discrepancy report. Glossary of Front Office Terms

COURSE OUTCOMES:

- 1) The student should about the Hospitality and Hotel Industry.
- 2) The student should aware of the Hotel classification, Hotel Organization and in particular about Front Office department.
- 3) The student should able to understand the Guest Cycle and Reservation process.
- 4) The student should have knowledge on Different Room Tariffs and different types of Rooms in a Hotel.
- 5) The student should able to understand with Service concepts, Service quality and latest emerging trends in hotel industry.

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EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each MODULE)

TEXT BOOK:

1. Hotel Front Office –Oxford press- Jatashankar Tewari.-Oxford University Press-2009
2. Hotel Front Office Management & operations – Manoj Kumar Yadav 2010 (ISBN 10: 8182040493) (ISBN 13: 9788182040496)
3. Front Office Procedures –Michael Kasavana—5th Edition 199

REFERENCE BOOKS:

1. Check in Check out by Vallen Jerome, Brown & Company
2. Hotel Front Office Training Manual by Sudhir Andrews. 3e edition 2013(ISBN-10: 1259026930)
3. Hotel Front Office Training Manual by S.G.Ghosh
4. Services Marketing – Valerie Zeithaml – 6th Edition 2012(ISBN-10: 0078112052) (ISBN-13: 978-0078112058)
5. Hotel Front Office Operations and Management 2002– Delmar – Ahmed Ismail

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HOTEL FRENCH-I (COMMON WITH HMCS & CA I Sem)

BSHM&CS : 111T
Continuous Internal Evaluation: 25
Semester End Examination : 75
Category : SEC

Periods per week : 2
Duration of Exam : 3 Hours
Nature of Exam : Theory
Credits 2

COURSE OBJECTIVES:

- 1) To enable the students to speak, write and understand the basic sentences related to hotel, food and culinary industry.
- 2) Much of the European & Continental cuisines adopt French expressions in their cuisines,
- 3) To enable students to understand hotel and catering terminology through simple speaking and writing exercises.
- 4) Allow students to develop correct pronunciation through basic grammar principles Respond to general terms and phrases pertaining to the Hotel, Culinary and Catering activities
- 5) To get acquainted with the terminology, correct pronunciation and use of simple grammar in French.

	TITRE	SITUATIONS	SAVOIR-FAIRE	GRAMMAIRE
1.	Voilà...	<ul style="list-style-type: none"> • Hôtel : reception • Autocar 	<ul style="list-style-type: none"> • Saluer • Remettre/montrer Quelque chose • Remercier 	<ul style="list-style-type: none"> •Voilà + adj. + nom • adj. poss. Singulier
2.	Bonjour...	<ul style="list-style-type: none"> • Aéroport • Hôtel : reception • Bar, restaurant 	<ul style="list-style-type: none"> • Se presenter • Accueillir 	<ul style="list-style-type: none"> • être (présent) + nom proper • être (présent) + adj. poss. + profession • s'appeler (présent) + nom proper • en, à, au, aux, + nom de lieu • de + nom d'entreprise, lieu • avec + nom
3.	J'ai une...	<ul style="list-style-type: none"> • Hôtel : reception • Agence de voyages • Bureau de change • Site touristique 	<ul style="list-style-type: none"> • Accueillir • Gérer un problem De communication 	<ul style="list-style-type: none"> • avoir (présent) + nom • à + quell + nom • c'est + adj. • est-ce que + sujet + pouvoir (présent) + Verbe inf. • Alphabet
4.	Une chamber pour...	<ul style="list-style-type: none"> • Hôtel : reception • Bar, restaurant • Agence de voyages 	<ul style="list-style-type: none"> • Accueillir • Attribuer une chamber 	<ul style="list-style-type: none"> • vouloir (cond. Prés) + nom • pouvoir (cond. Prés) + nom • pour + indication de durée • il y a + nom • chiffres
5.	Il reste seulement ...	<ul style="list-style-type: none"> • Hôtel : reception • Agence de voyages • Bureau de change • Magasin 	<ul style="list-style-type: none"> • Accueillir • Donner un prix 	<ul style="list-style-type: none"> • pour + indication de quantité • combien de + indication de durée • quell est + indication de prix • parler, rester, vouloir (présent) • il reste + nom
6.	Est-ce que vous pouvez....	<ul style="list-style-type: none"> *Hôtel:reception *Bureau de change *Bar, restaurant 	<ul style="list-style-type: none"> * Faire régler des formalités 	<ul style="list-style-type: none"> * le- nom-de-nom *combine-sujet-verbe *nombres *appeler(present) *pour-indication de but *adj.poss.masse/fém, singulier/pluriel

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COURSE OUTCOMES:

On successful completion of this course the learners will be able to

1. Introduce themselves in French and understand the basic French terms.
2. Conjugate verbs in French as per the list mentioned in the table.
3. Write numbers, names of ingredients and also apply basic culinary terms as and when required.
4. The minimum level of reading and comprehend texts will be attained.

EXAMINATION:

As per the Model Question Paper Supplied

TEXT BOOK:

1. A votre service-1 Rajeshwari Chandra shekar, Rekha Hangal, Chitra Krishnan, Claude Le Ninan& Asha Mokashi-Goyal publishers (P) Ltd, - 2003.
2. Long man French course by T.H. Bertenshaw. - Publisher: Orient BlackSwan (1983) ISBN-10: 8125007946,ISBN-13: 978-8125007944.
3. French Course Grammar-by The Bertenshaw,Published by Orient Blackswan Private Limited, ISBN- 13:9788125007944,Product Code:EBK0051332

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**COMMUNICATIVE ENGLISH-I
(COMMON WITH HMCS &CA I Sem)**

BSHM&CS: 112T

Continuous Internal Evaluation: 25

Semester End Examination: 75

Category: AECC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Theory

Credits: 2

COURSE OBJECTIVES:

- 1) The Student will have knowledge about different types of Communications and their barriers.
- 2) The student should know Communication Networking and how it will be carried on different occasions.
- 3) The student should have the knowledge about personality enrichment and etiquette & Manners.
- 4) The student should develop the interpersonal skills and Listening skills.
- 5) The student should develop speaking skills & Reading skills

MODULE – I:

Communication & Types

Introduction – Definitions – Interpersonal Communications – Effective Communication. Methods of Communication: Verbal (Oral/Written) Non-Verbal Patterns of Communication – Formal Informal, one way/two way. Barriers to Communication, Communication mediums.

MODULE – II:

Communication Networking

Group Communication – Seminar, Conference, etc. Public Relations. Face to Face Conversations. Meetings and greetings – first names, handshakes. Introduction – How to introduce/when not to introduce. Some polite expressions/remarks. Apologies/agreement./disagreement.

MODULE-III

Personality Enrichment and Etiquette & Manners

Personality Enrichment: Grooming, Personal hygiene, body language, Art of Good Conversation, Etiquette & Manners: Social & Business etiquette : Lobby Manners, Elevator etiquette, Dining etiquette, shopping ethics and travel etiquette

MODULE– IV

Interpersonal Skills & Listening Skills

Interpersonal skills: Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc. Listening Skills: Need for listening, listening for content, Art of intelligent listening, empathetic listening, Extracting specific information, Listening for communication, down for telephone messages.

MODULE–V

Speaking skills & Reading skills.

Speaking Skills: Role Plays, Conversation practice, Greetings and dealing with Guests request and complaints, Compliments, Asking permission, Self Introduction, Courtesy (Excuse me, Thank You). Reading Skills: Skimming, Vocabulary in usage, Word forms, One Word Substitution.

COURSE OUTCOMES:

- 1) The Student will have complete knowledge about different types of Communications and their barriers.
- 2) The student will have the knowledge on Communication Networking and how it will be carried on different occasions.

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- 3) The student should be able to know how to develop knowledge about personality enrichment and etiquette & Manners.
- 4) The student should be able to develop the interpersonal skills and Listening skills.
- 5) The student should be able to develop speaking skills & Reading skills

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each MODULE)

BOOKS RECOMMENDED:

1. Modern Business Correspondence, L.Gartside (ELBS) 4th edition 1986(ISBN-10: 0273025759)(ISBN- 13: 978-0273025757)
2. Effective Business Communications, Herta A. Murphy, (Tata McGraw Hill Publishing Company) 7th edition 1997 (ISBN-10: 007044398X)(ISBN-13: 978-0070443983)
3. Write for Business, Michael Doherty, Lee Knapp 1987 (ISBN-10: 0582748933) (ISBN-13: 978-0582748934)
4. English Grammar, Scott, Bowley, Brookett, (Heinemann Educational)
5. Essentials of English Grammar and Conversation, A. Subba Rao and E. Suresh Kumar.

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HYGIENE, SANITATION & HACCP

BSHM&CS113 T	Periods per week	3
Continuous Internal Evaluation: 25	Duration of Exam	: 3 Hours
Semester End Examination : 75	Nature of Examination:	Theory
Category : DSE	Credits	3

COURSE OBJECTIVES:

- 1) To have the knowledge on Hygiene & Sanitation and its role in Hospitality industry.
- 2) To have thorough knowledge on Food contamination & spoilage of Food and its safety measures.
- 3) To know the knowledge on latest procedures in safe food handling, good basic Hygiene and Sanitation requirements, prevention of health hazard situation through unhygienic handling of food.
- 4) To know the different types equipment used in food production and food production work areas to upkeep hygiene conditions.
- 5) To make students to understand the importance of HACCP procedures applicable to non-food related areas such as back areas, banquets halls etc.

MODULE-I:

Hygiene & Sanitation-Definition of Hygiene – role of Hygiene in the hotel and catering industry – importance of creating the right attitude towards Hygiene. General Hygiene and the cleaning process which applies to all areas of hotel and catering industry.

Personal Hygiene: Definition of personal hygiene, food handlers' health and habits

MODULE-II:

Food Contamination & Spoilage-Classification of food according to ease with which they spoil ,sources and signs of spoilage in fresh, dry processed and preserved foods. Conditions that lead to food spoilage.

Sources of contamination and Cross contamination. Food poisoning Food poisoning organisms .Food Borne diseases, Danger zones, Bacterial growth. Natural toxins in foods. Precautions to be taken by food handlers to prevent food spoilage. Basic inputs about identifying the type of food poisoning- salmonella, staphylococcus, aureus, campylobacter ,clostridium perfringents, clostridium botulism, bacillus cereus, listeria monocytogenes. Prevention of food poisoning-strategies and implementation.

MODULE-III:

Food Hygiene and Process Management-Sanitary procedures to be followed during purchasing, receiving, storage, preparation, cooking and holding food. General guidelines food storage and segregation in storing areas, Basic rules to be observed during food service, special rules for restaurant waiters and busboys, bartenders and bar waiters, protective food display and safe food procedures for cafeterias and fast food counters ,understanding the importance of serving hot food and cold food cold. inputs about thawing, cooking, cooling ,reheating and microwaving of food.

MODULE-IV:

Hygiene and Management of Equipment-General Sanitary requirements for various hotel equipment, differentiating between cleaning and sanitising, Contamination levels of equipment, keeping equipment clean , cleaning methods .Wash, rinse and sanitize method application to food contact surfaces. Selection and maintenance of equipment – Equipment used for handling, holding food, location of equipment, monitoring and control. Other equipment used for maintaining hygiene. Manual cleaning equipment, mechanical cleaning equipment waste disposal Equipment , equipment for cleaning vessels , cleaning programme / schedule .Food contact surfaces and their materials and equipment requiring special attention.

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MODULE-V:

Strategies & Policies for Food Hygiene, The 4 Ps approach

HACCP process - principles of HACCP, hazard analysis, identifying and classifying hazards HACCP flow chart , critical control points and critical control tree , documentation . Corrective action, necessity for an efficient HACCP plan. Training and other applications of HACCP for all the departments of the hotel .Audits relating to non-food related areas and effective implementation of the HACCP plan in non-food related areas. Food hygiene policies – general policies statement, key personal involved in maintaining hygiene standards, codes of practice, quality and productivity strategies.

COURSE OUTCOMES:

- 1) The student will have the knowledge on Hygiene & Sanitation and its role in Hospitality industry.
- 2) The student will have thorough knowledge on Food contamination & spoilage of Food and its safety measures.
- 3) The student should have acquired the knowledge on latest procedures in safe food handling, good basic Hygiene and Sanitation requirements, and prevention of health hazard situation through unhygienic handling of food.
- 4) The student should know the different types equipment used in food production and food production work areas to upkeep hygiene conditions.
- 5) The student should aware of the importance of HACCP procedures applicable to food and non-food related areas such as back areas, banquets halls etc.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each MODULE)

TEXT BOOK:

Managing Food Hygiene -Nicholas Johns (Macmillan Publishers. Hong Kong –2000)

REFERNCE BOOKS:

- 1) Food Hygiene & Sanitation – S.Roday, ,(Tata Mc-Graw Hill , New Delhi ,1999)
- 2) Food Hazards & Food Hygiene -- Seema Yadav ,(Anmol Publications Pvt Ltd, New Delhi, 2006 (ISBN; 8174886850,9788174886859)
- 3) Food Poisoning and Food Hygiene –Betty C Hobbs (British Library Cataloguing in Publication data, 1993 (ISBN; 0340700270, 9780340700273)
- 4) Principles of Food Sanitation-Norman G. Marriott & Robert B. Gravani.Fifth Edition,Cornell University New York 5th edition 2006 ,(ISBN-10; 0387250255) (ISBN-13: 978-0387250250)

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BASIC TRAINING KITCHEN -I

BSHM&CS : 101 P

Continuous Internal Evaluation: 25

Semester End Examination: 50

Category: DSC

Periods per week : 8

Duration of Exam : 6 Hours.

Nature of Exam : Practical

Credits :4

COURSE OBJECTIVE: The Students should be given training in preparation of Continental and Pastry & Bakery from the following suggested menus.

Note: Sample Menus may be of the Chefs Choice of Colleges

Class-1 Introduction Kitchen Equipments, Utensils	Class-2 Identification of Ingredients	Class-3 Basic cuts of Vegetables
Class-4—Stocks Vegetable Stock White stock Brown Stock Fish Stock Court Bouillon Remouillage Bisque	Class-5-- Basic Mother Sauces Béchamel Veloute Espagnole Tomato Hollandaise Mayonnaise	Class-6-- Mother Sauces (Derivatives) Béchamel Veloute Espagnole Tomato Hollandaise Mayonnaise
Class-7 Egg preparations: 1. Scotch egg, 2. Assorted omelletes, 3. Oeuf Florentine 4. Oeuf Benedict 5. Oeuf Farci 6. Oeuf Portugese 7. Oeuf Deur Mayonnaise	Class-8 Potato preparations 1. Baked potatoes 2. Mashed potatoes 3. French fries 4. Roasted potatoes 5. Boiled potatoes 6. Lyonnaise potatoes 7. Allumettes	Class-9 Vegetable preparations 1. Boiled vegetables 2. Glazed vegetables 3. Fried vegetables 4. Stewed vegetables.
Class-10—Simple Salads 1. Cole slaw, 2. Potato salad, 3. Beet root salad, 4. Green salad, 5. Fruit salad,	Class-11 –Sample Menu Ambrosia Mushroom and onion soup\ Chicken al kiev Pannacota	Class-12 –Sample Menu Waldorf salad Corn chowder Fish and chipos Fruit trifle
Class-13 –Sample Menu Cream of Mushroom (Cheese Toast) Penne with Pesto sauce Vegetable Moussaka Crepes with fruits	Class-14 –Sample Menu Russian salad Cream of potato and Leeks (Garlic Toast) Chicken Maryland, Penne alfredo Cherry Pudding	Class-15 –Sample Menu Consommé Julienne Pasta Salad Roast Leg of lamb with pan jus Key Lime pie

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Pastry & Bakery

Note: Out of 14 menus recommended, 7 can be taken and 7 will be left to College chef.

Class 1 Introduction to the Pastry & Bakery Department. Hierarchy of the Department.	Class 2 Introduction to Pastry & Bakery Equipment—Major & Minor, understanding how to use and operate	Class 3 Introduction to Bakery Ingredients, Role, Weights & Measures. Recipes
Class 4 Bread Rolls Bread Sticks Sweet Paste Cookies	Class 5 Fancy Rolls Puff Pastry Custard Tarts	Class 6 Brown Rolls Swiss Rolls Macaroons
Class 7 Brioche Fruit Bread Choco chip Cookie	Class 8 Croissants' Bulls eye cookies Bread & Butter Pudding	Class 9 Dough Nuts Sandwich Bread Pound Cake
Class 10 Danish Pastry Muffins Caramel Custard	Class 11 Herb Rolls Ice berg Cookies Vanilla Mousse	Class 12 French Baguette Cheese Straws Pine Apple Pastry
Class 13 Chicken Rolls French Hearts Crème Brulee	Class 14 Tomato rolls Melting Moments Chocolate Mousse	

COURSE OUTCOMES:

The Students should be able to prepare the basic dishes as per the menus given above in Continental & Bakery.

TEXT BOOK :

Modern cookery – Volume 1 – Thangam E. Phillip – Orient Longman. 2010.(6th Edition) (ISBN-10: 8125040447)(ISBN-13: 978-8125040446

RECOMMENDED BOOKS :

- 1 Theory of catering – Kinton and Ceserani ELBS with Hodder and Stoughton.11th edition (ISBN-10: 0340939265)(ISBN-13: 978-0340939260)
- 2 Food Preparation Theory-Eva Medwed, Prentice hall.
- 3 Practical Professional Cookery – Crocknell and Kauffmann, Publisher Macmillan 3rd edition 2007 (ISBN:9781861528735)
- 4 Complete Cookery Manual – Anthony O'Reilly (ELBS).
- 5 Book of Ingredients – Philip Dowell and Sydney. Mermaid Books.

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FOOD & BEVERAGE SERVICE LAB-I

BSHM&CS: 102 P

Continuous Internal Evaluation: 25

Semester End Examination: 50

Category: DSC

Periods per week : 2

Duration of Exam : 3 Hours.

Nature of Exam : Practical

Credits: 1

COURSE OBJECTIVES:

- 1) Students will be introduced with basic technical skills of using the Restaurant equipment.
 - 2) Students will be taught the etiquette-standard phrases.
 - 3) Students will be taught about the service of Non-Alcoholic Beverages.
- Introduction to Food service areas
 - Identifying operating equipment
 - Care & maintenance of equipment
 - Polishing of silver ware
 - Glass ware
 - Wiping of cutlery, crockery and other equipment
 - Mise en place and mise en scene
 - Opening /Closing duties of F&B Personnel
 - Arrangement of side station
 - Laying a table cloth/relaying
 - Basic Technical skills
 - Holding Service Spoon & Fork, Carrying a Tray/Salver ,Changing a Table Cloth during service
 - Placing meal plates & Clearing soiled plates, Service of Water, Crumbing the table
 - Napkin folding, Changing dirty ashtray, Cleaning and polishing glassware
 - Service of non-alcoholic beverages
 - Service and preparation of Tea/Coffee
 - Preparation and service of mock tails
 - Preparation and service of cocoa and Malted Beverages

COURSE OUTCOMES:

- 1) Students will be able to acquire the basic technical skills of using the Restaurant equipment
- 2) Students will be able use the etiquette-standard phrases.
- 3) Students will be able to serve the Non-Alcoholic Beverages.

TEXT BOOK:

Food and Beverage Service—R.Singaravelavan—Oxford university Press - 2011

REFERENCE BOOKS:

- 1) Food and Beverage Service –Dennis Lillicrap/John Cousins – 9th Edition 2014—Hodder Education Publisher. (ISBN-10: 1471807959)(ISBN-13: 978-1471807954)
- 2) Managing Food & Beverage Operations—S.K. Bhatnagar—Frank Bros. & Co.
- 3) Food & Beverage Service and Management – Bobby George/Sandeep Chatterjee —Jaico Publishers 2008 (ISBN 10: 8179928845 / ISBN 13: 9788179928844)A Text book of Food & Beverage Service – S.N.Bagchi/Anita Sharma—Aman Publications 2004 ISBN 10 : 8182040035 ISBN 13 : 9788182040038

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ACCOMMODATION OPERATIONS LAB-I

BSHM&CS: 103 P

Continuous Internal Evaluation: 25

Semester End Examination: 50

Category: DSC

Periods per week : 2

Duration of Exam : 3 Hours.

Nature of Exam : Practical

Credits :1

COURSE OBJECTIVES:

To give the students a broad practical knowledge of the work carried out by the House Keeping department including maintenance of the different areas.

1. Introduction to Housekeeping department.
2. Introduction to Cleaning Procedures-Daily, Periodical and spring.
3. Introduction to Cleaning Equipment- Care, Use, Function and Maintenance of Equipment.
4. Introduction of Cleaning Agents-Uses, Precautions, Storage.
5. Cleaning of Areas.
6. Standard Contents of Bedroom, Checklist of guest room.

COURSE OUTCOMES:

The students should be able to carry out by the House Keeping department activities including maintenance of the different areas.

TEXT BOOK

Hotel Housekeeping Operations and Management By G.Raghubalan. 2nd (edition)
2009 Oxford Univ Press ISBN 10: 0198061099 ISBN 13 : 9780198061090

REFERENCE BOOKS:

Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation-Sudhir Andrews (The McGraw Hills Companies-2007) PUBLISHED 2013- ISBN 10 : 1259026914 ISBN 13 : 9781259026911

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FRONT OFFICE LAB-I

BSHM&CS: 104 P

Continuous Internal Evaluation: 25

Semester End Examination: 50

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Practical

Credits: 1

COURSE OBJECTIVES:

To understand the role of Front Office Department in Hotels and to improve on Hospitality skills.

- Hotel visits-project presentation
- Local area information -tourist places -city- restaurants-festivals-special events.
- Knowledge of Oldest, Largest and famous Hotels of the World and their USP's.
- Impart knowledge on Vision, Mission, Goals, Mile stones and CSR initiatives of prominent Hotel chains.
- Brand Segmentation of Hotels., Identifying hotel Brands to its Chain
- Grooming, Personality, Attributes of front office staff,
- Golden Telephone Rules
- Standard phrases-receiving-greeting-apologizing -agreeing,- disagreeing,-complimenting guests
- Role play-telephone etiquette, conversation and manners
- Brochure Designing
- Identification of equipment, work structure and stationary-forms and formats used in front office
- Meal Plans and Packages
- Current affairs, State Capitals, Cabinet Ministers
- Country/capital/currency/INR Eqv

COURSE OUTCOMES:

The student will have the knowledge on the role of Front Office staff in Hotels and also he should able to improve on Hospitality skills.

TEXT BOOK

Hotel Front Office-Oxford Press s- Jatashankar Tewari- Oxford Press -2009 ISBN 10 : 019569919X
ISBN 13 : 9780195699197

REFERENCE BOOK:

1. Front Office Procedures –Michael Kasavana (8th Edition) 2009 Richard M Brooks, AH&LA, USA ISBN 10:0866123385 ISBN : 978066123389
2. Check in check out by J Vallen Jerome, Brown and company. (2nd edition) 1980 ISBN 10 : 0697084124 ISBN 13: 9780697084125
3. A Manual of Hotel Reception by Beavis and Medlik Evans Publications

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BASIC COMPUTER APPLICATION

BSHM&CS: 108 P

Continuous Internal Evaluation: 25

Category : SEC

Periods per week : 2

Nature of Exam : Internal Practical

Credits :1

COURSE OBJECTIVES:

To ensure students handle/Operate computers for basic operations involved in day to day functions of different operations establishments on the following:

- 1) Basic Window Operations
- 2) MS Excel
- 3) MS Power Point
- 4) Internet—e-mail

1. Basic Windows Operations:

Creating Folders-Creating Shortcuts-Notepad- Calculator-Taskbar-Copying and Moving Files/Folders-Renaming Files/Folders-Deleting Files/Folders Windows Explorer-Quick Menus-Control Panel

MS Word 2010 Creating A Document: Entering Text - Saving the Document - Editing a Document already saved to Disk- Find and Replace Operations- Password Protection - Printing the Document Formatting A Document: Justifying Paragraphs - Changing Paragraph Indents - Setting Tabs and Margins - Formatting Pages and Documents - Using Bullets and Numbering - Headers and Footers - Page Orientation - Assigning line numbers - Counting number of words in the document - Alphabetizing the selected text. Special Effects: Print Special Effects - Bold, Underline, Superscripts, Subscript - Changing Fonts - Changing Case

Cut Copy and Paste Operation: Marking Blocks - Copying and Pasting a Block - Cutting and Pasting a Block - Deleting a Block Formatting a Block - Using Find and Replace in a Block

Using MS-Word Tools : Spelling and Grammar Mail Merge - Printing Envelops and Labels

Tables: Create - Delete – Format - GRAPHICS - Inserting Clip arts - Symbols (Border/Shading) - Word Art - Inserting Picture from File

Print Options: Previewing the Document- Printing a whole Document- Printing a Specific Page - Printing a selected set -Printing Several Documents - Printing More than one Copy

2. MS-Excel 2010 How to Use Excel:

Starting Excel - Parts of the Excel Screen - Parts of the Worksheet - Navigating in a Worksheet - Getting to know mouse pointer shapes

Creating A Spreadsheet: Starting a new worksheet- Entering the three different types of data in a worksheet - Creating simple formulas - Formatting data for decimal points - Editing data in a worksheet

- Using AutoFill - Blocking data - Saving a worksheet - Exiting excel

Making The Worksheet Look Pretty: Selecting cells to format Trimming tables with Auto Format Formatting cells for: Currency- Comma-Percent-Decimal-hanging columns width and row height Aligning text Top to bottom - Text wrap - Re ordering Orientation- Using Borders

Printing The Worksheet: Previewing pages before printing -Printing from the Standard toolbar - Printing a part of a worksheet - Changing the orientation of the printing - Printing the whole worksheet in a single pages-Adding a header and footer to a report-Inserting page breaks in a report-Printing the formulas in the worksheet

Creating Graphics/Charts

Using Chart wizard -Changing the Chart with the Chart Toolbar- Formatting the chart's axes- Adding a text box to a chart- Changing the orientation of a 3-D chart- Using drawing tools to add graphics to chart and worksheet-Printing a chart with printing the rest of the worksheet data

Excel's Database Facilities: Setting up a database- Sorting records in the database

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3. MS-Power Point 2010 :

Making a simple presentation-Using Auto content Wizards and Templates -Power Points five views – Slides -Creating Slides, re-arranging, modifying- Inserting pictures, objects -Setting up a Slide Show - Creating an Organizational Chart.

4. Internet – Practical :

Surfing -E-mail

COURSE OUTCOMES:

To students should able to handle/Operate computers for basic operations involved in day to day functions of different operations establishments on the following:

- 1) Basic Window Operations
- 2) MS Excel
- 3) MS Power Point
- 4) Internet—e-mail

TEXT BOOK:

Quick Reference for Professionals and New Users -Asian Computech Book- MS Office 2007 with DVD by Ms Vishnu Priya Singh

RECOMMENDED BOOKS:

- 1) Teach yourself windows – A.L. Stevens.
- 2) Fundamental of Computers – V.Raja Raman. 2003 ISBN :8120325818 ISBN : 9788120325814
- 3) Computer Fundamentals – P.K.Sinha. Bpb publications 2004 ISBN 10: 8176567523 ISBN 13 : 9788176567527
- 4) Computers today – Donald H. Sanders. 1985 ISBN 10 : 0070547017 ISBN 13: 9780070547018
- 5) Managing Technology in the Hospitality Industry –Michael Kasavana
- 6) John Cahill Fourth Edition, 2003 AH & LA, USA

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MODEL PAPER FOR HOTEL FRENCH 1

- | | | |
|----|--|-----------|
| 1. | Conjuguez les verbes (pouvoir,vouloir,être,appeler,avoir, verbes en er au présent,pouvoir,vouloir au conditionnel) | 10 points |
| 2. | Traduisez en français | 10 points |
| 3. | Reconstituez les phrases | 05 points |
| 4. | Reconstituez le dialogue | 05 points |
| 5. | Remplissez par des adjectifs possessifs donnés | 10 points |
| 6. | Remplissez par des prépositions données | 10 points |
| 7. | Reliez les expressions et leurs significations | 10 points |
| 8. | Remplissez les blancs par des mots donnés(quel, seulement, Voilà,sûre etc) | 10 points |
| 9. | Écrivez les nombres en mots (1-100) | 05 points |

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BSC – HMCS -2nd Semester Syllabus

**SCHEME OF INSTRUCTION AND EXAMINATION
(CHOICE BASED CREDIT SYSTEM)
For the Batch Admitted in 2023-2024**

SECOND SEMESTER

SYLLABUS REF. NO	SUBJECT	Category	Periods / Week (60 MIN)		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	Sess.	Exam		
BSHM&CS: 201T	Fundamentals of Food Production-II	DSC	3	-	25	75	3	3
BSHM&CS: 202 T	Fundamentals in Food & Beverage Operations	DSC	2	-	25	75	3	2
BSHM&CS: 203 T	Accommodation Operation –II	DSC	2	-	25	75	3	2
BSHM&CS: 204T	Basic Front Office Procedures	DSC	2	-	25	75	3	2
BSHM&CS: 211T	Hotel French-II	SEC	2	-	25	75	3	2
BSHM&CS: 212 T	Communicative English -II	AECC	2	-	25	75	3	2
BSHM&CS: 213 T	Environmental Studies	HS	3	-	25	75	3	3
BSHM&CS: 201 P	Basic Training Kitchen- Lab-II	DSC	-	8	25	50	6	4
BSHM&CS: 202 P	Food & Beverage Operations Lab-II	DSC	-	2	25	50	3	1
BSHM&CS: 203 P	Accommodation Operation Lab-II	DSC	-	2	25	50	3	1
BSHM&CS: 204 P	Front Office Lab-II	DSC	-	2	25	50	3	1
Total			16	14	275	725	1000	23

Note: Discipline Specific Core Course (DSC) ; Discipline Specific Elective Course (DSE) Ability Enhancement Compulsory Courses (AECC) ; Skill Enhancement Course (SEC)

Note: Ref. Nos 201 to 204—Theory & Practicals are Core Courses
Nos. 211 to 213 – Non-Core Courses

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FUNDAMENTALS OF FOOD PRODUCTION -II

BSHM&CS : 201T

Continuous Internal Evaluation : 25

Semester End Examination: 75

Category: DSC

Periods per week : 3

Duration of Exam : 3 Hours.

Nature of Exam: Theory

Credits --3

COURSE OBJECTIVE:

1. To know about basic cookery of Egg, Potato, Wheat Kernal and Pasta
2. To introduce the student to understand the Fish & Poultry cooking
3. To make the student learn about the Principles of meat cookery.
4. To introduce the student to know about Menu Planning & Standard Recipe.
5. To make the student aware of complete knowledge of Bakery.

MODULE I: Egg Cookery, Potatoes, Wheat Kernal & Pasta

Egg Cookery – Composition of Eggs, Applying various cooking methods. Potatoes - Identification, Applying various cooking methods, Learning 20 classical potato preparations Grains-Identification, The wheat Kernel, Cracking, Grinding, Hulling and Pearling, Cooking Methods- Boiling, Simmering, Pilaf method, Risotto Method. Pasta – Identification, Types, Basic Pasta dough, Pasta sauces.

MODULE II. -- Understanding Fish & Poultry.

Understanding Fish and Shellfish – classification, Identification, Various cuts and popular dishes – Fresh water fish, Sea Water fish, Flat Fish, Oily fish, Crustaceans, Mollusks, cephalopods, Univalve, Bi valve . Understanding Poultry - classification, Identification, Various cuts, Storage and popular dishes- Chicken, Duck, Turkey, Geese, Pheasant, Quail, pigeon .

MODULE III: Principles of Meat Cookery

Principles of Meat Cookery - Muscle Composition, Preparing Meats, Wet Aging, Dry Aging Applying various cooking methods, determining doneness- Very Rare, Rare, Medium Rare, Medium, Medium Well Done, Marbling, Rigor Mortis, Green Meat, Marinating, Tenderizers, Larding, Barding. Understanding the Primal and Sub Primal cuts of Beef, veal, lamb and Pork.

MODULE IV – Menu & Standard Recipe

Menu & Standard Recipe- Menu-types, planning & its functions, Principles of menu planning, menu pattern designs, weights and measures. Conversion of weights and measures. Understanding a recipe and brief inputs on yield, portion and its control, standard purchase specifications, indent, costing. Creating and recording SRC (standard Recipe Card).

MODULE V-- Bakery

Flour – types, uses and storage, different dough used in bakery. Raising agents, leavening agents, Flavorings and coloring agents, essences and concentrates. Role of flour, yeast in bread making. Methods of bread making. Faults in bread making. Yeast and its uses. Sugar –types, uses and storage, different stages of sugar, its application in bakery. Effect of temperature and different temperatures used in bakery for different products. Role of egg, fat and leavening agents in bakery products. Methods of cake making – different methods, faults and their remedies. Understanding the basic culinary terms of a bakery and pastry department. Conversion of weights and measures

COURSE OUTCOMES:

- 1) The student should know the basic cookery of Egg, Potato, Wheat Kernal and Pasta
- 2) The student should able to understand the Fish & Poultry cooking.
- 3) The student should know the principles of meat cookery
- 4) The student should able to know the menu planning & about standard recipe.

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- 5) The student should have complete knowledge about Bakery

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each MODULE)

TEXT BOOK:

1. On Cooking-text book of Culinary Fundamentals, Sarah R. Labenskyalan in house- 5rd edition— Pearson Education—2010 ISBN-10: 013715576X(ISBN-13: 978-0137155767)
2. Modern cookery – Volume 1 – Thangam E. Phillip – 6th Edition, 2010.Orient Longman. ISBN- 10:8125040447(ISBN-13: 978-8125040446)

RECOMMENDED BOOKS:

1. Theory of catering – Kinton and Ceserani ELBS with Hodder and Stoughton 11th edition 2007 ISBN- 10: 0340939265 ISBN-13: 978-0340939260
2. Food Production Operations - Parminder S Bali—Oxford Press Publications-2011 ISBN-10: 0198061811 ISBN-13: 978-0198061816
3. Food Preparation Theory-Eva Medwed Prentice Hall—4th edition 2003 ISBN-13: 978-0-916434- 24-3, ISBN: 0-916434-24-9
4. Practical Professional Cookery – Crocknell and Kauffmann Macmillan—4th edition 2007. ISBN- 10: 1861528736 ISBN-13: 978-1861528735
5. Book of Ingredients – Philip Dowell and Sydney. Mermaid books—1988 2nd revised ISBN 071813043X (ISBN13: 9780718130435)
6. Food Production Principles – AH & LA. ISBN-10: 019945051X ISBN-13: 978-0199450510
7. Theory of Cookery—Aurora frank bros.& co.(publisher)-6th edition 2007. ISBN-10: 8184095036 ISBN-13: 978-8184095036
8. Complete Cookery Manual – Anthony O'Reilly (ELBS)—1993 ISBN 10: 0273033875 ISBN 13:9780273033875

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FUNDAMENTALS IN FOOD & BEVERAGE OPERATIONS

BSHM&CS : 202T

Continuous Internal Evaluation : 25

Semester End Examination:75

Category : DSC

Periods per week : 2

Duration of Exam : 3 Hours.

Nature of Exam : Theory

Credits :2

COURSE OBJECTIVES:

- 1) To develop student with the Menu, Menu knowledge and Menu Planning.
- 2) To introduce the students about various types of meals and various types of Services and pre-preparation for Service.
- 3) To know the importance of In Room Dining in Hotel and its activities.
- 4) To gain the knowledge on Control system in Food & Beverage Outlets.
- 5) To know the knowledge of Tobacco and its service.

MODULE – I

Menu, Menu Knowledge and Menu Planning: Origin of Menu -Types of Menu - Planning and compilation , factors to be taken into consideration, Golden rules for planning a menu. Different courses of French classical menu-Food and its accompaniments—Examples with cover.

MODULE – II

Types of meals: Early Morning Tea, Types of breakfast (English, American, Continental, Indian)-Brunch-Lunch-High tea-Dinner and supper

Types of Services: Table-Self-Assisted-Single point - In situ

Preparation for Service: Mise-en-Scene- Mise-en-place

MODULE –III

Room Service/In Room Dining: Introduction, Concept of Room Service/ In Room Dining, Their salient features, understanding Guest Expectations in Room Service, Room Service Equipment, Set up of Trays & Trolleys, Upkeep and storage, Service Tools, Clearance, Presentation of Bills—types of Bill settlement. Room Service Dos & Dont's. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's - Food Pickup Procedure - Importance of Clearance— and IRD Co-Ordination with House Keeping & Front Office

MODULE – IV

Sale Control System: Scope and importance-Types of KOT and BOT,(Suivent, en-place, Complimentary, Accidental Etc.)- Duplicate and Triplicate and single order sheet-Checking methods-Methods of payment- Role of Cashier-Record keeping - Sales summary sheet and consumption sheet.

MODULE -V

Service of Tobacco:

History, Processing for Cigarettes, pipe tobacco & Cigar - Cigarettes-Types & Brand Names. Pipe Tobacco- Types & brand names. -Cigars- Shapes, colors & brand names - Care & Storage of Cigarettes & Cigars.

COURSE OBJECTIVES:

- 1) The student should able to write the Menu based on Menu knowledge and Menu Planning.
- 2) The students should aware of various types of meals and various types of Services and pre-preparation for Service.
- 3) The student should know the importance of In Room Dining in Hotel and should able to carry on its activities.
- 4) The student should able to Control systems in Food & Beverage Outlets.

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- 5) The student should know the knowledge of Tobacco and its service.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each MODULE)

TEXT BOOK:

Food and Beverage Service—R.Singaravelavan—Oxford university Press – 2012 ISBN-0198065272,9780198065272

REFERENCE BOOKS:

- 1) Food and Beverage Service –Dennis Lillicrap/John Cousins – 9th Edition— 2014 ISBN: 9781471807954 Hodder Education Publisher.
- 2) Managing Food & Beverage Operations—S.K. Bhatnagar—Frank Bros. & Co.
- 3) Food & Beverage Service and Management – Bobby George/Sandeep Chatterjee —Jaico Publishers 1st edition 2008 ISBN 10: 8179928845 ISBN 13 : 978819928844
- 4) A Text book of Food & Beverage Service – S.N.Bagchi/Anita Sharma—Aman Publications 2004 ISBN10:8182040035

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ACCOMMODATION OPERATIONS- II

BSHM&CS: 203 T

Continuous Internal Evaluation: 25

Semester End Examination: 75

Category: DSC

Periods per week : 2

Duration of Exam : 3 Hours.

Nature of Exam : Theory

Credits : 2

COURSE OBJECTIVES:

- 1) To provide in-depth knowledge about planning various House Keeping operations
- 2) To have knowledge on various forms, records, registers, formats followed in Hotel housekeeping desk.
- 3) To know about types of beds and Mattresses, servicing of hotel room and Bed making procedures.
- 4) To have knowledge on various types of cleaning at various areas of the hotel.
- 5) To have knowledge and to take learn procedures and measures of Safety and accident preventions.

MODULE -I

Planning Housekeeping operations- Changing Trends in Housekeeping, Hygiene, not just cleanliness, Training and Motivation, Environment friendly housekeeping, duta rota and time and motion studies, Team work and leadership

MODULE -II

Housekeeping Control Desk- forms. Formats, records and registers, handling telephone calls, Room Change, Handling difficult situations. Keys and their control, theft and scanty baggage, Chamber Maids trolley and its essential features

MODULE -III

Types of beds and mattresses, Standard contents of guest rooms, Servicing of hotel rooms-occupied rooms, vacant room's departure rooms and rooms under maintenance, Bed making procedures and turn down service

MODULE -IV

Public Area Cleaning- Entrances, lobbies, elevators, staircases, guest corridors, public restrooms, banquet halls, dining rooms, bars , Environment friendly housekeeping

MODULE -V

Introduction to OSHA, Safety awareness and accident prevention, first aid, dealing with emergencies, Fire Prevention and firefighting, Situation handling during sickness and death, handling difficult situations.

COURSE OUTCOMES:

- 1) The student should able to know the knowledge about planning various House Keeping operations
- 2) The student should able to prepare various forms, records, registers, formats followed

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- in Hotel housekeeping desk.
- 3) The student should have the knowledge on types of beds and Mattresses, servicing of hotel room and Bed making procedures.
 - 4) The student should able to identify the areas for cleaning and type of cleaning at that area of the hotel.
 - 5) Should have thorough knowledge on the procedures and measures of Safety and accident preventions.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each MODULE)

TEXT BOOK

Hotel Housekeeping Operations and Management By G.Raghubalan. Oxford Univ Press 2015
ISBN : 9780199451746

REFERENCE BOOKS:

- 1) Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation-Sudhir Andrews (The McGraw Hills Companies-2007)
- 2) Hotel, Hostel and Hospital Housekeeping – Branson,Joan, C& Lennox,Margaret (Holder and Stoughton 2006.
- 3) The Profesional Housekeeper: Schneider,Madeline and Ducker,Georginia(Vanost Reinhold)-2006.

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BASIC FRONT OFFICE PROCEDURES

BSHM&CS: 204 T

Continuous Internal Evaluation: 25

Semester End Examination: 75

Category: DSC

Periods per week : 2

Duration of Exam : 3 Hours.

Nature of Exam : Theory

Credits : 2

Course Objectives:

1. To know the knowledge on Room designations
2. To know the Guest Cycle and the importance of different types of reservation
3. To know the Registration procedures
4. To have the knowledge of how to handle the Guest services
5. To know procedure of Check out and settlement of Guest.

MODULE-1- Room Tariff Structure

Factors Affecting Hotel Room Tariff - Establishing the End of the Day – Fixed Check-in/Checkout basis, 24 hrs Basis, Night Basis - Room Rate Designation - Meal Plans - Room tariff Card, Hotel Brochure and its importance, - Room Tariff Fixation – Cost Based – Rule of Thumb vs. Hubbart’s Formula, Market Based pricing

MODULE II Guest Cycle & Reservations

Guest Cycle and its stages – Pre-Arrival, Arrival, Stay, Departure, Post-departure, Reservations--Importance of reservation - Sources of reservation, Modes of Reservation, Types of reservations (Tentative, confirmed, guaranteed etc.) - Systems of Reservations (Manual & Automatic) - Processing of reservation requests- Confirmation of reservation- Cancellation and Amendments

MODULE III – Registration Procedures

Pre- Registration activities- Blocking / Assigning Rooms, Reports generated- Amenities - Voucher, Notification slip, Welcome Slip, Registration – GRC- Importance of registration card, Form C, Passport, Visas- Types of Visas, Registration Records- Manual and Automated, steps in registration Process, Check-in Procedures – Guests with Confirmed Reservation, Walk-in guests, VIP guests, Groups and Crews, Check-in for a scanty baggage guest, Foreign guests, Fully automated check-in. Reports - Status sheet- (Position of Hotel)- Movement Sheet(Expected Arrival and Departure Lists), Group Arrivals Report, – Rooming list , VIP/SPATT List.

MODULE -IV- Guest Services

Guest history card- Role and Importance of GHC, Black listed persons – procedure adopted. Walking the guest, Guest services – Handling guest mail and messages, Guest paging, Guest room change procedure, Left luggage handling, Guest Complaints – Types, guidelines to handle guest complaints. Forms and formats used in guest service.

MODULE -V—CHECK-OUT AND SETTLEMENT

Departure Procedure – Check-out request, Luggage handling, Accounting transactions, updating guest folio, prepare and present bills, settlement of bills and updating Front office records, Express check out procedures, Fully automated check-out procedure, mode of settlement of bills – foreign exchange, Cash settlement,

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Traveller' cheques, Travel agent voucher, Debit/Credit card payments, Corporate billing, Potential check-out problems and solutions.

COURSE OUTCOMES:

- 1) Should able to know the knowledge on Room designations.
- 2) Should able to know the Guest Cycle and procedures of different types of Reservations
- 3) Should able to know the Registration Process.
- 4) Should able to handle the services.
- 5) Should able to know how the checkout procedures and settlement of Guest bills.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each MODULE)

TEXT BOOK:

1. Hotel Front Office –Oxford press- Jatashankar Tewari.-Oxford University Press-2009 ISBN : 9780195699197
2. Hotel Front Office Management & operations – Manoj Kumar Yadav Aman publishers 2010 ISBN 10: 8182040493 ISBN 13: 9788182040496
3. Front Office Procedures –Michael Kasavana—5th Edition 1998

REFERENCE BOOKS:

1. Check in Check out by Vallen Jerome, Brown & Company Pearson publishers 2012 ISBN 10: 0132706717 ISBN 13: 9780132706711
2. Hotel Front Office Training Manual by Sudhir Andrews
3. Hotel Front Office Training Manual by S.G.Ghosh
4. Services Marketing – Valerie Zeithaml – 6th Edition
5. Hotel Front Office Operations and Management 2002– Delmar – Ahmed Ismail

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HOTEL FRENCH-II (COMMON WITH HMCS &CA II Sem)

BSHM&CS : 211 T	Periods per week : 2
Continuous Internal Evaluation: 25	Duration of Exam : 3 Hours
Semester End Examination : 75	Nature of Exam : Theory
Category : SEC	Credits:2

COURSE OBJECTIVES:

- To enable the students to speak, respond and write simple sentences while handling guests
- To understand general hotel, restaurant, culinary terminology and in catering activities.
- To get acquainted with the terminology correct pronunciation and use of simple words used in a Bar, Restaurant and kitchen.
- To Develop basic knowledge of France as a culinary destination of the world.

	TITRE	SITUATIONS	SAVOIR-FAIRE	GRAMMAIRE
1)	Je suis désolé...	<ul style="list-style-type: none"> Hôtel : reception Bureau de change Bar, restaurant Chambre Site touristique 	<ul style="list-style-type: none"> Gérer un problème S'excuser 	<ul style="list-style-type: none"> sujet + ne + verbe + pas + nom ouvrir (présent)
2)	Par ici, s'il plaît...	<ul style="list-style-type: none"> Restaurant Hôtel : reception Agence de voyages 	<ul style="list-style-type: none"> Placer Prendre une commande 	<ul style="list-style-type: none"> prendre (present, future proche) plus de + nom
3)	Est-ce que vous avez choisi?	<ul style="list-style-type: none"> Restaurant Agence de voyages 	<ul style="list-style-type: none"> Prendre une Commande Décrire des plats Conseiller des plats 	<ul style="list-style-type: none"> qu'est-ce que... sujet + vous + verbe choisir (passé composé) pas du tout, un peu, assez, très aussi
4)	Quelle cuisson?	<ul style="list-style-type: none"> Restaurant Site touristique 	<ul style="list-style-type: none"> Prendre une Commande 	<ul style="list-style-type: none"> être, avoir, pouvoir, visiter (future simple) en, comme + nom
5)	Qu'est-ce que c'est.....	*français	*Expliquer un plat/recettes	*les légumes/ les viandes *imperatif

COURSE OUTCOMES:

On successful completion of this course the learners will be able to

- Understand basic French and terms.
- Able to write menus in French names of ingredients and also apply basic culinary terms as and when required.
- Conjugate verbs in French as per the list mentioned in the table.
- The minimum level of reading, writing and comprehend texts will be attained to certain levels.

EXAMINATION:

As per the Model Question Paper Supplied

TEXT BOOK:

A votre service- 1 Rajeshwari Chandra shekar, Rekha Hangal, Chitra Krishnan, Claude Le Ninan & Asha Mokashi-Goyal publishers (P) Ltd, - 2003.

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**COMMUNICATIVE ENGLISH –II
(COMMON WITH HMCS &CA- II Sem)**

BSHM&CS: 212 T

Continuous Internal Evaluation: 25

Semester End Examination: 75

Category: AECC

Periods per week : 2

Duration of Exam : 3 Hours.

Nature of Exam : Theory

Credits: 2

COURSE OBJECTIVES:

- 1) To develop the ability in the students to communicate effectively, precisely and with the correct pronunciation both in verbal and written forms.
- 2) Communication influences all factors of your life. Should know about daily interactions with strangers on the street to the way you present yourself in the board room.
- 3) To develop the ways you can communicate through letters and reflect who you are and the way you establish relationships with those around you.
- 4) To develop confidence in the way one communicates orally and increase the knowledge of conflict resolution and negotiation and also increase the probability for success with others.
- 5) To develop Positive Attitude.

MODULE -I: EFFECTIVE COMMUNICATION

The concept of effective communication – process and barriers Reading exercises in English, Types of reading like skimming and scanning, types of reading same with examples Newspaper,/ Magazine article, TV, feature and documentary, press release in English,

MODULE-II: MEDIA LANGUAGE

Recognizing aspects of language particularly in media , Vocabulary and media words ,grammatical structure – spelling, structure of sentences, Active / Passive voice, tenses.

MODULE-III: COMMUNICATION BY LETTERS & INTERVIEW SKILLS

Writing -letter Writing, application letter, resume, personnel correspondence, informal, paragraph writing, introduction to feature and script writing. Need for resume writing, formats, types and tips for creating impressive resumes, new trends of resume – internet & video resume. Getting ready for an interview – importance and impact of professional dress code and body language.

MODULE-IV: ORAL COMMUNICATION

Oral Communication – presentation, anchoring, viva voce, interview, public speaking, skits/ plays, panel discussions, voice over, elocution, debates and group discussion , thinking and listening Skills –Types of thinking -rational and logical, Errors partialism ,time scale, egocentricity, prejudices , adversary thinking , extremes, types of listening, barriers to listening.

MODULE-V :POSITIVE ATTITUDE

Acquiring positive attitude, meaning and need for developing positive attitude, concepts and benefits of positive attitude. Means and method to acquire positive attitude. Introduction to personality development, know your personality determinants of personality, building positive

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self-esteem, SWOT analysis handling adversities.

COURSE OUTCOMES:

- 1) The students should communicate effectively, precisely and with the correct pronunciation both in verbal and written forms.
- 2) The student should be able to interact with strangers on the street and present himself in the board room.
- 3) The student should be able to communicate through letters and reflect the way he establishes relationships with those around him.
- 4) The student should be able to develop confidence in communicating orally and increase the knowledge of conflict resolution and negotiation and also increase the probability for success with others.
- 5) The student should develop Positive Attitude in every aspect.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each MODULE)

TEXT BOOK:

Effective Communication by Nicolas Harvey, Published by .H. Gill & Company U. C., 11-Apr-2014, ISBN 0717159760, 9780717159765

RECOMMENDED BOOKS:

1. Seven habits of highly effective people Stephen Covey (Free Press 1989) - ISBN-13: 978-1455892822
2. Modern Business Correspondence, L. Gartside (ELBS)- ISBN-13: 978-0712113922;
3. Effective Business Communications, Herta A. Murphy, (Tata McGraw Hill Publishing Company)-ISBN-10: 007044398X; ISBN-13: 978-0070443983
4. Write for Business, Michael Doherty, Lee Knapp -ISBN: 9780582748934
5. English Grammar, Scott, Bowley, Brookett, (Heinemann Educational) -ISBN 0582 55339 3 .
6. Essentials of English Grammar and Conversation, A. Subba Rao and E. Suresh Kumar. -ISBN-10: 8125041656 , ISBN- 13: 978-8125041658

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ENVIRONMENTAL STUDIES

BSHM&CS: 213T

Continuous Internal Evaluation: 25

Semester End Examination: 75

Category: AECC

Periods per Week : 3

Duration of Exam : 3 Hrs

Nature of Exam : Theory

Credits 2

COURSE OBJECTIVES:

- 1) The course objectives and guiding principles for imparting knowledge of environmental studies education are to help social groups and individuals acquire awareness and sensitivity to the total environmental and its allied problems.
- 2) To know about the eco-systems and energy resources.
- 3) To have knowledge on Biodiversity
- 4) To have knowledge on Environmental various pollutions and about environment protection Act.
- 5) To foster clear awareness on social Issues of environment and on Disaster Management.

MODULE-I

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

MODULE-II

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

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

MODULE-III

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

MODULE-IV

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

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

MODULE-V

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

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

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COURSE OUTCOMES:

- 1) The student should be able to know the basic knowledge of the environmental Studies.
- 2) The student should know about the eco-systems and energy resources.
- 3) The student should know the knowledge on Biodiversity
- 4) The student should be aware of knowledge on Environmental various pollutions and about environment protection Act.
- 5) The student should be aware on social Issues of environment and on Disaster Management.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOKS:

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

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BTK -LAB-II

BSHM&CS: 201P
Continuous Internal Evaluation: 25
Semester End Examination: 50
Category: DSC

Periods per week : 8
Duration of Exam : 6 Hours.
Nature of Exam: Practical
Credits: 4

COURSE OBJECTIVE:

The Students should be given training in preparation of Continental and Pastry & Bakery from the following suggested menus.

Note: Out of 14 menus recommended, 7 can be taken and 7 will be left to College chef.

Menu-1 Carrot and leek Broth Waldrof Salad Macaroni a l pesto Macedoine de legumes	Menu-2 Cream of Spinach Soup Tapenade stuffed mushrooms Pan seared fish Lemon butter sauce	Menu-3 Consomme julienne Devilleed eggs Classic roast chicken (with veloute sauce) Rosemary potato wedges
Menu -4 Chicken and tomato bouillon Hungarian Bean Salad Baked lasagna with bechamel sauce Parmesan grilled asparagus	Menu – 5 Puree de carottes Baked chicken liver pate Poulet saute Maryland Grilled corn on the cob	Menu -6 Asparagus Veloute Veg. Croquettes c sour cream dip Classic beef pot roast (espagnole sauce) Rosemary pilaf
Menu-7 Crab bisque Scotch eggs Spaghetti Bolognese (tomato concasse) Parmesan Crackers	Menu-8 Shrimp chowder Sweet corn and cottage cheese salad Herb crusted chicken (hollandaise sauce) Lyonnaisse potato	Menu-9 Gazpacho Fishcakes with sour cream Irish lamb stew pilaff
Menu-10 Consomme quenelle Shrimp cocktail eggplant moussaka Garlic buttere3d rice	Menu-11 Beef and mushroom broth Nicoise salad Penne arabiata Marinated roast bell peppers	Menu-12 Rosemary and lamb bouillon Am brosia salad Beef stroganoff with mushroom coulis Wine roasted potatoes
Menu-13 Puree of black beans soup Caesar Salad Chicken ala king Assorted grilled vegetables	Menu-14 Minestrone soup Russian salad Roast pork chops with espagnole sauce Duchess potatoes.	

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Pastry & Bakery

Note: Out of 14 menus recommended, 7 can be taken and 7 will be left to College chef.

Class -1 Onion & Garlic Loaf Profit rolls Chocolate crackle	Class -2 Focaccia Chocolate eclairs Almond cookies	Class -3 Swirl bread Chocolate Tea cake Apple struddle
Class -4 Whole wheat bread Marble tea cake Tutti frutti cookies	Class -5 French baguette Chocolate brownie Vol-au-vents	Class -6 Vegetable patties Mousse bomb Sally lunn
Class -7 Spinach loaf Set souffle Claw danish	Class -8 Vegetable pizza English muffins Fruit savarin	Class -9 Fatless sponge Baked apple Rye bread
Class -10 Chocolate cake Cinnamon danish Scottish morning rolls	Class -11 Tutti frotti bread Hot chocolate souffle	Class -12 Sandwich load Brandy snap
Class -13 Pamettone Tulip	Class -14 Braided bread Chocolate tempering	

COURSE OUTCOMES:

The Students should be able to prepare the dishes as per the menus given above in continental and Pastry & Bakery

TEXT BOOK:

Modern cookery – Volume 1 – Thangam E. Phillip – Orient black swan . 2010.(6th Edition)
ISBN 10: 8125040447 ISBN 13 : 9788125040446

RECOMMENDED BOOKS:

- 1) Theory of catering – Kinton and Ceserani ELBS with Hodder and Stoughton. (11th edition) 2007 ISBN 10: 0340939265 ISBN 13: 9780340939260
- 2) Food Preparation Theory-Eva Medwed, Prentice hall.1986 ISBN 10 : 0133230643 ISBN 13: 9780133230642
- 3) Practical Professional Cookery – Crocknell and Kauffmann Macmillan. (3rd edition) 1999 ISBN : 9780333778906
- 4) Complete Cookery Manual – Anthony O'Reilly (ELBS). 1994 ISBN 10: 0273613332 ISBN 13:9780273613336
- 5) Book of Ingredients – Philip Dowell and Sydney. Mermaid Books. (2nd edition) 1988 ISBN 10: 071813043X ISBN 13 : 9780718130435

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FOOD & BEVERAGE OPERATIONS LAB -II

BSHM&CS: 202 P

Continuous Internal Evaluation: 25

Semester End Examination: 50

Category: DSC

Periods per week: 2

Duration of Exam : 3 Hours.

Nature of Exam : Practical

Credits :1

COURSE OBJECTIVES:

- 1) Students will be introduced with basic technical skills of table lay-up & Service of different meals
- 2) Students will be taught procedure for service of different meals.
- 3) Students will be taught about the social skills.
- 4) Student will be taught about the procedure involved in Room Service
- 5) Student will be taught about the service of Cigars & Cigarettes

Table lay-up & Service

- 1) A'la carte
- 2) Table d' hote
- 3) Breakfast
- 4) Lunch
- 5) High-tea
- 6) Dinner
- 7) Indian Breakfast Cover
- 8) Continental Breakfast Cover
- 9) American Breakfast Cover
- 10) High Tea Cover

Procedure for Service of a meal

- 1) Receiving and seating the guest,
- 2) Presenting the menu.
- 3) Taking the order
- 4) Serving at a table and clearance
- 5) Presentation & En-cashing the bill
- 6) Presentation of guest comments card
- 7) Seeing off the Guest

Social skills

- 1) Dining etiquette
- 2) Complaint handling

IRD (Room service)

- 1) Taking room service order on telephone
- 2) Trolley/tray set up for room service

Service of Tobacco

Cigars & Cigarettes

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COURSE OUTCOMES:

- 1) Students should be able to lay the table & Service for different meals
- 2) Students should know procedure for service of different meals.
- 3) Students should know about the social skills.
- 4) Student should know the procedure involved in Room Service
- 5) Student should know the service of Cigars & Cigarettes

TEXT BOOKS

Food and Beverage Service—R.Singaravelavan—Oxford university Press – 2011 ISBN 10 : 0198065272 ISBN 13 : 9780198065272

REFERENCE BOOKS

1. Food and Beverage Service –Dennis Lillicrap/John Cousins – 9th Edition 2014—
Hodder Education Publisher. ISBN 10 : 1471807959 ISBN 13 : 9781471807954
2. Managing Food & Beverage Operations—S.K. Bhatnagar—Frank Bros. & Co.
3. Food & Beverage Service and Management – Bobby George/Sandeep Chatterjee —
Jaico Publishers 2008 ISBN 10 : 8179928845 ISBN 13 : 9788179928844
4. A Text book of Food & Beverage Service – S.N.Bagchi/Anita Sharma 2004 —Aman
Publications ISBN 10: 8182040035 ISBN 13 : 9788182040038

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ACCOMMODATION OPERATIONS LAB –II

BSHM&CS: 203 P

Continuous Internal Evaluation: 25

Semester End Examination: 50

Category : DSC

Periods per week : 2

Duration of Exam : 3 Hours.

Nature of Exam : Practical

Credits :1

COURSE OBJECTIVE:

To give the students a broad practical knowledge of the work carried out by the housekeeping department including maintenance of the different areas

- Bed Making Procedure- Day and Evening Service
- High rise cleaning (Only Information)
- Room cleaning- occupied, vacant and departure room
- Cleaning of public areas- Elevators, Banquet Halls, Lobby, Restaurants, Bar
- Sample Layout of guest room's single room, double room, twin room, and suite

COURSE OUTCOMES:

The students should be able to carry out by the House Keeping department activities including maintenance of the different areas.

TEXT BOOKS:

Hotel Housekeeping Operations and Management By G.Raghubalan.(2nd edition) 2009 ISBN – 10: 0198061099 ISBN-13: 9780198061090

REFERENCE BOOKS:

Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw Hills Companies-2007) (3rd edition 2013) ISBN 10 :1259026914 ISBN 13: 9781259026914

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FRONT OFFICE LAB- II

BSHM&CS: 204 P

Continuous Internal Evaluation: 25

Semester End Examination: 50

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Practical

Credits: 1

COURSE OBJECTIVES:

To understand the role of Front Office Department in Hotels and to improve on Hospitality skills.

- Handling and processing of reservation received through various modes.
- Case studies pertaining to reservations
- Handling enquiries, converting an enquiry into valid registration.
- Preparing and filling of registration forms
- Role play-Guest check-in-procedure-walk-in,
- Check-in - confirmed reservation guest,
- Check-in foreign national,
- Check-in VIP, SPATT
- Check-in scanty baggage guest
- Handling different guests services procedure for receiving message
- paging of guests
- Procedure for change of room,
- Handling wakeup calls
- Guest enquiry – Recording and Follow up
- Requests and complaints
- Handling-black listed guests.

COURSE OUTCOMES:

The student will have the knowledge on the role of Front Office staff in Hotels and also he should able to improve on Hospitality skills.

TEXT BOOK:

1. Hotel Front Office –Oxford press- Jatashankar Tewari.-Oxford University Press-2009
ISBN 10 : 019569919X ISBN 13 : 9780195699197
2. Hotel Front Office Management & operations – Manoj Kumar Yadav 2010
Aman publishers ISBN 10 : 8182040493 ISBN 13 : 9788182040496
3. Front Office Procedures –Michael Kasavana—5th Edition 1998

REFERENCE BOOKS:

- 1) Check in Check out by Vallen Jerome, Brown & Company (9th edition) 2012 ISBN 10 : 0132706717 ISBN 13: 9780132706711
- 2) Hotel Front Office Training Manual by Sudhir Andrews 3rd edition 2013 ,ISBN 10 : 1259026930 ISBN 13 : 9781259026935
- 3) Hotel Front Office Training Manual by S.G.Ghosh
- 4) Services Marketing – Valerie Zeithaml – 6th Edition 2012 , ISBN 10 : 0078112052 ISBN 13: 9780078112058
- 5) Hotel Front Office Operations and Management 2002– Delmar – Ahmed Ismail

MODEL PAPER FOR-- HOTEL FRENCH—II

1. Lisez le dialogue et répondez aux questions 10 points
2. Conjuguez les verbes (être, avoir, pouvoir, vouloir, aller, faire, prendre, falloir
Au présent et futur proche ; verbes en er et ir au présent, futur, futur proche,
Passé composé ; pouvoir, vouloir au conditionnel) 10 points
3. Traduisez en français 10 points
4. Remplissez les blancs par des pronoms personnels donnés
(objets directs, sujets, moi) 10 points
5. Reconstituez les phrases 05 points
6. Reconstituez les ordres 05 points
7. Reliez les expressions et leurs significations 10 points
8. Remplissez par les prépositions données 05 points
9. À chacun des ingrédients suivants donnez un exemple d'un plat 10 points
(poisson- poisson saisi)

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BSC – HMCS - 3rd Semester Syllabus

**SCHEME OF INSTRUCTION AND EXAMINATION
(CHOICE BASED CREDIT SYSTEM)
For the Batch Admitted in 2023-2024**

THIRD SEMESTER

SYLLABUS REF. NO	SUBJECT	Category	Periods / Week(60 Min)		MARKS		Duration of Exam (hrs)	Credits
			Theory	Practical	Sess.	University Exam		
BSHM&CS - 301T	Indian Regional Cuisine	DSC	3	-	25	75	3	3
BSHM&CS - 302T	Beverages Service	DSC	3	-	25	75	3	3
BSHM&CS 303T	Linen & Laundry Operations	DSC	2	-	25	75	3	2
BSHM&CS 304 T	Front Office Operations	DSC	2	-	25	75	3	2
BSHM&CS 305 T	ELECTIVE – I (Discipline Specific Elective)	DSEC	4	-	25	75	3	4
BSHM&CS 306 T	F&B Management	HS	2	-	25	75	3	2
BSHM&CS 307 T	Principles & Practices of Mgt.	HS	2	-	25	75	3	2
BSHM&CS 308 P	Quantity Training Kitchen	DSC	-	8	25	50	6	4
BSHM&CS 309 P	Beverages Service	DSC	-	2	25	50	3	1
BSHM&CS 310 P	Laundry Operations	DSC	-	2	25	50	3	1
BSHM&CS 311 P	Front Office Operations	DSC	-	2	25	50	3	1
		Total	18	14	275	725		25
					1000			

Note: Discipline Specific Core Course (DSC) ; Discipline Specific Elective Course (DSEC)
Ability Enhancement Compulsory Courses (AECC) ; Skill Enhancement Course (SEC)

ELECTIVE – I: Discipline Specific Elective Course

305/A --Production –Anthropology of food.

305/B--Service ---Bar Management

305/C--Accommodation Operations--Trends in Accommodation Operation

305/D--Front Office ---Front Office Administration

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INDIAN REGIONAL CUISINE

BSHM&CS: 301 T

Continuous Internal Evaluation: 25

Semester End Exam: 75

Category: DSC

Periods per week: 3

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 3

COURSE OBJECTIVES:

1. To know the principles of quantity cooking, menu planning and their costing
2. To know the ethnic North Indian culinary practices in relation to historical and cultural forces which influence regional food habits and to know about Tandoori dishes cooking process
3. To know the ethnic South Indian culinary practices in relation to historical and cultural forces which influence regional food habits.
4. To know the ethnic Eastern Indian & North Eastern culinary practices in relation to historical and cultural forces which influence regional food habits. To know in depth knowledge of Indian sweets and about Micro Cuisines.
5. To know the ethnic Western Indian culinary practices in relation to historical and cultural forces which influence regional food habits. To know Rechauffe cookery and its effects

MODULE-I:

Quantity Food Production

Principles of Quantity Cooking (Cook Serve, Cook Chill, Cook Freeze). Principles of Selecting equipment- based on volume its care and maintenance, Volume Menu Planning, Volume Indenting, Volume forecasting. Control Procedures- standard recipe, Portion Control. Purchase systems- Costing, Inventory Control in brief. Challenges faced in Bulk Catering.

MODULE – II:

North Indian Cuisine –

Moghlai, Avadh (Dum Pukt), Punjabi, Kashmiri and Parsi cuisines- History, Methodology, Equipment, spices used & Culinary terms – Tandoor – Origin and History- types of tandoor its uses, fabrication, Role of Ingredients in Tandoori dishes, Marinations and safety procedures while working with tandoor.

MODULE - III

South Indian Cuisine –

Hyderabadi, Kerala, Andhra, Telengana, Karnataka, Tamil Nadu, Chettinad -- History, Methodology, Equipment spices used & Culinary terms. Indian Pickles – Origin and history, Making process, Types of pickles. Masalas- Introduction, perception of Masala, blends, types of masalas. Souring agents, Colouring agents, flavoring agents, aromats and tenderizing agents in Indian Cooking.

MODULE – IV:

Eastern Indian Cuisine & North East Cuisine –

Bengali, Odhisha , - History, Methodology, Equipment, spices used & Culinary terms. Indian sweets – Origin and History, Ingredients, Regional Influences, religious importance of sweets and equipment used. Micro Cuisines (No Specific Cuisines—Generalized) - Evolution of

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regional cuisine from a local destination and its influence on Indian Cuisine.

MODULE – V

Western Indian cuisine: - Gujrathi, Rajasthani, Goan, Maharashtra and Anglo Indian-- History, Methodology, Equipment, & Culinary Terms. Rechauffe cookery – Principles of reheating, precautions to be taken – Rechauffing of left over foods, identification of foods for recycling – Effects rechauffe of nutritional values- important points in storage of meat for recycling.

Introduction of traditional home style cooking- its concept and demand in five star establishments.

COURSE OUTCOMES

1. Should be able to plan quantity kitchen menus and evaluation of the menu costing.
2. Should be able to implement and practice ethnic North Indian culinary menu practices.
3. Should be able to implement and practice ethnic South Indian culinary menu practices.
4. Should be able to implement and practice ethnic Eastern & North eastern Indian culinary menu practices. And be able to prepare Indian Sweets.
5. Should be able to implement and practice ethnic Western Indian culinary menu practices. And practicing Rechauffe cookery effectively

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOKS:

Quantity Food Production Operations and Indian Cuisine- Parvinder S Bali- Oxford University Press-2011

REFERENCE BOOKS:

1. Theory of Catering—by Kinton & Ceserani – 11th Edition –Publisher—Hodder Education, ISBN-10:0340939260
2. Theory of Cooking –by K.Arora & K.N.Gupta—Publisher-Frank Brothers, ISBN: 8184089504X, ISBN:9788184095043
3. Tandoor—The great Indian Barbeque—Ranjit Rai—Publisher—Overlook Press ISBN-10: 1585671444, ISBN-13: 9781585671441

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BEVERAGES SERVICE

BSHM&CS: 302 T

Continuous Internal Evaluation: 25

Semester End Exam: 75

Category: DSC

Periods per week: 3

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 3

COURSE OBJECTIVES:

- 1) To understand various Alcoholic Beverages, and to know about Beer Production and its storage and service.
- 2) To understand the types of wines & manufacturing of wine with their composition, glassware & equipment used for service, and to understand the matching of Food & Wine.
- 3) To know the wine producing countries of the world (old world & new world) with types, brand names and their quality levels.
- 4) To understand the production of spirits & their proofs. To understand the manufacture of Whisky- Gin-Vodka-Rum-Tequila-Brandy-- Cognac and Armagnac with their brand names and service.
- 5) To understand the manufacturing of Aperitifs and Liqueurs with their types & brands. To understand the rules for making of Cocktails with different base and learn their preparation methods.

MODULE—I: Alcoholic Beverages, and Beer

Alcoholic Beverages-Introduction and definition-Classification and their further breakup their respective categories -Production of Alcohol-Fermentation process-Distillation process.

Different Proof Spirits—Spirit Proof, American Proof, British Proof (Sikes Scale), GL (OMIL Scale), and Conversions.

Beer-Introduction & Definition-Types of Beer-Production of Beer Service and storage. Brand Names of International Beers – Types, Alcohol Percentages.

MODULE-II: Wines

Introduction, definition and History-Types of Wine and other Classification-Manufacturing of Wine, Bottling, Labelling and Shipping of wine-Storage of Wine-Types of Wine Glasses-Equipment needed for service of wine-Food & Wine Harmony-Wine made from other fruits (apart from grapes) and their country of origin, method of service and storage.

MODULE-III: Principal Wine Producing Countries of the World

Old World Wines -France-Italy-Spain-Portugal-Germany-Regions, Types, Brand Names, Quality Levels

New World Wines-California -Australia, Africa- India-USA-- Regions, Types, Brand Names, Quality Levels.

MODULE-IV: Spirits

Introduction & Definition-Production of Spirit – Pot-still method, Patent still method and Alembic Still methods.

Manufacturing of Whisky-Classification and Quality, Brand Names, Service

Gin-Vodka-Rum-Tequila-Brandy, Cognac and Armagnac-Types, Brand Names and

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Service. Other Spirits -Schnapps, Arrack, Calvados, Fraise, Framboise, Grappa, Marc, Ouzo, Quetsch, Tequila and Sake.

MODULE-V: Aperitifs, Liqueurs and Cocktails/Mocktails

Aperitifs-Introduction and Definition-Types of Aperitifs - Vermouth & Bitters -Definition, Types & Brand names.

Liqueurs-Definition & History Production-Broad Categories of Liqueurs -Herb, Citrus, Fruit/Egg, Bean & Kernel- Popular Liqueurs -Name, colour, predominant flavour & country of origin.

Cocktails & Mock tails-Definition-Classification -Methods of Mixing - Recipe with different Spirit, Wine and Other Bases –Service.(in brief)

COURSE OUTCOMES

1. Should able to know the different types of alcoholic beverages used in hotel Should able to serve the beer in a systematic way.
2. Should able to know the complete knowledge of wine and the grapes used in manufacturing of wine and storing of wine and should able to explain the customer in a bar about the wine being served in different methods.
3. Should able to know the complete knowledge of New & Old world wines, their types and quality levels.
4. Should able to know the different spirits with their alcoholic contents and their service
5. Should have the knowledge of manufacturing of Aperitifs and Liqueurs and should know their types & brands. Should able to prepare different types of Cocktails with different base.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOK:

1. F&B Service Mgt. Bobby- George & Sandeep Chatterjee-Jaico Publishing House - 2009
2. Text book of F&B Service – S.N.Bagchi & Anita Sharma 1st Edition, 2004, Aman Publications, New Delhi
3. Food and Beverage – F&B Simplified- Vara Prasad & Gopi Krishna- Pearson Publications – 2013

REFERENCE BOOKS:

1. Food and Beverage Service- R Singarelaven - Oxford University Press- 2011
2. Bartenders Guide – John J. Poister. Signet; 2 Exp New edition (March 1, 1999)
3. Professional Restaurant Service – Published by John Wiley & Sons Inc, 1991
4. Bar & Beverage Management- Jack D.Nienemier, 2003 AH & LA.
5. How to manage a successful Bar – Christopher Egerton Thomas. Publisher: Wiley; 1 edition (March 14, 1994)
6. Beverages – Bhat –1st edition—2003—Pearson Publications—ISBN: 9788131788950

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LINEN AND LAUNDRY OPERATIONS

BSHM&CS: 303 T

Continuous Internal Evaluation: 25

Semester End Exam: 75

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 2

COURSE OBJECTIVES:

- 1) To understand various types of textile, fibres and measures with relation to purchasing linen.
- 2) To understand the importance of on premises laundry and to understand the Linen room and Uniform room activities in a 5-star hotel.
- 3) To the operations laundering procedure and equipment used and its budget implications. Also to understand the handling of guest laundry.
- 4) To know handling of stain removal agents and chemicals used and their storage. To understand the procedure for stain removal. To understand the equipment and agents used in dry cleaning.
- 5) To understand Contract services/ outsourcing with regard to Laundry Operations.

MODULE -I

Linen

Classification and characteristics of textile, fibers. Types of Yarn, Fabric Construction and types of weaves. Criteria for the selection of linen-- Buying of different linen and their standard sizes. Linen room Activities -- Receiving, Inspecting, counting, checking and recording for damages and sending for laundry and recording discrepancies. Linen exchange rocedures. Caring and rotating linen, Par stock, condemning of linen, Stock taking.

MODULE -II

Laundry

Layout of laundry, space requirements, location. Ergonomic design. Types of Laundries . Importance of on-premises laundry its advantage and dis-advantages,.Organisational structure of Laundry. Job responsibilities of Laundry Staff. Major equipments found, care and handling. Laundry agents. Laundry process flow chart.

MODULE -III

Laundry Services

Various services rendered to guest like washing, dry-cleaning and pressing.Valet service. Guest laundry handling.Handling guest laundry complaints (case studies).Dry cleaning equipment and agents. Uniform Room-Location,Design,staffing andIssuing Procedure,coordination with the Laundry. Budgeting – operational and capital budget.

MODULE -IV

Stains & Stain Removers

Identification and classification of Stains. Classification of stain removal agents. General rules to be followed in stain removal. Classification of Stain removal procedures. Water – its importance in laundry. Chemicals compositions and their use and storage. Dry cleaning equipment and agents.

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MODULE -V

Contract Services

Contract services-types-hiring-operational-periodic-etc,Guidelines for hiring contract services,advantages and disadvantages of contract services,business opportunities and out sourcing. Commercial Laundry –Planning, Infrastructure.

COURSE OUTCOMES

- 1) Should able to recognize suitability of textile, fibers and measures with relation to purchasing linen for a 5-star hotel.
- 2) Should know the importance of on premises laundry, Linen room and Uniform room and their placement in a 5-star hotel
- 3) Should know the complete knowledge of laundering procedure and equipment used and its budget implications in a 5-star hotel and should able to prepare budget in a department. Also should know the handling of guest laundry efficiently.
- 4) Should able to know stain removal agents and chemicals used and their storage. Should know the correct procedure for stain removal. Should have complete knowledge of the equipment and agents used in dry cleaning.
- 5) Should know different types of Contracts / Outsourcing related to Laundry Services.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOK

Hotel Housekeeping Operation and Management- G Raghubalan and Smritee Raghubalan- Oxford – 2nd edition 2009

RECOMMENDED BOOKS:

1. Hotel Housekeeping a training manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw-Hill companies)-2007
2. Housekeeping Operations, Design and Management-- Malini Singh,Jaya B.George-2008- Jaico Publishing House
3. Hotel, Hostel and Hospital house-keeping: Branson, Joan, C&Lennox,Margaret(Hodder and Stoughton 2006
4. The Professional Housekeeper: Schneider, Madeline and Ducker, Georgnia (Vannost Reinhold)-2006
5. Hotel, Hostel and Hospital Management – 5th Edition- Joan C Branson - Book Power-2004

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FRONT OFFICE OPERATIONS

BSHM&CS: 304 T

Continuous Internal Evaluation: 25

Semester End Exam: 75

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 2

COURSE OBJECTIVES:

1. To understand activities of Time Share Business.
2. To understand activities at Bell Desk--its importance & handling of arrival & departure procedure. To understand miscellaneous services at Bell Desk.
3. To understand the Procedure how to handle the group check in, check out and cancellations. And also to have knowledge on Visas & Passports and to know the format of 'C' form.
4. To understand the Front Office Accounting, billing procedure of a guest and Guest departure procedure
5. To provide duties & responsibilities of Night auditor and maintenance different reports.

MODULE 1 --TIMESHARE & VACATION OWNERSHIP

AIRDA and its Role in Developing Timeshare business in India. Definition, History and types of timeshare. Marketing timeshare business. Advantages & disadvantages of timeshare. Resort Condominium International, Intervals International. How to improve the timeshare / referral/condominium concept in India- Government's role/industry role.

MODULE II – BELL DESK AND CONCIERGE

Importance of Bell Desk. Control of bell boys and attitude. Front Office Procedures for emergencies. Concierge and its importance in Front Office. Dealing with verbal enquiry. Providing information to the guest & common enquiries that are dealt daily, Role of International Airlines in tourism

MODULE-III - GROUPS

Definition & types of Groups (Tourist, Conferences, Foreign delegates, Sports, Conventions etc). Group Handling- Group Reservation- Group rate - Group Requirements and Special arrangements (depending on type) – Group meal plans. Settlement of Bills (Travel agent voucher, BTC etc)– Group Cancellation & Retention procedures —Group Pre Arriva procedures, Group Rooming list

/ Passport details – Arrival/Departure Procedures – Group post arrival procedures like Group information circular, "C" Forms for Groups & How it is prepared. --Telephones / House Keeping

/ Room Service / POS and updating the system.

MODULE- IV - FRONT OFFICE ACCOUNTING & DEPARTURE PROCEDURES

Types of accounts (Guest account & Non guest account), Types of vouchers (Paid outs, Receipts TAV, Guest allowances, Miscellaneous Charge, Telephone calls, Commission voucher,

Restaurant/bar checks), Types of folios (Guest Folio, Master folio, city folio, employee folio,

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Split folio), Types OF ledgers (Guest ledgers, Guest weekly bill, visitor's tabular ledger, City ledger). Front office Accounting Cycle – Creation of accounts, Maintenance of accounts, Settlement of accounts Modes of Settlements of bills --Cash – Foreign Currency/ Travelers Cheques (Encashment certificate) ,Bill to company--Combined settlement (zeroing out)--Control of cash and Credit--Unpaid account balances--Account collection and Account aging

MODULE – V- NIGHT AUDITING

Night Audit - Night Auditor – job description duties and responsibility, Night Audit Process – Establishing the End of the Day, Completing Outstanding Postings and Verifying Transactions, Reconciling Transactions, Verifying No-shows- Charging Retention, Reconciling HK discrepancy report, Preparing Reports –potential bad debts, High Balance Report, Room Statistic(Occupancy Reports), Updating the System—Rate Variance.

COURSE OUTCOMES:

1. Should know Time-Sharing Business activities
2. Should know complete procedures taken place at Bell Desk--its importance & handling of arrival & departure procedure.
3. Should know complete Procedure how to handle the group check in, check out and cancellations. And also should know the knowledge on Visas & Passports and should know how to fill up 'C' form.
4. Should have complete knowledge of Front Office Accounting, billing procedure of a guest and Guest departure procedure
5. Should know the duties & responsibilities of Night auditor and maintenance different reports efficiently and correctly.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOK

Hotel Front Office - Jatashankar Tewari - Oxford University Press- 2009

REFERENCE BOOK

- 1) Front Office Management -S K Bhatnagar – 2nd Edition - Frank Brothers & Co – 2010
- 2) Front Office Procedures –Michael Kasavana—5th Edition 1998
- 3) Front Office Operations—Dix—4th edition 2013—Pearson Publications— ISBN: 9788131701560
- 4) Hotel Front Office Operations, Accounting and Management—Arvind Kumar Saraswati & Sunita Badhwar –1st edition—2013—Naman Publisher & Distributors, ISBN-978-93-81735-09-1

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ELECTIVE
ANTHROPOLOGY OF FOOD

BSHM&CS: 305 T/A
Continuous Internal Evaluation: 25
Semester End Exam: 75
Category: DSEC

Periods per week: 4
Duration of Exam: 3 Hours
Nature of Exam: theory
Credits: 4

OBJECTIVES:

- 1) To introduce the knowledge Anthropology and importance of Anthropology
- 2) To know the Classification of foods based on culture, beliefs
- 3) To know about the Global food systems
- 4) To know about food writing from Anthropological perspectives
- 5) To know about Basics of Food Photography

MODULE -I

Introduction :- Definition of anthropology and importance of anthropology

What is food? What is a cuisine? the evolutionary influences on human diet, eating practices and cuisines. how anthropology has approached food. How the human engagement in pre-modern and early modern times with food became something more than providing pure sustenance.

MODULE -II

Classification of foods based on culture, beliefs

The meaning of eating culture in general and the Indian eating culture in particular; - the motivation of food choices. - the effect of the shift from a hunter-forager food strategy to agricultural production on human societies. Why eat what everybody else wants you to eat. : How you think about what you eat is not the same as what you actually eat.

MODULE -III

Global food systems:-

Food & Globalization: the agro industrial complex. How the industrialization and globalization of food production shapes our eating habits; the role of globalization in shaping our eating habits. The role of food culture in the counter-reactions to the increasing industrialization of food production.

MODULE --IV

Introduction to food writing from Anthropological perspectives

Writing the Senses: Capturing the experience of eating in words. Writing blog vs writing a book. Close reading, Voice, sensibility, audience, Strong sentences. Writing: a food memory. Approaches required to write a food essay/article.

MODULE --V

Basics of Food Photography

Job and career prospects in food photography Learn to effectively see how light and shadow, shape and inform. What constitutes a strong commercial image? Establish an effective

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workflow and master color management, how to shoot and what happens before the shoot, why white plate are best for food photographs.

COURSE OUTCOMES

- 1) The student should able to gain the knowledge on Anthropology and importance of Anthropology
- 2) The student should able to classify foods based on culture, beliefs
- 3) The student should have the knowledge about the Global food systems
- 4) The student should able to know about food writing from Anthropological perspectives
- 5) The student should able to about Basics of Food Photography

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

REFERENCES:

- 1) Anthropology of Food by Johan Pottier. Publisher—Wiley,1999
- 2) Handbook of food and Anthropology 2016 by Jakob Klein,ISBN 9780857855947
- 3) Food Culture by John Brett. ISBN 978-1-78533-289-0

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ELECTIVE
BAR MANAGEMENT

BSHM&CS: 305T/B

Continuous Internal Evaluation: 25

Semester End Exam: 75

Category: DSEC

Periods per week: 4

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 4

COURSE OBJECTIVES:

- 1) To understand Bar Operations, Hierarchy, Design of the bar etc.
- 2) To understand the Bar Management career, Social Concerns & Bar controls.
- 3) To know the role of the Bar Manager, Preventing theft and Frauds in Bar, Managing conflict and violence in Bars
- 4) To know the Bartending and Art of Mixology
- 5) To know the service procedures and selling techniques in Bar.

MODULE--I

Introduction to Bar Operations

Introduction to Bar Operation, brief History, Types of Bar, Parts of a Bar and their Operation, Managing Bar employees, Hierarchy, Design of the Bar, the ideal layout & Planning, Interior design, Licenses & Legislations (Municipal & Police licenses)

MODULE --II

Social Concerns and Management Definitions

Bar Management as a career?, Responsibility in today's Alcohol Market ,Following the law and responsible service of alcohol, Health Concerns ,Maintaining a professional and Hygienic appearance.

MODULE --III

Bar Management

The role of the bar manager, Bar layout, Basic Bar Arrangements, Bar equipment and tools, Bar Sanitation, Stock taking and stock control Procurement and suppliers, Preventing theft and Frauds, Managing conflict and violence in bars. Latest trends in Bar Management. Efficient invention Management.

MODULE--IV

The Bartender and the Art of Mixology

The Bartender in detail, the art of Mixology A guide to Bartending, Basic guidelines for setting up a bar, Opening and closing the bar. Techniques of Mixology, Molecular Mixology, Families Mixology.Bar accompaniments & garnishes. Classical & Contemporary Cocktails and Mocktails.

MODULE--V

Service procedures and Selling Techniques

A service Orientation, Establishing bar Standards, Handling bar Problems and difficult customers. Selling – Techniques and Strategies, Special consideration in Bar Marketing, , Repeat Customers, Marketing Bar Operations, Sales Profitability and Control

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COURSE OUTCOMES:

- 1) The student should be able to understand Bar Operations, Hierarchy, Design of the bar etc.
- 2) The student should know the Bar Management career, Social Concerns & Bar controls.
- 3) The student should know the role of the Bar Manager, Preventing theft and Frauds in Bar, Managing conflict and violence in Bars
- 4) The student should have the knowledge of Bartending and Art of Mixology
- 5) The student should have knowledge on service procedures and selling techniques in Bar.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOK:

1. F&B Service Mgt. Bobby- George & Sandeep Chatterjee-Jaico Publishing House - 2009
2. Text book of F&B Service – S.N.Bagchi & Anita Sharma 1st Edition, 2004, Aman Publications, New Delhi
3. Food and Beverage – F&B Simplified- Vara Prasad & Gopi Krishna- Pearson Publications – 2013

REFERENCE BOOKS:

1. Food and Beverage Service- R Singarelaven - Oxford University Press- 2011
2. Bartenders Guide – John J. Poister. Signet; 2 Exp New edition (March 1, 1999)
3. Professional Restaurant Service – Published by John Wiley & Sons Inc, 1991
4. Bar & Beverage Management- Jack D.Nienemier, 2003 AH & LA.
5. How to manage a successful Bar – Christopher Egerton Thomas. Publisher: Wiley; 1 edition (March 14, 1994)
6. Beverages – Bhat –1st edition—2003—Pearson Publications—ISBN: 9788131788950
7. Managing Bar and Beverage Operations – Lendal H. Kotschevar & Mary L Tanke -- Educational Inst of the Amer Hotel (1 October 1996)
8. Serving Food and Drink in the Bar – Stanley Thornes-- Publisher: Nelson Thornes Ltd, 1993

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ELECTIVE
TRENDS IN ACCOMMODATION OPERATIONS

BSHM&CS: 305T/C
Continuous Internal Evaluation: 25
Semester End Exam: 75
Category: DSEC

Periods per week: 4
Duration of Exam: 3 Hours
Nature of Exam: theory
Credits: 4

COURSE OBJECTIVES:

- 1) To know about the Housekeeping Administration.
- 2) To know about the Supervisory skills and responsibilities of a Supervisor.
- 3) To have the knowledge about Ergonomics in House-keeping department.
- 4) To have complete knowledge about Waste Management.
- 5) To have the knowledge of handling the staff and their division of work.

MODULE -I

Management Theory and Housekeeping Administration- Division of work document, performance standards, productivity standards, equipment and operating supply inventory level, work schedules, Team Staffing and Scheduling.

MODULE -II

Supervision in Housekeeping-Introduction, skills of effective supervision, Supervisory responsibilities and Time Management, specific functions of supervisors, handling guest complaints.

MODULE --III

Ergonomics in housekeeping- introduction, ergonomics, ergonomics in hotel housekeeping, significance and need of ergonomics in housekeeping, analysis of risk factors in housekeeping, ergonomics, perspective, risks in housekeeping by applying ergonomics principles.

MODULE --IV

Waste Management- Segregation of waste, collection, segregation and disposal of waste, recycling, energy conservation, water conservation, tips for energy conservation, practices followed in hotels. Study on cases & situations energy conservation

MODULE --V

New property Operations- Introduction, setting up House-Keeping Department, systems and procedures, division of work, area responsibility plan, staffing, orientation, training, scheduling of new employees

COURSE OUTCOMES:

- 1) The student should able to know about the Housekeeping Administration.
- 2) The student should able acquire the Supervisory skills and responsibilities of a Supervisor.
- 3) The student should have thorough knowledge about the Ergonomics in House-keeping department.
- 4) The student should have complete knowledge about Waste Management.

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- 5) The student should have the knowledge of handling the staff and their division of work.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOK

Hotel Housekeeping Operations and Management by G.Raghubalan. Oxford Univ Press 2015
ISBN: 9780199451746

REFERENCE BOOKS:-

- 1) Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw Hills Companies-2007)
- 2) Hotel, Hostel and Hospital Housekeeping – Branson, Joan, C& Lennox, Margaret (Holder and Stoughton 2006.
- 3) The Professional Housekeeper: Schneider, Madeline and Ducker, Georgia (Vanost Reinhold)-2006.

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ELECTIVE
FRONT OFFICE ADMINISTRATION

BSHM&CS: 305T/D

Continuous Internal Evaluation: 25

Semester End Exam: 75

Category: DSEC

Periods per week: 4

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 4

OBJECTIVES:

- 1) To study on Hospitality and security aspects of the Hotel
- 2) To know the knowledge of Computer Applications in Front Office Operations.
- 3) To acquire the skills in the Room Sales Management.
- 4) To prepare the statistics and reports of the activities at the Front Office.
- 5) To know the Human Resource Development at the Front Office Department.

MODULE--I – Hospitality and Security Aspects

Hospitality – Guest Needs , Tangible and Intangible needs, Hierarchy of Needs--Service – Nature of Service, Service Quality, Service in Relation to Guest expectations, Gaps Model of service quality--Protecting the Guest- Internal Threats, Terrorist Threats, Threats to Privacy, Threat to guest Property, other threats to Guest Enjoyment, Women security measures--Protecting the Hotel – Threats to Hotel’s Property, ‘Walk-outs’, ‘Skippers’ or ‘runners’ , Cash Frauds, Bad Debts, Immorality, Other Forms of Illegality

MODULE--II - COMPUTER APPLICATION IN FRONT OFFICE OPERATION

Property management system--PMS application in Front Office – PMS Modules--Selection of a PMS--Global Distribution System--Different PMS available – AMADEUS, FIDELIO

MODULE –III ROOM SALES MANAGEMENT

Introduction to marketing--Reaching the Customer : Through Advertising, Through relationship marketing, Through intermediate agencies--Selling to intermediaries, Negotiating skills--Sales – Increasing Occupancies, Increasing ARR’s, Overbooking --Selling Techniques in Front office - Up selling , Cross Selling, Hard selling (Coffman’s Approach)--Distribution channels and sales in modern Hotels – An overview of E Commerce and Digital Marketing

MODULE --IV– STATISTICS AND REPORTS

Business Statistics--Key Room statistics--Occupancy Report--Guest Statistics--Operational Reports--Financial Reports

MODULE--V – Human Resource Development

Staff Scheduling and Alternative Scheduling Techniques--Skills Training – Prepare to Train, Present the Training, Practice Skills and Follow up, Training Programs developed by Hotels for Entry level.--Career Planning and Development – What is a Career? Traditional Career Versus Protean Career--A Model Of Career Development (Career Stages)--Career Management Systems – Self Assessment, Reality Check, Goal Setting, Action Planning--Role of Employees, Managers, HR managers and Company in Career Management. --HR challenges in Hospitality Industry--Employee Retention

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COURSE OUTCOMES:

- 1) The student should be able to know the Hospitality and security aspects of the Hotel
- 2) The student should have knowledge in Computer Applications used in Front Office Operations.
- 3) The student should acquire the skills in the Room Sales Management.
- 4) The student should be able to prepare the statistics and reports of the activities at the Front Office.
- 5) The student should have knowledge on the Human Resource Development at the Front Office Department

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

REFERENCE BOOKS

1. Managing Front Office Operations – Michael L.Kasavana-- Educational Institute, American Hotel & Lodging Association, 2005
2. Front Office Operations – Colin Dix, Chris Braid, Published August 1st 1998 by Longman Publishing Group
3. Front Office- Peter Abbott & Sue Lewry-- Taylor & Francis as of 2011
4. Hotel Front Office - Jatashankar Tewari-Oxford University Press 2016
5. Employee Training and Development – Raymond A Noe—5th Edition 2010
Publisher: Paul Ducham

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FOOD AND BEVERAGE MANAGEMENT

BSHM&CS: 306 T

Continuous Internal Evaluation: 25

Semester End Exam: 75

Category: HS

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 2

COURSE OBJECTIVES

1. To impart concept of control & Purchasing procedure
2. To impart receiving control, storage & Issuing Control.
3. To impart the student about Inventory, Sales & Labour Cost control.
4. To impart the student about the Beverage Control
5. To impart the student about the detail of Menu Merchandizing

MODULE – I

CONCEPT OF CONTROL & PURCHASING PROCEDURE

Introduction to Control – Cost Control – Control Defined– Objective and Advantages of Control – Methodology and phases of Control – Cycle of Control

INTRODUCTION TO FOOD COST CONTROL – Control procedures – Requirement of a Control System – F & B Control dept.

PURCHASING – Aims of Purchasing – Purchase Staff, Source of supply, Selection and Rating of of supplier, Types of food purchase, Quality purchasing, Definition of S P S, Advantages of S P S, Purchase procedure, Different methods of purchasing, Purchasing Order Form, Ordinary Cost, Carrying Cost, EOQ.

MODULE – II

RECEIVING CONTROL, STORAGE & ISSUING CONTROL

RECEIVING CONTROL – Aims of Receiving, Receiving Staff, Equipment for Receiving, Receiving procedure, Types- Blind Receiving, Partial Blind Receiving, Assessing the performance and efficiency of receiving Department, Frauds in Receiving. Hygiene and Cleanliness. Supplier Documents- Bills, Invoices, Cash Memo, Credit notes. Records maintained in Receiving Department- Goods Received Book, Meat tags, Daily Receiving Report (DRR).

STORAGE & ISSUING CONTROL – Storing Control , Aims of Store Control, Storeroom Personnel, Facilities and equipment, Arrangement of Food, Location of storage facilities , Security, Stock control Types of Stores received , Records maintained.

Issuing Control- Requisition, Transfer note, pricing the issues, posting in stock registers.

MODULE – III

INVENTORY CONTROL, SALES CONTROL & LABOUR COST CONTROL.

INVENTORY CONTROL: Importance, objective, method, levels and Technique, Physical Inventory & Perpetual Inventory, Monthly Inventory, Pricing of Commodities, Comparison of Physical and Perpetual Inventory

SALES CONTROL: Procedure of Cash control, Machine system, ECR, NCR, Preset Machines, POS, Reports, Thefts, Cash Handling

LABOUR COST CONTROL – Staffing, Payroll, Overtime

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MODULE – IV BEVERAGE CONTROL

Purchasing, Receiving, Storing, Issuing, Production Control- Standard Recipe, Standard Portion Size-- Bar Frauds, Books maintained, Beverage Control.

MODULE – V

MENU MERCHANDISING

Menu Merchandising – Menu Control, Menu Design & Layout-Components required to design a good menu.. Types of Menus, Menu as Marketing Tool, Pricing of Menus, Menu Engineering – Definition, Menu Engineering Worksheet- classification of selling items into four quadrants, Limitations of Menu Engineering. MIS – Reports – Calculation of actual cost – Daily Food Cost – Monthly Food Cost – Statistical Revenue Reports – Cumulative and non-cumulative.

COURSE OUTCOMES

1. An ability to know about the concept of control & Purchasing procedure
2. An ability to know about the receiving control, storage & Issuing Control.
3. The student should have an ability to know about Inventory, Sales & Labour Cost control.
4. The student should have an ability to know about the Beverage Control
5. The student should have an ability to know in detail about Menu Merchandizing

EXAMINATION: One question from each unit with internal choice

TEXT BOOK

1. Food and Beverage: Management and Cost Control –Jagmohan Negi -Kanishka Publishers, Distributors (2006)
2. F&B Cost Control -5th Edition – Jack E Miller – Wiley Publishers -2011

REFERENCE BOOKS

1. Menu Planning for the hospitality industry by Jaksa Kivela- Globle Books Subscriptions - 2008
2. F&B Service & Management by Bobby George Sandeep Chatterjee 2nd Edition – Jaico Publications 2009
3. Fundamentals of Menu Planning by paul J McVety -3rd Edition -John Wiley & Sons- 2008

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PRINCIPLES AND PRACTICE OF MANAGEMENT

BSHM&CS: 307T

Continuous Internal Evaluation: 25

Semester End Exam: 75

Category: HS

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 2

COURSE OBJECTIVES:

- 1) To give the basic concepts of Principles of Management and their application in Hospitality and Catering Industry.
- 2) A brief note of Principles of Organization.
- 3) To introduce HR Management and Industrial Psychology.
- 4) To introduce different aspects of Material Management.
- 5) To introduce the concept and functions of Marketing.

MODULE – I

Introduction to Principles of Management :Management definition, Administration Vs Management, Principles and Functions of Management, Levels of management - System and Contingency approach to management – Planning process - Forecasting methods - Decision making process- Delegation of Authority and span of control .Centralization Vs Decentralization

MODULE -II

Introduction to Principles of Organization: Organization: Definition, Line, staff, functional and matrix type organization- Formal and Informal Organization, Group Dynamics and Quality Circle- Role of Coordination, Cooperation and Communication in Successful implementation of Quality Circle in organization – Organizational Change

MODULE – III

Introduction to HR Management Industrial Psychology : Scope of HR management in Hospitality and Catering industry.- Recruitment & Selection - Training and Development (TWI Programme), Job Design , Trade Unionism, Labour Unrest, Wage and incentive concepts

Introduction to Industrial Psychology -Morale and Motivation in relation to Leadership styles ,Managerial grid, theories of X, Y & Z, Human Relations , Labour Appraisal and Labour Welfare measures- Job Attitudes and Job Satisfaction, Measures to improve and its relation to productivity,

MODULE – IV

Introduction to Materials Management : Scope of Materials Management in Hospitality and Catering industry- Purchase and Integrated Material management : principles, and methods of purchasing, vendor selection, rating, evaluation and development – Inventory Control : ABC analysis, Stores Management & Organization ,Pricing of issues. Concept of Transport and Cold Storage and warehousing.

MODULE – V

Introduction to Marketing Management. Definition and concept of marketing, functions of marketing, Marketing segmentation , Marketing Mix, Market Research, Sales Promotion and

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Personnel Selling, Channels of Distribution, Advertising strategy, Product Development, Product Management and Product Life cycle- International Trade.

COURSE OUTCOMES

- 1) The student should be able to know the basic concepts of Principles of Management and their application in Hospitality and Catering Industry.
- 2) The student should understand the Principles of Organization.
- 3) The student should be able to understand briefly the HR Management and Industrial Psychology.
- 4) The student should know the different aspects of Material Management.
- 5) The student should know the concept and functions of Marketing.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each Unit)

TEXT BOOK

1. Principles and practice of management – T.N.Chhabra, Dhanpati Rai & Sons, New Delhi.

REFERENCE BOOKS:

1. Principles and practice of management – L.M.Prasad, Sulthan chand Publishers, New Delhi.

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QUANTITY TRAINING KITCHEN

BSHM&CS: 308P

Continuous Internal Evaluation: 25

Semester End Exam: 50

Category: DSC

Periods per week: 8

Duration of Exam: 6 Hours

Nature of Exam: Practical

Credits: 4

COURSE OBJECTIVES:

- 1) Student should Practice how to prepare Basic Gravies & Masalas.
- 2) Student should do indenting & Practice to prepare various dishes of all the regions of India as per the traditional way for 100 Pax with a minimum of 5 dishes in each menu.
- 3) Student should practice North Indian & South Indian Breakfasts.

CONTENTS: At least two menus from the following regions/Cuisines of India

- 1) Tamilnadu, 2) Chettinadu 3) Kerala 4) Karnataka 5) Andhra 6) Hyderabad 7) Lucknowi (Dum Pukth) 8) Gujarati 9) Goan 10) Rajasthani 11) Bengali 12) Kashmiri 13) Punjabi

Note: one as mentioned below and the other is the choice of the chef of institution.

<u>Basic gravies</u> Makhni Gravy Shahi gravy Khorma gravy Khadai Gravy Nilgiri gravy Onion tomato masala	<u>Tamilnadu cuisine</u> Ingi rasam Kottu Paratha Plain Rice & Puliyodarai (tamarind rice) Kozhi varthtu curry Egg/ veg lappa Vegetable poriyal Venghaya sambar Paruppu Payasam
<u>Chettinadu cuisine</u> Aattu Nenjelumbu Thakkali sadam Banana Dosai Chettinad kozhi curry Kal dosa Poondu Vengaya Kulambu Muranaga kayai sambar Pal Paniyaram	<u>Kerala cuisine</u> Moru Rasam Meen moilee Vazakkai Thoran Kerala sambar Coconut Rice Malabara parata Kerala papad Adapradhaman
<u>Karnataka cuisine</u> Nuchinunde Mysore bonda Bisibele bhath Erulli tomato gojju Chitrhana Kholisaaru Akki roti Chiroti	<u>Andhra cuisine</u> Mirchi bajji Kottimeera Kodi Gongura pappu Gutti Vankaya Nimma pulihora Plain rice pallichutney Paala paayasam

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<u>Hyderabadi Cuisine</u> Marag Kachi gosh ka biriyani Mirchi ka salan Dahi Ka chutney Qubooli Khushka Rumali Roti Nizami Hundi Double ka metha	<u>Lukhnow (Dum pukth)cuisine</u> Paalak ke shammi Murgh Khorma Navarathan Khorma Gobi musallam Khushka Waqui parata Ananas ka muzaffar
<u>Gujarath cuisine</u> Khandvi Salli zardaloo Murgh Undiyu Gujarathi Khadi Muli nu Daal Kichidi Plain rice Methi Thepla Lapsi	<u>Goan cuisine</u> Patoleo Tomato rice Chicken Xaccuthi Khatkhate Dal Kokum Bibinca
<u>Rajasthani cuisine</u> Aam ka panna Masala bhati Laal maas Panch mel Daal Aloo mangodi ka sabzi Gate ka pulao Missi roti Malpua	<u>Bengali cuisine</u> Jhal muri Luchi Bheguni bhaja Ghee bhath Pather jholi Cholar daal Rashgulla
<u>Kashmiri cuisine</u> Sheer chai Tabak maaz Mutton Rogan josh Tiranga pulao Baqherkhani Kashmiri dum aloo Firni	<u>Punjab Cuisine</u> Dhaniya shorbha Paneer tikki Murgh Makhni Mutter pulao Aloo Gobhi Adhraki Lachcha paratha Maa de daal Gulab Jamun

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<u>North Indian Breakfast</u> Aloo Paratha Poha Cholae Bhature Khicidi Dhokla Mint Chutney Vada Pav	<u>South Indian Breakfast</u> Idli Dosa Vada Iddiappam Appam Chutney Sambar Puttu
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COURSE OUTCOMES:

- 1) Student should prepare Basic Gravies & Masalas.
- 2) Student should be able to do indenting & should prepare various dishes of all the regions of India as per the traditional way for 100 Pax with a minimum of 5 dishes in each menu.
- 3) Student should be able to do North Indian & South Indian Breakfasts.

TEXT BOOKS:

1. Cuisines of India the art & tradition of Indian Regional Cooking by Smitha Chandra & Sanjeev—Publisher-ECCO—1st Edition—2010-- ISBN- 10: 0060935189
2. Modern Cooking Vol-I - Thangam E. Philip 5th Edition-2003.

REFERENCE BOOKS

1. Tandoor—The great Indian Barbeque—Ranjit Rai—Publisher—Overlook Press ISBN-10: 1585671444, ISBN-13: 9781585671441
2. Taste of India,--Madhuri Jaffrey,--John Wiley & Sons --3rd edition—2010—ISBN: 9780890099407.

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BEVERAGES SERVICES

BSHM&CS: 309P

Continuous Internal Evaluation: 25

Semester End Exam: 50

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: Practical

Credits: 1

OBJECTIVE:

- 1) To identify the tools & equipment used for bar operations.
- 2) Student should able to match the wines with Food.
- 3) Student able to write the French classical menu with wines.
- 4) To develop the skills for service of different types of Wines, Spirits, Beer,
- 5) To develop the skills of preparing Cocktails with different base and Service

Contents:

Service of Wines

Service of Red Wine - White/Rose Wine -Sparkling Wines - Fortified Wines - Aromatized Wines - Cider, Perry & Sake

Service of Beer

Service of Bottled-canned Beers - Draught Beers

Service of Spirits

Service styles – neat/on-the-rocks/with appropriate mixers Service of Whisky – Vodka – Rum – Gin – Brandy – Tequila

Service of Aperitifs

Service of Bitters – Vermouths

Service of Liqueurs

Service styles – neat/on-the-rocks/with cream/en frappe

Service from the Bar - Liqueur Trolley Matching Wines with Food

Menu Planning

Menu Planning with accompanying Wines–Continental Cuisine & Indian Regional Cuisine

Table laying & Service of menu with accompanying Wines

Preparation and Service of Cocktails& Mocktails

Preparation and service of Cocktails & Mocktails of different Base

Demo—Molecular Drinks

COURSE OUTCOMES:

- 1) Should be able to identify the correct tools & equipment used for bar operations.
- 2) Student should able to pair the wines with Food.
- 3) Student should write the French classical menu with wines.
- 4) Student should develop the skills for service of different types of Wines, Spirits, and Beer.
- 5) Should be able to develop skills in preparing cocktails with different base in different methodology and should able to serve the cocktail in appropriate glassware.

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TEXT BOOK:

1. F&B Service Mgt. Bobby- George & Sandeep Chatterjee-Jaico Publishing House - 2009
2. Text book of F&B Service – S.N.Bagchi & Anita Sharma 1st Edition, 2004, Aman Publications, New Delhi

REFERENCE BOOKS:

1. Food and Beverage Service- R Singarelaven – 2nd Edition Oxford University Press- 2011
2. Food and Beverage – F&B Simplified- Vara Prasad & Gopi Krishna- Pearson Publications – 2013—1st Edition.
3. Food and Beverage Service –A Training Manual—3rd edition 2013—Sudhir Andrews— The McGraw Hill.

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LAUNDRY OPERATIONS

BSHM&CS: 310P

Continuous Internal Evaluation: 25

Semester End Exam: 50

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: Practical

Credits: 1

COURSE OBJECTIVES:

- 1) To know the functioning of major equipment used in laundry physically (Field Visit)
- 2) To know the process of laundering on Automatic Commercial Machines physically (Field Visit)
- 3) To Practice Ironing of Linen
- 4) To Practice the stitching of buttons, hemming etc.
- 5) To identify the stains and learning step by step procedure and chemicals used

CONTENTS:

Major equipment used in laundry (field visit)

Process of laundering on Automatic Commercial Machines (field visit) Ironing of linen (Uniforms, table linen etc.)

Tailoring- Stitching buttons, hemming.

Common stains removal – procedure and chemicals used.

COURSE OUTCOMES:

- 1) Should know the functioning of major equipment used in laundry physically
- 2) Should know the process of laundering on Automatic Commercial Machines physically
- 3) Should know Ironing of Linen
- 4) Should know the stitching of buttons, hemming etc.
- 5) Should identify the stains and should able to do step by step procedure and chemicals used in the process.

TEXT BOOK

Hotel Housekeeping Operation and Management- G Raghubalan and Smritee Raghubalan- Oxford – 2nd edition 2009

RECOMMENDED BOOKS:

1. Housekeeping Operations, Design and Management - Malini Singh, Jaya B George - Jaico Publishing House-2008
2. Hotel, Hostel and Hospital Management – 5th Edition- Joan C Brasnon - Book Power-2004
3. Hotel, Hostel & Hospital House Keeping – Branson, Joan C & Lennox, Margaret, 2003.

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FRONT OFFICE OPERATIONS

BSHM&CS: 311P

Continuous Internal Evaluation: 25

Semester End Exam: 50

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: Practical

Credits: 1

COURSE OBJECTIVES:

- 1) To Practice arrival procedures & Registration of guests on PMS.
- 2) To practice Operations of Bell desk.
- 3) To Practice preparing of bills on PMS software and settlements of bills.
- 4) To Practice departure procedures on PMS and role play should be practiced as bell boy.
- 5) To Practice preparing night audit report on PMS.

CONTENTS

- Arrival Procedures & Registration of Guests (Practice on PMS) - Role Play along with Bell Boy & Arrival Errand Cards.
- Operations of Bell desk Left luggage procedure - scanty baggage procedure - miscellaneous services – Control of bell boys and attitude.
- Front Office Cashiering (Practice on PMS) - Modes of Settlements of bills – Cash - Encashment certificate & Credit (Direct & Indirect)
- Departure procedure (Practice on PMS) – Role Play along with Bell Boy & Departure Errand Cards.
- Night Audit Operations (Practice on PMS) – Preparing Night Auditors Report with all relevant information.

COURSE OUTCOMES:

- 1) Should be able to do entries of arrivals & Registration of guests on PMS.
- 2) Should be able to act as Bell boy at bell desk.
- 3) Should be able to prepare the bills on PMS software and settle the bills the guest and take print outs.
- 4) Should be able to entries of departure procedures on PMS and should act as bell boy.
- 5) Should be able to prepare night audit report on PMS.

TEXT BOOK

Hotel Front Office - Jatashankar Tewari - Oxford University Press- 2009—2nd edition.

REFERENCE BOOK

- 1) Front Office Management -S K Bhatnagar – 2nd Edition - Frank Brothers & Co – 2010
- 2) Hotel Front Office Operations, Accounting and Management—Arvind Kumar Saraswati & Sunita Badhwar –1st edition—2013—Naman Publisher & Distributors, ISBN-978-93-81735-09-1

BSC – HMCS – 4th Semester Syllabus

**SCHEME OF INSTRUCTION AND EXAMINATION
(CHOICE BASED CREDIT SYSTEM)
For the Batch Admitted in 2023-2024**

FOURTH SEMESTER

SYLLABUS REF. NO	SUBJECT	Category	No of Weeks	MARKS		Duration of Exam(hrs)	Credits
				Sess.	Exam		
BSHM&CS 401 IT	Industrial Training	SEC	16	80	120	3	16

INDUSTRIAL TRAINING

BSHM&CS: 401 IT

Continuous Internal Evaluation: 80

Semester End Exam: 120

Category: SEC

Duration of Training: 16 Weeks

Duration of Exam: 3 Hours

Nature of Exam: Viva Voce

Credits: 16

OBJECTIVES

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.

PERIOD OF TRAINING:

16 weeks of Training is divided into

- a. 4 Weeks in Kitchen
- b. 4 Weeks in F&B Service
- c. 4 Weeks in Housekeeping
- d. 4 Weeks in Front Office

COURSE OBJECTIVES:

1. Know the organizational structure of the unit
 - a. State the ownership and the group or chain to which the unit belongs.
 - b. Draw the unit level organizational structure.
 - c. Name the sections of the departments
 - d. State the activities of the departments and the coordination or cooperation of other departments.
2. Understand the basic layout / facilities / design of the different departments and ancillary sections.
 - a. Draw the layout of the departments including the supporting back areas.
 - b. Explain the routine activities in the sections trained.
3. Understand the preliminary tasks to be completed before commencement of training

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every day.

- a. List the basic jobs given.
- b. Other activities of the section.

Note: For the purpose of training report students are advised to note down only those features that are available for training experience in their respective units of training.

Allocation of Marks

Continuous Internal Evaluation: 80 Semester End Exam: 120

Continuous Internal Evaluation: 80

- 1) Submission of Training Certificate -- 20 Marks
- 2) Submission of Training log book – 20 Marks
- 3) Submission of Materials and information collected from the Hotels – 20 Marks
- 4) Regularly / Punctuality/ Appraisals – 20 Marks

Semester End Exam: 120

- 1) Submission of Project Report on the IET of the Hotel – 60 Marks
- 2) PPT presentation and Viva – 60 Marks.

RESPONSIBILITIES OF THE TRAINEE

1. It is mandatory for the student to complete industrial training in stipulated period as given by the Lingaya's Vidyapeeth for awarding the BSC – HMCS Degree.
2. Should undergo Industrial training in consent with College only.
3. Should be punctual.
4. Should maintain the training logbook up-to-date.
5. Should be attentive and careful.
6. Should be keen to learn and maintain high standards and quality of work.
7. Should interact positively with the hotel staff.
8. Should be honest and loyal to the hotel and towards their training.
9. Should get their appraisals signed regularly from the HOD's or training manager.
10. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
11. Should attend the training review sessions / classes regularly.
12. Should be prepared for the arduous working condition and should face them positively.
13. Should adhere to the prescribed training schedule.
14. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
15. Should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE /PRINCIPAL

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.

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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 brief the students about the appraisals, attendance, marks, logbook and training report.
8. Should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
9. Should ensure institute procure “training completion certificate” from the hotel after completion of Training.
10. It is the responsibility of the Principal to check the genuinity of the certificate/training at the hotel and take an appropriate step and intimate accordingly to Lingaya’s Vidyapeeth.
11. College authority should intimate the concerned hotel, about the guidelines issued by Lingaya’s Vidyapeeth along with NOC before commencement of IT.

RESPONSIBILITIES OF THE HOTELS:

1. Should give proper briefing session/orientation/induction prior to commencement of training.
2. Should make a standardized training module for all trainees.
3. Follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should co-ordinate with the institute regarding training programme.
6. Should monitor the trainees regarding attendance during training. The same should be recorded on the Training Certificate/ Letter of Attendance.
7. Should check with trainees regarding appraisals, training report, log book etc.
8. Should inform the institute about truant trainees.
9. Should allow the students to interact with the guest as per the hotel Policy.
10. Should specify industrial training’s “Dos and Don’ts” for the trainee.
11. Should ensure issue of completion certificate directly to the institute on the last day of training.
12. Ensure the safety of Industrial Trainees, special care should be taken in case of Female industrial Trainees.

COURSE OUTCOMES

1. Should know the organizational structure of the Hotel in general and in particular hotel with name of the sections of the departments
2. Should Understand and in a position to draw the basic layout / facilities / design of the different departments and ancillary sections.
3. Should understand the preliminary tasks to be completed and other activities in the departments.
4. Above all he should be ready to take up a job in particular department of his interest and should be ready to face the interviews for the placements in the 3rd year.

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BSC – HMCS – 5th Semester Syllabus

**SCHEME OF INSTRUCTION AND EXAMINATION
(CHOICE BASED CREDIT SYSTEM)
For the Batch Admitted in 2023-2024**

FIFTH SEMESTER

SYLLABUS REF. NO	COURSES	Category	Hours / Week		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	Continuous Internal Evaluation	Semester end Exam		
BSHM&CS 501T	Advanced Food Production	DSC	3	-	25	75	3	3
BSHM&CS 502T	Advanced Food & Beverage Service	DSC	3	-	25	75	3	3
BSHM&CS 503T	Interior Design & Flower Arrangements	DSC	2	-	25	75	3	2
BSHM&CS 504T	Front Office Accounting Management	DSC	2	-	25	75	3	2
BSHM&CS 505T	ELECTIVE -II (Intra Discipline)	IDEC	3	-	25	75	3	3
BSHM&CS 506T	Hotel A/c & Financial Mgt.	SEC	3	-	25	75	3	3
BSHM&CS 507T	Introduction to Research in Hospitality & Tourism	SEC	2	-	25	-	-	2
BSHM&CS 508P	Advanced Training Kitchen	DSC	-	8	25	50	6	4
BSHM&CS 509P	Advanced Food & Beverage Services Lab	DSC	-	2	25	50	3	1
BSHM&CS 510P	Interior Design & Flower Arrangements Lab	DSC	-	2	25	50	3	1
BSHM&CS 511P	Front Office Accounting Management	DSC	-	2	25	50	3	1
			18	14	275	650		25
Total					925			

Note: Discipline Specific Core Course (DSC) ; Discipline Specific
Elective Course (DSEC) Ability Enhancement Compulsory Courses (AECC)
; Skill Enhancement Course (SEC) Intra-discipline Elective Course (IDEC)

ELECTIVE – II: Intra Discipline Elective Course:

(505-A) -- 1. Bread Art

(505-B) --2. Cruise line Operations & Galley Familiarization

(505-C)-- 3. Visual Foods

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ADVANCED FOOD PRODUCTION

BSHM&CS	:	501T	Hours per week	:	3
Continuous Internal Evaluation	:	25	Duration of Exam	:	3 hours
Semester end Exam	:	75	Nature of Examination:	Theory	
Category	:	DSC	No. of Credits	:	3

COURSE OBJECTIVES:

1. To impart knowledge of European Cuisine and to familiarize them with the latest technological developments
2. To impart knowledge of Asian Cuisine and to familiarize them with the latest technological developments
3. To impart knowledge of Middle East Cuisine and to familiarize them with the latest technological developments
4. To impart knowledge of American continent Cuisine and to familiarize with Molecular gastronomy, Convenience foods.
5. To impart knowledge on Emerging Cuisines.

MODULE – I EUROPEAN CUISINE

History and tradition of cuisine – French, Italy and Germany, British, Spanish, Scandinavian and Norwegian Cuisine -Special ingredients, equipment, tools, preparation and technology involved.

MODULE – II ASIAN CUISINE

Chinese, Japanese (emphasis on Sushi and sashmi), Mongolian, Korean, Thai, Indonesian. Special ingredients, equipment, tools, preparation and technology involved.

MODULE – III MIDDLE EASTERN CUISINE

History and tradition of cuisine - Arab, Egyptian, Kosher (Israel) Cuisines Mediterranean Cuisine- Lebanese Turkish and Moroccan Cuisine. Special ingredients, equipment, tools, preparation and technology involved.

MODULE – IV

AMERICAN CONTINENT CUISINE, MOLECULAR GASTRONOMY, CONVENIENCE FOODS.

American , Mexican, Cajun Cuisines , -Introduction to Sous vid and Molecular gastronomy, Sustainable Cuisine ,Allergic Foods their substitutes and their Anti dotes, Contemporary Cooking Techniques-Convenience foods – uses, handling, types, shelf life and brand names.

MODULE – V

EMERGING CUISINES: Culinary Practices & Techniques of pro biotic foods, Diet **foods**, food performance enhances Medicinal foods.

COURSE OUTCOMES:

1. Should have knowledge of European Cuisine and to familiarize them with the latest technological developments
2. Should have knowledge of Asian Cuisine and to familiarize them with the latest technological developments

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3. Should have knowledge of Middle East Cuisine and to familiarize them with the latest technological developments
4. Should have knowledge of American continent Cuisine and to familiarize with Molecular gastronomy, Convenience foods.
5. Should have knowledge on Emerging Cuisines.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOK

International Cuisine & Food Production Management 2nd edition by Parvinder S Bali-
Oxford Press -2012

REFERENCE BOOKS

1. Food and Beverage Management- Bernard Davis (Author), Andrew Lockwood A Butterworth-Heinemann 5th edition - 2012
2. Culinaria - France - André Dominé, Gunter Beer - h.f.ullmann(Publisher), 2012
3. Culinaria Italy- 2nd Edition -Claudia Piras- Langenscheidt Publishing Group, 2010
4. Culinaria Germany: Cuisine, Country, Culture Christine Metzger- Atlasbooks Dist Serv, 2011
5. Essentials of Asian Cuisine- Corinne Trang- Simon & Schuster, 2010

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ADVANCED FOOD AND BEVERAGE SERVICE

BSHM&CS	:	502T	Hours per week	:	3
Continuous Internal Evaluation:		25	Duration of Exam	:	3 hours
Semester end Exam	:	75	Nature of Examination:		Theory
Category	:	DSC	No. of Credits	:	3

COURSE OBJECTIVES:

1. To impart the knowledge of planning, operating F&B Outlets,
2. To impart the knowledge of managing food and beverage outlets & Types of Catering.
3. To impart the knowledge of organizing vendors
4. To impart the knowledge of Gueridon service
5. To impart the knowledge of Licensing and Bar operations

MODULE – I

PLANNING AND OPERATING VARIOUS F&B SERVICE OUTLETS

Various F&B Outlets - Specialty Restaurant, Coffee Shop, Fast Food, Bar, Pub, Discotheque, Room Service etc. General points to be considered while planning an outlet, physical layout of functional and ancillary areas, objectives of layout, space calculation, seating arrangements, planning selection and purchase of equipment – heavy duty and light duty equipments, planning the interiors of an outlet – décor, lighting, color and furniture, Licenses required, Planning menu for an outlet – menu content, display, layout and constraints.

MODULE – II

MANAGING FOOD AND BEVERAGE OUTLETS

Staff requirement calculation, allocation of work, task analysis, job description, job specification. Supervisory skills – briefing, tip distribution, making of Duty Roaster, training and development, standard operating procedures (SOP)

MODULE – III

VENDOR MANAGEMENT IN FOOD SERVICE OPERATIONS

Definition, characteristics of a vendor; areas you need vendors – cutlery, crockery, glassware, linen – local and international brands; vendor sourcing – information, selection, tiering; buyer – vendor relations, vendor reliability – reputation, location and quality, negotiations with vendors, terms and conditions with vendors, vendor evaluation.

MODULE – IV GUERIDON SERVICE

History, definition, advantages and disadvantages, types of gueridon trolleys, parts and equipments. Set-up of gueridon trolley. Gueridon arts – carving, flambéing, general points to be considered while doing service, impulse buying, service of different gueridon dishes- crepe suzette, banana flambé, rum omelet, steak Diane.

MODULE – V

BAR OPERATIONS

Types of Bar – Cocktail, dispense, bar layout, General points to be considered while designing bar, parts of bar – front bar, back bar, under bar, permit room. Bar licensing, Bar Equipment, bar stock, Bar Control – bar frauds, records maintenance, stock maintenance, cellar inspection, bar staffing, bar checklist

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COURSE OUTCOMES

1. The student should have an ability of planning, operating F&B Outlets,
2. Should be able to know the knowledge of managing food and beverage outlets & Types of Catering.
3. The student should have an ability of organizing vendors
4. The student should have an ability of Gueridon service
5. The student should have ability of Licensing and Bar operations

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOKS

1. Food & Beverage simplified – Varaprasad-Pearson publishers – 2013
2. F&B Service – R Singaravelavan- 1st edition –Oxford press-2011

REFERENCE BOOKS

1. F&B Service – Dennis Lillicrap & Cousins. Hodder Education –UK -8th Edition - 2012
2. Hotel & Tourism Laws - Jag Mohan Negi, 1st Edition, 2007 Frank Bros, Chennai.
3. Purchasing, a guide for Hospitality Professionals, Jack D Ninemier, Pearson Publications

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INTERIOR DESIGNING AND FLOWER ARRANGEMENT

BSHM&CS	:	503T	Hours per week	:	2
Continuous Internal Evaluation	:	25	Duration of Exam	:	3 hours
Semester end Exam	:	75	Nature of Examination:		Theory
Category	:	DSC	No. of Credits	:	2

COURSE OBJECTIVES

1. To give students broad knowledge on elements of art and design
2. To give students the knowledge on colour schemes & harmonies and lighting
3. To give students brief knowledge on floor coverings, carpets and wall coverings
4. To give students brief knowledge on guest room furniture and fittings, soft furnishings and window treatment
5. To give students a brief knowledge on flower arrangements.

MODULE- I

ELEMENTS OF ART AND DESIGN

Introduction, Objectives of Interior Design, Types of Design, Structural Design ,Decorative Design, Elements of Art and Principles of Design, their application in interior planning. Designing for the Physically Challenged, specific requirements for physically challenged guests, Guest rooms and other facilities for exercise and health facilities. Planning trends in hotels space allocation and structural design.

MODULE- II

COLOUR SCHEMES AND LIGHTING

Introduction of Colour, Dimensions of Colour, Colour Wheel, Color Schemes and harmonies. Planning Colour schemes in hotels. Emotional Impact of colour. Lighting systems. plans & its importance, types of lighting, methods of lighting, lighting fixtures, Lighting creating mood and Atmosphere in different areas in the hotel. Accessories-classification, selection function & their placement.

MODULE- III

FLOOR AND WALL COVERINGS

Floor coverings, selection of floor coverings, types, characteristics of floors and floor finishes. Carpets, types and characteristics of carpets. Care and maintenance of carpets. Types of wall coverings, selection and maintenance of wall coverings.

MODULE- IV

FURNITURE FABRICS AND SOFT FURNISHINGS

Guest room furniture, selection, types of furniture and its arrangement, materials used for making furniture and items in guest room. Types of guest room furniture and fittings. Soft furnishings, types of soft furnishings, selection of tapestry, and upholstery suitability and cost. Window types designs and window treatments.

MODULE- V

FLOWER ARRANGEMENT

Introduction to flower arrangement in hotels. Basic ingredients, flowers, foliage, modern flower arrangements, patterns, types and equipment. Trends in flower arrangements. Buying

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cut flowers, designing flower arrangements, guide lines for flower arrangements, placing flower arrangements in different areas of hotels. Japanese flower arrangement.

COURSE OUTCOMES

1. Students should be able to know the elements of art and design
2. Students should be able to know the colour schemes and lighting.
3. Students should be able to know the floor finishes and wall coverings
4. Students should be able to know the types of furniture and soft furnishings
5. Students should be able to learn the various types of flower arrangements.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK:

Hotel Housekeeping: Operations and Management- Raghubalan, OUP India, 2009.

REFERENCE BOOKS

1. IKIBANA India -Veneetha sunil Kumar (author & Publisher) 2007
2. Accommodation Operation Management -SK Kushal & SM Gowtham -Frank Bro &Co - 2010
3. House Keeping Operation, design and Management by Malini Singh & Jaya B George - Jaico publishing Housing -2008

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FRONT OFFICE ACCOUNTING MANAGEMENT

BSHM&CS : 504T	Hours per week : 2
Continuous Internal Evaluation : 25	Duration of Exam : 3 hours
Semester end Exam : 75	Nature of Examination: Theory
Category : DSC	No. of Credits : 2

COURSE OBJECTIVES

1. The student should understand the importance of Front Office Accounting
2. The student should understand the functions of Front office accounting
3. The student should understand what is Cash control and Credit control and why it is necessary
4. The student should understand the how the settlement of Guest Account is being done in 5-star hotels
5. To understand the system of Computer applications in Front Office accounting.

MODULE --I

FRONT OFFICE ACCOUNTING- AN INTRODUCTION

The FO Guest Accounting Cycle - Pre-arrival, Arrival, Occupancy, Checkout. Accounting Fundamentals - The importance of front office accounting for guests and the hotel. The accounting elements and terms commonly used in FO accounting – Accounts, Folios, Vouchers POS, Ledgers. Account and types of Account – Guest accounts, Non-Guest accounts, Management accounts. Folios and types of Folios. Vouchers and types of vouchers. Ledger – Back Office Accounts Receivable Ledger, Back Office Accounts Payable Ledger. Accounts Receivable Section – Guest Ledger, City Ledger.

MODULE --II

FRONT OFFICE ACCOUNTING - FUNCTIONS

Creation and maintenance of Accounts – Record Keeping System, Charge Privileges, Credit Monitoring, Account Maintenance, Record Keeping System (Non Automated, Semi Automated and Fully Automated). Tracking Transactions – Cash Payment, Account Correction Account, Allowance, Account Transfer and Cash Advance (Visitors Paid Out). Internal Control – Front Office Cash Sheet, Cash Banks, Audit Controls.

MODULE –III

CONTROL OF CASH AND CREDIT

What is credit Control and its necessity? Accounting For Guest Charges - Folio Accounting - Guest Paying by Credit Card, Guest paying by travel agent Voucher, Guest Checking in with tour group, Guest with Airline PSO &MAO, Guest having all Charges Billed, Guest with Scanty Baggage, Walk-in guest, No-show Billings. Credit Facility to Companies/Corporations. Credit Control during stay, After Departure activities. Main Objectives of the credit control measures, Cash Control, Protection of hotel funds

MODULE –IV

SETTLEMENT OF FRONT OFFICE ACCOUNTS

Unpaid Account Balances – Skippers, Late Charges. Account Collection – City Ledger Accounts, Master Folio accounts of Groups, Account Aging. Dealing with Potential Bad Debts. Front Office Records – Guest Histories, Marketing Follow Through. Data Privacy.

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MODULE –V

COMPUTER APPLICATIONS IN FRONT OFFICE ACCOUNTING

Property Management System. PMS Application in Front Office. Reservations Module - Front Desk Module - Rooms Module - Cashier Module - Night Audit Module - Set-up Module - Reporting Module - Back Office Module. PMS Interface with Stand-alone Systems. Different Property Management Systems - Micros - IDS Fortune – (Amadeus—ShawMan)

COURSE OUTCOMES

1. The student should be able to understand the importance of Front Office Accounting
2. The student should be able to understand the functions of Front office accounting
3. The student should be able to Understand what is Cash control and Credit control and why it is necessary
4. The student should be able to understand the how the settlement of Guest Account is being done in 5-star hotels
5. To student should be able to understand the system of Computer applications in Front Office accounting and has to work on the system.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOK

Front Office Management –2nd edition- S.K.Bhatnagar -Frank bros. & co. (Publishers) Ltd.

REFERENCE BOOKS

1. Front Office Operations and Management – Rakesh Puri – Revised Edition 2009
2. Front Office Management and Operations – Sudhir Andrews - Revised Edition – 2008
3. Professional Front Office Management - Robert H. Woods, Jack D. Ninemeier David K. Hayes, Michele A.Austin – 2008

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**ELECTIVE-II
BREAD ART**

BSHM&CS : 505T-A	Hours per week : 3
Continuous Internal Evaluation : 25	Duration of Exam : 3 hours
Semester end Exam : 75	Nature of Examination: Theory
Category : IDEC	No. of Credits : 3

COURSE OBJECTIVES

1. To understand the Gluten nature structure and its characteristics.
2. To understand the principles of preparing Biscuits and muffins.
3. To understand the principles of preparing Yeast Breads.
4. To know how to evaluate the quality of Bread.
5. To know about the Salt dough and its importance in presentations.

MODULE -I GLUTEN

Gluten and its native state and elastic nature, structural characteristics of Gluten when denatured by heat. Quantity & Quality of Gluten in all Flours.

MODULE -II BISCUITS & MUFFINS

Principles of preparing Biscuits and Muffins. Effects of mixing methods on texture and palatability of Breads.

MODULE -III YEAST BREAD

Principles of preparing yeast Breads. Ingredients used in bread making and their roles during mixing and baking.

MODULE- IV BREAD FAULTS

Criteria of quality for evaluating breads, faults in Dough making, temperature control, end product faults.

MODULE -V SALT DOUGH

Qualities and uses in decoration/ presentations. Colouring, improving the edibility factor of Salt Dough.

COURSE OUTCOMES

1. Should be able to know in detail about the Gluten nature structure and its characteristics.
2. Should be able to know the principles and able to prepare Biscuits and muffins.
3. Should be able to prepare Yeast Breads.
4. Should be able to evaluate and judge the quality of Bread.
5. Should be able know about the Salt dough and its importance in presentations.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

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TEXT BOOK:

Bakers Manual – by Joseph Amendola – T.R. Publications (Revised IV edition.)

REFERENCE BOOKS:

1. Professional Baking –Second edition –Wayne Gisslen—Wiley Publishers, Singapore
2. Understanding Baking – Revised II edition—by Joseph Amendola, T.R. Publications
3. Special and Decorative Breads-by roland Bilheux & Alain Escoffier –Volume I & II –
Van Nostrand Reinhold N.Y.

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ELECTIVE-II
CRUISE LINE OPERATIONS & GALLEY FAMILIARIZATION

BSHM&CS :505T-B	Hours per week : 3
Continuous Internal Evaluation: 25	Duration of Exam : 3 hours
Semester end Exam: 75	Nature of Examination: Theory
Category: IDEC	No. of Credits : 3

COURSE OBJECTIVES

1. To understand the contemporary Cruise line Operations.
2. To know the Cruise regions & its Legislations
3. To know the Cruise ship and cruise galley lay out
4. To know the types of equipment placed in the cruise & ergonomics
5. To know about the health issued, Safety & Security measures in the Cruise lines.

MODULE -I

CONTEMPORARY CRUISE OPERATIONS

Elements of Cruising, History of Cruising, Image of Cruising, Cruise Market and its future, Cruise Operators & Agents, Cruise Product & Loyalty Challenges, Major Cruise Brands across the world their values and Vessel Classification.

MODULE II:

CRUISE GEOGRAPHY MARITIME ISSUES & LEGISLATION

Primary Cruising Regions - Eastern, Western, Southern Caribbean, Europe & Mediterranean, North & South Europe, North America,, South Pacific and other Cruise Destinations, Shipping Industry , Maritime Organizations, Marine Security in general (MARSEC) & Safety, Marine Pollution, Sanitation & Cleanliness.

MODULE III:

CRUISE SHIP LAYOUT& CRUISE GALLEY

Cruise Ship Layout and departments, Hierarchy of a Cruise Ship, functions of Major departments such as Galley (Food Production) & Dining room(Food Service & Drink), Deck and Engine, Accommodation, Passenger Service demands and service quality. Work culture, working in socially diverse environment, Career advancement and growth of individuals in relation to food production in cruise industry. Multi Culturism

MODULE -IV:

CRUISE GALLEY EQUIPMENT &ERGONOMICS

Equipment- Identification, Selection, Functions of the equipment used in a Cruise Galley. Study of non LPG based equipment and detailed understanding of steam, electrical and other fuel based equipment used in mass food production on cruise ships.

Ergonomics—increase productivity, ergonomic testing analysis, Optimization of Safe Food Production & Service Delivery Systems, Carpal tunnel syndrome at work, improving work place health and increase efficiency.

MODULE -V

HEALTH, SAFETY & SECURITY IN CRUISE SHIPS

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Centre for Disease Control and Vessel Sanitation Program, Nor virus, Vessel Sanitation Program, Hazard Analysis and Critical Control Points—Analyzing Hazards. Identification of critical Control points establish preventive measures with critical limits for each control point. Procedures to monitor critical control points, Corrective action when critical limit has not been met, cross checking the procedures for effective functions, establish effective record keeping documenting the HACCAP System. Safety at Sea, Assessing Risk, Mock Drills, Boat Drills, Emergency Plans and Evacuation while abandoning the ship.

COURSE OUTCOMES

A Graduate will have ability to

1. To understand the contemporary Cruise line Operations.
2. To know the Cruise regions & its Legislations
3. To know the Cruise ship and cruise galley lay out
4. To know the types of equipment placed in the cruise & ergonomics
5. To know about the health issued, Safety & Security measures in the Cruise lines.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOK

Cruise Operations Management by Phillip Gibson by buffer worth Heinaemann, 1st edition, 2006

REFERENCE BOOKS

1. Cruising- a Guide to the Cruise line Industry – by Marc Mancini, Ph.D., 2nd Edition August, 2003.
2. Complete guide to Cruising & Cruise ships by Douglas Ward, published by Berlitz publishing—2008.
3. Selling the sea—An Inside Look at the Cruise industry by Bob Dickinson and Andrew Vladimir, Published by Wiley-1997.

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**ELECTIVE-II
VISUAL FOODS**

BSHM&CS : 505T-C	Hours per week : 3
Continuous Internal Evaluation : 25	Duration of Exam : 3 hours
Semester end Exam : 75	Nature of Examination: Theory
Category : IDEC	No. of Credits : 3

COURSE OBJECTIVES:

1. To understand the importance of food attraction and its role
2. To know how to plan and present the visual foods
3. To know in detail about the history of garnish and its modern styles of garnishing.
4. To know the hierarchy of the senses in relation to the food.
5. To know the factors effecting visual impact.

MODULE –I

Understanding food attraction, importance of food attraction, role of balance of color, shape and texture in food presentation, limitations and benefits of attractive foods, role of external accessories in plate and buffet food presentations, future trends in visual cooking.

MODULE –II

Planning and presentation of visual foods- calculating the senses, accessing the practical difficulties, budget and commercial considerations, consistency of presentation, role of presentation of food skilled / trained manpower and their role in food presentation.

MODULE –III

Garnish, history of garnish and modern styles of garnishing, tips and rules for food presentation, aesthetics of plate styles and shapes core garnishing techniques and understanding, importance of special tools required for presentation, using sauces gravies, oils, salsas, foliage, flowers, fruit, flour base garnishes etc.

MODULE –IV

Hierarchy of the Senses / relation of food, understanding the Food with tongue and eyes (Science of taste, Art of Food), visual appetite and its representation impressing by innovative food product design and development through visual sensory inputs.

MODULE –V

Sensory evaluation of food, factors effecting visual impact, under done and overdone foods, rectification and enhancement, visual analysis, and acceptance of food, eye appeal to the point.

COURSE OUTCOMES:

1. Should be able to know the importance of food attraction and its role
2. Should be able to know how to plan and present the visual foods
3. Should know in detail about the history of garnish and its modern styles of garnishing.
4. Should know the hierarchy of the senses in relation to the food.
5. Should know the factors effecting visual impact.

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EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOK:

Food Presentation Secrets- by Hobday, Cara, published by Five Fly Books Ltd., 2009

REFERENCE BOOKS:

1. Working The Plate The Art of food Presentation by Christopher Styler, published by- Wiley, September, 2006
2. Making Sense of Taste- Food and Philosophy by Carolyn krosmeier, published by Cornell University Press, October, 2002.
3. Sensory and Consumer Research in food product and development by Howard R. Moskowitz published by Black well publishing Ltd., 1st Edition, July, 2006.
4. Comfort Food by Kase Jacobs- published by Putnam Adult, 1st Edition, May, 2008.

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HOTEL ACCOUNTING & FINANCIAL MANAGEMENT

BSHM&CS: 506T	Hours per week	: 3
Continuous Internal Evaluation: 25	Duration of Exam	: 3 hours
Semester end Exam: 75	Nature of Examination:	Theory
Category: SEC	No. of Credits	: 3

COURSE OBJECTIVES

1. To understand the concepts of basic accounting.
2. To understand the concept of Financial Management and its role Hotels.
3. To know about the maintenance of sales record and control of cash in hotels
4. To know the capital expenditure and Revenue expenditure.
5. To know about the budgetary control and tax planning and different taxes applicable to the hotel Industry

MODULE-I

INTRODUCTION TO ACCOUNTING

Accounting :-Meaning, Systems, Generally Accepted Accounting Principles(GAAP) – Accounting Tools-Primary Books (Journal)-Practical Problems-Simple Entries-Secondary Books(Ledger)- Types of Ledger-Visitors Tabular Ledger and its use -Posting the Journal Entries into Ledger and Balancing of Ledger-Cash Book-Meaning-Types-Practical Problems on Three-Column Cash Book-Trial Balance and errors (Brief note of errors and rectification)

MODULE—II

FINANCIAL MANAGEMENT

Financial Management:-Introduction, Scope and Nature, Objectives, -Importance-Finance Function-Finance Manager' in Hotel: Role and Function in a Hotel -Sources of Finance: Short, Medium & Long term finance

Introduction: Formats of Trading, Profit and Loss Account- estimation of Gross profit, Net Profit and preparation of Balance sheet with and without adjustments (Simple problems)

MODULE –III

FINANCIAL ANALYSIS, CASH RECORD AND CASH CONTROL

Analysis of Financial Statements: Nature, Scope and uses of Financial Ratios, Accounting Ratios (Simple problems)

Sales Record and Control of Cash--Cash Management-Importance-Functions-Motives for holding Cash-Operating Cycle- Night Auditor in Hotels-Foreign Exchange in Hotels-Guest Weekly Bill, Fixing of room rates & its basis - Pricing Hotel Accommodation – Hubbarts Formula.

MODULE--IV

CAPITAL & REVENUE EXPENDITURE

Capital & Revenue Expenditure: - Meaning-Factors determining Capital Structure-Point of Indifference (Practical Problems)

Working Capital: - Meaning –Concepts-Operating and cash conversion cycle-factors affecting working capital requirements-Types-Over trading & under trading- Bank finance for working capital

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MODULE—V

BUDGETARY CONTROL & TAX PLANNING

Budgetary Control :- Meaning-Characteristics-Objectives-Benefits and Limitations-Classification-fixed & variable budget-Operating & functional budget-sales budget-production budget-administrative expenditure budget-capital expenditure budget (Simple Problems) – Research & Development-cash budget(Simple Problems)-master budget-zero Based budget- Budgeting in India with reference to Hotel industry-(Practical Problems)

TAX AND TAX PLANNING

Tax planning system in India and various types of Taxes applicable in a Hotel industry. Concepts of GST in Hotel Industry.

COURSE OUTCOMES

1. Should be able to know the concepts of basic accounting and able to solve simple problems.
2. Should be able to know the concept of Financial Management and its role in Hotels.
3. Should be able to know about the maintenance of sales record and control of cash in hotels
4. Should be able to know the capital expenditure and Revenue expenditure.
5. Should be able to know about the Budgetary control and tax planning and different taxes applicable to the hotel Industry

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-Compulsory)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOKS

1. Hotel Accounting & Financial Control, 3rd edition -2012 –Ozi A.D’Cunha & Glenson O.D’Cunha—The Dicky’s Enterprize publishers-Mumbai..
2. Cost Accounting & Financial Management – Ravi. M. Kishore, 7th Edition, Taxmann’s 2012 ISBN No.:9789350710845
3. Financial Management-Theory, Problems and Solutions by Dr. R. Ramachandran and
4. DR. R. Srinivasan , 5 th Edition, 2013Sri Ram Publications, Thiruchi,.

REFERENCE BOOKS

1. Managerial Accountancy for Hotels- G.R.Kulkarni
2. Basic Financial Accounting for Hospitality Industry- Raymond S. Schmidgall & James W.Damitio
3. Managerial Accounting in Hospitality Industry- Vol. I & II -Peter J.Harris & Peter A. Hazzard.
4. Principles of Financial Management – Dr. R.P. Rustagi, 6th Revised Edition, Taxmann’s, 2012. ISBN No.:9789350710982

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INTRODUCTION TO RESEARCH IN HOSPITALITY & TOURISM

BSHM&CS: 507T

Hours per week : 2

Continuous Internal Evaluation: 25

No. of Credits : 2

Category: SEC

COURSE OBJECTIVES

1. To enable the students to understand the concept of Research Methodology
2. To enable the students to understand the Research design and Sampling Design
3. To know the students about how the data is collected and about field work.
4. To understand the processing of data collected.
5. To understand how to prepare a final report of the project.

MODULE --I

INTRODUCTION TO RESEARCH METHODOLOGY

Meaning, Definition, Purpose of Research, Approaches to Research-- Historical Approach, Descriptive Approach, Case study Approach and Experimental Approach-- Characteristics and Methodology of research, Formulation of research problem.

MODULE-II

RESEARCH DESIGN AND SAMPLING DESIGN

Research Design:

Meaning, characteristics of research design, steps in research design. Concept of Hypothesis

Sampling Design:

Meaning of sampling, Aims in selection a sample, Laws/Principles of Sampling, Essentials of sampling, Methods of Sampling, Types of sample design.

MODULE –III

DATA COLLECTION AND FIELD WORK

Data Collection:

Meaning, Nature of Data, Classification of data, methods of collecting primary data-- observation, interview and questionnaire, Sources of secondary data.

Field Work:

Planning, organizing and supervising field work.

MODULE –IV

PROCESSING AND ANALYSIS OF DATA

Editing, Coding, Classification and tabulation, Graphical Presentation of Data, Bar chart, pie chart and curves. Interpretation of Data meaning, methods of data analysis

MODULE –V REPORT WRITING:

Meaning, types and steps involved in writing report, layout & format of the research report, mechanics of writing a research report, challenges of a good writing.

COURSE OUTCOMES:

1. The students should able to understand the concept of Research Methodology
2. The students should able to understand the Research design and Sampling Design
3. The students should able to collect data

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4. The students should be able to process the data collected.
5. The students should be able to prepare a final report of the project.

INTERNAL EXAMINATION:

1. Part-A for 08 Marks (with 4 Questions-Compulsory)
2. Part -B for 12 Marks (2 Questions to be answered out of 3 of equal weightage selecting at least one from each UNIT covered.)

TEXT BOOK

J.R. Brent Ritchie, Charles R. Goeldner: Travel, Tourism, and Hospitality Research: A handbook for Managers and Researchers, Wiley publishers

REFERENCE BOOKS

1. Kothari CR: Research Methodology, New Age International, 2011
2. Kumar Ranjit: Research Methodology: A step by step guide for beginners, Sage Publications, 2014
3. Peter Masan: Researching Tourism, Leisure and Hospitality for your Dissertation; Good Fellow Publishers Ltd, UK

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ADVANCED TRAINING KITCHEN –I

BSHM&CS	:	509P	Hours per week	:	8
Continuous Internal Evaluation	:	25	Duration of Exam	:	6 hours
Semester end Exam	:	50	Nature of Examination:	Practical	
Category	:	DSC	No. of Credits	:	4

COURSE OBJECTIVES

1. The student should be aware and practice menus from different parts of the world.
2. The student should learn to know how to indent for 4 portions.
3. The student should know bakery items in the menus

Note: One as mentioned below and the other is the choice of chef of Institute.

French Cuisine	Italian Cuisine	Russian Cuisine
Salad Nicoise French Onion Soup Coq-au-Vin Ratatouille Hot shouffle(Bakery) Baggette (Bakery)	Insalata Caprese Minestrone Pollo al Pesto Sphghetti aglio e Olio Ciabatta (Bakery) Tiramisu (Bakery)	Schi Veg Shaslyk Beef Stroganoff Pirozhki <u>Borodinsky</u> (Bakery)
German Cuisine	Spanish Cuisine	Scandinavian Cuisine
Kartoffel salat Erbensuppe Spatzel Rouladen Pretzel (Bakery) Schwazwalder Kirschtorte (Bakery)	Tapas Seville Gazpacho Pollo al estilo Catalán Frijol y Arroz Pan de leche (Bakery) Churros (Bakery)	Øllebrød Agurksalat Kaldolmar Punajuuripihvit Kringle (Bakery) Snuor (Bakery)
English Cuisine	Greek Cuisine	Indonesian Cuisine
Coronation chicken salad Brown Windsor soup Traditional Roast Beef And Yorkshire Pudding Fish and chips Welsh Claypot (Bakery) Spotted dick (Bakery)	Greek salad Avoglemono Soup Pastitso Veg Moussaka Daktyla (Bakery) Baklava (Bakery)	Gado Gado Sayur Iodeh Beef Rendang Nasi Goreng – Satay Roti buya (Bakery) <u>Bubur kacang hijau</u> (Bakery)
Thai Cuisine	Mongolian Cuisine	Korean Cuisine
Som tam Tom Yum Kung Gaeng Kiew wan Gai Phad Thai- Phet Gaeng Daeng Thai Mango Sticky Rice (Bakery)	Khuusur Guriltai Shul Khorkhog Gambir	Mandoo Kimchi Bul-ko-kee with Song I pahb Kong na Mool Tteok (Bakery) Gyeongju (Bakery)

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Chinese Cuisine	Japanese Cuisine	Middle Eastern Cuisine
Dim Sum suānlàtāng Mántóu gōngbǎo jīdīng luóhàn zhāi chǎomiàn	Shio ramen Makizushi Fitomaki Nigirizushi Uramaki Yakitori Teriyaki	Fatoush Falafel-Hummus Halloum- Baba ghanoush Quarmah Al Dajaj Maftoul Tahchin

Mediterranean Cuisine	Mexican Cuisine	
Salat yerakot Tavuk suyuna corbasi Shakshuka Kousa mahshi Kushari- tahini	Caldo de res Quessadillas – Salsa Enchiladas- guacamole Chilles nogada	

COURSE OUTCOME:

1. The student should prepare menus from different parts of the world.
2. The student should have an ability to indent for 4 portions.
3. The student should have an ability to prepare bakery items in the menus

TEXT BOOK

International cuisine & Food Production Management 2nd edition by Parvinder S Bali- Oxford Press -2012

REFERENCE BOOKS

1. Food and Beverage Management- Bernard Davis (Author), Andrew Lockwood A Butterworth-Heinemann 5 edition - 2012
2. Culinaria - France - André Dominé, Gunter Beer - h.f.ullmann(Publisher), 2012
3. Culinaria Italy- 2nd Edition -Claudia Piras- Langenscheidt Publishing Group, 2010
4. Culinaria Germany: Cuisine, Country, Culture Christine Metzger- Atlasbooks Dist Serv, 2011
5. Essentials of Asian Cuisine- Corinne Trang- Simon & Schuster, 2010

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ADVANCED FOOD AND BEVERAGE SERVICE-LAB

BSHM&CS	:	510P	Hours per week	:	2
Continuous Internal Evaluation	:	25	Duration of Exam	:	3hours
Semester end Exam	:	50	Nature of Examination:	Practical	
Category	:	DSC	No. of Credits	:	1

COURSE OBJECTIVES

1. To make the student aware of knowledge of planning & operations of F&B Outlets,
2. To make the student aware of how to plan a Menu and requirement of equipment.
3. To make the student aware of how to prepare some dishes on Gueridon trolley and its service.
4. He should be able to understand bar operations.

LIST OF EXPERIMENTS

Planning operations of Different types of F& B Outlets
Planning and Compiling of Menu
Designing of menu card for all Outlets
Planning Staff schedule & Briefing Procedures & Duty Roasters
Preparation of special dishes on Gueridon trolley
Planning of Bar and its Operations

COURSE OUTCOMES

1. The student should have knowledge of planning & operations of F&B Outlets,
2. The student should plan a Menu and assess requirement of equipment.
3. He student should prepare dishes on Gueridon trolley and an ability to know to serve the dish.
4. He should be able to understand complete bar operations.

TEXT BOOKS

1. F&B Service – R Singaravelavan- 1st edition –Oxford press-2011
2. Hotel & Tourism Laws - Jag Mohan Negi, 1st Edition, 2007 Frank Bros, Chennai.

REFERENCE BOOKS

1. F&B Service – Dennis Lillicrap & Cousins. Hodder Education –UK -8th Edition - 2012
2. Managing retailing -2nd Edition – Piyush kumar sinha, Dwaraka PrasadUniyal-Oxford -2012
3. F&B Service – S.N.Bagchi & Anita Sharma1st Edition,. Aman Publications, New Delhi-2004
4. Food & Beverage simplified – Varaprasad-Pearson publishers – 2013

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INTERIOR DESIGN & FLOWER ARRANGEMENTS LAB

BSHM&CS	:	511P	Hours per week	:	2
Continuous Internal Evaluation	:	25	Duration of Exam	:	3hours
Semester end Exam	:	50	Nature of Examination:	Practical	
Category	:	DSC	No. of Credits	:	1

COURSE OBJECTIVES

1. The students should know broad knowledge of interior decoration and learn how to plan simple settings in terms of décor, colour & furniture and fittings of a hotel.
2. To distinguish the various flowers and make different flower arrangements to place them for different operational areas.

List of Experiments

1. Color Wheel - Introduction
2. Matching Colors or Color schemes in different areas in relation with décor, furniture.
3. Furniture Planning – Bed Room, Restaurant, Lobby.
4. Making Flower Arrangement equipment, tools –
 - a. Oriental Arrangement.
 - b. Western Arrangement.
 - c. Dry Arrangement.
 - d. Imitation Arrangement

COURSE OUTCOMES

1. The students should have an ability to know to plan simple settings in terms of décor, colour & furniture and fittings of a hotel.
2. An ability to know to distinguish the various flowers and able to make different flower arrangements to place them for different operational areas.

TEXT BOOKS

Hotel Housekeeping: Operations and Management- Raghubalan, OUP India, 2009.

REFERENCE BOOKS

1. IKIBANA India -Veneetha sunil Kumar (author & Publisher) 2007
2. Accommodation Operation Management -SK Kushal & SM Gowtham -Frank Bro &Co - 2010
3. House Keeping Opertion, design and Management by Malini Singh & Jaya B George - Jaico publishing Housing -2008

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FRONT OFFICE ACCOUNTING MANAGEMENT

BSHM&CS	:	511P	Hours per week	:	2
Continuous Internal Evaluation	:	25	Duration of Exam	:	3hours
Semester end Exam	:	50	Nature of Examination:		Practical
Category	:	DSC	No. of Credits	:	1

COURSE OBJECTIVES

1. To impart the knowledge of different types of accounts and practice on PMS.
 2. To learn how to maintain folios and calculating the bills.
 3. To learn how to maintain high balance reports
 4. To learn Night Audit reports.
- Understand the importance of Account Maintenance - Types of 9 Accounts, Ledgers, Folios - Practice on PMS.
 - Maintaining the folios and preparing the bills for C/O. Calculating the bills (sums) on the basis of Check-in/Check-out Basis, Twenty four hour basis and Night Basis.
 - Creation and maintenance of Accounts – Record Keeping System, Charge Privileges, Credit Monitoring, Account Maintenance. (Prepare High Balance Report and role play of collecting the high balance amount from in-house guest.
 - Preparing Night Audit Report with following reports – Occupancy Reports. Practice Problems on House Count and Other Occupancy Reports.
 - (Sample Sums and Problems are available in the Jatashankar Tewari Text Book as case studies at end of units 6 and 12)

COURSE OUTCOMES

1. Should be able to maintain different types of accounts and practice on PMS.
2. Should be able to maintain folios and calculate the bills.
3. Should be able to maintain high balance reports
4. Should be able to prepare Night Audit reports.

TEXT BOOK

Hotel Front Office –11th edition- Jatashankar Tewari.-Oxford University Press-2013

REFERENCE BOOKS

1. Front Office Operations and Management – Rakesh Puri – Revised Edition 2009
2. Front Office Management and Operations – Sudhir Andrews - Revised Edition – 2008
3. Professional Front Office Management - Robert H. Woods, Jack D. Ninemeier David K. Hayes, Michele A.Austin – 2008

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BSC – HMCS – 6th Semester Syllabus

**SCHEME OF INSTRUCTION AND EXAMINATION
(CHOICE BASED CREDIT SYSTEM)
For the Batch Admitted in 2023-2024**

SIXTH SEMESTER

SYLLABUS REF. NO	SUBJECT	Category	No of Weeks	MARKS	Duration of Exam(hrs)	Credits
BSHM&CS 601 SI	6-months Specialization Internship	SEC	24	300	-	24

Note: Discipline Specific Core Course (DSC); Discipline Specific Elective Course (DSEC) Ability Enhancement Compulsory Courses (AECC); Skill Enhancement Course (SEC) Open Elective (OEC)

SPECIALIZATION INTERNSHIP

BSHM&CS: 601 SI

Semester End Exam: 300

Category: SEC

Duration of Training: 24 Weeks

Nature of Exam: Viva Voce

Credits: 24

COURSE OBJECTIVES

As part of the BSc - HMCS program, every student is required to undertake a specialization internship during the sixth semester.

- **Practical Application:** To apply the knowledge and techniques learned during the first year to real-world business challenges, helping students prepare for advanced learning in the second year.
- **Holistic Understanding:** To develop an appreciation for the interdependence of various business functions and gain a comprehensive managerial perspective of organizations.
- The **Placement Office** will support students in securing suitable internship opportunities.
- A **faculty mentor** will coordinate with the host organization to define the internship's scope and ensure clarity on responsibilities and expectations.

PERIOD OF TRAINING: The internship is of 24 weeks' duration and is compulsory and integral to the academic curriculum

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ALLOCATION OF MARKS

Semester End Exam: 300

- 1) Attendance -- 75 Marks
 - 2) Training Certificate – 50 Marks
 - 3) Submission & Evaluation of Training Log Book – 50 Marks
 - 4) Presentation (PPT) – 50 Marks
 - 5) Viva Voce – 75 Marks
- The Viva Voce and internship report presentation will be evaluated by external examiners appointed by the Intercollegiate Committee.
 - The Committee is instructed to nominate externals from industry professionals and academic institutions, ensuring that evaluators possess relevant expertise and experience.
 - In cases where a student is employed during the internship period and unable to attend the Viva Voce in person, it is recommended that:
 - External examiners conduct the evaluation online, allowing for remote assessment.
 - This ensures that students are fairly evaluated and can still receive marks without disruption to their job responsibilities.

RESPONSIBILITIES & DELIVERABLES OF THE STUDENT

1. It is mandatory for the student to complete specialization internship in stipulated period as given by Lingaya's Vidyapeeth for awarding the BSC – HMCS Degree.
2. Should undergo Specialization Internship in consent with college only.
3. Should be punctual.
4. Should maintain the training logbook up-to-date.
5. Should be attentive and careful.
6. Should be keen to learn and maintain high standards and quality of work.
7. Should interact positively with the hotel staff.
8. Should be honest and loyal to the hotel and towards their training.
9. Should get their appraisals signed regularly from the HOD's or training manager.
10. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
11. Should attend the training review sessions / classes regularly.
12. Should be prepared for the arduous working condition and should face them positively.
13. Should adhere to the prescribed training schedule.
14. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
15. Should, on completion of Specialization Internship, handover all the reports, appraisals, logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE /PRINCIPAL

1. Should give proper briefing to students prior to the Internship.
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.

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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 brief the students about the appraisals, attendance, marks, logbook and training report.
8. Should ensure that change of internship hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
9. Should ensure that the institute procures “Internship Completion Certificate” from the hotel after completion of Internship.
10. It is the responsibility of the Principal to check the genuinity of the certificate/training at the hotel and take an appropriate step and intimate accordingly to Lingaya’s Vidyapeeth.
11. College authority should intimate the concerned hotel, about the guidelines issued by Lingaya’s Vidyapeeth along with NOC before commencement of Internship.

RESPONSIBILITIES OF THE HOTELS:

1. Should provide a proper briefing session, orientation, or induction prior to the commencement of the internship.
2. Should develop a standardized internship module for all interns.
3. Must follow a structured internship schedule.
4. Should ensure cordial and professional working conditions for the intern.
5. Should coordinate with the institute regarding the internship program.
6. Should monitor interns’ attendance during the internship and ensure it is properly recorded in the Internship Certificate or Letter of Attendance.
7. Should follow up with interns regarding appraisals, internship reports, log books, etc.
8. Must inform the institute about any truant interns.
9. Should allow interns to interact with guests as per the organization's policies.
10. Should clearly specify the “Dos and Don’ts” of the internship to all interns.
11. Should ensure the completion certificate is issued directly to the institute on the last day of the internship.
12. Must ensure the safety of all interns, with special care taken for female interns

COURSE OUTCOMES

1. Should be able to apply classroom knowledge to real-world situations, bridging the gap between academic learning and professional practice.
2. Should develop essential technical, analytical, and interpersonal skills required for effective performance in a professional environment.
3. Should gain exposure to organizational structure, work ethics, and professional responsibilities through active participation in a real-world setting.
4. Should be able to identify and refine their specific area of interest within their field, aiding in future career planning and development.