

APPENDIX - AR
MADURAI KAMARAJ UNIVERSITY
(University with Potential for Excellence)

B.Sc. HOSPITALITY MANAGEMENT
CHOICE BASED CREDIT SYSTEM
REVISED SYLLABUS

(For the students to be admitted from the academic year 2018 – 2019)

1. INTRODUCTION OF THE PROGRAMME:

Learn about the basic skills and competencies involved in working within the hospitality industry and an understanding of how the industry operates in its different forms by studying the course Introduction to Hospitality Management Studies. The course first introduces you to the main characteristics of the hospitality industry such as products and services, communication with customers and with staff, relationship building such as developing repeat customers, cultural diversity and labor. You will also gain an understanding of the relationship between the hospitality industry and the tourism sector, as well as an overview of the different career prospects and opportunities available in the hospitality industry. Next, you will learn about the accommodation sector and the different types of accommodation, from city centre hotels to villas and chalets, as well as the different types of specialized hotels. You will then learn about hotel rating systems, the criteria involved, and the organizations that develop and apply the systems to hotels. Finally, you will learn about the accommodation product which refers to rooms, hotel engineering, maintenance, production, and other specialty services that hotel guests will utilize. You will learn about the various types of hotel rooms, their grading systems as well as the different types of bed associated with each room type. You will also learn about the different types of hotel guest and how to interpret and evaluate the different types of requests that are made by guests. This course will be of great interest to professionals working in the hospitality industry who would like to learn more about the main characteristics of the hospitality industry. The course will also be of great interest to people who wish to gain employment or a career in the hospitality sector, and to owners of hospitality focused businesses.

2. ELIGIBILITY FOR ADMISSION:

A candidate for admission to B.Sc., Hotel Management and Catering Science shall be required to have passed the Higher Secondary Examination or 10 + 2 or an Examination accepted as equivalent there to by the Madurai Kamaraj University

AGE LIMIT: The maximum age limit to admit a candidate in B.Sc., Hospitality Management is 25 years and for SC/ST students 3 years of relaxation can be given.

2.1 Duration of the Programme : 3 Years

2.2 Medium of instructions : English

3. OBJECTIVES OF THE PROGRAMME

The main objectives of the programme are to: s

- Provide the student with an introduction to the world of hospitality particularly to business as it applies to the hotel industry. More specifically, the course will provide an opportunity for you.
- Become acquainted with the social, economic and environmental context within which the hospitality industry operates.
- Understand the structure, nature and operating characteristics of the different sectors of the hospitality industry: food service, lodging and tourism, cruise line, airline and other welfare sectors also.
- Obtain an appreciation of the various functions of management and their interrelationships with other key concerns of managers such as accounts, marketing, finance and human resource management and to identify the role of managers in the hospitality industry and to highlight their principal responsibilities.
- Provide an opportunity for further developing those skills which are important to learning, e.g. library skills, study skills, and so forth
- Be able to judge whether the hospitality profession suits your abilities, tastes, and career interests.

4. OUTCOME OF THE PROGRAMME

Learning Outcomes: After completion of the course students will be expected to be able to: Explain the relation of lodging and food service operations to the travel and tourism industry. Describe the role of the travel and tourism industry and its economic impact on the local, national and international levels. Cite opportunities for education, training and career development in the hospitality industry. Demonstrate knowledge of the history of the lodging and food service industry. Analyze, evaluate and discuss several aspects, development and trends which have affected lodging and food service operations in recent years and which will continue to have an impact on the industry in the future. Endorse the general classifications of hotels and describe the most distinctive features of each. Describe the seven common divisions or functional areas of the hotel organization (Rooms, Food and Beverage, Engineering and Maintenance, Marketing and Sales, Accounting, Human Resources, and Security) and explain the responsibilities and activities of each. Outline and explain the main classifications of food service. Describe the organization, structure and functional areas in commercial and institutional food service operation. Aspects of food and beverage controls, which pertain to food and beverage sales, payroll planning and production standards.

5. CORE SUBJECT PAPER:

All the core papers are mentioned inside the course structure.

6. SUBJECT ELECTIVE PAPER:

The subject elective papers are mentioned inside the course structure.

7. NON – MAJOR ELECTIVE SUBJECT PAPER:

Non Major Elective paper as prescribed by the Department of Hospitality Management

8. UNITIZATION:

Each Subject is segregated into five units with each unit consisting of equal distribution of major concepts.

9. PATTERN OF SEMESTER EXAM:

Examination will be conducted at the end of each semester. Each Semester has two patterns of examination namely Internal (25 marks) and external (75marks).

10. SCHEME FOR INTERNAL ASSESSMENT:

The Internal assessment will be as follows:

Test	=	15Marks (Average of the best two tests)
Assignment	=	5 marks
Seminar / Group Discussion	=	5 marks
Total	=	25 marks

11. EXTERNAL EXAM:

External Examination will be conducted as semester exams as per University norms with common question paper for all affiliated colleges.

12. QUESTION PAPER PATTERN:

The existing pattern of Question paper will be as follows:

Time: 3 hrs

Max. Marks: 75

Section A: (10 X1 = 10 marks)

Question No. 1 to 10 (Multiple Choice)

- 1) Two Questions from each unit.
- 2) Four Choices in each question
- 3) No "None of These" Choice should be given.

Section B: (5 x 7 = 35 marks)

Answer all the questions choosing either (a) or (b)

Answers not exceeding two pages (One question from each unit)

- 11 (a) or 11 (b)
- 12 (a) or 12 (b)
- 13 (a) or 13 (b)
- 14 (a) or 14 (b)
- 15 (a) or 15 (b)

Section C: (3x10=30 marks)

Answer not exceeding four pages

Answer any three out of five (one question from each unit)

Question 16 – 20

13. SCHEME FOR EVALUATION:

External Evaluation is done at the University level by Central Evaluation Procedure.

14. PASSING MINIMUM:

Passing Minimum for the UG Course is 40 % of marks in Internal and External Separately.

14.1 Classification :

S.No.	Range of CCPA	Class
1.	40 & above but below 50	III
2.	50 & above but below 60	II
3.	60 & above	I

15. MODEL QUESTIONS:
MARKS : 75
SUBJECT: Front office Operations

TIME: 3 HRS

PART – A

Answer ALL questions: (10 X 1 = 10)

1. ARR represents
A. Arrival Room Ratio B. Average Room Revenue. C. Average rate ratio
D. None
2. A reservation made by guests and they did not arrive is
A. Under stay B. No show C. Stay over D. sleep out
3. Registration of guests starts during
A. Arrival B. Departure C. Occupancy D. pre-arrival
4. The national association representing the Hotel industry of India is
A. IHA B. NHAI C. FHRAI D. FRRO
5. Queen is a name of
A. Shop B. College C. Hotel D. Room
6. FIT stands for
A. Free Incoming Ticket B. Free Individual Traveler
C. Federation of Indian Travelers D. Forum of Indian Tourists.
7. Room assignment is associated with
A. Registration B. Departure C. Reservation D. Settlement
8. Room with all meals included is called
A. European plan B. Indian plan C. American Plan D. African plan
9. CIP stands for
A. Company Important Pattern B. Commercially Important Person
C. Corporate Important Person D. None of the above
10. Attitudinal is one of the complaint
A. Registration B. Arrival C. Guest D. Departure

PART – B

Answer ALL questions by choosing either a or b: (5 X 7 = 35)

11. A. Define Hotel. Write the importance of receptionist [OR]
B. Explain the duties and responsibilities of front office manager.
12. A. Explain about advance reservation office [OR]
B. Write the types, modes, sources of reservation.
13. A. What is Guest folio, Scanty Baggage, Retention Charges and No show [OR]
B. What are the registers and forms used in front office?
14. A. Write about the various types of rooms [OR]
B. Write about the types of Plans
15. A. Explain Guest Cycle [OR]
B. Discuss about Inns, Floatels, and Motels.

PART – C

Answer ANY 3 of the following: (3 X 10 = 30)

16. How will you classify the hotels based on location and size?
17. Explain in detail about the reservation procedure.
18. Discuss the room registration of a walk-in and check-in guest with a flow chart.
19. Explain about forecasting the room availability
20. List out the various formulas used in front office department.

16. TEACHING METHODOLOGY:

To enhance the quality of students through creative and effective teaching the following teaching methodologies by classroom teaching methods, Practical training, Power Point Presentation classes, Guest lectures, Demonstrations and Internship for 01 month and study tour programmes.

17. TEXT BOOKS:

The text books are mentioned below each individual paper.

18. REFERENCE BOOKS:

The reference books are mentioned below each individual paper.

19. RETOTALLING AND REVALUATION PROVISION:

Revaluation and re totalling shall be pursued by submission of respective application forms duly filled and authorised by the head of the Institution as per University norms. The applications must reach the University within the stipulated time frame as set by University.

20. TRANSITORY PROVISION:

The revision of syllabus shall be done once in three years for better enhancement and updations.

21. SUBJECT AND PAPER RELATED WEBSITE:

The websites are mentioned below the reference books column for every subject.

B.Sc HOSPITALITY MANAGEMENT

FIRST SEMESTER

SUBJECTS	Hours	Credit	Internal	External	Total
PART 1 Hotel French I or Hotel Tamil I	6	3	25	75	100
Part 2 Hotel Communicative English I	6	3	25	75	100
Part 3 Core Major					
Food Production – I	2	2	25	75	100
Food Production Practical – I	5	-	-	-	-
Part 3 Allied I					
Food and Beverage Service – I	2	2	25	75	100
Food and Beverage Service Practical I	3	-	-	-	-

Part 4 Skill Based Subject					
Front Office Operations – I	2	2	25	75	100
Front Office Operations Practical I	2	-	-	-	-
Part 5 Non Major Elective					
Nutrition and Food Science	2	2	25	75	100
TOTAL	30	14			

SECOND SEMESTER

SUBJECTS	Hours	Credit	Internal	External	Total
PART 1 Hotel French II or Hotel Tamil II	6	3	25	75	100
Part 2 Hotel Communicative English II	6	3	25	75	100
Part 3 Core Major					
Food Production II	2	2	25	75	100
Food Production Practical I	4	4	40	60	100
Part 3 Allied I					
Hotel Engineering and Maintenance	2	2	25	75	100
Front Office Operations Practical I	2	2	40	60	100
Food and Beverage Service Practical I	2	4	40	60	100
Part 4 Skill Based Subject					
Accommodation Operations I	2	2	25	75	100
Accommodation Operations Practical I	2	2	40	60	100
Part 5 Non Major Elective					
Interior Designing	2	2	25	75	100
TOTAL	30	26			

THIRD SEMESTER

SUBJECTS	Hours	Credit	Internal	External	Total
Part 3 Core Major					
Food Production – III	2	4	25	75	100
Food Production Practical – II	5	-			
Hotel Economics	4	4	25	75	100
Hotel Accounting and Finance	4	4	25	75	100
Part 3 Allied I					
Food and Beverage Service – II	3	4	25	75	100
Food and Beverage Service Practical – II	4	-			
Part 3 Allied II					
Front Office Operations – II	2	4	25	75	100
Event Management	3	2	25	75	100
Hotel Information Technology	3	2	25	75	100
TOTAL	30	24			

FOURTH SEMESTER

SUBJECTS	Hours	Credit	Internal	External	Total
Part 3 Core Major					
Bakery and Confectionary	4	4	25	75	100
Food Production Practical II	5	3	40	60	100
Food and Beverage Service – III	3	4	25	75	100
Food and Beverage Service Practical II	4	3	40	60	100
Part 3 Allied I					
Accommodation Operations – II	3	3	25	75	100
Fundamentals of Computer Applications Practical	3	2	40	60	100
Part 3 Allied II					
Hospitality Marketing Management	4	4	25	75	100
Food and Beverage Management	4	4	25	75	100
Part 4: Extension Activites	-	1	25	75	100
Total	30	28			

FIFTH SEMESTER

SUBJECTS	Hours	Credits	Internal	External	Total
Part 3 Core Major					
Organizational Behavior	4	4	25	75	100
Principles of Management	4	4	25	75	100
Facility Management	4	3	25	75	100
Part 3 Allied I					
Front Office Management – I	4	4	25	75	100
Front Office Management Practical	4	-	-	-	-
Part 3 Allied II					
International Tourism	4	3	25	75	100
Business Law	4	2	25	75	100
Environmental Studies	2	2	25	75	100
Total	30	22			

SIXTH SEMESTER

SUBJECTS	Hours	Credits	Internal	External	Total
Part 3 Core Major					
Food Production – IV	3	2	25	75	100
Food Production Practical – III	5	4	40	60	100
Food and Beverage Service – IV	3	2	25	75	100
Food and Beverage Service – Practical III	4	4	40	60	100
Human Resource Management	4	4	25	75	100

Part 3 Allied I					
Front Office Management - II	2	4	25	75	100
Front Office Management Practical	4	2	40	60	100
Part 3 Allied II					
Hygiene and Sanitation	3	2	25	75	100
PART 4 VALUE EDUCATION	2	2	25	75	100
Total	30	26			

Total Credits = 140

University External Examination Hrs = 3 Hrs

INDUSTRIAL EXPOSURE TRAINING: All students (from First semester to Fifth Semester) must be sent for summer and winter training after the completion of odd and even semester examination for a period of 5 weeks and a project report must be submitted.

**FIRST YEAR
FIRST SEMESTER
PART I HOTEL FRENCH
Revised Syllabus for Hotel French
B.Sc. (Hotel Management and Catering Science),**

Prescribed Text Book: N.C. Mirakamal,
R. Venguattaramane
L'Hôtellerie et le tourisme
Samhitha Publications (2015), Chennai.
Lessons 1-5

SCHEME OF EXAMINATION

Question paper pattern for Hotel French (B.Sc., Hotel management)

Paper I: Hotel French I **75 marks**

Section A (10 marks)

- I) Question Nos. 1-10:
Multiple choice questions from civilization part of the prescribed text book

Section B (5x7=35 marks)

- II) Questions Nos 11-15:
Grammar exercises from the prescribed text book
Choice A or B to be given in each exercise (11 a or b, ...)7 sentences to be given in each exercise

Section C (3x10=30 marks)

- III) Answer any three of the following questions:
Question No. 16: One seen text for comprehension from civilization–5 questions to be asked

Question No. 17: One seen text for translation

Question Nos. 18: One dialogue to be written based on the prescribed text book

Question Nos. 19: 10 sentences for translation from French to English

Question Nos. 20: 10 sentences for translation from English to French

(OR)

PART – I: HOTEL TAMIL - I

**மரபுக்கவிதையும் புதுக்கவிதையும்
கதை இலக்கியம்**

கூறு 1: பாரதியார், பாரதிதாசன், பட்டுக்கோட்டை, கண்ணதாசன் கவிதைகள்

கூறு 2: ந.பிச்சமுர்த்தி, இன்குலாப், மீரா, வைரமுத்து கவிதைகள்

கூறு 3: சிறுகதைகள் - 5

1. ந.பிச்சமுர்த்தி - பாம்பின் கோபம்
2. புதுமைப்பித்தன் - கடவுளும் கந்தசாமிப்பிள்ளையும்
3. கு.அழகிரிசாமி - வரப்பிரசாதம்
4. அசோகமித்திரன் - ஒரு கிராமத்து அத்தியாயம்
5. அகிலன் - ஊர்வலம்

கூறு 4: இலக்கணம்

எழுத்து : முதலெழுத்து, சார்பெழுத்து

சொல் : நான்கு வகை சொற்கள்

1. பெயர்ச்சொல்
2. வினைச்சொல்
3. இடைச்சொல்
4. உரிச்சொல்

கூறு 5: ஒரெழுத்து ஒருமொழி

ஒருமை, பன்மை

ழ, ள, ல வேறுபாடு

ந, ண, ன வேறுபாடு

அகர வரிசைபடுத்துக.

பாரதியார் கவிதைகள்

நிமிர்ந்த நன்னடை
நேர்கொண்ட பார்வையும்
நிலத்தில் யார்க்கும்
அஞ்சாத நெறிகளும்
திமிர்ந்த ஞானச்
செருக்கும் இருப்பதால்
செம்மை மாதர் திறம்புவதில்லையாம்
அமிழ்ந்து பேரிருளாமறி
யாமையில்
அவல மெய்திக்
கலையின்றி வாழ்வதை
உமிழ்ந்து தள்ளுதல்
பெண்ணற மாகுமாம்
உதய கன்ன உரைப்பது
கேட்டிரோ!

பாரதிதாசன் புதிய உலகம் - தளைஅறு!

கடவுள் கடவுள் என்றெதற்கும்
கதறுகின்ற மனிதர்கள்!
கடவுள் என்ற நாமதேயம்
கழறிடாத நாளிலும்
உடமையாவும் பொதுமையாக
உலகுநன்று வாழ்ந்ததாம்
'கடையர்' 'செல்வர்' என்ற தொல்லை
கடவுள்பேர் இழைத்ததே!
உடைசு மந்த கழுதைகொண்
டுழைத்ததோர் நிலைமையும்
உடைமைமுற்றும் படையை நிலைமையும்
அடையும் மன்னர் நிலைமையும்
கடவுளாணையாயின் அந்த
உடைவெளுக்கும் தோழரைக்
கடவுள்தான் முன்னேற்றமோ? தன்
கழுதைதான் முன்னேற்றமோ?
ஊரிலேனும் நாட்டிலேனும்
உலகிலேனும் எண்ணினால்
நீர்நிறைந்த கடலையொக்கும்
நேர் உழைப்ப வர்தொகை!
நீர்மிதந்த ஓடமொக்கும்
நிறைமுதல்கொள் வோர்தொகை
நேரிற்சூறை மோதுமாயின்
தோணிஓட்டம் மேவுமோ?
தொழிலறிந்த ஏழை மக்கள்

தொழில் புரிந்து செல்வர்பால்
 அழிவிலாமு தல்கொடுக்க
 அம்முதற் பணத்தினால்
 பழிமிகுந்த அரசமைத்துப்
 படைகள் தம்மை ஏவியே
 தொழில் புரிந்த ஏழை மக்கள்
 சோற்றிலேமண் போடுவார்!
 நடவுசெய்த தோழர்கூலி
 நாலணாவை ஏற்பதும்
 உடலுழைப்பி லாதசெல்வர்
 உலகைஆண் டுலாவலும்
 கடவுளாணை என்றுரைத்த
 கயவர் கூட்டமீதிலே
 கடவுள் என்ற கட்டறுத்துத்
 தொழிலுளாரை ஏவுவோம்

பட்டுக்கோட்டை கல்யாணசுந்தரம்

செய்யும் தொழிலே தெய்வம்
 “செய்யும் தொழிலே தெய்வம் - அந்தத்
 திறமைதான் நமது செல்வம்
 கையும் காலுந்தான் உதவி - கொண்ட
 கடமைதான் நமக்குப் பதவி (செய்யும்)

பயிரை வளர்த்தால் பலனாகும் - அது
 உயிரைக் காக்கும் உணவாகும்
 வெயிலே நமக்குத் துணையாகும் - இந்த
 வேர்வைகள் எல்லாம் விதையாகும்
 தினம் வேலையுண்டு குலமானமுண்டு
 வருங்காலமுண்டு அதை நம்பிடுவோம் (செய்யும்)

சாமிக்குத் தெரியும், பூமிக்குத் தெரியும்
 ஏழைகள் நிலைமை - அந்தச்
 சாமி மறந்தாலும் பூமி தந்திடும்
 தகுந்த பலனை - இதைப்
 பாடிப்பாடி விளையாடி ஆடிப்பல
 கோடிக்க கோடி முறை கும்பிடுவோம் (செய்யும்)

காயும் ஒரு நாள் கனியாகும் - நம்
 கனவும் ஒரு நாள் நனவாகும்
 காயும் கனியும் விலையாகும் - நம்
 கனவும் நினைவும் விலையாகும் - உடல்
 வாடினாலும் பசி மீறினாலும் வழி
 மாறிடாமலே வாழ்ந்திடுவோம் (செய்யும்)

கவிஞர் கண்ணதாசன் அனுபவமே கடவுள்

பிறப்பின் வருவது யாதெனக் கேட்டேன்
பிறந்து பாரென இறைவன் பணித்தான்!
படிப்பெனச் சொல்வது யாதெனக் கேட்டேன்
படித்தும் பாரென இறைவன் பணித்தான்!
அறிவெனச் சொல்வது யாதெனக் கேட்டேன்
அறிந்து பாரென இறைவன் பணித்தான்!
அன்பெனப் படுவது என்னெனக் கேட்டேன்
அளித்துப் பாரென இறைவன் பணித்தான்!
பாசம் என்பது யாதெனக் கேட்டேன்
பகிர்ந்து பாரென இறைவன் பணித்தான்!
மனையாள் சுகமெனில் யாதெனக் கேட்டேன்
மணந்து பாரென இறைவன் பணித்தான்!
பிள்ளை என்பது யாதெனக் கேட்டேன்
பெற்றுப் பாரென இறைவன் பணித்தான்!
முதுமை என்பது யாதெனக் கேட்டேன்
முதிர்ந்து பாரென இறைவன் பணித்தான்!
வறுமை என்பது என்னெனக் கேட்டேன்
வாடிப்பாரென இறைவன் பணித்தான்!
இறப்பின் பின்னது ஏதெனக் கேட்டேன்
இறந்து பாரென இறைவன் பணித்தான்!
'அனுபவித்தேதான் அறிவது
வாழ்க்கையெனில்
ஆண்டவனே நீ ஏன் எனக் கேட்டேன்!
ஆண்டவன் சற்றே அருகு நெருங்கி
அனுபவம் என்பதே நான்தான் என்றான்!

கொம்பும் கிணறும் ந.பிச்சமூர்த்தி

அணில் கொம்பிலே ஆமை கிணற்றிலே!
கொம்பிபேறி வான்போகும் வேலையும்
கீழ்நோக்கி நீரில்மூழ்கி வசித்தலும்
ஒவ்வாத தொழிலல்ல பெண்ணே!
தென்னை மரமேறித் தேங்காய் பிடுங்குவோன்
கிணற்றில் மூழ்கிப் பாத்திரம் எடுக்கிறான்.

நாங்களே கலைஞர்!
ஆமைபோல் உணர்ச்சியின்
கிணற்றில் அமிழ்வோம்
முதுகோடு கொண்டு விதியை எதிர்ப்போம்
கீழுலகேழும் தயங்காது இறங்கி
ஜீவன்கள் லீலையில் கூசாது கலப்போம்
அணிலைப்போல் கொம்பேறி
ஒளிக்கனி கடிப்போம்
காலையின் மேலேறி

செம்மலர் உதிர்ப்போம்
மேலுலகேழும் படகோட்டிச் செல்வோம்
வான்பொருள் தேடித் தெருக்களில் தருவோம்
கொம்பையும் கிணற்றையும் பிணைப்போம்
விசம்பிலும் வீட்டிலும் களிப்போம்.

வெயில் - இன்குலாப்

மண்ணின் குழந்தைகளாய் - இங்கு
வாழும் உயிர்களுக்கு
விண்ணின் ஒளிச் சூரியனிலிருந்து
வீழும் வெயில் பாலே

சூட்டுத் தூரிகையால் - வானச்
சூரியன் பூமியின்மேல்
தீட்டும் வெயில்படமே - நிழல்
தின்னும் பொன்மருந்தே!

நீரலை தாலாட்டும் - மலர்களின்
நெஞ்சக் கனாவழித்து
ஈரம் உலர்த்துகிறாய் - நீயோர்
ஈர வேட்டைக்காரன்!

முதிரவைப்பாய் அரும்பை - அனல்
முத்தம் கொடுப்பதனால்
உதிரவைத்தல் முறையே - அந்த
ஊமை மலர்க்குலத்தை?

கரண்டிக் கொழுப்பவர்கள் - உன்
சூட்டில் பொசுங்கவில்லை
சுரண்டப் படுவர்தாம் - உன்
சூட்டில் பொசுங்குகிறார்

ஆகையினால் வெயிலே - ஏழை
ஆவிபிரிந்த உடல்
வேகையில் மட்டும் சுடு - அவரை
வீணில் பொசுக்காதே!

அவசரக்காரன் - கவிஞர் மீரா

மூன்று வருடம் முன்னால்.....

அருப்புக்கோட்டை
அழகர்சாமி
காசநோயின்
காரணமாக
இருமி இருமி

எலும்பாய் மாறி
ஆஸ்டின்பட்டி
அரசினர்
மருத்துவமனைக்கு
மனுப்போட்டானாம்
வந்து தங்கி
வைத்தியம் பார்க்க
போன செவ்வாயோ
புதனோ
அவனுக்கு
அனுமதி வழங்கி
அஞ்சல் போனதாம்!
அதற்கு என்ன அவசரம்?
போனமார்கழியிலோ
தையிலோ
பொல்லாக்
காலன் போட்ட
கடிதம் கண்டதும்
போய்ச்சேர்ந்தானாம்
புத்தியில்லாமல்!

அழகர்சாமி அவசரக்காரன்!

நட்பு - வைரமுத்து

“நட்பு என்பது
சூரியன் போல்
எல்லா நாளும்
பூரணமாய் இருக்கும்

நட்பு என்பது
கடல் அலைபோல்
என்றும்
ஓயாமல் அலைந்து வரும்

நட்பு என்பது
அக்னி போல்
எல்லா மாசுகளையும்
அழித்துவிடும்

நட்பு என்பது
தண்ணீர் போல்
எதில் ஊற்றினாலும்
ஓரே மட்டமாய் இருக்கும்

நட்பு என்பது
நிலம் போல்

Note: Part I: Students have a choice to select Hotel Tamil or Hotel French in First and Second Semester.

PART II: HOTEL COMMUNICATIVE ENGLISH – I

Objectives:

- **To impart knowledge about the basic grammar**
- **To get practiced to write the sentences without grammatical mistakes.**

UNIT I – Grammar I

Parts of speech – An introduction (Subject, Verb, Adjectives, Adverb, Pronoun, Preposition, Conjunction, Interjection.

Articles, Tenses, Voices(Active and Passive voices)

UNIT II – Grammar II

Common errors in English

1. Using conditional clauses
2. Articles
3. Subject and verb agreement
4. Usage of adverbs

UNIT III – Composition I

Precise writing – Note making – developing the hints – usage of punctuations.

UNIT IV – Composition II

Paragraph writing, Essay writing, story construction, defining the proverbs.

UNIT V- Conversation Practice

At Front desk – At rooms – while travelling – at restaurant

Reference books:

1. English grammar and composition – Mc Milan.
2. English conversation practice by Grand Taylor
3. Communication skills 1 and 2 – Mainspring publishers
4. Lets speak English fluently and accurately – Dr. C. Rajappan – NCBH publications

CORE MAJOR: FOOD PRODUCTION – I

OBJECTIVES:

- Understand Origin, Concept of Culinary Preparations.
- Understand the safety procedures and hygiene & food safety.

- Understand the importance of the kitchen department and the role it plays, know about various personnel in the kitchen and their duties and responsibilities.
- Understand the Various commodities used in the culinary.

UNIT I: FOOD PRODUCTION

Introduction: Origin of cooking – Definition of cooking – concept of cooking – Purpose of cooking – Definition and Meaning: Mise-en-Place, Mise-en-scene – Basic Principles of culinary arts – Whether cooking is an Art or Science – Methods of cooking: Dry method, Wet method: Boiling- Poaching – grilling- roasting –Smoking –Frying – Deep fat frying- shallow frying – Stewing- Braising –Poeling – Blanching –Baking – Microwave cooking – Steaming, Direct and Indirect Steaming methods.

UNIT – II PERSONAL HYGIENE AND FOOD SAFETY

Food safety and kitchen hygiene, Hygiene of Production Personnel- Uniforms and Protective clothing-safety Procedures-controlling Infectious diseases-Proper handwash, use of disposal-Contamination of food: Physical contamination-chemical contamination-Micro biological contamination:1.Bacteria-viruses-chemical-metals-Cross contamination-Causes and Preventions.

KITCHEN HYGEINE: Standard sanitation operation procedures-cutting board sanitation – color coding of boards.- Equipment sanitation- dish washing machine – triple sink method of washing – vegetable disinfections with chlorine, storage-dry and wet, FIFO-LIFO-DATE CODING-USE OF THERMOMETERS.

HACCP temperature standards – cold Storage, Deep freezer-temperature danger zone – thawing – safe ways, blanching, reheating and cooling – holding temperature – record keeping.

ADULTERATION OF FOOD

Adulteration of food act in India. Types of adulteration of Food – Duties of food inspectors-Sample testing.-Disposal of Garbage drainage : Definition-classification of garbage, Methods of disposal of garbage – drainage disposal – oxidation pond – function of oxidation ponds use of oxidation ponds- drainage – classification of drainage and sewage.

UNIT III: FUNCTIONS OF FOOD AND BEVERAGE PRODUCTION

Introduction to Production Department – allied Departments – Stores – Receiving – Quality control – Weighing –Area of the Kitchen- Kitchen layout for large and Medium Hotels – Kitchen stewarding Department – Hierarchy – Kitchen Stewarding functions – Butchery – Production Department: Hierarchy for a large and Medium Hotels – Duties and Responsibilities of Executive chef –Sous chef – Chef De parties – Commis chef- Chinese chef- Larder chef- Different regions chefs-Sushi and Sashimi chef and Other chefs-Co-Operations with Other Departments

Various Fuels(coal, charcoal, Wood, Kerosene, Diesel, Electricity, Liquefied Petroleum gas) Advantages and Disadvantages of Each. Different Equipments used in Production – Light, Medium, Heavy- Safety Procedures of cooking food-Techniques used in pre-preparation- techniques used in preparation-Variou Textures-Variou consistencies- Objectives of cooking Food-Heat Transfer: conduction-convection-Radiation-Effects of Heat on cooking(Proteins, Carbohydrates-Fats-vitamins – Minerals)

UNIT IV: MAJOR INGREDIENTS AND THEIR BENEFITS

Introduction – major cooking materials used for food production – **French** names for raw materials – commonly used in hotels – with examples – milk and milk products – water-vegetables – rice – cereals and pulses – fruits- fats and oils – sugar – raising agents – thickening agents – Binding agents – Setting agents and Botanical name for commonly used vegetables, Agricultural products in the Industry.

UNIT – V BASIC COMMODITIES, NUTRITIVE VALUE AND EFFECT OF COOKING

RICE , CEREALS AND PULSES :Introduction-Classification-Cooking of rice (Boiling method or absorption method)-Cooking of cereals and pulses-Varieties of rice and other cereals and hindi terminology – **FLOUR** - Structure of wheat-Types of wheat-Types of flour-Processing of wheat-Uses of flour-Cooking of flour

MILK: Introduction-Processing of milk-Pasteurisation- Homogenisation-Types of milk E. Nutritive Value. Cream: Introduction-Processing of cream-Types of cream –Percentage - **BUTTER:** Introduction-Processing of butter-Types of butter-Compound butter - **CHEESE:** Introduction-Processing of cheese-Types of cheese-Classification of cheese-Curing of cheese -Uses of cheese.

Action of heat on each product of carbohydrate, proteins, fat, minerals and vitamins, chemical and physical properties

REFERENCE BOOKS:

1. The Art and Science of Culinary Preparation-A culinary Manual by Jerald W, Chesser, CEC,CCE,The Educational Institute of American culinary Federation, Ic, St.Augustine, Florida
2. Modern cookery Volume I and II
3. Food Production Operations, Second Edition, by Chef Parvinder S.Bali
4. Theory of Cookery by Krishna Aurora
5. Theory of Catering by Clinton Cesrani

CORE MAJOR: FOOD PRODUCTION PRACTICAL – I

OBJECTIVES: To familiarize and handle various kitchen equipments, ingredients, cooking methods and basic continental foods.

1. A. Equipments – Identification, Description, Uses and handling
B. Hygiene – Kitchen etiquettes, Practices and Knife handling
C. Safety and security in Kitchen
2. A. Vegetables – classification
B. Cuts- Classical cuts,
Alumette, Brunoise, Macedoine, Julienne, Batons, Batonette, Cubes,
Concasse, Paysanne, Emince, Chiffonade, Shred, Parisienne, Olivette, Noisette,
Chateaux
C. Salads and Salad Dressing
3. Identification and Selection of Ingredients - Qualitative and Quantitative
4. Pre-Preparations and Basic cooking Methods

Dry methods-Roasting, broiling, baking, stir frying, shallow fat frying, deep
Grilling, poeling
Wet Methods-boiling, blanching, steaming, poaching, braising,
5. Stocks: Elements of stock, flavouring agents
Different types of stocks Preparation
Emergency Stock
Storage.
6. Sauces : Basic Mother Sauces- Hot, Warm and cold
Recipes and Preparation
7. Egg Cookery: Preparation of variety of egg dishes
Omelettes-varieties
Egg Florentine
Egg Benedict
Farci
Portugaise
Mayonnaise
8. Simple Potato Preparations
 - a. Baked potatoes
 - b. Mashed potatoes
 - c. French fries
 - d. Roasted potatoes
 - e. Boiled potatoes
 - f. Lyonnaise potatoes
 - g. Boulangere potatoes
 - h. Alumettes
9. Vegetable Preparations

- a. Boiled vegetables
- b. Glazed vegetables
- c. Fried vegetables
- d. Stewed vegetables.

10. Simple salads

- a. Potato salad
- b. Cucumber salad
- c. Beet root salad
- d. Green salad
- e. Cole slaw
- f. Fruit salad

11. Demonstration and Preparation of simple menu

12. Bread Making: Demonstration and Preparation of Bread loaf, Bread rolls, Bread Sticks, French Bread, Brioche

13. Simple Cakes: Demonstration and Preparation of simple cakes like sponge, genoise, Fatless, Swissroll, Fruit cake, Rich Cake, Madeira Cake

14. Demonstration of simple Cookies: Nan Khatai, Golden goodies, Melting Moments, Swiss Tart, tri colour Biscuits, chocolate chips, Chocolate Cream Fingers

15. Hot and cold Desserts: Caramel custard, Bread and butter pudding, queen of Pudding, Different variations of soufflé, Different variations of Mousse, Bavarios, diplomat Pudding, Steamed Pudding- Albert pudding Cabinet Pudding

REFERENCE BOOKS:

1. Modern Cookery for teaching and trade – Vol I and II – Thangam E. Philip orient longman publishers, Kolkatta.
2. Theory of cookery – Krishna Arora, Frank brothers & Company, New Delhi.
3. Theory of catering – Kinton and Ceserani, Elbs publications, New Delhi

ALLIED 1: FOOD & BEVERAGE SERVICE – I

OBJECTIVES:

- To Study about the types of Catering Establishment and the attributes of Food and Beverage Service Personnel.
- To Gain Basic Knowledge on the Equipment, Menu and skills necessary for food and Beverage service.

UNIT-01 THE HOTEL & CATERING INDUSTRY

Introduction to the Hotel Industry and Growth of the hotel - Industry in India - Role of catering establishment in the travel/tourism industry - Types of F&B operations - Classification of Commercial, Residential/Non-residential - Welfare Catering - Industrial/Institutional/Transport such as air, Road, rail, sea, etc - Structure of the catering industry - a brief description of each

UNIT-02 DEPARTMENTAL ORGANISATIONS & STAFFING

Organization of F&B department of hotel- Principal staff of various types of F&B operations - French terms related to F&B staff - Duties & responsibilities of F&B manager and staff - Attributes of a waiter Inter-departmental relationships - (Within F&B and other department)

UNIT-03 FOOD SERVICE AREAS (F & B OUTLETS)

Specialty Restaurants - Coffee Shop – Cafeteria - Fast Food (Quick Service Restaurants) - Grill Room - Banquets - Bar - Vending Machines - Discotheque

ANCILLIARY DEPARTMENTS

Pantry - Food pick-up area – Store - Linen room - Kitchen stewarding

UNIT- 4: F & B SERVICE EQUIPMENT

Familiarization & Selection factors of: Cutlery - Crockery- Glassware – Flatware - Hollowware

- All other equipments used in F&B Service - French terms related to the above

UNIT- 05 NON – ALCOHOLIC BEVERAGES

Classification (Nourishing, Stimulating and Refreshing beverages)

Tea - Origin & Manufacture - Types & Brands – Coffee - Origin & Manufacture - Types & Brands - Juices and Soft Drinks - Cocoa & Malted Beverages - Origin & Manufacture

REFERENCE BOOKS:

1. Dennis.R.Lillicrap and John.A.Cousins. Food and Beverage Service: Great Britain. EIBs Publishers.6th Edition.2002.
2. John Fuller. Modern Restaurant Service, A Manual for Students and Practitioners: Cheltenham. Stanley Thrones Publishers.1st Edition.1999.
3. Sudhir Andrews. Food and Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers. 4th Edition.2004.

ALLIED 1: FOOD & BEVERAGE SERVICE PRACTICAL – I

OBJECTIVES:

- To gain practical knowledge on Food and Beverage Service equipment and basic cover laying
- To compile five French classical menu and service procedure of courses.

01 Food Service areas – Induction & Profile of the areas

02 Ancillary F&B Service areas – Induction & Profile of the areas

03 Familiarization of F&B Service equipment

04 Care & Maintenance of F&B Service equipment

05 Cleaning / polishing of EPNS items:

- Plate Powder method
- Polivit method

- Silver Dip method
- Burnishing Machine

06 Basic Technical Skills

- Task-01: Holding Service Spoon & Fork
- Task-02: Carrying a Tray / Salver
- Task-03: Laying a Table Cloth
- Task-04: Changing a Table Cloth during service
- Task-05: Placing meal plates & Clearing soiled plates
- Task-06: Stocking Sideboard
- Task-07: Service of Water
- Task-08: Using Service Plate & Crumbing Down
- Task-09: Napkin Folds
- Task-10: Changing dirty ashtray
- Task-11: Cleaning & polishing glassware

07 Tea – Preparation & Service

08 Coffee - Preparation & Service

09 Juices & Soft Drinks - Preparation & Service

- Mocktails
- Juices, Soft drinks, Mineral water, Tonic water

10 Cocoa & Malted Beverages – Preparation & Service

REFERENCE BOOKS:

1. Dennis.R.Lillicrap and John.A.Cousins. Food and Beverage Service: Great Britain. ELBs Publishers.6th Edition.2002.
2. John Fuller. Modern Restaurant Service, A Manual for Students and Practitioners: Cheltenham. Stanley Thrones Publishers.1st Edition.1999.
3. Sudhir Andrews. Food and Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers. 4th Edition.2004.

SKILL BASED SUBJECT: FRONT OFFICE OPERATION – I

OBJECTIVES:

- To educate on the procedures and practices adopted for the co-ordination between guests and hotel service.
- To impart knowledge on sales promotion activities and credit control measures adopted in hotels.

UNIT-1 INTRODUCTION TO HOSPITALITY INDUSTRY

Introduction To The Hospitality Industry: The Hospitality Industry- Origin and Growth, Evolution and Growth of the Hotel Industry in the World, Ancient Era, Grand Tour, Modern Era, Evolution and Growth of the Hotel Industry in India.

UNIT-2 CLASSIFICATION OF HOTEL

The Need for Classification, Classification of Hotel and Other Types of Lodging; Standard Classification, Heritage Hotels, Classification on the Basis of Size, Location,

Clientele, Duration of Guest stay, Service, Ownership; Alternative accommodation, Hotel Tariff Plans, Types of Guest Rooms.

UNIT-3: HOTEL ORGANIZATION

Hotel Organization: The Need for Organization, Vision, Mission — Mission Statement, Objective, Goals and Strategy. Hotel Organization — Organization charts. Major Departments of a Hotel – Coordination of Front Office with other departments - Front Office, Housekeeping, Food and Beverage Service, Kitchen, Engineering and Maintenance, Accounts, Human Resource, Security, Sales and Marketing & Purchase.

UNIT-4: FRONT OFFICE ORGANIZATION

Front Office Organization: Function Area, Section and Layout of Front Office, Reservation, Reception, Information Desk, Cash and Bills, Travel Desk, Communication Section, Uniformed Services. Organization of Front Office staff, Duties and Responsibilities of Front Office Personnel, Front Office Manager, Reservation Assistant, Receptionist, Information Assistant, Cashier, Telephone Operator, Bell boy, Door Attendant, night auditor and his duties.

UNIT-5: FRONT OFFICE COMMUNICATION

Front Office Communication: the Communication Process, The Seven Cs of Communication, The Importance of Communication. Types of Communication, Oral Communication, Written Communication, Non Verbal Communication, Flow of Communication, Downward Communication, Upward Communication, Lateral or Horizontal Communication, Diagonal or Cross Wise Communication, Barriers, Psychological Barriers, Personal Barriers. Interdepartmental Communication, Housekeeping, Food and Beverage Department, Sales and Marketing Department, Engineering and Maintenance, Security, Finance Controller, Human Resource, Banquets

REFERENCE BOOKS:

1. Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32nd Reprint. 2004.
2. Sue Baker, Pam Bradly and Jeremy Huyton Principles of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2004.
3. S.K. Bhatnagar. Front Office Management: New Delhi. Frank Bros, and Co-Publishers Ltd., 1st Edition. 2002

SKILL BASED SUBJECT: FRONT OFFICE OPERATION PRACTICAL – I

OBJECTIVES:

- To Familiarize and handle various Front office procedures in the Hotel and to develop skills dealing with the guest.

- 1 Appraisal of front office equipment and furniture
- 2 Rack, Front desk counter & bell desk

3 Filling up of various forms

4 Welcoming of guest

5 Telephone handling

6 Role play

Reservation – Arrivals - Luggage Handling - Message and Mail Handling - Paging

REFERENCE BOOKS:

1. Hotel Front Office Management – James . A. Bardi

2. Front Office management – S.K. Bhatnagar

NON MAJOR ELECTIVE: NUTRITION AND FOOD SCIENCE

OBJECTIVES :

- To make the students to understand about Micro and Macronutrients ,Food Adulteration and its impact on Human beings, and creating strong to understand towards Nutritional aspects of regional foods and recent trends in food service industry relevance to Nutrition and Health.

UNIT 1 : NUTRITION

Definition, classification of nutrients ,Definition of energy and units of its measurement, Energy contribution from Macronutrients,(Carbohydrates, proteins, and fat), Factors affecting energy requirements, concept of BMR, SDA, Thermodynamic action of food, Dietary sources of energy, concept of energy balance and the health hazards associated with underweight, overweight. **Macronutrients:** Carbohydrate- Definition, classification, dietary sources and functions Lipids-Definition. Classification, dietary sources and functions – Proteins – Definition - classification, sources and functions - **Micro Nutrients:** Vitamins-Definition. Classification, dietary sources and functions Minerals - Definition. Classification, dietary sources and functions

UNIT 2: FOOD ADULTERATION AND PRESERVATION

Food adulteration- types of common food adulterants, sample test to detect food adulteration , laws to prevent food adulteration. Food preservation techniques , food processing – definition , opportunities , methods and future trends.

UNIT 3: FOOD CONTAMINATION AND ADDITIVES

Food additives – Introduction, types (preservatives, anti-oxidants, sweeteners, food colour and flavours, stabilizers and emulsifiers) Introduction to food standards, types of food contaminants, (pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material.) Common adulterants in food, method of their detection

UNIT 4: FOOD FACTS AND FALLACIES

Introduction, common dietary Misconception, detecting faddism, Myths about food and nutrition, Protection of the consumer, means to counter Misinformation and fraud, Means of deception, methods of demonstrating safety, Toxicants naturally occurring in foods.

UNIT 5: NEW TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH

Need for introducing nutritionally balanced and health specific meals - Critical evaluation of fast food - New products being launched in the market (Nutritional Evaluation) - Effective use of nutritional Food in regional cuisine.

REFERENCE BOOKS:

1. Text book on Food science and Human Nutrition—Dipti Sharma . Astral publishers.
2. Food Science and Nutrition – SunetraRoday - Oxford publishers
3. Principles of Food Science and Nutrition Teaching manual ---Pratibhasingh , Astral publishers

SECOND SEMESTER

PART I: HOTEL FRENCH - II (CREDITS 3)

Semester II

Paper II: Hotel French II

Prescribed Text Book: N.C. Mirakamal,
R. Venguattaramane
L'Hôtellerie et le tourisme
Samhitha Publications (2015), Chennai.
Lessons 6-10

(OR)

PART I: HOTEL TAMIL - II (CREDITS 3)

**சங்க இலக்கியமும் நீதி இலக்கியமும்
உரைநடையும்**

கூறு :1

நற்றிணை 3 பாடல்கள்
குறுந்தொகை 3 பாடல்கள்
கலித்தொகை 3 பாடல்கள்
ஐங்குறுநூறு 3 பாடல்கள்
புறநானூறு 3 பாடல்கள்

கூறு : 2 திருக்குறள், ஆத்திகூடி, கொன்றைவேந்தன்

கூறு : 3 உரைநடை 5 கட்டுரை

கூறு : 4 இலக்கணம்

அகப்பொருள், அணி 5 அணி

- 1.உவமை அணி
- 2.உருவக அணி
- 3.தற்குறிப்பேற்றணி
- 4.சிலேடை அணி
- 5.இல்பொருள் உவமை அணி

கூறு : 5 படைப்பாற்றல் (பயிற்றுவித்தல்)

1. கவிதை எழுதுதல்
2. கட்டுரை எழுதுதல்
3. கடிதம் எழுதுதல்

நற்றிணை நெய்தல்

துறை : பகற்குறி வந்த தலைமகனைத் தோழி வரைவுகடாயது
விளையாடு ஆயமொடு வெண்மணல் அழுத்தி
மறந்தனம் துறந்த காழ்முறை அகைய
நெய்பெய் தீம்பால் பெய்துஇனிது வளர்த்தது
நும்மினும் சிறந்தது நுவ்வை ஆகும் என்று
அன்னை கூறினள் புன்னையது சிறப்பே
அம்ம நாணுதும் நும்மொடு நகையே
விருந்தின் பாணர் விளர் இசை கடுப்ப
வலம்புரி வான்கோடு நரலும் இலங்கநீர்த்
துறைகெழு கொண்க! நீ நல்கின்
இறைபடு நீழல் பிறவுமார் உளவே.

குறிஞ்சி

நின்ற சொல்லர் நீடுதோ றினியர்
என்றும் என்றோள் பிரிபறி யலரே
தாமரைத் தண்தா தூதி மீமிசைச்
சாந்தின் தொடுத்த தீந்தேன் போலப்
புரைய மன்ற புரையோர் கேண்மை
நீரின்றமையா உலகம் போலத்
தம்மின் றமையா நந்நயந் தருளி
நறுநுதல் பசத்தல் அஞ்சிச்
சிறுமை உறுபவோ செய்பறி யலரே!

பாலை

துறை : மகள் நிலை உரைத்தல்
பிரசம் கலந்த வெண்கவைத் தீம்பால்

விரிகதிர் பொற்கலத்து ஒருகை ஏந்திப்
 புடைப்பின் சுற்றும் பூந்தலைச் சிறுகோல்
 'உண்' என்று ஓக்குபு பிழைப்பத் தெண்ணீர்
 முத்தரிப் பொற்சிலம்பு ஒலிப்பத் தத்துற்று
 அரிநரைக் கூந்தற் செம்முது செவிலியர்
 பரிமெலிந்து ஒழியப் பந்தர் ஓடி
 ஏவல் மறுக்கும் சிறுவிளையாட்டி
 அறிவும் ஒழுக்கமும் யாண்டுணர்ந்த தனள்கொல்?
 கொண்ட கொழுநன் குடிவறன் உற்றெனக்
 கொடுத்த தந்தை கொழுஞ்சோறு உள்ளாள்
 ஒழுகுநீர் நுணங்கறல் போலப்
 பொழுது மறுத்து உண்ணும் சிறுமது கையளே

குறுந்தொகை

திணை : குறிஞ்சி

“யாயும் ஞாயும் யாராகியரோ
 எந்தையும் நுந்தையும் எம்முறை கேளிர்
 யானும் நீயும் எவ்வழி அறிதும்
 செம்புலப் பெயனீர் போல
 அன்புடை நெஞ்சம் தாங்கலந்தனவே...

(குறுந் - 40)
 செம்புலப் பெயனீராள்

“நிலத்தினும் பெரிதே வானினும் உயர்ந்தன்று
 நீரினும் ஆரள வின்றே சாரல்
 கருங்கோற் குறிஞ்சிப் பூக்கொண்டு
 பெருந்தேன் இழைக்கும் நாடனொடு நட்பே”

(குறுந் - 3)

“ஞாயிறு பட்ட அகல்வாய் வானத்து
 ஆளிய தாமே கொடுஞ்சிறைப் பறவை
 இறையுற ஓங்கிய நெறி அயல்மரா அத்த
 பிள்ளை உள்வாய்ச் செரீஇய
 இரைகொண்டமையின் விரையுமாற் செலவே

(குறுந் - 9)

கலித்தொகை முல்லைக்கலி

கலித்தொகை 111 தலைவிகூற்று. இஃது தலைவி ஆயத்திடைத் தலைவனைக் கண்டவாறு அவனைக் கூறியனவும் கூறித் தோழியைத் தலைவனை வரைவுகடாவிவாய்க்கு அறத்தொடு நிற்க வேண்டுமென்றது.
 தீம்பால் கறந்த கலம் மாற்றிக் கன்றெல்லாம்
 தாம்பின் பிணித்து மனைநீஇ யாய்தந்த

பூங்கரை நீலம் புடைதாழ்பெய்அசைஇ பாங்கரும்
முல்லையும் தாய பாட்டங்கால் தோழி – நம்
புல்லினத்து ஆயர் மகளிரோடு எல்லாம்
ஒருங்கு விளையாட அவ்வழி வந்த
குருந்தம்பூங் கண்ணிப் பொதுவன் மற்று என்னை
முற்றிழை ஏள் மடநல்லாய் நீஆடும்
சிறுநில புனைகோ சிறிது என்றான் எல்லா நீ
பெற்றேம்பால் என்று பிறர்செய்த இல்இருப்பாய்
தாதுகூழ் கூந்தல் தகைபெறத் தைஇய
கோதை புனைகோ, நினக்கு என்றான் எல்லா நீ
ஏதிலார் தந்த பூக்கொள்வாய் நனிமிகம்
பேதையை மன்றபெரிது என்றேன் மாதராய்
ஐய பிதிர்ந்த கணங்கு அணிமென் முலைமேல்
தொய்யில் எழுதுகோ மற்று என்றான் யாம்பிறர்
செய்புறம் நோக்கி இருந்துமோ நீ பெரிது
மையலைமாதோ விடுக என்றேன் தையலாய்
சொல்லிய வாறெல்லாம் மாறுமாறு யான்பெயர்ப்ப
அல்லாந்தான் போலப் பெயர்ந்தான் அவனை நீ
ஆயர் மகளிர் இயல்பு உரைத்து எந்தையும்
யாயும் அறிய உரைத்தீயின் யான் உற்ற
நோயுங் களைகுவைமன்.

ஐங்குறுநூறு முல்லை (பேயனார்) செவிலி கூற்றுப்பத்து(41)

மறி இடைப்படுத்த மான் பிணைபோல,
புதல்வன் நடுவணன் ஆக, நன்றும்
இனிதாமன்ற அவர் கிடக்கை; முனிவு இன்றி
நீல்நிற வியலகம் கவைஇய
ஈனும், உம்பெரும், பெறலருங்குரைத்தே.

புதல்வற் கவைஇய தாய்புறம் முயங்கி
நசையினன் வதிந்த கிடக்கை, பாணர்
நரம்பு உள்ளர்முரற்கை போல,
இனிதால் ; அம்ம! பண்புமார் உடைத்தே

புணர்ந்த காதலியின் புதல்வன் தலையும்
அமர்ந்த உள்ளம் பெரிது ஆகின்றே
அகன் பெருஞ் சிறப்பின் தந்தை பெயரன்
முறுவலின் இந்நகை பயிற்றி,
சிறு தேர் உருட்டும் தளர்நடை கண்டே.

ஓண் சுடர்ப் பாண்டிற் செஞ்சுடர் போல,
மனைக்கு விளக்கு ஆயினள்மன்ற கணைப் பெயல்
பூப் பல அணிந்த வைப்பின்
புறவு அணி நாடன் புதல்வன் தாயே.

மாதர் உண்கண் மகன் விளையாட
காதலித் தழீஇ இனிது இருந்தனனே
தாது ஆர்பிரசம் ஊதும்,
போது ஆர்புறவின் நாடுகிழவோனே.

நயந்த காதலித் தழீஇ, பாணர்
நயம்படு முரற்கையின் யாத்த பயன் தெரிந்து,
இன்புறு புணர்ச்சி நுகரும்
மென் புல வைப்பின் நாடுகிழவோனே

பாணர் முல்லை, பாட சுடர் இழை
வாள் நுதல் அரிவை முல்லை, மலைய,
இனிது இருந்தனனே, நெடுந்தகை
துனிதீர் கொள்கைத் தன் புதல்வனொடு பொலிந்தே

புதல்வற் கவைஇயினன் தந்தை; மென் மொழிப்
புதல்வன் தாயோ இருவரும் கவைஇயினள்;
இனிதுமன்ற அவர்கிடக்கை;
நனிஇரும் பரப்பின் இவ்உலகுடன் உறுமே

மாலை முன்றில் குறுங்காற் காட்டில்
மனையோள் துணைவி ஆக, புதல்வன்
மார்பின் ஊரும் மகிழ்நகை இன்பப்
பொழுதிற்கு ஓத்தன்று மன்னே
மென் பிணித்து அம்ம – பாணனது யாமே!

புறநானூறு

திணை : பொதுவியல்
குழவி இறப்பினும், ஊன்தடி பிறப்பினும்
ஆள்அன்று என்று வாளின் தப்பார்
தொடர்ப்படு ஞமலியின் இடர்ப்படுத்து இரீஇய
கேளல் கேளிர் வேளாண் சிறுபதம்
மதுகை இன்றி வயிற்றுத் தீத் தணியத்
தாம் இரந்து உண்ணும் அளவை
ஈனம ரோ, இவ் உலகத் தானே?

- சேரமான் கணைக்காலிரும் பொறை

திணை : பாடாண் துறை : பரிசில்
ஈன இரத்தல் இழிந்தன்று அதன்எதிர்
ஈயேன் என்றல் அதனினும் இழிந்தன்று
கொள்ளேன் என்றல் அதனினும் உயர்ந்தன்று

தெண்ணீர்ப் பரப்பின் இமிழ்திரைப் பெருங்கடல்
உண்ணார் ஆகுப, நீர் வேட் டோரே
ஆவும் மாவும் சென்று உணக் கலங்கிச்
சேறோடு பட்ட சிறுமைத்து ஆயினும்
உண்ணீர் மருங்கின் அதர்பல ஆகும்
புள்ளும் பொழுதும் பழித்தல் அல்லதை
உள்ளிச் சென்றோர் பழியலர் அதனாற்
புலவேன் - வாழியர், ஓரி, விசும்பின்
கருவி வானம் போல
வரையாது சுரக்கும் வள்ளியோய்! நின்னே.

திருக்குறள் விருந்தோம்பல்

இருந்தோம்பி இல்வாழ்வதெல்லாம் விருந்தோம்பி
வேளாண்மை செய்தல் பொருட்டு
விருந்து புறத்தாத் தான் உண்டல்
மருந்து எனினும் வேண்டற்பாற் றன்று.
வருவிருந்து வைகலும் ஓம்புவான் வாழ்க்கை
பருவந்து பாழ்படுதல் இன்று.
அகன் அமர்ந்து செய்யாள் உறையும் முகன்அமர்ந்து
நல்விருந்து ஓம்புவான் இல்.
வித்தும் இடல்வேண்டும் கொல்லோ விருந்தோம்பி
மிச்சில் மிசைவான் புலம்.
செல்விருந்து ஓம்பி வருவிருந்து பார்த்திருப்பான்
நல்விருந்து வானத் தவர்க்கு.
இனைத்துணைத்து என்பதொன்று இல்லை விருந்தின்
துணைத்துணை வேள்விப்பயன்.
பரிந்துஓம்பிப் பற்றற்றேம் என்பர் விருந்தோம்பி
வேள்வி தலைப்படா தார்.
உடைமையுள் இன்மை விருந்தோம்பல் ஓம்பா
மடமை மடவார்கண் உண்டு.
மோப்பக் குழையும் அனிச்சம் முகம்திரிந்து
நோக்கக் குழையும் விருந்து.

Note: Part I: Students have a choice to select Hotel Tamil or Hotel French for Part I in First and Second Semester.

PART II: HOTEL COMMUNICATIVE ENGLISH – II

OBJECTIVES:

- To impart knowledge in communication in English, preparation of resume and report writing.

UNIT I - COMMUNICATION

Barriers of communication – overcoming the barriers, listening barriers, guidelines for effective listening.

UNIT II – EFFECTIVE SPEAKING

English or restaurant & hotels, polite and effective enquires and responses, addressing a group – Essential qualities of a good speaker. Delivering the speech, pronunciation, importance of speech in hotels

UNIT III –USING THE TELEPHONE

The nature of telephone activity in the hotel Industry – the need for developing the telephone skills

UNIT IV – JOB SEARCH

Planning the search for career employment/ preparing resume / applying for the job. Interview guidelines and performances.

UNIT V – REPORT WRITING

Definition – types of reports, writing the report/ specific report, writing tasks relevant to hotels such as (a) Important proposals (Rearrangements, expansions, refreshing etc., (b) Disputes brawls mishaps complaints.

REFERENCE BOOKS:

1. Rajendrapal &Korlahalli J.S- Essentials of business – English. Correspondance – Sultan chand &sons
2. Rc publications – Ramesh M.S and Pattan shetty – Effective business – English – Correspondance
3. Monipally and Bahl – Basic Business Correspondance

CORE MAJOR: FOOD PRODUCTION – II

OBJECTIVES:

- Understand about Mother sauces, Contemporary and Proprietary sauces, Condiments, Salads, Stocks
- Identify various types of meats and classification, selection procedures. Various cuts of Meat, fish, recognize the importance of selection and storage of each meat, prepare and process various meats as per standards and specifications.
- Understand about QTK, Equipment, menu planning, Cost control, Indenting, Volume feeding. Kitchen Layout

UNIT I: INTRODUCTION-CONDIMENTS AND SPICES

Introduction -Spices and condiments used in Western cuisine – Condiments, Spices and Herbs- Definition-Difference Between them-Examples -Role of spices and Herbs used in Western cookery- Classification of Spices and Herbs –Botanical Name and Uses in culinary Preparations and Equivalent names.

Salads

Definition-Different parts of salad-base, body, dressing and garnish.-Classification of salads-Simple, Compound and complex-Examples of each classification.-Salad Dressings-

examples:Oil based-Fresh cream based-Mayonnaise based dressings, Natural yoghurt dressings-Different types of lettuce used in salads- Emerging trends in salad Making: Buffet layouts and Presentation, Healthy approach, Deconstructed Approach, Live Salad Station. Silent features of preparing good salads.

Stocks

Definition of stock, French terminology-Types of stock-Elements of Stock-Mirepoix, Bouquet garni, Sachet, piquante-Preparation of stock-Recipes-Storage of Stock-Uses of Stock-Care and Precautions.

Sauces

Definition-Classification-Hot sauces, warm sauces, cold sauces - Recipes- Derivatives of each mother sauce-Storage and Precautions-Examples of Two dishes of Each Derivatives

Methods of Cooking Food

Introduction-Classification -Heat transference: conduction, convection, Radiation temperature Ranges -Dry Method with examples-Wet method with examples-Advantages and Disadvantages-Modern cooking methods-Selection of food for each type of cooking and Equipments used in different methods of cooking-reasoning for using and end use -

UNIT II : MEAT COOKERY

Introduction to meat cookery-Composition of Meat and classification-Examples of Meat, Slaughtering methods-Cuts of Beef/Veal-Cuts of lamb/mutton-Cuts of Pork-Variety meats, Offals-Poultry, classification, examples, terminology, cut of poultry and cooking methods.

UNIT III : FISH COOKERY

Introduction - Classification: Life, Domain, Kingdom, Phylum, Class, Order, Family, Genus, Species - Invertebrates and Vertebrates- definition and examples-Agnatha-jawless fish, Chondrichthyes - Cartilaginous fish, Osteichthyes-bony fish-Taxonomy and Anatomy-Classification of fish with examples-Selection procedures-Shell fish, classification examples-Crustaceans and Molluscs divided in to groups gastropods or univalve and bivalve and Cephalopods and examples.-Different cuts of fish -Cooking of fish- Suitable Methods ,Precautions and types of fish used for different cooking

UNIT IV: QUANTITY FOOD PRODUCTION

Menu Planning: Definition - Basic Principles of menu planning-Points to remember in menu planning for various volume feeding outlets such as industrial catering ,institutional, hospital and mobile catering units-Planning menus for: School/ College students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, railway, Nutritional factors for the above. Types of Menu-French classical Menu with example for each dish -Continental Breakfast Menu-American Menu-Table d Hote

Menu-A la carte Menu – Segments: types of customer – International – Domestic –Working Group – company Executives and Others – Location- system and Procedure – Standard Recipe – Prepared Food – Prepare to order food- Wastage –spillage and Spoilage Control.

Institutional and Industrial catering: Types -Problems association with this type-Scope for development and growth. Hospital catering: Highlights-Diet MENUS-Nutritional requirements. Off Premises Catering: Reasons for growth and development-Menu planning and theme Parties-Concept of a Central Production Unit-Problems associated with Off-Premise Catering. Mobile Catering: Characteristics of Rail, Airline(Flight Kitchen Catering)-Branches of Mobile catering.

UNIT V :

Cost Control: Introduction – importance – steps in control process – sources – establishing standards – Designing control system - Techniques followed for fixing cost – per unit – selling price – Production cost – Variable cost- Fixed cost, marginal cost, Tender – Availability of Raw materials – Market size – Purchase – co-ordination with other department – Diagrammatic representation of Sales and Profit – comparative Study - **Indenting:** Principles of indenting for volume feeding-Portion sizes-Modifying recipes-Practical difficulties while indenting for volume feeding -**Planning:** Principles of planning for quantity food production with regard to: Space allocation, Equipment selection, Staffing – duties and responsibilities of food cost control department – overhead charges

Quantity Purchase and Storage: Introduction to Purchasing-Purchasing systems-Purchase specifications-Purchasing techniques-Storage

REFERENCE BOOKS:

1. The Art and Science of Culinary Preparation-A culinary Manual by Jerald W, Chesser, CEC,CCE,The Educational Institute of American culinary Federation, Ic, St.Augustine, Florida
2. Modern cookery Volume I and II
3. Food Production Operations, Second Edition, by Chef Parvinder S.Bali
4. Theory of Cookery by Krishna Aurora
5. Theory of Catering by Clinton Cesrani

CORE MAJOR: FOOD PRODUCTION PRACTICAL – I

Refer Semester – I for the Syllabus

ALLIED 1: HOTEL ENGINEERING & MAINTENANCE

OBJECTIVES:

- After studying this subject students should be in a position to understand and appreciate the facilities that exist in a hotel building and its systems.

UNIT 1: INTRODUCTION & WATER MANAGEMENT

Introduction to Engineering – Organization of Engineering dept in a hotel – duties and responsibilities of Maintenance personnel – importance of water - Requirement of water for a hotel - Water quality standards – pH Scale - Water treatment for hotel use - Hot, Cold & drinking water – requirements and standards-Waste water disposal- systems and traps- Plumbing Fixtures, waste water recycle and re-usage.

UNIT 2: HEAT, VENTILATION & AIR-CONDITIONING

Definition-Condition for human comforts-Building design to control heat load-Air-Conditioning systems-working of central, split, package and window type (only basic)- Ventilation-need for ventilation-types of ventilation-Refrigeration- needs- refrigerators, walk-in-cooler and freezer-Types Difference between refrigeration and air- conditioning

UNIT3: ELECTRICAL SYSTEM AND ENERGY MANAGEMENT

Electrical terms-Volt, amps, ohms, watt, kilowatt/hour, DC system, Ac system, Single phase, and three phase, voltage drop-Fuse and circuit breakers-Energy and circuit breakers-Energy pricing-Cost control and electrical bills-Cost control and fossil fuel bills-Vertical Transport System-Elevators- types, basic working, care, decoration & safety requirements – Escalators - safety requirements, use & basic working

UNIT4: SAFETY & SECURITY MANAGEMENT

Safety-Definition-International Standards of Safety-Electrical shock safety-Accident safety-Fire safety, Fire prevention, Fire detection, Fire notification, Fire Suppression and Fire control-Personal safety-Security-Key control-Security against attracts - Theft, Terrorists

UNIT5: HOTEL DESIGN

Planning-functional entities and its flow-Feasibility study-Space allocation programme- Design-Blue prints, Definition, plan, elevation, section and perspective – basic understanding, use of blue print and flow of blue prints-Bye-laws-Guest rooms & suits (including toilets)-type, size, layout, safety requirements and lighting-The lobby-type, size, operational requirements.-F&B outlets-types, size, layout, location, lighting, safety requirements.-Functional area-type, size, location, operational needs and safety.-Recreational facilities-operational and safety requirements -Health club-Gym, Steam & Sauna-Room message & Jacuzzi (Hydro therapy) & chilled water shower.-Swimming pool and spa operational and safety and requirements.-Food Production Areas.-Layouts, size, types, safety and operational requirements.

REFERENCE BOOKS:

1. Hotel Engineering-Sujit Ghosal-OXFORD University Press, New Delhi - 2013
2. Essential of food processing engineering – Chandra Gopala Rao – B S Publications – 2011
3. Water resources for lodging operations – David M Stipanakk – 2009
4. Hotel Engineering for limited service Property – Robert Elliot – 2010

5. Hotel Engineering - Tarun Bansal - 2010

ALLIED 1: FRONT OFFICE OPERATION PRACTICAL – I

Refer Semester – I for the practical Syllabus

ALLIED 1: FOOD & BEVERAGE SERVICE PRACTICAL – I

Refer Semester – I for the practical Syllabus

SKILL BASED SUBJECT: ACCOMMODATION OPERATION – I

OBJECTIVES:

- To provide basic skill and knowledge required for house keeping personnel.
- To have a sound knowledge of care and cleaning of various surfaces.
- To understand the organizational hierarchy of housekeeping department.

UNIT – I: INTRODUCTION TO HOUSE KEEPING DEPARTMENT

ROLE AND RESPONSIBILITY OF HOUSEKEEPING DEPARTMENT- Organizational structure of housekeeping Department for Small, Medium, Large Hotel, ship and resorts, - Duties and responsibilities of Executive housekeeper and other Housekeeping Personnel-Layout of House Keeping department-Personal attributes of House Keeping staff

INTER DEPARTMENTAL COORDINATION OF HOUSEKEEPING: Front Office-Food and Beverage Service-Maintenance (Hotel Engineering)-Security-Store and purchase-Accounts-Personnel Department.

UNIT – II: IDENTIFICATION AND CLASSIFICATION OF CLEANING AGENTS AND EQUIPMENTS

Cleaning equipment (manual & electrical)-selection, use, mechanism, care and maintenance

Cleaning agents-water-hard water and soft water, reasons for hardness of water, methods of removal of hardness from water and chemicals used for it, soaps, detergents, alkalis, acids, solvents, abrasives, deodorants, disinfectants, seals and polish compositions-selection, classification, use, care and storage

Composition, care and cleaning of various surfaces (metals glass, leather, plastic, ceramics, wood, floor finishes and wall finishes)

UNIT – III: OPERATIONAL AREAS OF HOUSEKEEPING DEPARTMENT

Types of guest rooms-layout of guest rooms with size-guest room cleaning: make up of a guest room-occupied room, vacant room, departure room-turndown service- bed making procedure - guest room inspection and inspection checklist neglected areas-Standard contents of a guest room: Guest Amenity Packages, Eco friendly amenities, Guest Essentials, Guest Expendables, Guest loan Items, placement, frequency of change-rules to be followed in guest floor-Floor pantry.

Types of Soil-principles of cleaning-Cleaning Schedules and records: Weekly Cleaning, Periodic cleaning, special cleaning, Surface cleaning. Public area Cleaning: Entrances, Lobbies, Front Desk, Elevators, Staircases, Guest Corridors, Public Restrooms, Banquet Halls, Dining Rooms, Leisure Areas.

UNIT – IV: HOUSEKEEPING CONTROL DESK

Forms, Records, and Registers, Handling Telephonic calls, Handling difficult Situations, Handling Room Transfers. Housekeeping Inventories, Daily Routines and system, the Housekeeping Day, Leave Application Procedure, and Gate Pass Procedures

Special Services: Babysitting-Second Service / Freshen up service - valet service.

Lost and found Procedure and records, Guest complaints handling procedure and records

UNIT-V: HYGIENE AND SAFETY PRACTICES

Personal hygiene, hygiene and sanitation of guest rooms and public areas, Eco friendly cleaning agents - Security in guest rooms: Fire prevention, Fire fighting, types of fire, firefighting equipment, Employee theft, missing and damaged hotel property (procedure & records), and Potential hazards in housekeeping, accident and injuries records.

Types of keys, key register and key control: - Issuing, Return, Deactivation/ changing of locks, Key Belt),

REFERENCE BOOKS:

1. Modern trends in hospitality industry (Aman Publications)- By Dr.R.K.Singh
2. Hotel, Hostel and hospital housekeeping(Book Power Publications)- By Joan Branson & Lennox
3. Hotel Housekeeping Management & Operations (TATA MCGRAW Hill Publication)- By Sudhir Andrews.
4. Hotel Housekeeping operations and management- By G.R.Raghubalan.

SKILL BASED SUBJECT: ACCOMMODATION OPERATION PRACTICAL- I

OBJECTIVES:

- To impart skills in basic housekeeping operations.
- 1) Organizational hierarchy of housekeeping department.
 - 2) Layout of housekeeping department.
 - 3) Guest room layout and drawing.
 - 4) Identification of cleaning equipment.
 - 5) Identification of cleaning agents.
 - 6) Cleaning of various surfaces: Wood, Metal.
 - 7) Bed making procedure-day and evening service.

8) Procedure for cleaning guest room-vacant room, occupied room, departure room.

REFERENCE BOOKS:

1. John C. Branson, Margaret Lennox. Hotel, Hostel and Hospital Housekeeping: London ELST Publications.5th Edition.1996.
2. Amrit singh sudan. Housekeeping Management: New Delhi. Anmol Publication Pvt. Ltd. 1st Edition.2002

NON MAJOR ELECTIVE – INTERIOR DESIGNING

Objective:

To provide the knowledge of the history and developments in interior design
To provide knowledge on basic principles and concepts of interior decoration

UNIT – I HISTORY OF INTERIOR DESIGN:

Early Classical Period Prehistoric Cave paintings – Primitive Designs- Interiors during Egyptian, Greek, Roman, Gothic, Early Christian & Renaissance Periods - Middle Ages Interiors in Romanesque, Gothic, and renaissance periods
Colonial to the Beginning of the 20th Century: Colonial, Victorian designs, Arts & Crafts movement, Art Nouveau, Frank Lloyd Wright.

UNIT II GLOBAL TRADITIONS IN INTERIOR DESIGN:

Non European Traditions - Interiors in China, Japan & the Islamic World – Influences of Pre Columbian American art & culture, African influences in interiors
Indian Traditional Designs - Traditional Styles of design & decorations of homes & accessories across the states in India including Rajasthan, Gujarat, Andhra, Tamil Nadu, Madhya Pradesh etc.

UNIT III PRINCIPLES AND FUNDAMENTALS

Fundamentals of interior design - interior styles from 17th to 20th century - Indian interior design
Elements of design-types of design – characteristics of good design-principles of design-function of colour – texture-pattern-types of colours-colour wheels

UNIT IV LIGHTING AND FLOORING

Interior and lighting - fitting and shades - types of furniture - Requirements and designing of furniture – floors - Classification of floors – suitability, cost and maintenance – carpets – wall covering (Paints and wall paper).

UNIT V ANTHROPOMETRICS:

Definition, theory of standard dimension based on human figures for activities, functions, circulation, furniture design, spatial requirements etc. Study of Ergonomics Design of Furniture for Living, Dining, Kitchen, Office etc

REFERENCE BOOKS:

1. Interior Design Course, Mary Gilliat Coyran, Octopus Ltd., London
2. Interior Design & Decoration, Sherril Whiton, Prentice Hall
3. Interior Design, Francis D.K. Ching, John Wiley & Sons, New York
4. History of Architecture, Sir Banister Fletcher, CBS Publishers & distributors, New Delhi

5. Time Saver Standards for Interior Design, Joseph De Chiara, McGraw Hill, New York. Catherine Bailly Dunne, Paul Bailly and Mark Lohman, Interior designing for all five senses:Hard Cover – October 15 ,1998.
6. Time Saver Standards for Interior Design, Joseph De Chiara, McGraw Hill, New York.
7. Publications on Traditional Arts & Crafts of India, Ministry of Handicrafts Development, Government of India.
8. John C.Branson, Margaret Lennox. Hotel, Hostel and Hospital, Housekeeping ; London. ELST Publications. 5th Edition. 1996

SECOND YEAR THIRD SEMESTER

CORE MAJOR: FOOD PRODUCTION - III

OBJECTIVES:

- Identify various types of soups used, preparations, classical international soups, garnishes and serving.
- Identify various types of eggs, classification, structure, selection uses and preparations and learn about culinary terms in western terminology
- To Understand about Principles of Food Storage, Preservation of Food.

UNIT I

PRESERVATION OF FOOD

Introduction-Meaning – types of Preservation – short period Preservation – Asepsis – Low Temperature – Mild Antiseptic – Removal air: By-Heating – Long period Preservation – sundrying – Dehydration – Salting – smoking – Deep Freeze Hermetically Sealed container – canning – Bottling – By sugar Gas storage Acid – spices – Vacuum Packing – Fermentation chemical Preservation – Irradiation – Using antibiotics.

UNIT II

PRINCIPLES OF FOOD STORAGE

Introduction – Guidelines and minimum temperature required for storage of fruits, Vegetables and Meats – Life time for cooked and uncooked food – thawing.

COST CONTROL DEPARTMENTS AND ITS FUNCTION

Introduction-definition of cost – Techniques –types of cost – Duties and Responsibilities of cost control Department in a large Hotels – Portion control-Portion Size –Fixation of price

for each item based on location – Other infra structure facilities -- Overhead charges – Profit, Budget – Percentage of Food cost, Margin of safety – Pre-Budget Breakeven a analysis – Breakeven Point –diagrammatic representation showing fixed cost, over head cost , Net Profit.

UNIT III

MENU PLANNING: Definition - Basic Principles of menu planning-Points to remember in menu planning for various volume feeding outlets such as industrial catering ,institutional, hospital and mobile catering units-Planning menus for: School/ College students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines , railway, Nutritional factors for the above. Types of Menu-French classical Menu with example for each dish – Continental Breakfast Menu-American Menu-Table d Hote Menu - A la carte Menu – Segments: types of customer – International – Domestic –Working Group – company Executives and Others – Location- system and Procedure – Standard Recipe – Prepared Food – Prepare to order food- Wastage –spillage and Spoilage Control

Seventeen course Classical French Menu with Examples of Each course with Descriptions

UNIT IV

KITCHEN ORGANISATION AND LAYOUT

General layout of the kitchen in various organizations-Layout of receiving areas-Layout of service and wash up areas.-Layout of the commissary-Basic layout of Main Kitchen-Layout of Butchery-Layout of Garde manger-Western Banquet kitchen, Bakery and confectionery-Planning a show kitchen

UNIT V

FRUIT COOKERY

Introduction-Classification of fruits on the basis of texture and flavor: soft fruits,Stone fruits, apple and pear family, Citrus Fruits.- On the basis of appearance and flesh Content: fleshy Fruits, Dry Fruits.- Importance of Fruits in Diet-Examples of fruits with French terminology-Selection Procedure and Storage- fruits in cooking

EGG COOKERY

Introduction-Structure: shell, Yolk, Vitelline, chalazae, Shell Membranes, air cell- thin Albumen -Selection procedures-Classification of Eggs-Different sources of Eggs and their characteristics and taste- Farm and Feed: Different grades of Eggs- classification of Eggs by Us Standards and European standards-Types of Eggs-Uses of Eggs-Different egg Preparation with recipes. Cooking of eggs for breakfast- How to season a fry pan for egg preparations.

REFERENCE BOOKS:

1. The Art and Science of Culinary Preparation-A culinary Manual by Jerald W, Chesser, CEC,CCE,The Educational Institute of American culinary Federation, Ic, St.Augustine, Florida
2. Modern cookery Volume I and II
3. Food Production Operations, Second Edition, by Chef Parvinder S.Bali
4. Theory of Cookery by Krishna Aurora ,Theory of Catering by Cesrani

CORE MAJOR: FOOD PRODUCTION PRACTICAL – II

OBJECTIVES:

- To familiarize students with various cuts of poultry, fish, Cuts of Meat by Demo.
- To be familiarized with a set of Prepared Menus.

POULTRY

Identifications of Different Classification
Selection Procedures
Slaughtering Methods
Singeing, Trussing, Dressing, Jointing

FISH

Identification, Selection Procedures, Different Cuts of Fish, Fumet

CUTS OF MEAT

- a. Lamb, Mutton
- b. Beef/Veal
- c. Fillet-Different Parts Identification
- d. Pork

2. PREPARATION OF MENU

- a. Salads and Soups
 - Green salad, tossed salad, Russian salad, Hawaiian salad, Salade nicoise, greek salad
 - Cream (Spinach, Vegetable and tomato)
 - Puree (Lentil, carrot, Green peas)
 - International Soups
- b. Chicken, Mutton and fish Preparations
 - Fish Orly, fish a l'anglaise, Colbert, meuniere, baked, poached
 - Lamb stew, hot pot, shepherd's pie, grilled roast
 - Beef stew, steak, tournedos, chateaubriand, tartare
 - Roast chicken, grilled fried, sauté chicken
 - Pork chops roast pork
- c. Simple potato Preparations
 - Basic potato dishes
- d. Basic Vegetable Preparations

Popular vegetable dishes

Course French Classical Menu with Description and Examples

1 - Hors-d oeuvre / Appetizer

2 - Potage / Soup

3 - Oeuf / Egg

4 - Farinaceous / Farineaux / Pasta or Rice

5 - Poisson / Fish

6 - Entrée / Entree

7 - Sorbet / Sorbet

8 - Releve / Joints

9 - Roti / Roast

10 - Legumes / Vegetables

11 - Salades / Salad

12 - Buffet Froid / Cold Buffet

13 - Entremets / Sweets

14 - Savoureux / Savory

15 - Fromage / Cheese

16 - Dessert / Cut Fruits & Nuts

17 - Boissons / Beverage

Minimum 10 examples for all the 17 courses should be taught in practical.

REFERENCE BOOKS:

1. The Art and Science of Culinary Preparation-A culinary Manual by Jerald W, Chesser, CEC,CCE,The Educational Institute of American culinary Federation, Ic, St.Augustine, Florida
2. Modern cookery Volume I and II
3. Food Production Operations, Second Edition, by Chef Parvinder S.Bali
4. Theory of Cookery by Krishna Aurora
5. Theory of Catering by Cesrani

CORE MAJOR: HOTEL ECONOMICS

OBJECTIVES:

- To give the students a basic exposure to the concepts of economics and its importance to the hotel industry. So teachers are advised to explain these concepts with reference to hotel industry.

UNIT 1: FUNDAMENTAL CONCEPTS OF ECONOMICS

Wants-Necessaries, Comforts and luxuries - Consumption – direct and indirect and wasteful consumption - Value and price and wealth - Factors of production - Kinds of capital and capital formation - Taxes-Direct and indirect, budget - Economics system-capitalism,

socialism and mixed - Balance of trade in balance of payment. Business Economics in Hotel Industry - Meaning of business economics and its importance to the hotel industry, subject matter, social responsibilities of a modern business, SWOT analysis.

UNIT 2: DEMAND ANALYSIS

Meaning of demand and demand distinctions- autonomous and derived demand short run and long run demand. Demand for perishable goods and durable goods. Industry demand and firm demand - Law of demand-Demand schedule and demand curves, demand analysis, Assumptions and reasons behind the law, exceptions to the law of demand - Elasticity of demand-Types of Elasticity of demand and factors determining price. Supply: -Meaning of supply, law of supply, determinants of supply, exceptions to the law of supply, elasticity of supply.

UNIT 3: COST OUTPUT RELATIONSHIP

Cost Concepts: - Fixed and variable cost, total, average and marginal costs, outlay and opportunity costs, past and future costs, history cost, utility cost - Cost Output Relationship In The Short Run: - Average fixed cost curve, - Average variable cost curve - Short run marginal cost curve & short run average cost curve - Cost Output Relationship In The Long Run: - Long run average cost curve - Long run marginal cost curve - Economics of large scale production - Revenue Concept: - Total revenue, Average revenue, Marginal revenue & their relationship

UNIT 4: PRICE ANALYSIS

Basic Concepts: - Equilibrium of the firm, Marginal revenue & Marginal cost analysis, normal profit, Excess profit loss - Kinds of Markets - Perfect & Pure Competition - Simple monopoly -Monopolistic Competition – duopolistic competition -Oligopoly. Pricing Under Perfect Competition - Equilibrium price - Output decision a single firm industry in the short run & long run - Pricing under Monopoly - Short run & Long run - Pricing Under monopolistic Competition: - Short run & Long run, Market – perfect market and imperfect market

UNIT 5: INDIAN ECONOMY & HOTEL INDUSTRY

Characteristics of Indian economy, Major issues of development, Growth & development of Hotel Industry in India - Relevance of hotel industry in the national industry in the national economy, income generation, Employment generation, Foreign exchange earning, Factors influencing the growth of hotel industry, Tourism & economic development - Economic Problems of Fluctuations: Inflation-meaning of inflation, types of inflation, control of inflation –Demand pull & cost push inflation, Inflationary gap- effects of inflation on various segments of the society-Business cycle - Monetary policy and fiscal policy.

REFERENCE BOOKS:

1. Business Economics – K.Jothi Sivagnanam, R.Srinivasan-Tata MC Graw-2010
2. Development and Environmental Economics –Ne.Thi.Somashekar-New age International(P) Ltd. Publishers.
3. Business Law-R.S.N. Pillai Bagavathi-S.Chand-2009
4. Business Law-N.D.Kapoor-S.Chand-2014

CORE MAJOR: HOTEL ACCOUNTING AND FINANCE

OBJECTIVES:

- To give the students an insight into the practical accounting systems adopted in hotels.
- To understand how to prepare final accounts of small business organization.
- To learn the basic of banking transactions.

UNIT – 1 INTRODUCTION

Introduction to accounting –Need for accounting - Definition of accounting– attributes and steps – book keeping Vs accounting- objectives, advantages, limitations, Financial accounting Vs Cost accounting – Financial accounting Vs Management accounting – single entry system, double entry system, Types of account – accounting rules.

UNIT – 2

Journal – Introduction – meaning – elements – simple journal – compound journal – opening entry – importance of journal – advantages – narration – difference between cash discount and trade discount – Ledger account – importance of ledger - posting of journal to ledger- balancing of ledger accounts, subdivision of ledger account – distinction between journal and ledger .

UNIT – 3

Subsidiary books: Introduction - kinds of subsidiary books - Purchase book – Purchase return book – Sales book – Sales return book – Cash book: Single column, Double Column and Triple column – Petty cash book – imprest system of petty cash book – advantages of all subsidiary books –Trial Balance – Introduction – meaning – definition – objectives – methods – rules for preparing trial balance – errors – types of errors -guidelines – format of trial balance - Bank Reconciliation statement: Bank balance as per cash book – Bank overdraft as per cash book / as per pass book

UNIT – 4

Hotel cost accounting – Definition of cost & costing – scope and advantages of costing preparation of cost sheet-Inventory control-Meaning – Perpetual inventory and Periodic inventory - ABC analysis - Method of inventory valuation – FIFO-LIFO and HIFO - Advantage & Disadvantages - Hotel Accounting – Methods - Revenue Generation of various department - Daily revenue statement – weekly statement – Monthly revenue

statement - Audit - Internal & External audit -visitors Tabular ledger -guest folio ledger concept.

UNIT -5

Introduction to final accounts - Preparation of final accounts: Trading,- preparation of trading account – valuation of closing stock – profit and loss accounts - Difference between trading account and profit and loss account - balance sheet – characteristics – classification of assets and liabilities – recording – specimen of balance sheet – difference between trial balance and balance sheet – difference between profit and loss account and balance sheet.

REFERENCE BOOKS:

1. S.P. Jain and K.L.Narang. principles of accountancy: New delhi. Kalyani publishers. 2nd Revised Edition.2004.
2. Ratwat.G.S, Elements of Hotel accountancy: New Delhi. Aman publication. 5th edition.2004.
3. T.S. Grewal.Double entry bookkeeping : New Delhi. Sultan chand & sons 5th revised edition. 1998.
4. T.S. Reddy and Dr. A Moorthy - Financial Accounting - Margham Publications – 2016
5. Dr. T Ramasamy – Financial Accounting - Gold books publishing house - 2014

ALLIED 1: FOOD & BEVERAGE SERVICE – II

OBJECTIVES:

- To familiarize with Meals & Menu Planning, Preparation for Service, Types of food service,
- To be familiar with Sale control system, Tobacco.

UNIT-01: MEALS & MENU PLANNING:

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

Organizing Mise-en-scene - Organizing Mise en place Table d' hote – A La Carte

UNIT-02 :

ACCOMPANIMENTS :

Knowledge of accompaniments of continental dishes – Grape fruit cocktail – tomato juice - Fruit juices – oysters – Snails – Potted shrimps – Smoked eel – caviar – Chilled melon –

fresh prawns – Asparagus - Corn on the cob – Globe artichoke - pate de foie gras – Shellfish Cocktail – Avacado – Petite Marmite – Menestroni – Onion Soup – Potage – st.Germaine – Crème de Tomate – Consommé – Bouillabaisse – Oeuf sur le plat – Omelets

UNIT-03: TYPES OF FOOD SERVICE

American, English, French, Russian , Gueridon, Indian Service basic knowledge only - Laying of a cover – restaurant service cycle – social skills - Silver service - Pre-plated service - Cafeteria service - Room service - Buffet service – Mise – en – Scene, Mise – en - Place

UNIT-04: SALE CONTROL SYSTEM

KOT/Bill Control System (Manual) - Triplicate Checking System - Duplicate Checking System - Single Order Sheet - Quick Service Menu & Customer Bill - Making bill - Cash handling equipment - Record keeping (Restaurant Cashier)

UNIT-05: TOBACCO

History - Processing for cigarettes, pipe tobacco & cigars - Cigarettes – Types and Brand names

Pipe Tobacco – Types and Brand names - Cigars – shapes, sizes, colors and Brand names – Service Standards in a Hotel – Storage of Cigars / Brands of Cigarettes - 10 International brands of cigars and 20 International brands of Cigarettes

REFERENCE BOOKS:

1. Care and Storage of cigarettes & cigars Dennis.R.Lillicrap and John.A.Cousins. Food and Beverage Service: Great Britain. ElBs Publishers.6th Edition.2002.
2. John Fuller. Modern Restaurant Service, A Manual for Students and Practitioners: Cheltenham. Stanley Thrones Publishers.1st Edition.1999.
3. Sudhir Andrews. Food and Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers. 4th Edition.2004.

ALLIED 1: FOOD & BEVERAGE SERVICE PRACTICAL – II

OBJECTIVES:

- To familiarize students with various aspects of Table lay up service, Tray/ Trolley set up service.
- To familiarize with Preparation for service, Procedure for service of a meal, Special food service.

01 Review of semester -1

02 Table lay-up & service

Task-01: A La Carte Cover

- Task-02: Table d' Hote Cover
- Task-03: English Breakfast Cover
- Task-04: American Breakfast Cover
- Task-05: Continental Breakfast Cover
- Task-06: Indian Breakfast Cover
- Task-07: Afternoon Tea Cover
- Task-08: High Tea Cover

TRAY/TROLLEY SET-UP & SERVICE

- Task-01: Room Service Tray Setup
- Task-02: Room Service Trolley Setup

03 PREPARATION FOR SERVICE (RESTAURANT)

A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties

04 PROCEDURE FOR SERVICE OF A MEAL

- Task-01: Taking Guest Reservations
- Task-02: Receiving & Seating of Guests
- Task-03: Order taking & Recording
- Task-04: Order processing (passing orders to the kitchen)
- Task-05: Sequence of service
- Task-06: Presentation & Encashing the Bill
- Task-07: Presenting & collecting Guest comment cards
- Task-08: Seeing off the Guests

05 Social Skills

- Task-01: Handling Guest Complaints
- Task-02: Telephone manners
- Task-03: Dining & Service etiquettes

06 Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d' oeuvre

- Oysters
- Caviar
- Smoked Salmon
- Pate de Foie Gras
- Snails
- Melon
- Grapefruit
- Asparagus

Task-02: Cheese

Task-03: Dessert (Fresh Fruit & Nuts)

Service of Tobacco

- Cigarettes & Cigars

07 Restaurant French: To be taught by a professional French language teacher.

- Restaurant Vocabulary (English & French)
- French Classical Menu Planning

- French for Receiving, Greeting & Seating Guests
- French related to taking order & description of dishes

REFERENCE BOOKS:

1. Dennis.R.Lillicrap and John.A.Cousins. Food and Beverage Service: Great Britain. ELBs Publishers.6th Edition.2002.
2. John Fuller. Modern Restaurant Service, A Manual for Students and Practitioners: Cheltenham. Stanley Thrones Publishers.1st Edition.1999.
3. Sudhir Andrews. Food and Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers. 4th Edition.2004.

ALLIED II: FRONT OFFICE OPERATIONS – II

OBJECTIVES:

- To enable the students to handle guest check in and check outs
- Handle reservations and walk ins.

UNIT-1: INTRODUCTION TO LOBBY

Layout of Lobby - Organization chart of uniform staff, Duties and Responsibilities - Concierge – Travel Desk - Guest Relation Executive - Doorman & Valet-Bell Desk/Concierge- Duties and responsibilities of Bell Captain-Duties and responsibilities of Bell Boy

FRONT OFFICE GUEST HANDLING- Introduction to guest cycle- Pre arrival, Arrival

- During guest stay, Departure
- After departure

UNIT –II: RESERVATION

Importance of reservation – for hotel and guest, Modes and Sources of Reservation (FITs, Travel Agents, Airlines, GITs), Types of reservations (Tentative, confirmed, guaranteed etc.), Cancellation, Amendments, Overbooking, Reservation Form, Format & Different Storage System Followed in the Hotel Industry (non automatic, semi automatic fully automatic), and Forecasting Room Reservation

UNIT- III : REGISTRATION

Registration Form Format & Procedure for registration, rooming a guest with reservation
Rooming a Walk-in Guest, C-Form usage and its importance

Important Terminologies Used in the Front Office Department – SB, Sleeper, Skipper, Cancellation, Amendment, Guaranteed reservation, Lost and Found, Errand Card.

UNIT –IV: IMPORTANCE OF RECEPTIONIST

Qualities of front office staff, The importance of receptionist ,The status of receptionist as a partner in the hotel industry, Different types of Rooms tariff and Plans - Basis of charging - Plans, competition, customer's profile, standards of service & Amenities, Different types of tariffs

- Rack Rate
- Discounted Rates for Corporate, Airlines, Groups & Travel Agents

CHECK IN AND CHECK OUT PROCEDURES--Guest accounts settlement- Cash and credit - Indian currency and foreign currency- documents and forms to be filled while checking in, Transfer of guest accounts- Express check out

UNIT –V: FRONT OFFICE MARKETING AND SALES

The role of Front office in Marketing and Sales, Identify the Market, Purpose of Sales Planning,

Different types of selling techniques-Up selling, Discounts

REFERENCE BOOKS:

1. Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd.,32nd Reprint.2004.
2. Sue Baker, Pam Bradly and Jeremy Huyton Principles of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2004.
3. S.K.Bhatnagar. Front Office Management: New Delhi. Frank Bros, and Co-Publishers Ltd., 1st Edition.2002.

ALLIED II: EVENT MANAGEMENT

Objective:

To impart knowledge on the basic concepts of event management

UNIT I

Introduction to meeting and event management – categories and definitions – need of event management – objectives of event management – creativity implications of events – organization structure and functions of a multifaceted event management company.

UNIT II

Event planning – arranging chief guest/celebrities – arranging sponsors – back stage management – brand management – budget management – types of leadership for events & organizations.

UNIT III

Designing (a) Backdrop (b) Invitation card (c) Publicity Material (d) Mementos – Event Decoration – making press release – marketing communication – media research & management – participation according to the theme of the event – photography/ video coverage management.

UNIT IV

Program scripting – public relation – electing a location - social and business etiquette – speaking skills – stage decoration – team spirit – time management.

UNIT V

Concept of exhibition - space planning – ITPO- sporting events – tourism events – leisure events.

REFERENCE BOOKS:

1. Anton Shone and Bryn Parry – Successful Event management : Cengage Learning Business Press. 2nd Edition.

2. Julia Tum, Philipa Norton and Nevan Wright. Management of Event Operations: Atlantic Publishing Company.

3. Shannon Kilkenny. The Complete Guide to Successful Event Planning: Wiley & Sons.

ALLIED II: HOTEL INFORMATION TECHNOLOGY

Objectives:

- To learn the basics of computer and information technology
- To understand the function of the operating system and DOS commands
- To Learn about usage of Internet, E-mail and World Wide Web

UNIT I

Introduction to computers – generations – evaluation – classifications of computers – advantages and disadvantages – components of computers – input devices – output devices – storage devices.

UNIT II

Software – Types of software – hardware – Type of hardware – introduction to operating system: Definitions – functions of operating system – language classification.

UNIT III

MS-Word: introduction to word – creating new document – saving document – formatting text – finding & replacing text – using graphics, templates – using mail merge – printing documents.

MS-EXCEL: Editing cells – resizing cell width – moving and copying blocks – inserting and deleting rows and columns – formatting them worksheets – printing worksheets – creating charts – using functions – macros.

UNIT IV

Introduction to MS-Power point – creating, formatting , editing viewing slideshow- creating a presentation using MS POWER POINT, adding graphics and special effects – using design templates.

Introduction to MS-access: What is data base – why database – what is database management system – why DBMS – creating table - entering data.

UNIT V

Introduction to internet: Getting information on the internet – Providing information on the internet – internet access – Internet basics – the World Wide Web – video conferencing
E-mail: Introduction – why use E-Mail – how E-Mail works – mailing basics – advantages and disadvantages OF e-Mail – attaching files to E-Mails – network – types of networks.

REFERENCE BOOKS:

1. Alexis Leon and Mathews Leon. Introduction to Computers: . Leon Tech World, 199
2. R.X.Taxali. PC Software for windows Made simple: Tata Mcgraw hill.
3. Stephen L.Nelson. Office 2000 Complete Reference – Bpb.
4. Gini Counter and Annete Marquis. Mastering Office 2000-BPB.
5. Joyce Cox and Pully Urban, Quick Course in Microsoft Office: Galgotia Publications

FOURTH SEMESTER

CORE MAJOR: BAKERY AND CONFECTIONERY

Objectives: To provide the basic skills of bakery and confectionery
To provide the knowledge of techniques in bakery

UNIT 1:

Historical background of baking – introduction to large, small baking equipments and tools – structure of wheat, types – composition, WAP of flour – milling of wheat – difference between semolina, whole wheat flour and refined flour – flour testing

UNIT 2:

Basic pastries, short crust puff and flaky (laminated) choux pastry – suet phllow – bread making ingredients, methods- improvers – process faults and remedies – varieties of yeast dough products – lean yeast breads – quick breads, artisan breads

UNIT 3:

Cake making ingredients – methods, improvers process faults and remedies – variety of cakes – rich, lean, high ratio, low ratio and specialty cakes, gateaux – intro to chocolate, making of chocolate and basic chocolate works.

UNIT 4:

Introduction to icing and icing varieties – marzipan, nougat and pastillage – sugar works and decorative works with sugar

UNIT 5:

Cookies – ingredients and mixing methods – types of process – frozen desserts – custards, bava­rois, mousse, soufflé and pudding

REFERENCE BOOK:

1. Wayne Gisslen, Professional Baking: New Jersey, John Wiley and Sons Publishers. 4th Edition. 2005

2. S.C. Dubey. Basic Baking: Society of Indian bakers, New Delhi

CORE MAJOR: FOOD PRODUCTION PRACTICAL – II

Refer the Semester – III for the Practical Syllabus

CORE MAJOR: FOOD AND BEVERAGE SERVICE – III

Objective:

- To gain the knowledge about the spirits, alcoholic origin and cocktail methods
- To study about the methods of preparation of various alcohols and spirits.

UNIT – 1:

Spirits – spirit strength calculation methods (sikes, Gay Lussac and US) – spirit production methods – pot still and patent still; whisky – history – production of malt and grain whisky – styles – scotch – irish – American – bourbon – Canadian – malt – single & double – maturity and aging – blending of scotch whisky – service – brand names

UNIT – 2:

Production and styles – brandy types – production – history and styles of cognac and Armagnac – vodka, rum, gin, tequila – production – history – manufacture – distillation – maturation – aging – service – brand names

UNIT 3:

Aperitifs and digestives – production – classification and distillation service – vermouth – martini – cinzano – chambéry – dubonnet – cherry – port – Madeira – meaning of eaux – de vie, meaning of apple jack, calvados, fraises, framboise, kirsch, kirschwasser, marc, poire Williams, slivovitz, liqueurs – meaning, production methods: colour, flavour, and country of origin of absinthe, advocaat, abricotine, anisette, aurum, benedictine, chartreuse, cointreau, crème de menthe, crème de moka, crème de vanilla, curacao, drambuie, glavya, gold wasser, grand marnier, kahlua kummel, maraschino, parfait amour, sambuca, strega, tia maria, van der hum

UNIT 4:

Cocktails – and mixed drinks – meaning, methods of mixing cocktails, cocktail glasses, recipes of brandy, gin, rum, tequila, vodka and whisky based cocktails, mixed drinks – meaning of cobbles – Collins – coolers – crustas – cups – daiquiris – daisies – egg noggs – fixes – fizzes – smashes – sours – swizzles and toddies, mocktails – meaning – examples with recipes – garnishes – preparing garnishes, fruit garnishes, other garnishes and decorations, standard garnishes, syrups and other ingredients used in garnishes and service

UNIT 5:

Non alcoholic beverages – tea – types – processing – manufacturing – service standards, brand, storage; varieties – Indian, Chinese, ice tea. Coffee- processing, manufacturing, service standards, brand; varieties – cappuccino, espresso, irish, cold coffee, Nourishing and refreshing beverages. Tobacco – important tobacco producing countries in the world; quality of cigars and cigarettes; terms used to denote the size and color of cigars; storage of cigars. International cigars and cigarettes – service of tobacco.

REFERENCE BOOK

- 1.Dennis.R.Lillkicrap and john.A.Cousins. Food and beverage Service: Great Britain.ELBS Publishers.6th Edition.2002
- 2.John Fuller. Modern Restaurant service, A manual for students and practitioners: Cheltenham. Stanley Throes publishers. 1st Edition. 1992
3. Bobby George. Food and Beverage Service: Noida. Jaico Publishing House. 1st Edition. 2005
- 4.United Kingdom Bartenders Guild. The International Guide to Drinks: London. Vermilion Publishers. 1st Edition, 1994
5. George Ellis. Bar Attendants Handbook: New Delhi. Global Books and Subscription services. 2nd Edition.2002
- 6.Jeffery Clarke. Table and Bar: Great Britain. Hodder and Stoughton Publishers. 1st Edition.1987.

CORE MAJOR: FOOD AND BEVERAGE SERVICE PRACTICAL – II

Refer Semester – 3 Practical Syllabus

ALLIED I: ACCOMMODATION OPERATIONS – II

Objective:

- To learn about the advanced practices of housekeeping department

- To make the students learn about the fibres, flower arrangement and interior decoration in detail

UNIT – 1:

Fabric and fibre – definition, classification, origin, characteristics, uses in hotel industry; methods of constructing fabrics – knitting, bonding, weaving, commonly used fabrics; stain removal – definition, general rules, types of stain, methods of stain removal, stain removal agents.

UNIT 2:

Planning of housekeeping department – indentifying housekeeping responsibilities – planning the work of the housekeeping department – area inventory lists, frequency schedules, performance standards, productivity standards, equipment and supply, inventory levels; Organizing of housekeeping department, job lists and descriptions, recruiting employees, sources, the selection process, hiring period, orientation process – the housekeeper’s role; Contract cleaning – types of contract, methods of pricing, advantages and disadvantages of contract cleaning; housekeeping control – purchase procedure – stores / stock control, stock taking, budgets and budgetary control

UNIT 3:

Safety – fire prevention – and fire fighting – types of fire – firefighting equipment and extinguishers – fire drills and practices – first aid – first aid box, procedures; security – types of keys, control, computerized key cards, pest control – types of pest commonly found in hotels, prevention and control of pests

UNIT 4:

Interior designing – basic elements of interior decoration, factors affecting – designing guest rooms, bathrooms, public areas, role of colour in interior decoration, classification of colour, colour scheme, importance of lighting in interior decoration; carpets – types and selection; role of soft furnishing in interior decoration; role of furniture and other room accessories in interior decoration; layout of guest rooms, special consideration in room layout (physically handicapped and disabled)

UNIT 5:

Flower arrangement – principles, styles, types of flowers, equipment and materials used; emerging trends in housekeeping; maximizing the benefits of technology – room status, supervision, labour costs, schedule and assignments, inventory and ordering; environmentally friendly cleaning practices; waste reduction programmes, reduction of energy / water usage, recycling, environmentally friendly supplies and equipment

REFERENCE BOOKS:

1.Sudhir Andrews.Hotel Housekeeping Training manual:New Delhi. Tata Mc Graw Hill Publication, 29th Edition.2004

2.Joan . C. Branson Margaret Lennox. Hotel, Hostel and Hospital Housekeeping: London.

3.Madelin Schneider,Georgina Tucker, Mary Scoviac. The Professional Housekeeper: New York. John Wiley and sons,Inc. 4th Edition. 1999

4. David.M.Allen. Accommodation and Cleaning Services: Cheltenham Stanley Thrones publishers. 8th Edition, 1995

5. Yuvonne Johns, Hospitality and Catering GNVQ: New York. Butter Worth and Heinmann Publishers. 2nd Edition. 1995

6. Am rit Singh Sudan. Housekeeping management: New Delhi. Anmol Publications Pvt.ltd. 1st Edition.2002

ALLIED I: FUNDAMENTALS OF COMPUTER APPLICATIONS PRACTICAL

Objective: To make the students learn about the basic concepts in computer applications

Microsoft word

1. Letter creation
2. Formatting a document
3. Table creation
4. Inserting pictures and clip art
5. Using mail merge

Microsoft excel

1. Entering and deleting data
2. Formatting the work sheet
3. Creating the formulas
4. Creating the charts
5. Table creation
6. Database concepts

Powerpoint

Preparation of business presentations

Microsoft access

1. Creating tables
2. Tables with query
3. Table with forms

Total hotel management solution system

1. Front office system
2. Point of sales

Internet

1. Surfing
2. Creating email
3. Receiving and sending email / voice mail
4. Drafting the mail
5. Attaching the mail
6. About video conferencing

REFERENCE BOOKS

1. Alexis Leon and Mathews Leon. Introduction to Computers: Leon Tech World, 1999
2. R.X.Taxaku, PC Software for Windows Made Simple: Tata McGraw Hill.
3. Stephen L.Nelson, Office 2000 Complete Reference- BPB.
4. Gini Counter and Annette Marquis. Mastering Office 2000-BPB.
5. Joyce Cox and Pully Urban. Quick Course in Microsoft Office: Galgotia publications.

ALLIED II: HOSPITALITY MARKETING MANAGEMENT

Objective:

- To appraise the students to tackle the competitive market situation
- To have clear distinctive study on hospitality products and their marketing ways

UNIT – 1:

Introduction to hospitality sales and marketing – sales and marketing cycle – structure of industry – marketing definition – identifying customer needs, selling and promotion, hospitality products – relationship marketing – guest preferences – services marketing concepts – hospitality marketing mix – the 8 P's of marketing – evolution of markets – global and Indian tourist market – market segmentation – concept – relevance to hospitality industry – market segment groups – types of service – defining and delivering customer value and satisfaction value chain – delivery network and marketing environment, e business and setting up websites

UNIT 2:

Marketing plan – the marketing team – selecting the target markets, positioning the property / outlet, developing and implementing marketing action plans, monitoring and evaluating the market plan. Buyer behavior – market segmentation and targeting, positioning and differentiation strategies, product life cycle strategies, new product development, product

mix and product line decisions – branding and packaging price setting – objectives, factors and methods – price adapting policies, initiating ad responding to price changes.

UNIT 3:

Sales techniques for hotel industry – the marketing and sales division – components of a sale – types of sales in different departments of a hotel – telemarketing – internal merchandising – in-house sales promotion, special services in in-house sales – sales forecasting – long term and short term – restaurant and lounge sales positioning – merchandising food and beverage – promotion of restaurants and lounge facilities, building repeat business – banquet and conference sales

UNIT 4:

Advertising, public relations and publicity – effective hotel advertising – brochures, sales material designing – advantages of advertising – indoor and outdoor – competitive marketing – identifying and analyzing competitors designing relationship marketing – customer database, attracting and retaining customers, global target market selection, standardization Vs adaptation, product, pricing, distribution and promotional policy

UNIT 5:

Channel decisions – nature and types of marketing channels – channel design – channel management decisions - selection, training, motivation and evaluation of channel members channel dynamics – VMS, HMS, MMS. Market logistics decisions retailing, wholesaling and physical distribution – marketing information systems – introduction to MIS – meaning and role – MIS objectives, application of MIS – accounting and finance management – marketing management – role of computers in MIS – database support system – E Business – setting up websites

REFERENCE BOOK:

1. Philip Kotler, Marketing Management.
2. Jagmohan Negi: Hospitality sales and Marketing
3. Rajan Saxena. Marketing Management: Tata McGraw Hill, 2002.
4. Ramasamy and Namakumari, Marketing Management: Macmillan India, 2002.
5. Ramphal and Gupta. Case and Simulations in Marketing: Golgotia, Delhi
6. S. Jayachandran. Marketing Management: TMH, 2003

ALLIED II: FOOD AND BEVERAGE MANAGEMENT

Objective:

- To understand the regulation of cost and revenue of operating the catering activity in hotels and food and beverage establishments
- To familiarize and update knowledge in order to improve the profitability and productivity of food and beverage service

UNIT 1:

Food and beverage management – introduction, food and beverage function, responsibilities & objectives of food and beverage management – constraints of f&b management – costing

– introduction – definition – scope and advantages of costing – elements of cost – cost controlling techniques – reasons for high food cost

UNIT 2:

Purchasing: nature of purchasing, duties of purchase manager, purchasing procedure, selection of supplier – aids to purchasing of f&b, standard purchasing specifications for food and beverage, receiving: objectives, receiving procedure, receiving of expensive commodities, returnable containers, blind receiving, dispatch to stores or user department, clerical procedures and forms used.

UNIT 3:

Inventory control – store room design – dispensing with perpetual inventory cards and requisition – store room inventory – inventory taking procedures – discrepancies between card and actual account – booking inventory versus actual inventory – open stock inventory – inventory turnover calculation

UNIT 4:

Introduction to beverage costing – objectives of beverage controls – difference between food cost and beverage cost – control tools – measuring devices – corkage – liquor control methods – bar procedure – purchase of liquor – malpractice – receiving, and issuing procedure – beverage sales control – legal requirements – maintaining stock register both from cellar and dispense bar

UNIT 5:

Sales promotion of food and beverage facilities – introduction – advertising – direct mail, press advt, guides – external signs and posters – trade advt, broadcasting, expert advice, merchandising – floor stands – posters – clip-ons – children menu – other sales tools – special promotions – public relations – budgeting – methods of budget – types of budget - budgetary control

REFERENCE BOOKS:

1. Bernard Davis, Andrew Lockwood and Sally stone. Food and Beverage MANAGEMENT: Great Britain, Butterworth – Heinemann Publishers. 3rd Edition. 2005
2. Jagmohan Negi. Food and Beverage Management and Cost Control: New Delhi. Kanishka Publishers. 1st Edition.1999
3. Mohini Sethi. Institutional Food Management : New Delhi. New age International Publishers. 1st Edition, 2004
4. Amrik Singh Sudan. Food and Beverage Management: New Delhi. Anmol Publications Pvt. Ltd. 1st Edition,2002
5. Dennis.R.Lillicrap and john, A.Cousins. Food and Beverage Service: Great Britain. ELBS Publishers.6th Edition.2002

PART – 4:

EXTENSION ACTIVITIES

Refer Madurai Kamaraj University Syllabus

FIFTH SEMESTER

CORE MAJOR: ORGANIZATIONAL BEHAVIOUR

Objective:

The learners will be able to conceptualize the components of individual and group behaviour, understand the various work situations and apply behavioral techniques.

UNIT I

Introduction To Organizational Behaviour – Various Disciplines contributing to OB – Hawthorne Experiment – Foundation Of individual Behaviour – Need And importance Of Organizational Behaviour – Nature And Scope – Framework of Organizational Behaviour

UNIT II

Personality – Types – Factors Affecting Personality – Perception – Importance – Factors influencing Perception – Learning – Types of Learning Styles – The Learning Process

UNIT III

Motivation – Theories – Importance – Types – Values And Attitudes – Characteristics – Components – Formation And Measurement – Group Dynamics – Group Behaviour – Formation – Types Of Groups – Stages of Group Development – Conflict Management – Nature of Conflict – Types of Conflict

UNIT IV

Leadership – Meaning – Importance, Leadership Styles – Leaders Vs Managers; Power and Politics – Sources Of Power

UNIT V

Organizational Structure and Design – Organization Climate – Factors Affecting Organization Climate – Organization Development – Organization culture – Organization Change – Current Trend in OB

Reference Books:

1. Prasad L M., “Organizational Behaviour”, Sultan Chand & Sons, 1994.
2. Stephen Robbins, “Organisational Behaviour”, Pearson Education, 2013
2. Bhattacharya, “Organization Behaviour”, Oxford University Press, 2013.

CORE MAJOR: PRINCIPLES OF MANAGEMENT

Objective: To Make the students learn about the management techniques and objectives of an organization, also to understand the administrative techniques.

UNIT I: INTRODUCTION TO MANAGEMENT

Concept, Management Vs Administration – Nature – Function – Roles – Responsibilities – Levels of Management – Management skills. Development of Management thought: Evolution – Approaches – Apply management theory in practice. Managers & Environment: Concept: Environmental factors – Nature of Environment – Impact of Environment – Changing Indian business environment. Challenges: Globalization – Total quality management – Benchmarking – Business process – Knowledge management approaches. Social Responsibility & Ethics: Objectives – Interest groups shareholders, employees, customers, government society – Making social responsibility operational – Approaches for measuring – Social audit – Social responsibility in India – Business ethics-difference between B.E & social responsibility, Needs, Levels of business ethics & tools.

UNIT II: PLANNING

Fundamentals of planning, concepts, types – Planning premises – Barriers to effective planning – Planning in Indian organization – Forecasting. Organizational Plan: Objectives, Management by objectives, Strategy, Policy, Procedures, Methods, Rules, Programme & Budget. Decision Making: Concept- Decision making – Types – Process – Condition – Rationality – Difference between individual & group – Approaches – Techniques. Organizing: Fundamentals – Concept – Design – Form. Power & Authority: Concepts of power – Delegation of authority – Centralization & Decentralization – Authority – Description. Conflict & Co-ordination: International conflict – Intergroup conflict – Conflict resolution – Co-ordination – Types, Techniques. Organizational Change: Nature – Planned Change – Human response – Change agents.

UNIT III: STAFFING

Fundamental: Concepts – H.R planning – Job analysis – Recruitment & selection – Placement & orientation. Employee Development & Performance Appraisal: Career development – Training & Development – Performance Appraisal – Methods – Barriers – Measures.

UNIT IV: DIRECTING

Fundamental of directing: Concept – Principles – Supervision – Techniques – Directing & Human factor – Organizational Culture – Creating – Maintaining. Motivation: Concept – Theories – Motivational application – Designing – Job – Quality of work life – Job satisfaction – Morale building. Leadership: Concept – Leadership theories – Leadership styles – Inspirational approach to leadership – Transformational leadership. Communication: Concept – Communication symbols, Communication network, Direction of communication & low barrier to effective communication, Communication pattern.

UNIT V: CONTROLLING

Fundamental of controlling: Concept – Types, control areas – Design of effective control system essentials – Information system, types – Behavioural implementation of control.

Control Techniques: Techniques – Budgetary control, control, B.E. analysis, responsibilities, internal audit, quality control, quality circle, Inventory control, PERT/CPM over all control techniques. Management Practices: Practices in USA, Japan, China – Curtine. Management Practices of Ratantata , Narayana murthy, Azim premji, Steve jobs, Billgates, Ambani.

CORE MAJOR: FACILITY MANAGEMENT

Objective:

- To educate on the operational and functional planning of food service facilities
- To impart knowledge on the energy conservation practices in hotel industry.

UNIT 1:

Hotel classification and guidelines: introduction – types of hotels – architectural features, facilities and services in star category hotels – architectural features, facilities and services in heritage hotels – services in apartment hotels – guidelines for approval of hotel projects and for classification under 1,2,3,4,5 and 5 star deluxe category; guidelines for hotel classification (Heritage and Apartment hotels)

UNIT 2:

Hotel design – introduction – design considerations – systematic layout planning (SLP) – thumb rules for allocation of space in a hotel – formulation of project report / feasibility report – blue print – parking, walks and drives – some key definition in building construction – role of vaastu shastra on building design

UNIT 3:

Equipment and kitchen safety – features of a good kitchen – care and maintenance of kitchen equipment – specifications – developing work place – work place environment, concepts of motion economy, materials handling, designing safe work place, equipment requirements; methods, equipment check list, broilers, ovens, ranges, steam jacked kettles, steamers, ware washing equipment, waste disposal equipment selection

UNIT 4:

Storage facility – introduction – definition & types – layout of a good food store; role of a storekeeper – beverage storage facilities – cellar – kitchen stewarding – functional planning – functions – concept of flow – functional requirements – receiving storage – preparation – cooking – baking – serving – dish washing – pot & pan washing – waste disposal – other requirements – planning the atmosphere – atmosphere & mood – color, lighting, acoustics, noise & music, climate control, furnishings, exterior design, advertising & public relations

UNIT 5:

Energy conservation – introduction – major resources of energy – energy conservation – success stories of Indian hotels – facilities for physically challenged – introduction –

guidelines for planning facilities – Indian government rules for physically challenged guest – American norms for special guests.

REFERENCE BOOKS:

1. Edward A Kazarian: Food Service facilities planning: New York, VanNostrand Reinhold Company, 2nd Edition 1998
2. The facility management handbook: David G Cotts
3. Hotel Facility Planning: Oxford Higher Education, Tarun Bansal

ALLIED I: FRONT OFFICE MANAGEMENT - I

Objective:

To educate on the procedures and practices adopted for the coordination between guests and hotel services. To impart knowledge on sales promotion activities and credit control measures adopted in hotels.

UNIT-I

COMPUTER APPLICATION IN FRONT OFFICE OPERATION

Role of information technology in the hospitality industry -
Factors for need of a PMS in the hotel
Factors for purchase of PMS by the hotel
Introduction to Fidelio & Amadeus

UNIT-II

FRONT OFFICE ACCOUNTING

Accounting Fundamentals
Guest and non guest accounts
Accounting system
Non automated – Guest weekly bill, Visitors tabular ledger
Semi automated
Fully automated

UNIT-III

CHECK OUT PROCEDURES

Guest accounts settlement
Cash and credit - Indian currency and foreign currency
Transfer of guest accounts
Express check out
Bell Desk/Concierge
Duties and responsibilities of Bell Captain
Duties and responsibilities of Bell Boy

UNIT-IV
CONTROL OF CASH AND CREDIT
NIGHT AUDITING

Functions

Audit procedures (Non automated, semi automated and fully automated)

UNIT-V
FRONT OFFICE & GUEST SAFETY AND SECURITY

Importance of security systems

Safe deposit

Key control

Emergency situations (Accident, illness, theft, fire, bomb)

REFERENCE BOOKS

1. Principles of Front Office Operations – Sue Baker
2. Front Office Management – S.K. Bhatnagar
3. Front Office Procedures – Michael. L. Kasavana
4. Hotel Front Office Management – James. A. Bardi

ALLIED I: FRONT OFFICE MANAGEMENT PRACTICAL

Objective: To make the students perform the role play, thereby learn the regular activities of the front office personnel.

1. Layout of front office department
2. Reservation procedure
3. Density chart
4. Check-in and check-out procedure – role play of the following staff:
 - A. Doorman
 - B. Bellboy
 - C. Receptionist
 - D. Information assistant
 - E. Cashier
5. Front office records and reports
6. Calculation of statistical data:
 - A. House count
 - B. Room position
 - C. Percentage of room occupancy
 - D. Percentage of foreign occupancy
 - E. Percentage of local occupancy
 - F. Percentage of walk-ins
 - G. Percentage of no shows
 - H. Average room rate
7. Handling emergencies:
 - A. Lost and found

- B. Fire
 - C. Death
 - D. Accident
 - E. Drunken guest
 - F. Theft
8. Handling guest complaints and solving problems
 9. Places of tourist interest in India
 10. Domestic and international airlines

Reference Books:

1. Principles of Front Office Operations – Sue Baker
2. Front Office Management – S.K. Bhatnagar
3. Front Office Procedures – Michael. L. Kasavana
4. Hotel Front Office Management – James. A. Bardi
5. Hotel Front Office Training Manual – Sudhir Andrews, McGrawHill Publications

REFERENCE BOOKS:

1. Hotel Front Office Management – James.A. Bardi
2. Front Office Management – S.K. Bhatnagar

ALLIED II: INTERNATIONAL TOURISM

Objectives:

This paper enables the students

- To create awareness about the issues of international tourism
- To impart knowledge about the tourism in developing countries
- To acquire knowledge on alternative international tourism

UNIT – I – ISSUES RESULTING FROM INTERNATIONAL TOURISM – basic issues –concepts of sustainable development – sustainable development and international tourism – strategies for sustainable tourism development

UNIT – II - TOURISM AND DEVELOPING COUNTRIES - Development Concepts And Goals – world bank and UNESCO role in International tourism – Growth Trends – Determinants of growth – future tourist flows – Patterns of expenditure – tourism facilities – social effects - tourist enterprise in the public sectors – Tourism in South Asia – socio – demographic feature – tourism policy in the region – international movements of persons – intra -regional movements – domestic movements

UNIT – III - INTERNATIONAL TOURISM GLOBAL AND INDIAN SCENERIO – International tourism – tourism receipts – Regional distribution – international tourism in India – trends – Market size and structure – Growth prospects and problems - competitive structures in tourism service sectors – enhancing value added and foreign exchange earnings

UNIT – IV – TOURISM AS AN ELEMENT

General view of sustainable development – case studies – Hawaii - Maui – Henna & Lana

UNIT –V – Alternative International Tourism – profiles of conceptualization – alternative tourism and their challenges of international tourism –tourism in the logic of world integration – gearing up a society for tourism

Reference

1. International Encyclopedia of Tourism Management
2. International Tourism and Sustainable development – P C Sinha – Anmol Publication – New Delhi

ALLIED II: BUSINESS LAW

Objective: To make the students understand the laws practiced in the hospitality business.

UNIT – I INTRODUCTION

Introduction to Law - Hospitality law – Role of legislative and executing judiciary – classification of laws – origin of hotel law – Hotel licensing and registration – Hotel Insurance – Food legislation and liquor licensing – Tamilnadu rent control Act - Principles of law of contract

Definition of contract – Indian Contract Act 1872 - Nature of contract – essential elements of a valid contract – Classification of contracts – Capacity to contract –performance of contract- Breach of contract.

Offer and acceptance – Legal rules to offer and acceptance – Communication of offer, Acceptance and Revocation

UNIT – II LAW OF SALE OF GOODS

Definition and essentials of contract of sale – Sale and agreement to sell – kinds of goods – Definition of condition and warranty – breach of warranty – Transfer of property – Performance of Contract of sale: Delivery – modes of delivery – Acceptance of delivery by buyer.

UNIT – III PARTNERSHIP

Definition – formation of partnership – partnership and other association – duration of partnership – Registration of firms – rights and duties of partner – Types of partners – Dissolution of partnership without the order of court - Dissolution of partnership by court- rights and liabilities of partners on dissolution – Settlement of accounts

UNIT – IV COMPANY LAW

Definition of company – Characteristics of a company – difference between company and partnership – Company law in India – Company’s Act 1956 and 2013 – Classification of company based on liability, Incorporation, No of Members- Difference between private company and Public company-Incorporation of Company-Memorandum of Association and

Articles of Association-Winding up of company-Fundamentals of Winding up by Tribunals and fundamentals of Voluntary Winding up.

UNIT-V INDUSTRIAL LAW

Employees State Insurance Act 1948-Employees Provident fund and Miscellaneous Act,1952-Payment of gratuity act,1972 – Industrial Dispute Act, 1947 - Payment of Minimum wages Act,1948, Trade Union Act,1926 – Payment of Bonus act, 1965 – The Apprentice Act, 1961

REFERENCE BOOKS:

1. Industrial Law – KR.Bulchandani
2. Mercantile Law – M.C. Kucchal – Vikas Publications - 2009
3. Industrial Law – V.K. Desai
4. Elements of Mercantile Law – N.D. Kapoor
5. Business Laws – N. D. Kapoor – Sultan Chand & Sons
6. Mercantile Law – M. C Shukla, M P Gupta, B M Agarwal – S Chand Publication – 1995

ALLIED II: ENVIRONMENTAL STUDIES

As per Madurai Kamaraj University Syllabus

SIXTH SEMESTER

CORE MAJOR: FOOD PRODUCTION – IV

Objective: To make the students acquire knowledge of the various cuisines of different parts of the world.

UNIT 1:

Larder – importance and functions of larder in main kitchen – relationship of larder with other sections of main kitchen – duties and responsibilities of larder chef – equipment used in larder –layout of larder room – forcemeat – meaning – uses, types, recipes; panada – meaning, uses, recipes. Pickles – vinegar and salt –sweet, sour pickles – sweet – raw pickles

UNIT 2:

Compound butters – meaning, uses, types, recipes, examples, cold preparations – galantine, ballotine, terrine, pate, quenelles, mousse, mousseline, soufflé, seasonings – spices, herbs, condiments, and sauces, canapés and sandwiches – meaning and its types

UNIT 3:

Aspic jelly – uses, preparations, chauxfroid – uses, preparation, cold buffet – decoration aids and designs, decorating techniques and method, assembling a cold buffet, Scandinavian cold

buffet, kitchen records and formats – kitchen consumption register – spoilage register – goods received voucher – request for credit memo, meat tags, formats used in hotel kitchen

UNIT 4:

Chinese cuisine – introduction, characteristics, preparation and cooking techniques, utensils and ingredients used regional styles of Chinese cooking – dishes with recipes and preparations

Thai cuisine – introduction, characteristics – ingredients used – examples of Thai recipes, Mexican cuisine – introduction, characteristics, main ingredients used, and examples of Mexican recipes

UNIT 5:

Italian cuisine – introduction, characteristics, main ingredients used, and equipments used, examples, pasta – types and examples; pizza – basic pizza dough; Middle Eastern cuisine – introduction, characteristics, examples

Indonesian cuisine - introduction, characteristics, main ingredients used, equipments used, examples; Sri Lankan cuisine - introduction, characteristics, main ingredients used, equipments used, examples

REFERENCE BOOKS:

1.Thangam. E.Philip.Modern Cookery for Teaching and Trade (Volume I): New Delhi. Orient Longman :Publishers. 5th Edition.2003

2.Wayne Gisslen. Professional Baking: New jersey. John Wiley and Sons Publishers. 4th Edition. 2005

3.Ronald Kinton, Victor Ceserani and David Fosket. Practical Cookery: London. Hodder and Staughton ELST Publishers. 9th Edition. 2000.

4.Aravind Saraswat. Professional Chef: New Delhi.UBS Publishers and Distributors. 2nd Edition.2004

CORE MAJOR: FOOD PRODUCTION PRACTICAL III

Demonstration and preparation of Concept Menus of various countries

CORE MAJOR: FOOD AND BEVERAGE SERVICE – IV

Objective: To make the students learn about the bar operations and services followed in Food and Beverage department.

UNIT 1:

Bar operations – layout – types – special equipments - service procedures – planning of bar – allocation of area – designing of bar – furniture and furnishing – atmosphere – interior decoration – selection and purchase of equipment (cutlery, crockery, glassware and linen ware)

UNIT 2:

Banquets and conventions – layout, introduction, types of function, service methods, booking and organization of functions, function menus, wines, tabling, seating arrangement, banquet layouts, order of service for formal and informal functions; wedding organization – planning of type of buffet (sit down and fork buffets) arrangement of buffet – buffet arrangement for exhibitions, seminars, fashion shows and trade fairs- banquet function prospectus – format and purpose

UNIT 3:

General points of planning a restaurant – needs and demands of customer – policy of the firm – menu – planning team – planning and designing of the restaurant – fast food and its concept – and history and functions

UNIT 4:

Gueridon service – mise en place – special equipments used – care and maintenance of equipment – taking the order – method of serving at the table – carving and jointing of dishes at the table – carving trolley – dishes prepared at the gueridon, flambéing

UNIT 5:

Situation handling – introduction – dealing with different situation and guest in dining area – dish served is spoiled – dish dropped accidentally – piece of cutlery is dropped by the guest – spillage – lost property – illness – alcohol over consumption – lost children – unsatisfactory appearance – fire accident – dealing with a suspicious item – bomb threat – dealing with guest special needs

REFERENCE BOOK

1. Dennis.R.Lillkicrap and john.A.Cousins. Food and beverage Service: Great Britain.ELBS Publishers.6th Edition.2002
2. John Fuller. Modern Restaurant service, A manual for students and practitioners: Cheltenham. Stanley Throes publishers. 1st Edition. 1992
3. Bobby George. Food and Beverage Service: Noida. Jaico Publishing House. 1st Edition. 2005
4. United Kingdom Bartenders Guild. The International Guide to Drinks: London. Vermilion Publishers. 1st Edition, 1994

5. George Ellis. Bar Attendants Handbook: New Delhi. Global Books and Subscription services. 2nd Edition.2002

6.Jeffery Clarke. Table and Bar: Great Britain. Hodder and Stoughton Publishers. 1st Edition.1987.

CORE MAJOR: FOOD AND BEVERAGE SERVICE PRACTICAL – III

Objectives:

To impart knowledge on the planning of banquets, buffet planning, sequence of food serviced and the procedure of gueridon service.

Banquets

1. Booking procedure
2. Preparing banquet menus
3. Seating arrangement
4. Informal banquet

Buffet

1. Planning
2. Area requirement
3. Sequence of food
4. Types of display
5. Equipment supplies

Gueridon service

1. Trolley
2. Special equipment used
3. Gueridon trolley setup
4. Service of various dishes from gueridon

REFERENCE BOOK

- 1.Dennis.R.Lillkicrap and john.A.Cousins. Food and beverage Service: Great Britain.ELBS Publishers.6th Edition.2002
- 2.John Fuller. Modern Restaurant service, A manual for students and practitioners: Cheltenham. Stanley Throes publishers. 1st Edition. 1992
3. Bobby George. Food and Beverage Service: Noida. Jaico Publishing House. 1st Edition. 2005
- 4.United Kingdom Bartenders Guild. The International Guide to Drinks: London. Vermilion Publishers. 1st Edition, 1994
5. George Ellis. Bar Attendants Handbook: New Delhi. Global Books and Subscription services. 2nd Edition.2002

CORE MAJOR: HUMAN RESOURCE MANAGEMENT

Objectives:

To study the management practices that directly affect human resources who work for the organization

To enable to learn the essential concepts of human resource management

UNIT 1:

Strategic importance of HRM; objectives of HRM; challenges to HR professionals; role, responsibilities and competencies of HR professionals; HR department – scalar chain operations – HR planning – objectives and process; human resource system HRIS and HR audits – concept and functions

UNIT 2:

Job analysis – description and evaluation – concepts and methods – meaning of recruitment and selection – methods of recruitment and selection – tests in selection process – steps in selection process – productivity management – concepts – TQM – kaizen – quality circles

UNIT 3:

Training and induction – meaning, objective and purpose of induction, need for training, benefits of training, identification of training needs, methods of training, concept of management trainee, performance appraisal – meaning – objectives of performance appraisal, methods and limitations

UNIT 4:

Promotion and transfers – purpose of promotion, basis, meaning of transfer, reasons, types of transfer – right sizing of work force – need for right sizing – principles and techniques of wage fixation, compensation – base and supplementary – work environment – meaning – importance of work study – application of ergonomics in hotel industry regarding safety

UNIT 5:

Employee welfare and benefits measures and types – grievance and grievance handling procedures – employee morale and ethics – trade union nature and its functions – handling of collective bargaining and its process – dynamics of enquiry and disciplinary procedures

Reference Books:

1. Human Resource Management – Pearson Education, Gary Dessler
2. Human Resource Management – P.Jyothi, D.N.Venkatesh, Oxford Higher Education
3. Human Resource Management – Bhaskar Chatterjee

ALLIED I: FRONT OFFICE MANAGEMENT – II

Objectives:

- To educate on the procedures and practices adopted for the co-ordination between guests and hotel services.
- To impart knowledge on sales promotion activities and credit control measures adopted in hotels
- To provide the study of safety measures to guests in a hotel

UNIT 1:

Lobby – introduction – lobby departmental hierarchy – job description of lobby manager – job description of concierge; bell captain – bell boy – role of bell desk on guest arrival departure – errand cards – baggage handling – FIT – GIT – VIT – left luggage procedure – scanty baggage procedure – wake call. Paging the guests, car parking, (valet service) – handling mails and messages

UNIT 2:

Front office security functions – key control – conventional key system – the electronic key system – front office procedures for emergencies – lost and found, fire in the hotel, death, accidents, drunken guest, theft. Hotel operation – legal aspects, the obligation of hotel proprietor, contracts, registration of guests, rights of hotel proprietor, licensing

UNIT 3:

Front office salesmanship - need for product analysis, up selling - unique sales proposition, upgrading – reception / reservation as sales department

UNIT 4:

Credit control – meaning, objectives, hotel credit control policy, credit control measures when receiving reservations, credit control measures at check-in, credit control measures during occupancy, at check-out, after guest departure, preventing walkouts

UNIT 5:

Guest relations – importance – role of guest relations executive – types of guest problems – skills necessary for dealing with problems – solving problems – types of guest complaints – telephone handling skills – customer care skills

Reference Books:

1. Principles of Front Office Operations – Sue Baker
2. Front Office Management – S.K. Bhatnagar
3. Front Office Procedures – Michael. L. Kasavana
4. Hotel Front Office Management – James. A. Bardi
5. Hotel Front Office Training Manual – Sudhir Andrews, McGrawHill Publications

ALLIED I: FRONT OFFICE MANAGEMENT PRACTICAL – II

Refer Semester – 5 Practical Syllabus

ALLIED II: HYGIENE AND SANITATION

Objectives: To make the students understand about the hygiene and sanitation procedures to be followed in an organization

UNIT 1:

Personal hygiene – personal appearance – and hygiene of kitchen staff - general health and reporting of illness – protective clothing – equipment of personal hygiene – kitchen hygiene – plant and equipment hygiene, cleaning methods, pot washing – environment hygiene, dish washing manual, and mechanical – garbage disposal – classification of storage and disposal

UNIT 2:

Hygiene in storage of raw and cooked foods – food storage condition for dry foods – canned foods – and perishables – correct usage of refrigerators – walk in coolers – reach –in ; thawing of frozen foods – rules for handling frozen poultry - equipment used and temperatures for holding of cooked food – importance of stock rotation – FIFO

UNIT 3:

Food microbiology – introduction – significance – morphological characteristics of bacteria – yeast and mould – beneficial effects of bacteria, yeast and mould in food and beverages production – harmful effects of bacteria, yeast and mould – contamination of foods – general principles underlying principles food spoilage

UNIT 4:

Food contamination – meaning – types of food contamination , bacterial, physical and chemical – food poisoning – meaning – common food poisoning – bacteria – salmonella – clostridium – botulinium – clostridium perfringens – staphylococcus aureus – sources – mode of spread, symptoms and control – food borne diseases – sources causes and symptoms of amoebiasis, acute diahorrea and typhoid – prevention of food poisoning

UNIT 5:

Food safety – HACCP system – meaning, steps of HACCP system, the flow of food, hazards and critical control points CCP – first aid definition – importance – basic rules – first aid kit – types of dressing – and their use – first aid procedure in case of burns and scalds – bleeding – electric shock, fracture and food poisoning

Reference Books:

1. Global environmental health – fewtrell L Kaufmann RB
2. Food Hygiene and Sanitation – Sunitha Rodey

PART – 4: VALUE EDUCATION

Refer Madurai Kamaraj University Syllabus