

*Placed at the meeting of  
Academic Council  
held on 26.03.2018*

**APPENDIX - AH**

**MADURAI KAMARAJ UNIVERSITY**

*(University with Potential for Excellence)*

**B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE**

**CHOICE BASED CREDIT SYSTEM**

**REVISED SYLLABUS**

(For the candidates admitted from 2018-2019 Onwards)

**REGULATIONS AND SYLLABUS (CBCS) FOR**

**1. INTRODUCTION OF THE PROGRAMME:**

To 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 labour. 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 and related products and 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 with a minimum of 35% of marks in Aggregate.

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

**2.1 Duration of the Programme : 2 Years**

**2.2. Medium of Instructions : English**

### **3. OBJECTIVES OF THE PROGRAMME**

The main objectives of the programme are to:

- 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 PAPER:**

Non Major Elective paper as prescribed by the Department of Hotel 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                       | = | 10Marks ( Average of the best two tests) |
| Assignment                 | = | 5 marks                                  |
| Seminar / Group Discussion | = | 5 marks                                  |
| Peer- team – teaching      | = | 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:**

**MODEL QUESTION PAPER**

**FOOD PRODUCTION AND PATISSERIE - I**

**Time: three hours**

**maximum: 75marks**

SECTION A- (10 x 1=10)

Answer ALL questions.

1. Marzipan is made from \_\_\_\_\_

- a) Cashew paste                      b) Almond paste  
c) Coconut paste                      c) Pista paste

2. Yeast derived from \_\_\_\_\_

- a) Molasses                              b) Grapes  
c) Orange                                 d) Corn

3. Which is the Bread disease?

- a) Salmonella                          b) Fungus  
c) F1 N1                                  d) Rope

4. 1<sup>0</sup> C = \_\_\_\_\_

- a) 46<sup>0</sup> F                                      b) 32<sup>0</sup> F  
c) 36<sup>0</sup> F                                      d) 38<sup>0</sup> F

5. Which one is called Bread rolls?

- a) Croissants                              b) Coconut bread

- c) Cookies                                      d) Cheese sticks
6. The protein in flour is \_\_\_\_\_
- a) Albumin                                      b) Riboflavin
- c) Flam bin                                      d) Gluten
7. In the rolls which one is stuffed (or) topped with Jam and Fruit?
- a) French loaf                                      b) Swiss rolls
- c) Pancake                                      d) Bread rolls
8. What flour is ideal for making pastry?
- a) Soft flour                                      b) Strong flour
- c) Corn flour                                      d) Rice flour
9. Which one is main ingredient for butter cream?
- a) Margarine                                      b) fat and sugar
- c) Baking soda                                      d) Essence
10. Who is the pioneer of bread baking?
- a) The Greeks                                      b) the England
- c) The France                                      d) The China

**SECTION-B**

(5 x 7=35)

Answer all Questions by choosing either (a) or (b)

11. a) Explain the parts of wheat with diagram  
Or  
b) What are the methods of bread making?
12. a) What is yeast? Write the functions of yeast in bread making.  
Or  
b) What are the faults in cake making?
13. a) Explain the different types of sponge  
Or  
b) Write any two name of cookies with recipe
14. a) Define the role of sugar in bakery products  
Or  
b) Define the role of eggs
15. a) Explain the frozen desserts with example  
Or  
b) Define the different types of icings

**SECTION-C**

(3 x 10=30)

Answer Any Three Questions

16. What are Raising agents? Explain their functions.
17. Explain the different types of pastry.
18. Explain the production process of muffins and croissants.
19. Draw the diagram of egg and explain its role
20. Elucidate the different types of ovens and their functions.

**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 22 weeks 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.

**COURSE STRUCTURE****FIRST YEAR****FIRST SEMESTER**

| <i>Subject</i>                                  | <i>Course</i> | <i>Hour</i> | <i>Credit</i> |
|---|---------------|-------------|---------------|
| <b>Part I: Hotel French-I / Hotel Tamil - I</b> | 1             | 6           | 3             |
| <b>Part II: Hotel Communicative English – I</b> | 1             | 6           | 3             |
| <b>Part III Core- Major</b>                     |               |             |               |
| Food Production & Patisserie                    | 1             | 2           | 4             |
| Food Production & Patisserie Practical          | --            | 4           | --            |
| <b>Part III Allied I:</b>                       |               |             |               |
| Food & Beverage Service – I                     | 1             | 2           | 4             |
| Food & Beverage Service Practical – I           | --            | 4           | --            |

**Part IV Skill Based Subject**

|                              |   |   |   |
|------------------------------|---|---|---|
| Basic Front Office Operation | 1 | 2 | 4 |
|------------------------------|---|---|---|

|                               |   |   |   |
|-------------------------------|---|---|---|
| Basic Accommodation Operation | 1 | 2 | 4 |
|-------------------------------|---|---|---|

**Part IV Non Major Elective**

|                        |   |   |   |
|------------------------|---|---|---|
| Basic Catering Service | 1 | 2 | 2 |
|------------------------|---|---|---|

|              |          |           |           |
|--------------|----------|-----------|-----------|
| <b>Total</b> | <b>7</b> | <b>30</b> | <b>24</b> |
|--------------|----------|-----------|-----------|

**SECOND SEMESTER**

|   |   |   |   |
|---|---|---|---|
| <b>Part I: Hotel French-II / Hotel Tamil II</b> | 1 | 6 | 3 |
|---|---|---|---|

|  |   |   |   |
|--|---|---|---|
| <b>Part II: Hotel Communicative English-II</b> | 1 | 6 | 3 |
|--|---|---|---|

**Part III Core Major**

|  |   |   |   |
|--|---|---|---|
| Food Production & Patisserie Practical | 1 | 4 | 4 |
|--|---|---|---|

|                                       |   |   |   |
|---------------------------------------|---|---|---|
| Food & Beverage Service Practical – I | 1 | 4 | 4 |
|---------------------------------------|---|---|---|

**Part III Allied I**

|  |   |   |   |
|--|---|---|---|
| Basic Front Office Operation Practical | 1 | 2 | 2 |
|--|---|---|---|

|   |   |   |   |
|---|---|---|---|
| Basic Accommodation Operation Practical | 1 | 2 | 2 |
|---|---|---|---|

**Part IV Skill Based Subject**

|                |   |   |   |
|----------------|---|---|---|
| Hotel Accounts | 1 | 2 | 2 |
|----------------|---|---|---|

|                      |   |   |   |
|----------------------|---|---|---|
| Hygiene & Sanitation | 1 | 2 | 2 |
|----------------------|---|---|---|

**Part IV Non Major Elective**

|                                 |   |   |   |
|---------------------------------|---|---|---|
| Basic Rooms Division Management | 1 | 2 | 2 |
|---------------------------------|---|---|---|

|              |          |           |           |
|--------------|----------|-----------|-----------|
| <b>Total</b> | <b>9</b> | <b>30</b> | <b>24</b> |
|--------------|----------|-----------|-----------|

Note: Students have an option to select either Hotel French or Hotel Tamil in Part I in First and Second Semester.

**SECOND YEAR  
THIRD SEMESTER**

| <i>Subject</i> | <i>Course</i> | <i>Hour</i> | <i>Credit</i> |
|----------------|---------------|-------------|---------------|
|----------------|---------------|-------------|---------------|

|  |  |  |  |
|--|--|--|--|
| Industrial Exposure Training (90 Days) |  |  |  |
|--|--|--|--|

|                               |   |    |   |
|-------------------------------|---|----|---|
| Training Report & Viva - Voce | 1 | -- | 8 |
|-------------------------------|---|----|---|

|              |          |           |          |
|--------------|----------|-----------|----------|
| <b>Total</b> | <b>1</b> | <b>--</b> | <b>8</b> |
|--------------|----------|-----------|----------|

Students of B.Sc Hotel Management & Catering Science have to undergo Industrial Exposure Training at various Star Category Hotels for One Semester (90 Days) Off Campus/In Campus and have to submit a detailed report on Training and Viva- Voce will be conducted for the same.

#### **FOURTH SEMESTER**

| <i>Subject</i>                           | <i>Course</i> | <i>Hour</i> | <i>Credit</i> |
|--|---------------|-------------|---------------|
| <b>Part III Core-Major</b>               |               |             |               |
| Quantity Food Production                 | 1             | 3           | 4             |
| Quantity Food Production Practical       | 1             | 4           | 4             |
| Food and Beverage Service – II           | 1             | 3           | 4             |
| Food and Beverage Service Practical – II | 1             | 4           | 4             |
| <b>Part III Allied I:</b>                |               |             |               |
| Front Office Operation                   | 1             | 2           | 2             |
| Front Office Operation Practical         | 1             | 4           | 2             |
| Accommodation Operation                  | 1             | 2           | 2             |
| Accommodation Operation Practical        | 1             | 4           | 2             |
| <b>Part III Allied II:</b>               |               |             |               |
| Food and Beverage Management –I          | 1             | 2           | 2             |
| Hospitality Marketing                    | 1             | 2           | 1             |
| <b>Part IV</b>                           |               |             |               |
| Extension Activities                     | 1             | -           | 1             |
| <b>Total</b>                             | <b>11</b>     | <b>30</b>   | <b>28</b>     |

#### THIRD YEAR

#### **FIFTH SEMESTER**

| <i>Subject</i>                            | <i>Course</i> | <i>Hour</i> | <i>Credit</i> |
|---|---------------|-------------|---------------|
| <b>Part III Core-Major</b>                |               |             |               |
| Advanced Food Production                  | 1             | 2           | 4             |
| Advanced Food Production Practical        | 1             | 6           | --            |
| Food & Beverage Service – III             | 1             | 2           | 4             |
| Food and Beverage Service Practical – III | 1             | 6           | --            |



**Part III Allied I**

|                         |   |   |   |
|-------------------------|---|---|---|
| Front Office Management | 1 | 3 | 4 |
|-------------------------|---|---|---|

|                          |   |   |   |
|--------------------------|---|---|---|
| Accommodation Management | 1 | 3 | 4 |
|--------------------------|---|---|---|

**Part III Allied II:**

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Food and Beverage Management –II | 1 | 2 | 3 |
|----------------------------------|---|---|---|

|                          |   |   |   |
|--------------------------|---|---|---|
| Principles of Management | 1 | 2 | 3 |
|--------------------------|---|---|---|

**Skill Based Subject**

|           |   |   |   |
|-----------|---|---|---|
| Hotel Law | 1 | 2 | 2 |
|-----------|---|---|---|

|                  |   |   |   |
|------------------|---|---|---|
| Event Management | 1 | 2 | 2 |
|------------------|---|---|---|

**Part IV**

|                       |   |    |   |
|-----------------------|---|----|---|
| Environmental Studies | 1 | -- | 2 |
|-----------------------|---|----|---|

|              |           |           |           |
|--------------|-----------|-----------|-----------|
| <b>Total</b> | <b>11</b> | <b>30</b> | <b>28</b> |
|--------------|-----------|-----------|-----------|

**SIXTH SEMESTER****Part III Core-Major**

|                                    |   |   |   |
|------------------------------------|---|---|---|
| Advanced Food Production Practical | 1 | 6 | 4 |
|------------------------------------|---|---|---|

|   |   |   |   |
|---|---|---|---|
| Food and Beverage Service Practical - III | 1 | 6 | 4 |
|---|---|---|---|

**Part III Allied I**

|                                   |   |   |   |
|-----------------------------------|---|---|---|
| Front Office Management Practical | 1 | 2 | 3 |
|-----------------------------------|---|---|---|

|                                    |   |   |   |
|------------------------------------|---|---|---|
| Accommodation Management Practical | 1 | 2 | 3 |
|------------------------------------|---|---|---|

**Part III Allied II:**

|                                    |   |   |   |
|------------------------------------|---|---|---|
| Hotel Economics & Entrepreneurship | 1 | 2 | 2 |
|------------------------------------|---|---|---|

|                           |   |   |   |
|---------------------------|---|---|---|
| Human Resource Management | 1 | 2 | 2 |
|---------------------------|---|---|---|

|                     |   |   |   |
|---------------------|---|---|---|
| Business Statistics | 1 | 2 | 2 |
|---------------------|---|---|---|

**Skill Based Subjects**

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Food Processing and Preservation | 1 | 2 | 2 |
|----------------------------------|---|---|---|

|                              |   |   |   |
|------------------------------|---|---|---|
| Hotel Information Technology | 1 | 2 | 2 |
|------------------------------|---|---|---|

|  |   |   |   |
|--|---|---|---|
| Hotel Information Technology Practical | 1 | 2 | 2 |
|--|---|---|---|

**Part IV**

|                 |   |   |   |
|-----------------|---|---|---|
| Value Education | 1 | 2 | 2 |
|-----------------|---|---|---|

|              |           |           |           |
|--------------|-----------|-----------|-----------|
| <b>Total</b> | <b>10</b> | <b>30</b> | <b>28</b> |
|--------------|-----------|-----------|-----------|

## SCHEME OF EXAMINATIONS

| SUBJECT   | Exam Duration | External Marks | Internal Marks | Total Marks |
|---|---------------|----------------|----------------|-------------|
| <b>FIRST SEMESTER</b>   |               |                |                |             |
| <b>Hotel French-1 (OR) Hotel Tamil I</b>                      | 3             | 75             | 25             | 100         |
| Hotel Communicative English-1                                 | 3             | 75             | 25             | 100         |
| <b>Core- Major</b><br>Food Production & Patisserie            | 3             | 75             | 25             | 100         |
| <b>Allied I</b><br>Food & Beverage Service - I                | 3             | 75             | 25             | 100         |
| <b>Skill Based Subject</b><br>Basic Front Office Operation    | 3             | 75             | 25             | 100         |
| Basic Accommodation Operation                                 | 3             | 75             | 25             | 100         |
| <b>Non Major Elective</b><br>Basic Catering Service           | 3             | 75             | 25             | 100         |
| <b>SECOND SEMESTER</b>  |               |                |                |             |
| <b>Hotel French II (OR) Hotel Tamil II</b>                    | 3             | 75             | 25             | 100         |
| Hotel Communicative English II                                | 3             | 75             | 25             | 100         |
| <b>Core Major</b><br>Food Production & Patisserie Practical   | 6             | 60             | 40             | 100         |
| Food & Beverage Service Practical - I                         | 3             | 60             | 40             | 100         |
| <b>Allied I</b><br>Basic Accommodation Operation<br>Practical | 3             | 60             | 40             | 100         |
| Basic Front Office Operation Practical                        | 3             | 60             | 40             | 100         |
| <b>Skill Based Subject</b><br>Hotel Accounts                  | 3             | 75             | 25             | 100         |
| Hygiene & Sanitation  | 3             | 75             | 25             | 100         |
| <b>Non Major Elective</b><br>Basic Room Division Management   | 3             | 75             | 25             | 100         |

| <b>SECOND YEAR</b>   |                      |                        |                    |                    |
|--|----------------------|------------------------|--------------------|--------------------|
| <b>THIRD SEMESTER</b>  |                      |                        |                    |                    |
| <b>Subject</b>   | <b>Exam Duration</b> | <b>Training Report</b> | <b>Viva – Voce</b> | <b>Total Marks</b> |
| Industrial Exposure Training (90 days)   | 3                    | 75                     | 25                 | 100                |
| Students of B.Sc Hotel Management & Catering Science have to undergo Industrial Exposure Training at various Star Category Hotels for One Semester (90 Days) and have to submit a detailed report on Training and Viva- Voce will be conducted for the same. |                      |                        |                    |                    |

| <b>FOURTH SEMESTER</b>                 |                      |                       |                       |                    |
|--|----------------------|-----------------------|-----------------------|--------------------|
| <b>SUBJECT</b>                         | <b>Exam Duration</b> | <b>External Marks</b> | <b>Internal Marks</b> | <b>Total Marks</b> |
| <b>Core-Major</b>                      |                      |                       |                       |                    |
| Quantity Food Production               | 3                    | 75                    | 25                    | 100                |
| Quantity Food production Practical     | 6                    | 60                    | 40                    | 100                |
| Food & Beverage Service - II           | 3                    | 75                    | 25                    | 100                |
| Food & Beverage Service Practical - II | 3                    | 60                    | 40                    | 100                |
| <b>Allied I</b>                        |                      |                       |                       |                    |
| Front Office Operation                 | 3                    | 75                    | 25                    | 100                |
| Front Office Operation Practical       | 3                    | 60                    | 40                    | 100                |
| Accommodation Operation                | 3                    | 75                    | 25                    | 100                |
| Accommodation Operation Practical      | 3                    | 60                    | 40                    | 100                |
| <b>Allied II</b>                       |                      |                       |                       |                    |
| Food and Beverage Management- I        | 3                    | 75                    | 25                    | 100                |
| Hospitality Marketing                  | 3                    | 75                    | 25                    | 100                |
| <b>Extension Activities</b>            | 3                    | 75                    | 25                    | 100                |

| <b>THIRD YEAR</b>                         |                      |                       |                       |                    |
|---|----------------------|-----------------------|-----------------------|--------------------|
| <b>FIFTH SEMESTER</b>                     |                      |                       |                       |                    |
| <b>SUBJECT</b>                            | <b>Exam Duration</b> | <b>External Marks</b> | <b>Internal Marks</b> | <b>Total Marks</b> |
| <b>Core Major</b>                         |                      |                       |                       |                    |
| Advanced Food Production                  | 3                    | 75                    | 25                    | 100                |
| Food & Beverage Service - III             | 3                    | 75                    | 25                    | 100                |
| <b>Allied I</b>                           |                      |                       |                       |                    |
| Front Office Management                   | 3                    | 75                    | 25                    | 100                |
| Accommodation Management                  | 3                    | 75                    | 25                    | 100                |
| <b>Allied II</b>                          |                      |                       |                       |                    |
| Food and Beverage Management-II           | 3                    | 75                    | 25                    | 100                |
| Principles of Management                  | 3                    | 75                    | 25                    | 100                |
| <b>Skill Based Subject</b>                |                      |                       |                       |                    |
| Hotel Law                                 | 3                    | 75                    | 25                    | 100                |
| Event Management                          | 3                    | 75                    | 25                    | 100                |
| <b>Environmental Studies</b>              | 3                    | 75                    | 25                    | 100                |
| <b>SIXTH SEMESTER</b>                     |                      |                       |                       |                    |
| <b>SUBJECT</b>                            | <b>Exam Duration</b> | <b>External Marks</b> | <b>Internal Marks</b> | <b>Total Marks</b> |
| <b>Core Major</b>                         |                      |                       |                       |                    |
| Advanced Food Production Practical        | 6                    | 60                    | 40                    | 100                |
| Food and Beverage Service Practical - III | 3                    | 60                    | 40                    | 100                |
| <b>Allied I</b>                           |                      |                       |                       |                    |
| Front Office Management Practical         | 3                    | 60                    | 40                    | 100                |
| Accommodation Management Practical        | 3                    | 60                    | 40                    | 100                |
| <b>Allied II</b>                          |                      |                       |                       |                    |
| Hotel Economics & Entrepreneurship        | 3                    | 75                    | 25                    | 100                |
| Human Resource Management                 | 3                    | 75                    | 25                    | 100                |
| <b>Skill Based Subject</b>                |                      |                       |                       |                    |
| Canning and Preservation                  | 3                    | 75                    | 25                    | 100                |
| Hotel Information Technology              | 3                    | 75                    | 25                    | 100                |
| Hotel Information Technology Practical    | 3                    | 60                    | 40                    | 100                |
| <b>Value education</b>                    | 3                    | 75                    | 25                    | 100                |

**DETAILED SYLLABUS**  
**Semester I**  
**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.பிச்சமூர்த்தி, இன்குலாப், மீரா, வைரமுத்து கவிதைகள்

கூறு 3: சிறுகதைகள் - 5

1. ந.பிச்சமூர்த்தி - 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 முன்னேற்றுமோ? தன்  
கழுதைதான் முன்னேற்றுமோ?  
ஊரிலேனும் நாட்டிலேனும்  
உலகிலேனும் எண்ணினால்  
நீர்நிறைந்த கடலையொக்கும்  
நேர் உழைப்ப வர்தொகை!  
நீர்மிதந்த ஓடமொக்கும்  
நிறைமுதல்கொள் வோர்தொகை  
நேரிற்சூறை மோதுமாயின்  
தோணிஓட்டம் மேவுமோ?  
தொழிலறிந்த ஏழை மக்கள்  
தொழில் புரிந்து செல்வர்பால்  
அழிவிலாழு தல்கொடுக்க  
அம்முதற் பணத்தினால்  
பழிமிகுந்த அரசமைத்துப்  
படைகள் தம்மை ஏவியே

தொழில் புரிந்த ஏழை மக்கள்  
 சோற்றிலேமண் போடுவார்!  
 நடவுசெய்த தோழர்கூலி  
 நாலணாவை ஏற்பதும்  
 உடலுழைப்பி லாதசெல்வா  
 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  
 கோடிக் கோடி முறை கும்பிடுவோம் (செய்யும்)

காயும் ஒரு நாள் கனியாகும் - நம்  
 கனவும் ஒரு நாள் நனவாகும்  
 காயும் கனியும் விலையாகும் - நம்  
 கனவும் நினைவும் நிலையாகும் - 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.பிச்சமுர்த்தி

அணில் கொம்பிலே ஆமை கிணற்றிலே!  
 கொம்பிபேறி வான்போகும் வேலையும்  
 கீழ்நோக்கி நீரில்முழுகி வசித்தலும்  
 ஒவ்வாத தொழிலல்ல பெண்ணே!  
 தென்னை மரமேறித் தேங்காய் பிடுங்குவோன்  
 கிணற்றில் முழுகிப் 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?  
போனமர்கழியிலோ  
தையிலோ  
பொல்லாக்  
காலன் போட்ட  
கடிதம் கண்டதும்  
போய்ச்சேர்ந்தானாம்  
புத்தியில்லாமல்!  
அழகர்சாமி அவசரக்காரன்!

“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  
எல்லாவற்றையும் பொறுமையாய்  
தாங்கிக் கொள்ளும்  
நட்பு என்பது  
காற்றைப் போல்  
எல்லா இடத்திலும்  
நிறைந்து இருக்கும்

**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 (CREDITS 3)**

### **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 1: FOOD PRODUCTION AND PATISSERIE (CREDITS 4)**

### **Objectives:**

- To impart knowledge on the basic concepts of food production
- To study the basic concepts of Bakery

### **UNIT -1**

Origin of Cooking. Aims And Objectives Of Cooking Food; Food Commodities Cereals – Meaning And Examples; Pulse- Meaning And Examples; Fats And Oils - Meaning, Classification And Examples; Vegetables, Fruits – Classification And Examples; Nuts – Examples And Uses; Spices And Condiments – Meaning, Example And Uses; Raising Agents – Functions, Types And Examples; Sweetening Agents, Thickening Agents, Colouring And Flavouring Agents – Examples And Uses.

### **UNIT -2**

Kitchen Equipment and Tools. Different Metals-Equipments, Uses of Receiving & Storage Equipments- Preparation Of Equipment, Knife /Hand Tools- Equipments and Its Uses, Varieties, Care, Maintenance and Precautions; Mise-En-Place – Preparation of Ingredients. Methods of Mixing. Texture of Food – Various Correct Textures and Incorrect Textures.

### **UNIT -3**

Cooking Fuels – Various Fuels Used In the Kitchen – Advantages And Disadvantages Transfer Of Heat To Food. Method Of Cooking Food, Microwave Cooking. Stocks -Definition, Types, Preparation, Storage And Uses; Points To Be Remembered While Preparing Stock. Glazes – Meaning and Uses. Sauces – Meaning, Types of Mother Sauces, Proprietary Sauces; Recipe for Basic Sauces; Derivatives of Mother Sauces. Miscellaneous Sauces – soups – meat cookery( egg, poultry, fish, lamb, beef, pork etc.)

### **UNIT -4**

Kitchen Organization – Classical Brigade Of A Kitchen Of 5 Star Hotel; Duties And Responsibilities Of Each Staff; Co-Ordination With Other Departments; Kitchen Designing – Location Of Kitchen, Work Place Design, Work Place Environment, Layout , Principles Followed In Planning Layout, Layout Of A Well Planned Kitchen. Culinary Terms- Culinary Glossaries – English, French and Hindi.

### **UNIT -5**

Baking- Definition, Baking Equipments; Types of Flour and its Composition; Dough Products – Bread – Methods, Improvers, Process, Faults, Remedies; Basic Pastries – Short Crust, Puff, Choux; Frozen Desserts – Bavarois, soufflés, Mousse, Puddings.

**TEXT BOOK:**

- Krishna Arora. Theory Of Cookery: New Delhi. Frank Bros. And Co Publishers.  
4<sup>th</sup> Edition 2001
- Thangam.E.Philip. Modern Cookery For Teaching And Trade (Volume I): New Delhi. Orient Longman Publishers.5<sup>th</sup> Edition. 2003.

**REFERENCE BOOKS:**

- Ronald Kinton, Victor Caserani And David Fosket, Theory Of Catering: London. ELST Publishers.9<sup>th</sup> Edition. 2005.
- Roy Hayter. Safety In Catering: London. Macmillan Publishers. 4<sup>th</sup> Edition. 1994

**CORE MAJOR: FOOD PRODUCTION AND PATISSERIE PRACTICAL (CREDITS 4)****Objectives :**

- To gain knowledge on food commodities and basics of food preparation
- To develop skills in the preparing and presentation of menus of continental cuisine

**Identification of**

1. Cooking Equipment
2. Cereals And Pulses
3. Fats And Oils
4. Vegetables And Fruits
5. Spices And Condiments
6. Herbs

**Demonstration**

1. Stocks
2. Basic Sauces, Derivative Sauces, Miscellaneous Sauces
3. Breakfast Egg Preparations-Boiled, Poached, Scrambled, Fried
4. Cuts Of Vegetables
5. Cuts Of Fish And Poultry

**Continental cuisine (5 course menu)**

1. Consommé / Cream Soup
2. Pasta / Fish
3. Chicken/Meat /Beef
4. Potato
5. Pudding /Soufflé /Mousse
6. Basic Yeast Dough Products
7. Cookies
8. Basic Pastries
9. Tarts
10. Pies
11. Basic Syrups

**TEXT BOOK:**

- Thangam.E.Philip. Modern Cookery For Teaching And Trade (Volume I) New Delhi. Orient Longman Publishers.5<sup>th</sup> Edition. 2003
- Ronald Kinton, Victor Ceserani And David Fosket. Practical Cookery: London. HodderAndStaughton.ELST Publishers.9<sup>th</sup> Edition.2000.

**REFERENCE BOOKS:**

- Wayne Gisslen. Professional Baking: New Jersey. John Wiley And Sons Publishers. 4<sup>th</sup> Edition. 2005.
- AravindSaraswat. Professional Chef: New Delhi. USB Publishers And Distributors.2<sup>nd</sup> Edition.2004

**ALLIED I: FOOD AND BEVERAGE SERVICE – I (CREDITS-4)****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-1**

Introduction- F&B Service Department- Its Role in a Hotel In Relation To Its Co-Ordination And Its Contribution To The Hotel Revenue. Growth of the Catering Industry And Its Evolution. Types of Catering Establishments – Commercial& Welfare and Career Opportunities.Different Types of Food and Beverage Service, Banquets.Bar/Pub, Barbeque, Discotheque, Off Premises Catering and Take Away/ Home Delivery.Departmental Organization And Staffing – Staffing Hierarchy Of The Food And Beverage Service Department – Their Duties And Responsibilities; Attributes Of Food And Beverage Service Personnel; Inter-Departmental Relationship-Co-Operation, Co-Ordination And Communication

**UNIT -2**

Enumeration And Classification Of F&B Service Equipment- Cutlery, Crockery, Flatware, Glassware, Hollow-Ware, Ancillary Department – Floor Pantry; Still Room –Layout, Equipment Used; Silver Room/ Plate Room – Layout, Equipment Used; Hot Section; Wash Up And Linen Store

**UNIT -3**

Types Of Menu- Origin Of Menu, Table d’Hote Menu, Ala Carte Menu, French Classical Menu, Planning A Simple Menu. Service Sequence Of French Classical Menu –Service Of Each Course With Appropriate Accompaniment. Cheese-History-Production –Classification-Name Of Famous Cheese And

Origin-Service. Types Of Meals-Breakfast (Continental, English, American, Indian, South Indian –Cover Laying For English And Continent Breakfast ) Brunch, Lunch, Afternoon Tea, Hi-Tea, Dinner, Supper, Late Night Menu.

#### **UNIT -4**

Mise-en-Scene, Mise-en-Place, Type Of Service – American, English, French, Russian, Indian Service- Laying Cover for different Meals and Menu(Relaying Table Cloths & Serviette Folds); Room Service- Meaning, Full And Partial Room Service, Breakfast Service In The Room, Tray Set Up For Room Service Order Taking Procedure-In Person, Telephone And Door Hangers. Procedure For Afternoon Tea Service – Menu For High Tea And Afternoon Tea.

#### **UNIT -5**

Classification of Non-Alcoholic Beverages – Stimulating, Refreshing & Nourishing; Juices; Squash; Syrups; Tobacco – Cigars & Cigarettes. KOT – Types, Procedure for Taking Orders, Control System – Triplicate KOT Control System.

#### **TEXT BOOKS:**

1. Dennis.R.Lillicrap And John.A.Cousins. Food And Beverage Service: Great Britain. ELBS Publishers. 6<sup>th</sup> Edition. 2002.

#### **REFERENCE BOOKS :**

2. John Fuller. Modern Restaurant Service, A Manual For Students And Practitioners: Cheltenham. Stanley Thrones Publishers. 1<sup>st</sup> Edition. 1999.
3. Sudhir Andrews. Food And Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers. 4<sup>th</sup> Edition. 2004.

### **ALLIED 1: FOOD AND BEVERAGE SERVICE PRACTICAL – I (CREDIT 4)**

#### **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
1. Appraising and drawing of cutlery, crockery, glassware and miscellaneous equipment.
  2. Serviette folding.
  3. Laying and relaying of table cloth.
  4. Cleaning, wiping and polishing of cutlery, crockery and glassware
  5. Carrying glasses.
  6. Manipulation of cutlery and crockery; service spoon and fork
  7. Arrangement of sideboard.
  8. Cover laying for Table d hote menu.
  9. Cover laying for A la carte menu.



10. Receiving the guest, presenting the menu, taking orders.
11. French classical menu- courses with examples.
12. Menu compilation (five course French classical menu)
13. Service of courses of French classical menu

**REFERENCE BOOKS:**

- Dennis.R.LillicrapAndJohn.A.Cousins. Food And Beverage Service: Great Britain. ELBS Publishers. 6<sup>th</sup> Edition.2002
- Sudhir Andrews. Food And Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers.4<sup>th</sup> Edition.2002.

**SKILL BASED SUBJECT: BASIC FRONT OFFICE OPERATION  
(CREDITS 4)**

**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 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**

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: The Need for Organization, Vision, Mission – Mission Statement, Objective, Goals and Strategy. Hotel Organization – Organization charts. Major Department of a Hotel – Front Office, Housekeeping, Food and Beverage Service, Kitchen, Engineering and Maintenance, Accounts, Human Resource, Security, Sales and Marketing, Purchase. Night auditor duties and responsibilities.

**UNIT-4**

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 Some Front Office Personnel, Front Office Manager, Reservation Assistant, Receptionist, Information Assistant, Cashier,

Telephone Operator, Bell boy, Door Attendant, Qualification of Front Office Personnel.

#### **UNIT-5**

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,

#### **TEXT BOOK:**

1. Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32<sup>nd</sup> Reprint. 2004.
2. S.K.Bhatnagar. Front Office Management: New Delhi. Frank Bros. And Co-Publishers Ltd., 1<sup>st</sup> Edition. 2002.

#### **REFERENCE BOOKS:**

3. Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers. 2<sup>nd</sup> Edition 2004.
4. Ahmed Ismail. Front Office Operations And Management: Delmar. Thomson Publisher. 1<sup>st</sup> Reprint. 2002.
5. James A. Bardi. Hotel Front Office Management: New York. Thomson Publishing Inc., 2<sup>nd</sup> Edition. 1996.
- 6.

### **SKILL BASED SUBJECT: BASIC ACCOMODATION OPERATION (CREDIT 4)**

#### **Objectives:**

- To provide the knowledge backdrop required of a person working in housekeeping
- To acquire knowledge of cleaning and laundry procedure and floor operations

#### **UNIT-I**

The Hotel Industry – An overview: Classification of Hotel, Star Rating of Hotels, Hotel Departments, Types of Hotel and Their Categorization, Hotel Guest Rooms, Importance of The Guest Rooms to a Guest, Types of Guest Rooms, Guest Room Status, Guest Floor Rules.

## **UNIT-II**

The Housekeeping Department: Importance of Housekeeping, Responsibilities of Housekeeping Department, Organizational Structure, Housekeeping Personnel, Personal Attributes of Housekeeping Staff, Layout of the Department, Coordination with other Departments, The Professional Housekeeper.

## **UNIT-III**

Cleaning – knowledge and Practice: Cleaning Equipment, Cleaning Methods, Cleaning Agents, and Cleaning Guest Rooms: Types of Soil, Nature of Soil, Standards of Cleaning, The Cleaning Process; Cleaning Public Area: 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 Telephone Calls, Handling difficult Situations, Handling Room Transfers. Housekeeping Inventories, Daily Routines and System, the Housekeeping Day, Leave Application Procedure, Gate Pass Procedures.

## **UNIT-V**

Planning Housekeeping Operation: The Planning Process, Composition, Care, and Cleaning of Different Surfaces: Metals, Glass, Ceramics, Wood, Satin, Leather, and Rubber, Polishing Hard Surfaces, Marble, Granite, Sun Mica, terrazzo.

### **TEXT BOOKS:**

1. Hotel, Hostel & Hospital Housekeeping – Joan c. Branson & Margaret Lennox.
2. The Professional Housekeeper – Georgina trucker & Modeleri Schneider.

### **REFERENCE BOOKS:**

3. Housekeeping Supervision Volume 1 &2 – Jane Fellows.
4. Professional Management of Housekeeping Operations – Rebert J .Marti.
5. Hotel House- Keeping Training Manual – Sudhir Andrews ( TataMc.Graw Hill Publications).
6. Accommodation and cleaning Services – David M.Allen.

### **NON MAJOR ELECTIVE: BASIC CATERING SERVICE (CREDIT 2)**

Objectives: To familiarise and to understand the structure of Catering Industry for non-catering students.

## **UNIT I**

Evolution of Catering Industry – Various types of Catering Establishments – Classification of Hotels – Various Functional Departments of a Hotel.

## **UNIT II**

Aims and Objectives of Cooking – Methods of Cooking – Selection of Raw materials – Types of Fuels and Equipments – Organisation Structure – Preservation and Storage methods.

## **UNIT III**

Importance of Front Office – Organisation Structure – Types of Rooms – Reservation methods – Different Types of Tariff and Plans – Importance of House Keeping – Functions and Structure of House Keeping – Cleaning Agents and Equipments – Room Cleaning Procedure.

## **UNIT IV**

Functions of Food and Beverage Service Department – Organisation Structure – Restaurant Equipments – Types of Menu, Meals, Services.

## **UNIT V**

Career Opportunities in Catering Industry – Grooming and Etiquettes of Hotel Personnel – Star Classification.

### **REFERENCE BOOKS:**

Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32<sup>nd</sup> Reprint. 2004.

Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers. 2<sup>nd</sup> Edition 2004.

Hotel, Hostel & Hospital Housekeeping – Joan c. Branson & Margaret Lennox. Housekeeping Supervision Volume 1 & 2 – Jane Fellows.

## **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, ஆத்திசூடி, 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 பெயனீரார்

“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 சொரிய  
இரைகொண்டமையின் விரையுமாற் செலவே

(குறுந் - 9)

## கலித்தொகை

### முல்லைக்கலி

கலித்தொகை 111 தலைவிகூற்று. இஃது தலைவி ஆயத்திடைத் தலைவனைக் கண்டவாறு அவனைக் கூறியனவும் கூறித் தோழியைத் தலைவனை வரைவுகடாவிடாய்க்கு 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

சிற்றில் புனைகோ சிறிது என்றான் எல்லா  
 நீ  
 பெற்றேம்பால் என்று பிறர்செய்த இல்இருப்பாய்  
 தாதுசூழ் 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  
 இனிதுமன்ற அவர் கிடக்கை; முனிவு இன்றி  
 நீல்நிற வியலகம் கவைஇய  
 ஈனும், உம்பெரும், பெறலருங்குரைத்தே.

புதல்வற் கவைஇய தாய்புறம் முயங்கி  
 நசையினன் வதிந்த கிடக்கை, பாணர்  
 நரம்பு உள்ளமுரற்கை போல,  
 இனிதால் ; அம்ம! பண்புமார் உடைத்தே  
 புணர்ந்த காதலியின் புதல்வன் தலையும்  
 அமர்ந்த உள்ளம் பெரிது ஆகின்றே



அகன் பெருஞ் சிறப்பின் தந்தை பெயரன்  
 மூறுவலின் 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, நெடுந்  
 தகை  
 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 ஒத்தன்று மன்னே  
 மென் பிணித்து அம்ம – பாணனது  
 யாமே!

## புறநானூறு

திணை : பொதுவியல்  
குழவி இறப்பினும், ஊன்தடி பிறப்பினும்  
ஆள்அன்று என்று வாளின் தப்பார்  
தொடர்ப்படு குமலியின் 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 (CREDITS 3)**

### **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 for 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 Pattanshetty – Effective business – English – Correspondance
3. Monipally and Bahl – Basic Business Correspondance

#### **CORE MAJOR: FOOD PRODUCTION AND PÂTISSERIE PRACTICAL (CREDIT- 4)**

\* \* REFER FIRST SEMESTER SYLLABUS

#### **CORE MAJOR: FOOD AND BEVERAGE SERVICE PRACTICAL – I (CREDIT 4)**

\* \* REFER FIRST SEMESTER SYLLABUS

#### **ALLIED I: BASIC FRONT OFFICE OPERATION PRACTICAL (CREDIT 2)**

- |              |  |          |
|--------------|--|----------|
| 1. Knowledge | Unit-1-  | Industry |
| 2. Knowledge |  |          |
| 3. Knowledge | Unit-2 - Personal Hygiene  |          |
| 4. Knowledge | Unit-3 - Using the English Languages & Other Customer Related Foreign Language |          |
| 5. Knowledge | Unit-4 - Front Office System   |          |
| 6. Knowledge | Unit-5 - Preparing for Work  |          |
| 7. Knowledge | Unit-6 - Effective Communication   |          |
| 8. Knowledge | Unit-7 - Caring for Customers  |          |

### **REFERENCE BOOKS:**

Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32<sup>nd</sup> Reprint. 2004.

Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers. 2<sup>nd</sup> Edition 2004.

Ahmed Ismail. Front Office Operations And Management: Delmar. Thomson Publisher. 1<sup>st</sup> Reprint. 2002.

James A. Bardi. Hotel Front Office Management: New York. Thomson Publishing Inc., 2<sup>nd</sup> Edition. 1996.

S.K.Bhatnagar. Front Office Management: New Delhi. Frank Bros. And Co-Publishers Ltd., 1<sup>st</sup> Edition. 2002.

### **ALLIED I: BASIC ACCOMMODATION OPERATION PRACTICAL (CREDIT 2)**

**Objective:** To impart skills in basic housekeeping operations

1. Lay-out of housekeeping department
2. Identification of cleaning equipment and cleaning agents
3. Thorough cleaning of various surfaces/ finishes
4. Polishing – metal and wood
5. Methods of stain removal
6. Guest room lay-out drawing
7. Cleaning a guest room- vacant room, occupied room, departure room
8. Bed making- day and evening service
9. Preparation of room report and room checklist

### **REFERENCE BOOKS:**

1. John C. Branson, Margaret Lennox. Hotel, Hostel And Hospital Housekeeping: London. ELST Publications. 5<sup>th</sup> Edition. 1996.
2. Madelin Schneider, Georgina Tucker, Mary Scoviac. The Professional Housekeeper: New York. John Wiley And Sons, Inc. 4<sup>th</sup> Edition. 1999.
3. David M.Allen. Accommodation And Cleaning Services: Cheltenham. Stanley Thrones Publishers. 8<sup>th</sup> Edition. 1995.
4. Youvonne Johns. Hospitality and Catering GNVQ: New York. Butter Worth and Heinmann Publishers. 2<sup>nd</sup> Edition. 1995.
5. Amrit Singh Sudan. Housekeeping Management: New Delhi. Anmol Publication Pvt. Ltd. 1<sup>st</sup> Edition. 2002

## **SKILL BASED SUBJECT: HOTEL ACCOUNTS (CREDITS 2)**

### **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 To Accounting – need for accounting Definition- attributes and steps – book keeping Vs accounting – Objectives – limitations – Various Accounting Concepts and Conventions - single entry system – double entry system – types of accounts – accounting rules.

### **UNIT-2**

Preparation of journals and ledger - Subsidiary Books: Purchase Book – Purchase Return Book- Sales Book – Sales Return Book – Cash Book: Single Column, Double Column and Triple Column- Petty Cash Book

### **UNIT -3**

Preparation of Trial Balance - Rectifying Errors (simple problem only)

### **UNIT – 4**

Preparation of Final Accounts: Trading, Profit And Loss Accounts and Balance Sheet with Adjustment (Closing Stock, Depreciation, Outstanding Expenses

### **UNIT-5**

Hotel Accounting Methods – Revenue generation of various departments – Preparation of hotel service cost – cost sheet (simple problems only)

### **REFERENCE BOOKS:**

1. S.P.Jain And K.L.Narang. Principles Of Accountancy: New Delhi. Kalyani Publishers.2<sup>nd</sup> Revised Edition.2004.
2. Rawat.G.S. Elements Of Hotel Accountancy: New Delhi. Aman Publication. 5<sup>th</sup> Edition.2004.
3. Peter.J. Harris And Peter. A.Hazzard. Accounting In The Hotel And Catering Industry (Vol.I): Great Britain. ELBS. 1<sup>st</sup> Edition. 1992
4. T.S.Grewal. Double Entry Bookkeeping: New Delhi. Sultan Chand & Sons 5<sup>th</sup>revised Edition.1998.
5. S.P.JainAndK.L.Narang. Advanced Accountancy: New Delhi, Kalyani Publishers. 12<sup>th</sup> Edition.2001

## **SKILL BASED SUBJECT: HYGIENE& SANITATION (CREDIT 2)**

**Objectives:** To impart importance of Hygiene and Sanitation in Food Industry.

### **UNIT I**

Personal Hygiene- Standards Of Personal Health & Hygiene (Hands And Skin, Hair, Nose, Mouth And Ears, Cuts, Boils Etc. Jewellery And Perfume, Smoker. General Health And Reporting Of Illness. Protective Clothing (Clothes, Aprons, Head Coverings, Gloves, Foot Wear) Equipment For Personal Hygiene (Taps. Shower, Soap Dispensers, Nail Brushes, Hand Dryers)

Dish Washing And Garbage Disposal- Manual Dish Washing. Mechanical Dish Washing. Classification Of Garbage. Generation Points. Storage of Garbage. Disposal of Garbage. Sewage disposal, sewage treatment plant, functions of oxidation pond.

### **UNIT II**

Hygiene In The Kitchen- Hygienic Storage Of Raw And Cooked Foods – Food Storage Conditions For Dry Foods Canned Foods And Perishables, Correct Usage Of Refrigerators, Freezers- Thawing Of Frozen Food, Importance Of Stock Rotation FIFO

### **UNIT III**

Food Contamination, Poisoning And Food Borne Diseases– Bacterial Contamination Physical Contamination, Chemical Contamination, (Sources, Routes & Vehicles Of Contamination); Food Poisoning – Definition: Common Food Poisoning Bacteria (Salmonella, Clostridium Perfringers Botulis) Staphylococcus. Prevention of Food Poisoning Food Borne Diseases (The Sources, Causes & Symptom)

### **UNIT IV**

Hygiene In Building And Pest Control- Planning Consideration Include Work Flow, Interaction Between Work Centers, Separation Of Functional Areas, Economy Of Movement. Design Principles To be Followed For Better Hygiene. Pest– 7 Common Pests Found In Food Industry

### **UNIT – V**

Food Safety – HACCP System – Meaning, Steps Of HACCP System, The Flow Of Food, Hazards And Critical Points (CCP); First Aid- Definitions, Importance & Basic Rules Role Of The First Aider. The First Aid - Kit Types Of Dressings & Their Use. First Aid For Bleedings, Burns & Scalds, Electric Shocks, Fractures. Role of FSSA and its functions.

## **REFERENCE BOOKS:**

Managing Food Hygiene By Nicholas Johns, Publishers: Macmillan.

The Food Hygiene Handbook By Richard A S Prenger, Publishers: High Field Publications.

Social & Preventive Medicine By Yash Pal Bedi, Publishers: Atma & Sons

Parks Textbook of Preventive & Social Medicine 13<sup>th</sup> Edition By J.E.Park, Publishers: M/S Banarsidas Bhonot.

Catering Management An Integrated Approach 2<sup>nd</sup> Edition By Mohini Sethi, Surjeet Malhan, Publishers: Wiley Eastern Ltd.

## **NON MAJOR ELECTIVE: BASIC ROOMS DIVISION MANAGEMENT (CREDIT 2)**

**Objectives:** To impart management skills in Basic Rooms Division Department.

### **UNIT-I**

Introduction Of The Hotel Industry: Classification Of Hotels, Rates And Meal Plans, Types Of Hotel Guest, Organization Of The Front Office Department, Equipment Used, Lay Out Of Front Office Department Duties And Responsibilities Of Front Office Staff, Reservation And Registration, Room Assignments, Guest Folios, Methods Of Payments.

### **UNIT-II**

Functions Of Front Office: Accounting Systems, Credit Controlling, Methods Of Settlements, Types Of Guest Folios, Front Office Documents, Security Functions, Emergency Situations, Safety Deposit Lockers.

### **UNIT-III**

Front Office Procedures: Guest Service, Guest Complaints, Check Out Settlement, Night Auditing, Computer Applications, Yield Management and Forecasting.

### **UNIT-IV**

Housekeeping Management: The Housekeeping Department, Housekeeping In Hotels- Importance, Coordination With Other Departments, Types Of Rooms, Classification Of Room Types, Room Supplies, Guest Amenities, Cleaning Agents And Equipments.

### **UNIT-V**

House Keeping Procedures: Bed Making, Laundry Department, Machinery Used In Laundry, Key And Key Control, Pest Control, Public Areas, Supervision In Housekeeping, Safety And Security.



**TEXT BOOKS:**

1. Front Office Management And Operations-Ismail, Ahmed
2. Hotel Front Office Management- Bardi, James A.

**REFERENCE:**

3. Hotel Front Office Operations and Management-R Tewari
4. Hotel Housekeeping Operations Management- G-Raghubalan
5. Supervisory Housekeeping – Jean Kimbell.

**THIRD SEMESTER****INDUSTRIAL EXPOSURE TRAINING REPORT AND VIVA –VOCE  
(CREDITS 8)**

Students of B.Sc Hotel Management & Catering Science have to undergo Industrial Exposure Training at various Star Category Hotels for One Semester (90 Days) and have to submit a detailed report on Training and Viva- Voce will be conducted for the same.

**FOURTH SEMESTER****CORE MAJOR: QUANTITY FOOD PRODUCTION  
(CREDIT 4)****Objectives:**

- To gain knowledge on Indian cookery and regional cuisines of India.
- To study the basics of quantity food production

**UNIT-1**

Indian Cookery- Introduction, Ingredients Used, Methods Of Cooking, Utensils Used; Basic Indian Masalas, Basic Indian Gravies- Dishes Prepared from The Above Gravies Indian Culinary Terms. Religious and Cultural Influences On Indian Cuisine.

**UNIT-2**

Indian Breads- Examples, Recipes. Tandoori Cooking – Introduction, Seasoning Of Tandoori Pot; Tandoori Marination- Objectives And Importance.Tandoori Masalas; Tandoori Preparation-Chicken, Mutton, Fish, Prawns, Cottage, Cheese-Recipes And Methods Of Preparation.

**UNIT-3**

Regional Cuisine Of India-Historical Back Ground, Special Ingredients Used And Specialties Of Kerala, Tamilnadu With Special Reference To Traditional and Chettinad Cuisine, Karnataka, Andhra Pradesh And Goa.

#### **UNIT-4**

Regional Cuisine Of India- Historical Back Ground, Special Ingredients Used And Specialties Of Maharashtra, Punjab, Gujarat, Rajasthan, Kashmir And Bengal - Organizing Culinary Tour.

#### **UNIT-5**

Quantity Food Production- Banquet Cookery-Planning, Production, Holding, Portioning, Rechauffe Cookery, Systems Catering - Cook –Serve, Cook- Chill, Cook- Freeze, Sous-Vide , Paper-bag cooking.

#### **TEXT BOOKS:**

1. Ronald Kinton, Victor Ceserani And David Fosket. Practical Cookery; London. HodderAndStoughton ELST Publisher Text. 9<sup>th</sup> Edition. 2000.
2. Krishna Arora. Theory Of Cookery; New Delhi. Frank Bros. And Co Publishers.4<sup>th</sup> Edition.2001.

#### **REFERENCE BOOKS:**

3. Ronald Kinton, VictorCeserani And David Fosket .Theory Of Catering; London. ELST Publishers. 9<sup>th</sup> Edition. 2005.
4. M.ShakunthalaManayAndShadaksharaswamy.M. Food Facts And Principles. New Delhi. New Age International Publishers. 2<sup>nd</sup> Edition.2001.

### **CORE MAJOR: QUANTITY FOOD PRODUCTION PRACTICAL (CREDIT 4)**

#### **Objectives:**

- To gain practical knowledge on the preparation and presentation of menus of Indian cuisine.
- To gain practical knowledge on the preparation and presentation of regional cuisines of India.
- To gain practical knowledge on preparation of bakery products.

#### **Demonstration :**

1. Basic indian masalas
2. Basic indian gravies
3. Indian breakfast preparations
4. Indian snacks preparations
5. Indian chaats
6. Tandoori marinations

### **Indian cuisine ( 5 course menu from the following dishes)**

1. Rice - pulao, biriyani, with variations
2. Indian breads - naan, rotis, parathas, phulkas with variations
3. Meat - mutton / chicken/fish recipes
4. Vegetables - dal preparations, vegetable dishes, cucumber, raitha etc.,
5. Sweets - carrot hulwa, coconut barfi, shahi tukra, gulab jamun etc.,

### **Indian regional cuisine (5 course menu from the following states)**

1. Kerala
2. Tamilnadu (with special reference to chettinad cuisine)
3. Karnataka
4. Andhra Pradesh
5. Goa
6. Maharashtra
7. Punjab
8. Rajasthan
9. Kashmir
10. Bengal

### **REFERENCE BOOKS :**

1. Thangam.E.Philip. Modern Cookery For Teaching And Trade (Volume I) New Delhi. Orient Longman Publishers.5<sup>th</sup> Edition.2003.
2. Wayne Gisslen. Professional Baking New Jersey. John Wiley And Sons Publishers.4<sup>th</sup> Edition.2005.
3. Ronald Kinton, Victor CeseraniAnd David Fosket. Practical Cookery London .HodderAndStaughtonELSTPublishers.9<sup>th</sup> Edition.2000.
4. AravindSaraswat. Professional Chef: New Delhi. USB Publishers And Distributors. 2<sup>nd</sup> Edition.2004.

### **CORE MAJOR: FOOD AND BEVERAGE SERVICE –II (CREDIT 4)**

#### **Objectives:**

- To gain knowledge of wines of different countries and types of wines
- To gain knowledge of the manufacturing process and types of beer
- To gain knowledge on the service of wine and beer

## **UNIT-1**

Alcoholic Beverage – Definition and Classification of Alcoholic. Beverages, Wine Introduction, Classification, Grape And Its Varieties ( At Least 10 Names); Basic Wine Terminology; Factors Affecting The Quality Of Wine; Wine Production – Step By Step Process Of Winemaking; Sparkling Wine Production; Fortified Wines – Sherry, Port, Marsala And Madeira-Production And Styles.

## **UNIT-2**

Wines Of France, Spain, Italy, Portugal, Australia, Germany -Wine Producing Regions Of These And Their Wines -Label Languages-Sizes Of Bottles-Champagne Shippers - Types Of Champagne. Aromatic Wines- Meaning, Classification Alcoholic Strength in Aromatic Wines; Vermouth- Meaning, Types, Production, Styles; Cider And Perry-Meaning, Production, Styles.

## **UNIT-3**

Service Of Wine (Red, White, Rose)- Food And Wine-Wines Served With Different Courses Of The Meal –Hors D`Oeuvre – Potage –Poisson – Pasta-Main Course (Red And White Meat) – Savoury – Entremets – Fromage – Dessert, Preparing A Wine List For Various Food And Beverage Service Outlets; Reading A Wine Label. Service of Champagne. Beer- Manufacturing Process, Types Of Beer (Top Fermented And Bottom Fermented); Draught Beer –Meaning, Container; Bottled Beer And Canned Beer, Faults In Beer. Service of Beer.

## **UNIT – 4**

Spirits – Production Methods, Types of Spirits- Brandy, Whisky, Rum, Gin, Vodka. Production and Service Procedure. Brief description about Tequila, Grappa, Aquavit, Calvados, Mead, Arrack, Sake and Fenny – Liqueurs - Production process: Infusion method and Distillation method.

BITTERS – Campari and Angostura bitters – APERITIF: Hot buttered rum, Collins, Eggnog, Fizz, Irish coffee, Hi- Ball.

## **UNIT – 5**

Cocktails: A Brief history – Definition, Methods of mixing, Instruments and equipments used in cocktail preparations. Recipe of at least 3 cocktails of each base – Brandy based, Whisky based Gin based, Rum based, Vodka based, Beer based.

### **TEXT BOOKS:**

1. Vijay Dhawan. Food And Beverage Service: New Delhi. Frank Bros. And Co. 1<sup>st</sup> Edition.2000.
2. United Kingdom Bartenders Guild. The International Guide To Drink: London. Vermilion Publishers.1<sup>st</sup> Edition. 1994.

### **REFERENCE BOOKS:**

3. Costas Katsigiris. The Bar And Beverage Book: New York. John Wiley And Sons. 2<sup>nd</sup> Edition.1991.
4. Steven Kolpan Exploring Wines: New York. John Wiley And Sons. 1<sup>st</sup> Edition.1996.
5. Dennis.R.LillicrapAndJohn. A. Cousins. Food &Beverage Service: Great Britain. ELBS Publishers. 6<sup>th</sup> Edition. 2002.
6. Brain Glover. The Complete Guide To Beer: Hong Kong. Joannalorenz. 1<sup>st</sup> Edition. 1999.

### **CORE MAJOR: FOOD & BEVERAGE SERVICE PRACTICAL – II (CREDIT 4)**

#### **Objectives:**

- To impart knowledge on compilation of French classical menu with wine suggestions.
  - To gain skill in service procedure of wines, spirits and cocktails.
1. Compilation of 5 course French classical menu with wine suggestion for each courses.
  2. Beverage order taking procedure.
  3. Service of red wine, white wine, fortified wine, sparkling wine.
  4. Service of Beer.
  5. Service of Brandy.
  6. Service of Whisky
  7. Service of Gin
  8. Service of Vodka
  9. Service of Rum
  10. Service of Tequila
  11. Service of Liqueur
  12. Service of Cocktails

#### **TEXT BOOKS:**

1. Dennis. R. Lillicrap and John. A. Cousins. Food & Beverage service: Great Britain. ELBS publishers. 6<sup>th</sup> edition. 2002.
2. John Fuller. Modern restaurant service, a manual for students and practitioners: Cheltenham. Standly Thrones publishers.1<sup>st</sup> edition. 1992.

#### **REFERENCE BOOKS:**

3. Bobby George. Food & Beverage service: Noida Jaico publishing house. 1<sup>st</sup> edition. 2005.

4. United Kingdom bartenders guild. The international guide to drinks: London. Vermillion and publishers. 1<sup>st</sup> edition. 1994.
5. George Ellis. Bar attendants handbook: New Delhi. Global books and subscription service. 2<sup>nd</sup> edition. 2002
6. Jeffery Clarke: table and bar. Great Britain. Hodder and stoughte publishers. 1<sup>st</sup> edition. 1987.

### **ALLIED I: FRONT OFFICE OPERATION (CREDIT 2)**

#### **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

#### **UNIT – I**

Tariff Structures - Tariff, Basis of Charging Tariff, Tariff Fixation Card Rates; Group Rate, Volume Rate, Rack Rate, Executive Business Service Rate, Tour Group Wholesale Rate, Government Rates, FIT Wholesale Rate, Discount Rates, Crew Rate, Seasonal Rates, Crib Rates, Extra Bed Rates, Family Rate, Weekday / Weekend Rate, Membership Rates, Corporate Rate Program, Student Faculty Program, Commercial Rate, Advance Purchase Rate, Package Rate.

#### **UNIT-2**

Front Office Operation - The Guest Cycle - Pre-Arrival, Arrival, Occupancy, Departure; Front Office System - Non-Automated, Semi- Automated, Fully Automated; Front Office Forms - Pre-Arrival, Arrival, Occupancy, Departure; The Front Desk - Function Organization, Design Alternatives; Front Office Equipment - Function Rack, Mail, Message and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register, Support Devices; Telecommunications - Telecommunication Equipment; Property Management Systems–Reservation Management Software, Room Management Software, Guest Account Management Software, General Management Software, Back Office Interface, System Interfaces.

#### **UNIT-3**

Reservations and Sales - Types of Reservation - Guaranteed Reservation, Non-Guaranteed Reservation; Reservation Inquiry - Central Reservation Systems, Global Distribution Systems, Inter Sell Agencies, Reservation through the Internet; Group Reservation; Reservation Availability - Control Book, Computerized Systems; The Reservation Record - Reservation Confirmation/cancellation Numbers; Reservation Maintenance - Modifying Non- Guaranteed Reservation Cancellation; Reservation Reports - Expected Arrival and Departure Lists, Processing Deposits, Reservation Histories; Reservation

Consideration - Legal Implications, Waiting lists, Packages, Potential Reservation Problems.

#### **UNIT-4**

Registration – Pre-registration Activity, Registration Record; Room and Rate Assignment - Room Status, Room Rates, Room Location, Future Blocks; Method of Payment - Cash, Personal Cheques, Credit Cards, Direct Billing, Special Programs and groups, Denying a Credit Request, Issuing the Room Key, Fulfilling Special Requests, Creative options, Self- Registration, Walk in Guests, Guest with Non- Guaranteed Reservation, Guests with Guaranteed Reservations.

#### **UNIT-5**

Front Office Responsibility - Front office Communications, Log Book, Information Directory, Mail and Package Handling, Telephone Service; Interdepartmental Communications - Housekeeping, Engineering and Maintenance, Revenue Centers, Marketing and Public Relations; Guest Relations - Complaints, Identifying Complaints, Handling Complaints, Follow up Procedures; Front Office Security Function - The Role of the Front Office, Key control, Surveillance and Access Control, Safe Deposits Boxes, Lost and Found, Emergency Procedures

#### **TEXT BOOKS:**

Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata McGraw Hill Publishing Company Ltd., 32<sup>nd</sup> Reprint. 2004.

Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers. 2<sup>nd</sup> Edition 2004.

#### **REFERENCE BOOKS:**

Ahmed Ismail. Front Office Operations And Management: Delmar. Thomson Publisher. 1<sup>st</sup> Reprint. 2002.

James A. Bardi. Hotel Front Office Management: New York. Thomson Publishing Inc., 2<sup>nd</sup> Edition. 1996.

S.K.Bhatnagar. Front Office Management: New Delhi. Frank Bros. And Co-Publishers Ltd., 1<sup>st</sup> Edition. 2002.

## **ALLIED I: FRONT OFFICE OPERATION PRACTICAL (CREDIT 2)**

### **Objectives:**

- To groom capable, courteous and friendly personnel for front office department of a hotel.
- To impart skills in basic front office operations.

1. Knowledge unit-1 - Using the Telephone
2. Knowledge unit-2 - Using the Telex & Facsimile
3. Knowledge unit-3 - Hotel Marketing & Customer Profiles
4. Knowledge unit-4 - Welcoming Guests to the Hotel
5. Knowledge unit-5 - Sales Techniques & Product Knowledge
6. Knowledge unit-6 - Checking in Guest & Selling Rooms
7. Knowledge unit-7 - Health and Safety
8. Knowledge unit-8 - Issuing & Controlling Room Keys
9. Knowledge unit-9 - Showing Guest to Their Rooms

### **TEXT BOOKS:**

Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32<sup>nd</sup> Reprint. 2004.

Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers. 2<sup>nd</sup> Edition 2004.

### **REFERENCE BOOKS:**

Ahmed Ismail. Front Office Operations And Management: Delmar. Thomson Publisher. 1<sup>st</sup> Reprint. 2002.

James A. Bardi. Hotel Front Office Management: New York. Thomson Publishing Inc., 2<sup>nd</sup> Edition. 1996.

S.K.Bhatnagar. Front Office Management: New Delhi. Frank Bros. And Co-Publishers Ltd., 1<sup>st</sup> Edition. 20

## **ALLIED I: ACCOMODATION OPERATION (CREDIT 2)**

### **Objectives:**

- To provide the knowledge backdrop required of a person working in housekeeping
- To acquire knowledge of cleaning and laundry procedure and floor operations



## **UNIT-1**

Linen and Laundry Operation: The Linen and Uniform Room, Storage of Linen, Linen Exchange, Par Stock, Linen Control, Linen Quality and Life Span, Discard and their Reuse, The Laundry, Landry Equipment, Laundry Agents or Aids, The Laundry Process, Stain Removal, Dry –Cleaning, Handling Guest Laundry, Care Labels, Preparation of Hot and Cold Face Towels.

## **UNIT-2**

Uniforms: Selection and Design of Uniforms, Establishing Par Levels For Uniforms, Storage of Uniforms, Issuing and Exchanging of Uniforms, Advantages of Providing Staff Uniforms. Sewing Room: Activities in the Sewing Room, Job Specification of a Seamstress, Tailor, Sewing Area and Equipment, Basic Hand Stitches, Fasteners.

## **UNIT-3**

Textile: Textile terminology, Classification and Identification of Textile Fibers, Yarn, Fabric Construction, Blends and Unions, Textile Finishes, Use of Textiles in Hotels.

## **UNIT-4**

Safety and Security: Work- Environment Safety and Job- Safety Analysis, Potential Hazards in Housekeeping, Safety Awareness and Accident Prevention, fire Preventions and Fire Fighting, First Aid, Crime Prevention, Dealing with Emergencies, Dealing with Bomb Threats, Keys and their Control, Scanty Baggage, Guest and Employee thefts, Sickness and Death, Lost-and-Found Articles.

## **UNIT-5**

Pest Control and Waste Disposal: Pest Control, Common Pests and their Control, Integrated Pest Management, Waste Disposal, Changing Trends in Housekeeping: Hygiene, not Just Cleanliness, Outsourcing, Training and motivations, Eco-Friendly Amenities, Products, and Processes, New Scientific Techniques.

### **TEXT BOOKS:**

1. Hotel, Hostel & Hospital Housekeeping – Joan c. Branson & Margaret Lennox.
2. Housekeeping Supervision Volume 1 &2 – Jane Fellows.

### **REFERENCE BOOKS:**

3. The Professional Housekeeper – Georgina trucker &Modeleri Schneider.
4. Professional Management of Housekeeping Operations – Rebert J .Marti.
5. Hotel House- Keeping Training Manual – Sudhir Andrews ( TataMc.Graw Hill Publications).
6. Accommodation and cleaning Services – David M.Allen.

## **ALLIED I: ACCOMMODATION OPERATION PRACTICAL (CREDIT 2)**

- Laundry
- Laundry Equipment
- Laundry Agents
- Guest Laundry
- Stain Removal
- Types of Fiber
- Identification of Fabric
- Types of Weaving
- Various Types of Room Decoration
- Flower Arrangement
- Pest Control
- First aid Procedures.

### **TEXT BOOKS:**

1. John c. branson, Margaret lennox. Hotel, hostel and hospital housekeeping: London. ELST publications.5<sup>th</sup> edition. 1996.
2. Madelin Schneider, georgina tucker, maryscoviac. The professional housekeeper: new York. John wiley and sons, inc. 4<sup>th</sup> edition. 1999.

### **REFERENCE BOOKS:**

3. David M.Allen. Accommodation and cleaning services: Cheltenham. Stanley thrones publishers. 8<sup>th</sup> edition.1995.
4. Youvonne johns. Hospitality and catering GNVQ: new York. Butter worth and heinmannpublshers. 2<sup>nd</sup> edition.1995.
5. Amritsinghsudan. Housekeeping management: new delhi. Anmol publication pvt. Ltd. 1<sup>st</sup> edition.2002

## **ALLIED II: FOOD AND BEVERAGE MANAGEMENT - I (CREDIT 2)**

### **Objectives:**

- To understand the regulation of cost and revenue of operating the catering activity in hotels and food and beverage establishments.
- To formalize 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 Food And Beverage Management.

## **UNIT-2**

Costing –Introduction-Definition- Scope And Advantages Of Costing, Elements Of Cost –Cost Controlling Techniques-Reasons For High Food Cost. Types of Cost – Food, Labour, Overhead. Staff Meals Calculation.

## **UNIT-3**

Purchasing, Nature Of Purchasing, Duties Of Purchase Manager, Purchasing Procedure, Selection Of Supplier, Aids To Purchasing Of Food And Beverage, Standard Purchasing Specifications For Food And Beverage, Receiving: Objective, Receiving Procedure, Receiving Of Expensive Commodities, Returnable Containers, Blind Receiving, Dispatch To Stores Or User Department, Clerical Procedure And Forms Used.

## **UNIT-4**

Inventory Control – Store Room Design – Dispensing With Perpetual Inventory Cards And Requisition. Store Room Inventory- Inventory Taking Procedure-Discrepancies Between Card And Actual Account – Booking Inventory Versus Actual Inventory –Use Of Inventory Control Forms-Calculation Book Inventory- Open Stock Inventory – Inventory Turnover Calculation.

## **UNIT-5**

Introduction To Beverage Costing- Objectives Of Beverage Controls-Difference Between Food Cost And Beverage Cost-Control Tools- Measuring Devices- Corkage Liquor Control Methods – Standard Cost Control Method-Bar Procedure –Purchase Of Liquor- Malpractice In Bar- Purchasing, Receiving And Issuing Procedure- Beverage Sales Control-Legal Requirements – Maintaining Stock Register Both From Cellar And Dispense Bar.

### **TEXT BOOKS:**

1. Jagmohan Negi. Food and Beverage Management And Cost Control: New Delhi. Kanishka Publishers.1<sup>st</sup> Edition.1999.
2. Mohini Sethi. Institutional Food Management: New Delhi. New Age International Publishers. 1<sup>st</sup> Edition.2004

### **REFERENCE BOOKS:**

1. Bernard Davis, Andrew Lockwood and Sally Stone. Food & Beverage Management: Great Britain. Butterworth – Heinemann Publishers.3<sup>rd</sup> Edition. 2005
2. Amrik Singh Sudan. Food and Beverage Management: New Delhi. Anmol Publications Pvt.Ltd.1<sup>st</sup> Edition .2002.

## **ALLIED II: HOSPITALITY MARKETING (CREDIT 1)**

### **Objectives:**

- To appraise the student 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, Marketing Definition, Identifying Customer Needs, Selling And Promotion, Hospitality Products. Relationship Marketing, Guest Preferences. Service Marketing Concepts – Hospitality Marketing Mix. The 8 Ps Of Marketing. Evolution Of Market – Global And Indian Tourist Market. Relevance To Hospitality Industry,

### **UNIT-2**

The Marketing Plan- Selection Target Markets, Positioning The Property / Outlet, Development And Implementing Marketing Action Plans, Monitoring And Evaluation The Marketing Plan. Buyer Behavior – Market Segmentation And Targeting, Product Life Cycle Strategic, New Product Development, Product Mix

### **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, Sales Forecasting-Long Term And Short Term Restaurant And Lounge Sales Positioning – Merchandising Food And Beverage, Promotion Of Restaurants

### **UNIT -4**

Advertising, Public Relations And Publicity – Effective Hotel Advertising – Brochures. Sales Material Designing. Advantages Of Advertising – Indoor And Out Door Competitive Marketing Identification And Analyzing Competitors Designing Competitive Strategies For Leaders, Challengers,

### **UNIT-5**

Channel Decision – Nature And Types Of Marketing Channels, Channel Design Channel Management Decisions – Selection, Training, Motivation And Evaluation Of Channel Member Channel Dynamics – VMS,HMS,MMS. Marketing Information Of MIS – Accounting And Finance Management

### **TEXT BOOKS:**

1. Philip Kotler. Marketing Management.
2. JagmohanNegi. Hospitality Sales And Marketing

### **REFERENCE BOOKS:**

3. RajanSaxena. Marketing Management: Tata Mcgraw Hill, 2002.
4. RamphalAnd Gupta. Case And Simulations In Marketing: Golgatia, Delhi.
5. RamasamyAndNamakumari. Marketing Management: Macmilan India.2002
6. S.Jayachandran. Marketing Management: TMH, 2003.

### **EXTENSION ACTIVITIES (CREDIT 1)**

**\*Refer Madurai Kamaraj University Syllabus**

### **FIFTH SEMESTER CORE MAJOR: ADVANCED FOOD PRODUCTION (CREDITS 4)**

#### **Objectives:**

- To gain a comprehensive knowledge on larder and larder preparations.
- To acquire basic knowledge on international cuisine.

#### **UNIT-I**

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 And Tools Used In Larder; Layout Of Larder Room. Forcemeat-Meaning , Uses, Types, Recipes; Panada- Meaning, Uses, Recipes, Marinades – Types, Uses Brine-Types, Uses; Pickles – Vinegar And Salt Pickles, Sweet – Sour Pickles, Sweet- Raw Pickles.

#### **UNIT-II**

Compound Butter –Meaning, Uses, Types, Recipes, Examples; Cold Preparation Galantine, Ballotine, Terrine, Pate, Quenelles, Mousse, Mousseline, Soufflé Seasonings – Spices, Herbs, Condiments And Sauces. Canapés And Sandwiches Meaning And Types.

#### **UNIT-III**

Aspic Jelly – Uses, Preparation; Chaud-Froid – Uses, Preparation; Cold Buffet – Decoration Aids And Designs, Decoration Techniques And Method, Assembling A Cold Buffet, Scandinavian Cold Buffet Kitchen Record And Formats, Kitchen Consumption Registration, Spoilage Register, Goods Received Voucher, Request For Credit Memo, Meat Tags, Formats Used In Hotel Kitchen.

#### **UNIT-IV**

Introduction, Characteristics, Preparation And Cooking Techniques, Utensils And Ingredients Used - Regional Styles Of Chinese, Thai, Italian, Mexican, Middle Eastern, Indonesian, Sri lankan cuisines - Recipes and Preparations.

#### **UNIT-V**

Icings and Toppings – Cookies – Chocolate works – Tempering of chocolates-Decorating works and Display works.

#### **TEXT BOOKS:**

1. AravindSaraswat. Professional Chef; New Delhi. USB Publishers and Distributors .2<sup>nd</sup> Edition.2004.
2. Wayne Gisslen. Professional Cooking; New Jersey. John Wiley and Son Publishers.5<sup>th</sup> Edition.2005.

#### **REFERENCE BOOKS:**

3. Leto, Bode. The Chef; Butterworth. Heinemann Publishers.3rd Edition.2000.
4. Ronald Kinton, Victor Caserani and David Fosket. Practical Cooker London.
5. HodderAndStaughtonELSTPublishers. 9<sup>th</sup> Edition.2000.
6. Krishna Arora. Theory of Cookery; New Delhi. Frank Bros. And Co Publishers.2<sup>nd</sup> Edition.2001.

#### **CORE MAJOR: ADVANCED FOOD PRODUCTION PRACTICAL (CREDITS 4)**

#### **Objectives:**

- To learn the preparation of various larder Dishes
- To gain practical knowledge on the preparation and presentation of menus of continental cuisine and international cuisine.

#### **Demonstration**

1. Salads and salad dressings
2. Sandwiches
3. Compound butters
4. Garnishes
5. Marinades and brine
6. Aspic jelly and cold sauces
7. Carving

#### **Continental cuisine (5 course menu)**

1. Consommé / cream soup
2. Pasta / fish
3. Chicken / meat / beef
4. Potato
5. Pudding / soufflé/ mousse

### **International cuisine (5 course menu from the following countries)**

1. China
2. Thailand
3. Mexico
4. Italy
5. Middle east
6. Indonesia
7. Sri lanka

### **Icings**

1. Icing work
2. Cake decoration
3. Chocolate preparation
4. Preparation of syrups

### **TEXT BOOKS:**

1. Ronald Kinton And Victor Ceserani And David Fosket. Practical Cookery: London. Hodder And Staughton ELST Publishers. 9<sup>th</sup> Edition.2000.
2. Thangam.E.Philip. Modern Cookery for Teaching and Trade (Volume II): New Delhi. Orient Longman Publishers.5<sup>th</sup> Edition.2003

### **REFERENCE BOOKS:**

3. Aravind Saraswat. Professional Chef: New Delhi. USB Publishers And Distributors.2<sup>nd</sup> Edition.2004
4. Rose Mary Moon. Classic French Cuisine; London. Tiger Books International Publishers.1<sup>st</sup> Edition.1999.
5. Wayne Gisslen. Professional Baking: New Jersey. John Wiley and Sons Publishers.4<sup>th</sup> Edition.2005.

### **CORE MAJOR: FOOD AND BEVERAGE SERVICE – III (CREDITS 4)**

#### **Objectives:**

- To gain a comprehensive knowledge on bar and banquet operations.
- To acquire knowledge on restaurant planning, situation handling in the restaurant and Guéridon service

#### **UNIT-1**

Bar Operations – Layout –Types of Bar- Special Equipment-Service Procedure – Planning Of Bar- Allocation of Area – Designing of Bar – Furnishing – Atmosphere- Interior Decoration- Selection and Purchase Of Equipment (Cutlery, Crockery, Glassware, Linen, Tableware)

## **UNIT-2**

Banquet 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 Types 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 Purchase.

## **UNIT-3**

General Points of Planning a Restaurant –Needs And Demands Of Customer-Policy

Of The Firm-Menu- Planning Team- Planning And Designing Of Restaurant – Fast Food –Its Concept And History And Functions.

## **UNIT-4**

Guéridon Service – Introduction , Mise En Place For Guéridon, Special Equipment Used In Guéridon Service, Care And Maintenance Of Equipment, Taking The Order , Method Of Service At The Table, Carving And Jointing Of Dishes At The Tables, Carving Trolley, Dishes Prepared At The Guéridon, Flambéing.

## **UNIT-5**

Situation Handling –Introduction-Dealing With Different Situation And Guest In The 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- Dealing With Bomb Threat –Dealing With Guest Special Needs

## **TEXT BOOKS:**

1. Dennis. R. Lillicrap and John. A. Cousins. Food & Beverage service: Great Britain. ELBS publishers. 6<sup>th</sup> edition. 2002.
2. R.Singaravelavan. food and beverage service; oxford university press. 1<sup>st</sup> edition. 2011.

## **REFERENCE BOOKS:**

3. Sudhir Andrews. Food and beverage training manual; New Delhi. Tata MC graw Hill publication. 4<sup>th</sup> edition .2004.
4. Vijay Dhawan. Food and beverage service: New Delhi. Frank bros. and co. 1<sup>st</sup> edition.2000.



## **CORE MAJOR: FOOD & BEVERAGE SERVICE PRACTICAL –III (CREDIT 4)**

### **Objectives:**

- To gain basic knowledge on banquet and buffet service.
- To impart knowledge on Guéridon service.

### **Banquets**

1. Booking procedure
2. Preparation of banquet menus
3. Seating arrangements
4. Informal banquet – reception, cocktail party, seminar, exhibitions, festivals show, trade fair, wedding, outdoor catering.

### **Buffet**

1. Planning and organization of buffets
2. Area requirements
3. Sequence of food – Indian& continental
4. Types of buffet display
5. Equipment supplies

### **Guéridon service**

1. Guéridon trolley
2. Special equipment used in Guéridon service
3. Guéridon trolley set up
4. Service of various dishes from Guéridon

### **Bar Service**

1. Setting up of various types of Bar – Cocktail, Floating, Dispense

### **TEXT BOOKS:**

1. Dennis. R. Lillicrap and John. A. Cousins. Food & Beverage service: Great Britain. ELBS publishers. 6<sup>th</sup> edition. 2002.

### **REFERENCE BOOKS:**

2. John Fuller. Modern restaurant service, a manual for students and practitioners: Cheltenham. Standly Thrones publishers. 1<sup>st</sup> edition. 1992.
3. George Ellis. Bar attendants handbook: New Delhi. Global books and subscription service. 2<sup>nd</sup> edition. 2002

## **ALLIED I: FRONT OFFICE MANAGEMENT (CREDITS 4)**

### **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

### **UNIT-1**

Front Office Accounting - Accounts, Folios, Vouchers, Points of Sale, Ledgers, Creation and Maintenance of Accounts; Recordkeeping Systems - Charge Privileges, Credit Monitoring Account Maintenance, Tracking Transactions; Cash Payment - Charge Purchase, Account Correction, Account Allowance, Account Transfer, Cash Advance; Internal Control - Front Office Cash Sheet, Cash Banks, Audit Controls , Settlement of Accounts.

### **UNIT-2**

Check-out Procedures and Account Settlement; Departure Procedures - Methods of Settlement, Late Check Out; Check-out Option - Express Check-out, Self Check- out; Unpaid Account Balances; Account collection - Front Office Records - Guest Histories, Marketing Follow- through.

### **UNIT-3**

The Night Audit - Functions of the Night Auditor, Establishing An End of the Day, Cross-Referencing, Account Integrity, Guest Credit Monitoring, Audit Posting Formula, Daily and Supplemental Transcript; Operating Modes - Non-automated, Semi-automated, Fully automated; The Night Audit Process - Complete Outstanding Postings, Reconcile Room Status Discrepancies, Balance All Departments, Verify Room Rates, Verify No-Show Reservations, Post Room Rates and Taxes, Prepare Reports, Deposit Cash, Clear or Back Up The System, Distribute Reports; Verifying the Night Audit - Pickup Errors, Transportation Errors, Missing Folios, Automated System Update

### **UNIT-4**

Planning and Evaluating Operations - Management Functions - Planning , Organizing, coordinating, Staffing, Leading, Controlling, Evaluating; Establishing Room Rates - Marketing Condition Approach, Rules of Thumb Approach, Hubbart Formula Approach; Forecasting Room Availability - Forecasting Data, Forecast Formula, Sample Forecast Forms; Budgeting For Operations - Forecast Room Revenue, Estimating Expenses, Refining Budget Plan; Evaluating Front Office Operations - Daily Operations Report, Occupancy Ratios, Rooms Revenue Analysis, Hotel Income Statement, Rooms Divisions Income Statement, Room Division Budget Reports, Operating Ratios, Ratio Standards

### **UNIT-5**

Revenue Management

The Concept of Revenue Management - Hotel Industry Applications; Measuring Yield -

Formula 1: Potential Average Single Rate, Formula 2: Potential Average Double Rate, Formula 3: Multiple Occupancy Percentage, Formula 4: Rate Spread, Formula 5: Potential Average Rate, Formula 6: Room Rate Achievement Factor, Formula 7: Yield Statistics, Formula 8: Identical Yields, Formula 9: Equivalent Occupancy, Formula 10: Required Non- room Revenue Per Guest

Elements of Revenue Management; Group Room Sales, Transient Room Sales, Food and Beverage Activity, Local and Area- Wide Activities, Special Events, Using Revenue Management, Potential High and Low Tactics, Implementing Revenue Strategies, availability Strategies

### **TEXT BOOKS:**

Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32<sup>nd</sup> Reprint. 2004.

Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers. 2<sup>nd</sup> Edition 2004.

### **REFERENCE BOOKS:**

Ahmed Ismail. Front Office Operations And Management: Delmar. Thomson Publisher. 1<sup>st</sup> Reprint. 2002.

James A. Bardi. Hotel Front Office Management: New York. Thomson Publishing Inc., 2<sup>nd</sup> Edition. 1996.

S.K.Bhatnagar. Front Office Management: New Delhi. Frank Bros. And Co-Publishers Ltd., 1<sup>st</sup> Edition. 20

## **ALLIED I: ACCOMMODATION MANAGEMENT (CREDITS 4)**

### **Objectives :**

- To provide the knowledge backdrop required of a person working in housekeeping
- To acquire knowledge of cleaning and laundry procedure and floor operations

### **UNIT-1**

Planning Trends (with special reference to the housekeeping department): Planning in the Hotel, Different Skirting's, the Housekeeping in other the Institution in Hospitals, and Hostel, Recruitment and training of Staff, Welfare of staff, Budgeting For Housekeeping Expenses: Types of Budgets, Housekeeping Expenses, Budget- planning Process, Income Statement of the

Rooms Division Controlling Expenses, Inventory Control and Stock-taking, Purchasing.

## **UNIT-2**

Ceilings, walls, Furniture, and Fixtures: Selection Considerations, Types of Ceiling Surfaces and Wall Coverings, Types of Furniture and Fixtures, care and Considerations. Hard Flooring: Floor Finishes, Types of flooring, Non-resilient Flooring the Finishes, and Required Equipment for Total Maintenance, Polymer Finishes and Sealers, Hard Floor Care Equipment. Carpets and Floors: Carpet Construction, Carpet Problems, Carpet and Maintenance, Carpet and Floor Care Equipment, Carpet Cleaning Methods, Special Carpet Treatment, Care and Cleaning.

## **UNIT-3**

Interior Designing: Objectives of Interior Design, Basic Types of Design, Elements of Design, Principles of Design, Designing for the Disabled, Planning Trends in Hotels colour, Floor Covering and Finishes, Types, Characteristics, and Cleaning of Floor Covering, Carpets, Importance of Floor Maintenance, Ceilings and their Maintenance, Wall Covering, Windows and Window Treatments. Hotel Renovation, Types of Renovation, Subsidiary Processes in Renovation. Soft Furnishings: Curtains, Pelmet, Valances, Swags, and tail, Blinds, Loose Covers, Care and Cleaning, Cushions, Beds and bedding, Mattresses, Pillows, Eiderdowns and quilts, Cots, Bed Boards, Foldaway Beds, Zed Bed, Bedspreads, Care and Cleaning.

## **UNIT-4**

Flower Arrangement: Flower Arrangement in Hotel, Flower Arrangement Basics, Designing Flower Arrangements Japanese / Oriental Flower Arrangement, Common Flower and Foliage. Horticulture: Essential Components of Horticulture, Landscaping, Indoor Plants, Bonsai in Hotel Properties.

## **UNIT-5**

Eco-Hotels: Eco-Hotel Certification, Choosing an Eco-friendly Site, Hotel Design and Construction, Energy Conservation, Water Conservation, Environment-Friendly Housekeeping.

### **TEXT BOOKS:**

1. Hotel, Hostel & Hospital Housekeeping – Joan c. Branson & Margaret Lennox.
2. Professional Management of Housekeeping Operations – Rebert J .Marti.

### **REFERENCE BOOKS:**

3. Housekeeping Supervision Volume 1 &2 – Jane Fellows.
4. The Professional Housekeeper – Georgina trucker &Modeleri Schneider.

5. Hotel House- Keeping Training Manual – Sudhir Andrews ( TataMc.Graw Hill Publications).
6. Accommodation and cleaning Service – David M.Allen.

## **ALLIED II: FOOD AND BEVERAGE MANAGEMENT – II (CREDITS 3)**

### **Objectives:**

- To understand concepts of Menu Engineering and Menu Merchandising.
- To formalize and update knowledge in order to improve the profitability and productivity of food and beverage service.

### **UNIT-1**

Menu - Origin of Menu, Menu Engineering, Menu Writing, Menu Merchandising, Menu Pricing, Menu Analysis, Handling Situation.

### **UNIT-2**

#### **BUDGETARY CONTROL**

Definition of Budget -Definition Budgetary - Objectives - Frame Work - Key Factors - Types of Budget - Budgetary Control

### **UNIT-3**

Production Control – Planning, Setting Standards, Standard Recipe, Standard Yield, Standard Portion Size.

### **UNIT-4**

Kitchen Stewarding, Waste Control, Cost Reducing Methods, Break-Even Concept, Variance Analysis.

### **UNIT-5**

Sales Promotion Of Food And Beverage Facilities – Introduction: Advertising – Direct Mail, Press Advertisement, Guides, External Signs And Posters, Trade Advertising, Broadcasting, Expert Advice; Merchandising – Floor Stands, Posters, Clips-On, Children’s Menu, Other Sales Tools, Special Promotions; Public Relations. Budgeting- Methods of Budget- Types of Budget – Budgetary Control.

### **TEXT BOOKS:**

1. JagmohanNegi. Food And Beverage Management And Cost Control: New Delhi. KanishkaPublishers.1<sup>st</sup> Edition.1999.
2. MohiniSethi. Institutional Food Management: New Delhi. New Age International Publishers. 1<sup>st</sup> Edition.2004

**REFERENCE BOOKS:**

3. Bernard Davis, Andrew Lockwood And Sally Stone. Food & Beverage Management: Great Britain. Butterworth – Heinemann Publishers. 3<sup>rd</sup> Edition. 2005
4. Amrik Singh Sudan. Food And Beverage Management: New Delhi. Anmol Publications Pvt. Ltd. 1<sup>st</sup> Edition .2002.

**ALLIED II: PRINCIPLES OF MANAGEMENT (CREDITS 3)**

**Objectives:** to make the students to understand the need and scope of management, function of a management, job description and specification for various staff working in a hotel.

**UNIT-I**

Management: Definition, Scope And Importance With Relevance To Hotel Industry – Management By Objectives – Decision Making Process With Reference To Hospitality Industry.

**UNIT-II**

Functions of a Manager – Duties And Responsibilities Of General Manager In A Five Star Deluxe Hotel- Job Description And Job Specification Of General Manager, Departmental Head And Supervisors With Reference To Hospitality Industry.

**UNIT-III**

Planning: Definition, Types Nature and Steps in Planning – Organizing: Functions, Departmentation, Authority And Span Of Control With Reference To Hospitality Industry.

**UNIT-IV**

Staffing: Definition, Process – Recruitment – Selection – Training – Industry – Career Planning. Leading: Definition, Qualities Of A Good Leader With Reference To Hospitality Industry.

**UNIT-V**

Controlling: Definition, Method and Techniques, Budget and Types of Budget With Reference To Hospitality Industry.

**TEXT BOOKS:**

Management Principles – G Gupta

**REFERENCE BOOKS:**

1. Basic Of Management – Urarshala Jones

## **SKILL BASED SUBJECT: HOTEL LAW (CREDITS 2)**

### **UNIT I :INDIAN CONTRACT ACT 1872:**

Definition of a contract, kind of contracts.

Legal rules as to offer, acceptance, consideration, and capacity to contract and free consent.

Void agreements. Discharge of contract, remedies for breach of contract.

### **UNIT II :SALE OF GOODS ACT 1930:**

Formation of a contract of sales, conditions and warranties.

Implied conditions and warranties.

### **UNIT III :HOTELS/ RESTAURANT LICENSE REGISTRATION:**

License under the provision of the relevant state excise (sale of Indian and foreign liquors) act and rule. Permission for fixation of and sanction of room rent and charges for services under the provisions of the relevant state government rent control.

### **UNIT IV :LAW PERTAINING TO FOOD SERVICE**

Standards weight and measures act 1956(overview).

Prevention of food adulteration act 1954(definition use of quality foods, food inspectors and their appointment)

### **UNIT V: THE SHOPS AND COMMERCIAL ESTABLISHMENT ACT (STATE) TAMILNADU CATERING ESTABLISHMENTS ACT 1958**

#### **TEXT BOOKS:**

Elements of mercantile law - N.D.kapoor

Industrial law - KR.bulchandani

#### **REFERENCE BOOKS:**

Mercantile law - M.C.kucchal

Industrial Law - V.K. Desai

## **SKILL BASED SUBJECT: EVENT MANAGEMENT (CREDITS 2)**

**Objectives:** To make the students to gain the basic knowledge about different hotel events and the situation to handle.

### **Unit - I**

Introduction to Event Management -Categories and Definitions-Needs and Objectives of Event Management-Creativity and implications of Events- Organization Structure of Event Management -Functions of a Multifaceted Event Management.

## **Unit - II**

Event Management Planning-Event Planning-Arranging Chief Guest/Celebrities-Arranging Sponsors-Blue Print of the Function area-Factors affected in Event Management.

## **Unit - III**

Different Management in Event-Back Stage Management and its Importance-Brand Management and its Characteristics-Budget management and its controlling Methods-Leadership management and its authority-Feed Back Management and its measuring tools.

## **Unit - IV**

Basic Qualities of Event Management Person- Social and Business Etiquette-Speaking Skills and Team Spirit - Stage Decoration -Time Management – Selecting a Location.

## **Unit - V**

Various Event Activities- Concept Exhibition-Space Planning-ITPO-Sports Planning-Tourism events and Leisure Events.

### **TEXT BOOKS:**

1. Anton Shone, Successful Event Management, Cengage Learning Business Press, Edition 2, 2004.

### **REFERENCE BOOKS:**

2. Julia Tum, Management of Event Operations, Atlantic Publishing Company, Second Edition -2007
3. Julia Ruherford Silvers and Joe Goldblatt, Professional Event Coordination, Wiley, John & Sons, Edition -2006.

### **ENVIRONMENTAL STUDIES (CREDITS 2)**

Syllabus as prescribed by Madurai Kamaraj University

## **SIXTH SEMESTER**

### **ADVANCED FOOD PRODUCTION PRACTICAL (CREDITS 4)**

Refer Fifth Semester Syllabus

### **FOOD AND BEVERAGE SERVICE PRACTICAL – III (CREDITS 4)**

Refer Fifth Semester Syllabus

### **ALLIED I: FRONT OFFICE MANAGEMENT PRACTICAL (CREDITS 3)**



1. Knowledge unit-1 - Dealing with Guest Enquiries
2. Knowledge unit-2 - Handling Mail & Message
3. Knowledge unit-3 - Using the Public Address System
4. Knowledge unit-4 - Arranging Safe Custody of Valuables
5. Knowledge unit-5 - Handling Complaints
6. Knowledge unit-6 - Giving Basic First Aid & Responding To Emergencies
7. Knowledge unit-7 - Checking Out Guests
8. Knowledge unit-8 - Arranging Departures & Seeing Guests Off
9. Knowledge unit-9 - Handling over Work at the End of a Work shift

**ALLIED I: ACCOMMODATION MANAGEMENT PRACTICAL  
(CREDITS 3)**

- Key Control Procedures
- Respond appropriately to theft and vandalism
- Respond appropriately to fires
- Respond appropriately to medical emergencies
- Respond appropriately to natural disasters
- Utility failures
- Handle hazardous materials
- Floral art
- Fresh flower arrangements
- Everlasting arrangements

**ALLIED II: HOTEL ECONOMICS AND ENTREPRENEURSHIP  
(CREDITS 2)**

**Objectives:** To understand the economical aspects of hotel industry and self employment.

**UNIT – I**

Fundamental Concepts of Economics, Wants – Necessaries, Comforts and Luxuries, Consumption – Direct, Indirect and Wasteful Consumption; Value, Price and Wealth; Factors of Production, Kinds of Capital and Capital formation, Taxes – Direct, Indirect and Budget – Economics system – Capitalism, Socialism and mixed Economy – Balance of trade in balance of payment.

**UNIT – II**

Demand Analysis - Meaning of demand and demand distinctions – autonomous and derived durable goods. Industry demand and firm demand; Supply – Meaning of supply, Law of supply, determinants supply, elasticity of supply.

**UNIT – III**

Cost output Relationship - Cost concepts: Fixed and Variable cost, total, average and marginal costs, outlay and opportunity costs, Past and future costs

– Average fixed cost curve – short run marginal cost curve – short run average cost curve – Long run average cost curve – Long run marginal cost curve – Economics of large scale production.

#### **UNIT – IV**

Economics Problems in Hotel Industry - Income generation – Employment generation – Foreign exchange earnings Factors influencing the growth of Hotel Industry – Inflation – Meaning, types of inflation – Demand pull and Cost pull inflation – effects of inflation on various segments of the society.

#### **UNIT – V**

Entrepreneur - small business – history of self-employment, Ways to get small scale business in India; Entrepreneurship: Definition, functions, goals setting and vision for business, risky time money planning and organizing, Management with reference to the customer, employees suppliers and others.

#### **TEXT BOOKS:**

Business Economics – ABN Kulkarni

Hotel & Tourism Development – Dr.JagmohanNegi

#### **REFERENCE BOOKS:**

Economics Environment of business –Mr.Adhikary

Elements of Economics – Mr. B.S. Raman

### **ALLIED II: HUMAN RESOURCE MANAGEMENT (CREDITS 2)**

#### **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-I**

Strategic Importance Of HRM; Objectives Of HRM; Challenges To HR Professionals; Role Responsibilities And Competencies Of HR Professionals; HR Department- Scalar Chain Operations; Human Resource Planning - Objectives And Process; Human Resource Information System And HR Audits- Concepts And Functions.

#### **UNIT- II**

Job Analysis, Job Description And Job 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- III**

Training And Induction- Meaning, Objectives And Purpose Of Induction, Need For Training, Benefits Of Training, Identification Of Training Needs, Methods Of Training. Concept Of Management Training. Performance Appraisal- Meaning, Objectives Of Performance Appraisal, Methods Of Performance Appraisal And Limitations.

### **UNIT- IV**

Promotion And Transfers- Purpose Of Promotion, Basis Of Promotion, Meaning Of Transfer, Reasons For Transfer, Types Of Transfer, Right Size Of Work Forces. Need For Right Sizing. Principles and Techniques of Wage Fixation, Compensation- Base and Supplementary. Work Environment- Meaning Of Work Environment- Importance Of Work Study. Application of Ergonomics in Hotel Industry Regarding Safety.

### **UNIT- V**

Employee Welfare and Benefits Measures 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.

### **TEXT BOOKS:**

1. Dr C.B. Gupta. Human Resource Management: New Delhi. Sultan Chand Publications. 2<sup>nd</sup> Edition. 2003.
2. L.M. Prasad. Human Resource Management: New Delhi. Sultan Chand Publication. 3<sup>rd</sup> Edition. 2003.

### **REFERENCE BOOKS:**

3. Biswajeet Pattanayak. Human Resource Management: New Delhi. Prentice Hall of India Private Limited. 2<sup>nd</sup> Edition. 2003.
4. P. SubbaRao. Essentials of Human Resource Management and Industrial Relations: Mumbai. Himalayan Publishing House. 2<sup>nd</sup> Edition. 2006.
5. George. T. Mikovich and John. W. Boundrew. Human Resource Management: USA. Irwin Book Team. 8<sup>th</sup> Edition. 1997.  
Gary Dessler. Human Resource Management: New Delhi. Prentice Hall of India Pvt Ltd. 2<sup>nd</sup> Edition. 2003.

## **PART IV: SKILL BASED SUBJECT: BUSINESS STATISTICS (CREDITS 2)**

### **OBJECTIVES:**

- To Understand About Scope Of Statistics, Characteristics, Function And Limitation.
- To Understand Survey , Planning, Classification Of Data, Measures of Central Tendency and Dispersion, Business Forecasting in Hotels

**UNIT 1- INTRODUCTION TO STATISTICS:** Introduction to Statistics, Importance of Statistics in modern business environment. Definition of Statistics, Scope and Applications of Statistics Characteristics of Statistics, Functions of Statistics, Limitations of Statistics, Statistical Softwares.

**UNIT 2- STATISTICAL SURVEY:** Introduction, Definition of Statistical Survey, Stages of Statistical Survey – types of survey - Collection of Data- types of data - Primary Data - Secondary Data

**UNIT 3- CLASSIFICATION, TABULATION AND PRESENTATION OF DATA:** Introduction , Classification – Functions, Types ,Methods, Tabulation - Basic difference between classification and tabulation -Parts of a table -Types of table , Frequency and Frequency Distribution - Presentation of Data – Diagrams, Graphical Presentation - Histogram - Frequency polygon - Frequency curve - Ogives

**UNIT 4- MEASURES OF CENTRAL TENDENCY AND DISPERSION:** Introduction, Objectives of statistical average, Good Average, Statistical Averages - Arithmetic mean - Properties of arithmetic mean - Median , Mode, Geometric Mean , Harmonic Mean , Mean deviation ,Standard Deviation .

**UNIT 5- BUSINESS FORECASTING IN HOTELS: INTRODUCTION, BUSINESS FORECASTING** - Objectives of forecasting in business by Regression Analysis - Prediction, projection and forecasting - Characteristics of business forecasting - Steps in forecasting, Utility of Business Forecasting - Advantages of business forecasting - Limitations of business forecasting, Correlation – (simple problems using Regression & Correlation).

### **REFERENCE BOOKS:**

1. Business Statistics-By Robert A. Donnelly, Jr-2<sup>nd</sup> Edition
2. Business Statistics by Mark L. Berenson, David M. Levine, Karthryn A. Szabat., 13<sup>th</sup> Edition.

## **SKILL BASED SUBJECT: FOOD PROCESSING AND PRESERVATION (CREDITS 2)**

**Objectives:** To understand preserving and canning of foods used in Food Technology.

## **UNIT- I**

Introduction of Canning and Preservation – Definition – Basic Principles of Fruit and Vegetables Preservation – Factors Responsible for Spoilage of Fruits and Vegetables – Action of Enzymes – Growth of Microorganisms. Types and Methods of Preserving – Dehydration, Heat Processing, Preservation with Salt, Preservation with Sugar, Vinegar, Deep Freezing and Chemical Preservation.

## **UNIT – II**

Production and Preservation of fruits and vegetable juices – Preparation of Jam, Jelly, Marmalade, Pickles, Vinegar and Tomato Products – Freezing, Canning and Drying.

## **UNIT - III**

Canning - Definition – Methods and Types - The Basics of Canning – General Canning – Canning low acid foods - Objectives and Techniques of food preservation and Canning classification.

## **UNIT - IV**

Introduction and Definition of Preparation and Packaging system – Preparation of Fruit Beverages and Preservation of Squash, Crush, Juices and Cordial Syrup. Preparation of Juice, Sauce, Soup and Ketchup. Preparation of milk Products Khoa, Rabri, Paneer, Kulfi, and Cheese.

## **UNIT - V**

Packaging Techniques and Various Types – Scope for new types of Containers and Packaging Materials – Packaging Equipments and Machinery – Methods and Types of Packaging – Selection of Packaging materials for different foods – Packaging and Sealing Equipments and Labelling.

## **TEXT BOOKS:**

Potter, **Food Science.**

Desrosier, **Technology of Food Preservation.**

## **REFERENCES:**

Girdharilal, Sidhapa&Tandon, **Preservation of Fruits andVegetables.**

Cruss, **Fruits and Vegetables Processing.**

Joseph H.Hotchkiss, (ACS Symposium), **Food and PackagingInteractions.**

**IRRI, Preservation of Fruits & Vegetables.**

**SKILL BASED SUBJECT:  
HOTEL INFORMATION TECHNOLOGY (CREDITS 2)**

**Objectives:** To familiarise and handle MS Office Software for making use of Word, PowerPoint, Excel, Access for day to day operations of a hotel.

**UNIT-1**

Introduction: Definition, History, Types of Computers, Computer Organization, Importance of Computers, Computer in Society, Computers in the Hospitality Industry.

**UNIT-2**

Computer Systems: Inside the Computer, Parts of the computer, Information Processing Cycle, Hardware, Software using the Keyboard, Using the Mouse, Data Input, Input Devices, Video and sound, Printing and Devices.

**UNIT-3**

Processing Data: Transformation of data Into Information, Computer Representation of data, Memory, Modern CPU, Processors, Storage Devices.

**UNIT-4**

Operating Systems and Applications: Basic Operation Systems, Running Programs, DOS, Window XP, Networking, MS-Office( word, Excel, power point, access).

**UNIT-5**

Internet: History, E-mail and Internet Services, Connecting to the Internet, Spam, Outlook, E commerce, Business and online.

**REFERENCES:**

Introduction to computers-Peter Norton

DOS manual

**SKILL BASED SUBJECT: HOTEL INFORMATION TECHNOLOGY  
PRACTICAL (CREDITS 2)**

- Working with office
- Processing with work
- Formatting in word
- Managing and customizing word
- Advanced features in word
- Computing with excel
- Starting excel

- Restricting and editing in excel
- Formatting
- Charting in excel
- Power point presentation
- Edition and arranging in power point
- Advanced features in power point
- Animating presentations
- Access basics
- Creating databases.

**REFERENCE:**

Microsoft Office-Pearson Publishers.

**VALUE EDUCATION (CREDITS 2)**

**Refer Madurai Kamaraj University Syllabus**