

Telephone No. 2419677/2419361  
Fax: 0821-2419363/2419301

e-mail : registrar@uni-mysore.ac.in  
[www.uni-mysore.ac.in](http://www.uni-mysore.ac.in)



No.AC6/28/2018-19

Vishwavidyanilaya Karyasoudha  
Crawford Hall, Mysuru- 570 005  
Dated: 15<sup>th</sup> June 2018

**NOTIFICATION**

Sub: To Change the nomenclature from BBA (Tourism and Hotel Management) to B.B.A in (Tourism and Hospitality) and Syllabus, Scheme of Examination as per CBCS Pattern from the academic year 2018-19.

- Ref: 1. Decision of the Board of Studies in Business Administration (Tourism and Hospitality) (UG) held on 25-01-2018, 07.03.18 & 19-04-2018.  
2. Decision of the Faculty of Commerce Meeting held on 19-04-2018.  
3. Decision of the Deans committee Meeting held on 22.05.2018.

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The Board of Studies in B.B.A in Tourism and Hotel Management (graduate) which met on 25<sup>th</sup> January 2018 and 19<sup>th</sup> April 2018 has recommended to Change the nomenclature from BBA (Tourism and Hotel Management) to B.B.A in (Tourism and Hospitality) and also approved the revise B.B.A. (Tourism and Hospitality) Course Syllabus and Scheme of Examination as per CBCS Pattern from the academic year 2018-19.

The Faculty of Commerce and the Deans Committee held on 19-04-2018 and 22.05.2018 respectively have approved the above said proposal with pending ratification of Academic Council and the same is hereby notified.

The contents may be downloaded from the University Website i.e., [www.uni-mysore.ac.in](http://www.uni-mysore.ac.in)

**Draft Approved by the Registrar**

M. Srinivas 15/6  
Deputy Registrar (Academic)

**To:**

1. The Registrar (Evaluation), University of Mysore, Mysuru.
2. The Dean, Faculty of Commerce, B.N. Bahadur Institute of Management Sciences, Manasagangotri, Mysuru.
3. The Chairman, B.N. Bahadur Institute of Management Science, Manasagangotri, Mysuru.
4. The Chairman, Board of Studies in Business Administration (Tourism and Hospitality) DOS in Commerce, Manasagangotri, Mysuru.
5. All the Principals of Affiliated College running Bachelor of Business Administration (Tourism and Hospitality) Graduate Programme.
6. The Director, College Development Council, MoulyaBhavan, Manasagangotri, Mysuru.
7. The Deputy Registrar/Assistant Registrar/Superintendent, AB and EB, University of Mysore, Mysuru.
8. The PA to Vice-Chancellor/Registrar/Registrar (Evaluation), University of Mysore, Mysuru.
9. Office Copy.

# UNIVERSITY OF MYSORE

## CHOICE BASED CREDIT SYSTEM

### PROPOSED REGULATIONS, COURSE STRUCTURE AND SYLLABUS (TO BE IMPLEMENTED FROM THE ACADEMIC YEAR 2018-2019)

#### BACHELOR OF BUSINESS ADMINISTRATION (TOURISM AND HOTEL MANAGEMENT)

##### B.B.A (TOURISM AND HOTEL MANAGEMENT)

#### 1.0 NAME OF THE COURSE AND DURATION OF THE COURSE:

**B.B.A (Tourism and Hotel management) – 3 years/6 semesters**

#### NOTE:

1. These regulations are applicable to students taking admission to I semester BBA (Tourism and Hotel management) from academic year 2018-19 onwards.
2. Each semester shall extend over to a period of Sixteen weeks with approximately 90 working days.
3. The duration of the course shall be 3 years consisting of 6 semesters.
4. For BBA course, a choice based credit system is followed.

#### 2.0 ELIGIBILITY FOR ADMISSION

Students who have passed two years pre-university examination/ 10+2 or equivalent examination in any discipline from a recognized board are eligible to be admitted to B.B.A (Tourism and Hotel mgt.) course.

#### 3.0 ADMISSION PROCEDURE

At the time of admission all documents in original in support of the claims made in the application have to be produced along with the Transfer Certificate from the Institution last attended.

All decisions taken by the University with regard to the course and any other matter not mentioned here are final and the candidates are bound to abide by them.

**4.0 MEDIUM OF INSTRUCTION:** the medium of instruction shall be English. A candidate has to write the examination in English only

#### 5.0 SCHEME OF THE PROGRAM:

a) The minimum duration for completion of the course is 3 years/6 semesters. A candidate can avail a maximum of 12 semesters (6 years in one stretch) to complete B.B.A (Tourism and hotel mgt.) course.

b) A student has to earn 144 credits for the successful completion of the program.

c) Only such students who successfully complete 144 credits in six semesters without break, shall be considered for declaration of ranks and/or medals.

### **6.0 COURSE REGISTRATION:**

6.1 Every student is assumed to have registered for all DSC courses offered in that semester.

6.2 A student is permitted to choose any of the DSE courses offered by the department during that semester.

6.3 A student has to register for any MIL/French/German along with English language in the first four semesters.

6.4 A student has to register for environmental studies and Indian constitution in the first two semesters.

### **7.0 ATTENDANCE:**

Only those students who have at least 75% attendance in a course, shall be permitted to take C3 examination of that course.

### **8.0 SCHEME OF EXAMINATION**

The evaluation of the candidate shall be based on continuous assessment. The structure for evaluation is as follows:

**8.1** Assessment and evaluation processes happen in a continuous mode. However for reporting purposes, a semester is divided into 3 discrete components identified as C1, C2 and C3.

**8.2** The performance of the candidate in a course will be assessed for a maximum of 100 marks as explained in the course structure.

**8.3** The first component (C1) of assessment is for 10 marks. This will be based on test, assignment / seminar. During the first half of the semester, the first 50% of the syllabus will be completed. This shall be consolidated during the 8<sup>th</sup> week of the semester. Beyond 8<sup>th</sup> week, making changes in C1 is not permitted.

**8.4** The second component (C2) of assessment is for 10 marks. This will be based on test, assignment / seminar. The continuous assessment and scores of second half of the semester will be consolidated during 15<sup>th</sup> week of the semester. During the second half of the semester the remaining units will be completed.

**8.5** During 18<sup>th</sup> and 20<sup>th</sup> week of the semester, a semester end examination of 3 hours shall be conducted for each course. This forms the third/ final component of assessment (C3) and the maximum marks for the final component will be 80.

In case of courses having both theory and practical component, C1(10 marks) will be assessed based on theory component and C2 (10 marks) will be assessed based on practical component. Further for C3 (80 marks) theory component will be assessed for 50 marks and practical component will be assessed for 30 marks. The duration of examination for 50 marks theory paper will be 2 hours only.

**8.6** students in the 6<sup>th</sup> semester shall undergo industrial training for a minimum period of 3 months in a Hotel establishment not less than a 3 star category/ Tourism industry. After the completion of the training the student has to complete training report. Industrial Exposure carries 12 credits. The training report and viva voce will carry 2credits. Thus the training component in 6<sup>th</sup> semester amounts to three discipline specific core courses.

200 marks to be allotted by the trainer. Training report carries 50 marks and viva voce 50marks.

## **9.0 TEACHING SCHEDULE:**

For I to VI semester, LTP model is followed (Lecture + Tutorials + Practical's) with necessary importance for all these three components.

For each subject, there shall be lecture class, tutorials and practical's (LTP) where ever necessary. The details of lecture class, tutorials and practical's (LTP) are given against each subject in the schedule given below.

## **10.0 EXAMINATION AND EVALUATION FOR C3**

### **10.1 question paper setting and board of Examiners**

#### **Question paper pattern:**

Theory (80 marks-C3)

#### Q X M

I. 2X10 = 20

II. 5 X 4 = 20

III. 10 X 4 = 40

THEORY (50 marks)

I. 2 X 10 = 20

II. 5 X4 = 20

III. 10 X 1 = 10

There shall be separate Board of Examiners for each subject for preparing, scrutinizing and approving the question papers and scheme of valuation

## **10.2 Valuation**

- a) There shall be centralised single valuation of the C3 theory answer scripts.
- b) A student who fails in Theory has to attend theory examination only and a student who fails in practical's should attend practical examination only.
- c) C3 component of the practical will be conducted with two examiners, of whom at least one is an external examiner.

## **11.0 PASSING CRITERIA**

11.1 A student is considered to have passed the course, only on securing a minimum of 40% from C1, C2 and C3 put together.

11.2 In case a student secures less than 30% in C3 or Absents for C3 , the student is said to have not completed the course. The student should reappear only for the C3 component of the course when the University conducts the examination.

## **12.0 PERCENTAGE AND GRADING**

<b>Percentage (P)</b>	<b>Grade (G)</b>
40-49	5
50-59	6
60-64	6.5
65-69	7
70-74	7.5
75-79	8
80-84	8.5
85-89	9
90-94	9.5
95-100	10

The overall percentage in a subject is  $10 \times \text{SGPA}$

The overall percentage in a program is  $10 \times \text{CGPA}$

### 13.0 CLASS DECLARATION

The final qualitative index to be awarded to the student is based on CGPA. It is given as:

CGPA	Qualitative Index
$4 \leq \text{CGPA} < 5$	Pass
$5 \leq \text{CGPA} < 6$	Second Class
$6 \leq \text{CGPA} < 8$	First Class
$8 \leq \text{CGPA} \leq 10$	Distinction

### 14.0 OTHERS

Any matter/issue not covered in these regulations shall be decided by the University.

### COURSE STRUCTURE AND SYLLABUS OF B.B.A (TOURISM AND HOTEL MANAGEMENT)

I SEMESTER										
Sl. no.	Sub. Code	Subject	Theory	practical	C1	C2	L	T	P	Total Credits
1	DSC 1	F&B service I	50	30	10	10	3	0	2	5
2	DSC2	Applied Cookery - I	50	30	10	10	2	0	2	4
3	DSC3	Management in Tourism and Hospitality industry	80	-	10	10	3	1	0	4
4	AECC 1	Kan/MIL/French/German -1	80	-	10	10	3	0	0	3
5	AECC2	English-1	80	-	10	10	3	0	0	3
6	AECC3	Environmental Studies	80	-	10	10	2	0	0	2
Total Credits							16	1	4	21

<b>II SEMESTER</b>										
Sl. no.	Sub. Code	Subject	Theory	practical	C1	C2	L	T	P	Total Credits
1.	DSC 4	Front office-1	50	30	10	10	2	0	2	4
2.	DSC5	Applied Cookery II	50	30	10	10	2	0	2	4
3.	DSC6	Accounting in Tourism & Hospitality Industry	80	-	10	10	4	1	0	5
4.	AECC 4	Kan/MIL/ French/German - 2	80	-	10	10	3	0	0	3
5.	AECC5	English-2	80	-	10	10	3	0	0	3
6.	AECC6	Constitution of India	80	-	10	10	2	0	0	2
<b>Total Credits</b>							16	1	4	21

<b>III SEMESTER</b>										
Sl. no.	Sub. Code	Subject	Theory	practical	C1	C2	L	T	P	Total Credits
1.	DSC 7	Housekeeping-1	50	30	10	10	2	0	2	4
2.	DSC8	Applied cookery-3	50	30	10	10	3	0	2	5
3.	DSC9	Tourism development	80	-	10	10	4	1	0	5
4.	AECC 7	Kan/MIL/French/ German -3	80	-	10	10	3	0	0	3
5.	AECC8	English-3	80	-	10	10	3	0	0	3
6.	AECC9	Disaster management	80	-	10	10	2	0	0	2
<b>Total Credits</b>							17	1	4	22

IV SEMESTER										
Sl. no.	Sub. Code	Subject	Theory	practical	C1	C2	L	T	P	Total Credits
1.	DSC 10	F&B service II	50	30	10	10	3	0	2	5
2.	DSC11	Applied Cookery - IV	50	30	10	10	2	0	2	4
3.	DSC12	Housekeeping-2	50	30	10	10	2	0	2	4
4.	DSC13	Front office -2	50	30	10	10	3	0	2	5
5.	AECC10	Kan/MIL/French/ German -4	80	-	10	10	3	0	0	3
6.	AECC11	English-4	80	-	10	10	3	0	0	3
Total Credits							16	0	8	24

V SEMESTER										
Sl. no.	Sub. Code	Subject	Theory	practical	C1	C2	L	T	P	Total Credits
1.	DSC 14	Tourism Product	80	-	10	10	3	1	0	4
2.	DSC15	F&B Service -3	50	30	10	10	3	0	2	5
3.	DSC16	Nutrition	80	-	10	10	4	1	0	5
4.	DSE	<b><u>Choose any two</u></b>	80	-	10	10	4	1	0	5
5.		Eco Tourism	80	-	10	10	4	1	0	5
		Food Science	80	-	10	10	4	1	0	5
		Hygiene & Sanitation	80	-	10	10	4	1	0	5
		Geography & International Tourism	80	-	10	10	4	1	0	5
6.	SEC1	Facilities Management	80	-	10	10	3	1	0	4
Total Credits							21	5	2	28



VI SEMESTER										
Sl. no.	Sub. Code	Subject	Theory	practical	C1	C2	L	T	P	Total Credits
1.	DSC 17	Industrial training in Hotel/Tourism industry	200						12	12
2.	DSC18									
3.	DSC19	Training report,presentation &viva	Trainin g report, 50	Present ation& Viva 50				2		2
4.	DSE	<u>Choose any two</u> Project report	80		10	10	0	5	0	5
		Management Information system	80	-	10	10	4	1	0	5
Business law in Tourism &Hospitality industry		80	-	10	10	4	1	0	5	
Travel & Tourism Mgt.		80	-	10	10	4	1	0	5	
6.	SEC2	Service Marketing	80	-	10	10	3	1	0	4
Total Credits										28

## I SEMESTER

### DSC-1: FOOD AND BEVERAGE SERVICE-I

#### Unit 1: INTRODUCTION TO FOOD AND BEVERAGE SERVICE

Role of catering establishment in the travel and tourism industry. Classification of catering establishments - commercial (residential and non-residential) - welfare (industrial, institutional and transport) -career opportunities in each

#### UNIT 2: DEPARTMENTAL ORGANIZATION AND STAFFING:

Organization of food and Beverages Service department of a hotel- principal staff of various types of F & B service operations- duties and responsibilities of F & B service staff- attributes of a good waiter- interdepartmental relationship ( within F & B department and with other department)

#### UNIT 3: FOOD AND BEVERAGES SERVICES AREAS AND ANCILLARY DEPARTMENTS:

Types of F & B outlets-specialty restaurant - coffee shop - banquets/ functions- room service- cafeteria- grill room - discotheques - night clubs - bar - outdoor catering - garden cafe/pool side - Ancillary departments - pantry- food pickup areas - stores - linen room - plate room - wash up - kitchen stewarding

## **UNIT 4: TYPES OF MEALS AND MENU PLANNING**

- Types of meals - breakfast - lunch- dinner - supper -brunch- high tea - afternoon tea - Origin of the menu- menu planning objectives - menu terminology - basic types of menus - general menu planning - sequence of course Courses of French classical menu - table d'hôtel menu (Indian and Continental) - a la carte menu (Indian, Continental and Chinese)

**Unit 5** Planning menus - western and Indian – Covers & Accompaniments - continental and Indian Breakfast menus - English, American, Continental and Indian mis-en-place and mis-en-place (including arrangement of side-boards), Laying tables for different meals and menus-laying tablecloth-folding serviettes

### **PRACTICALS**

1. Familiarization of equipment's/Briefing and de-briefing
2. Methods of cleaning Care & maintenance of equipment including cleaning/polishing of EPNS items by Plate Powder method Polivit method Silver dip method Burnishing machine
3. Arrangement of side boards- different types and uses
4. Laying table cloth- relaying a table cloth
5. Laying various covers
6. Napkin folds- lunch folds- dinner folds- breakfast folds
7. Receiving guests- procedures
8. Taking Food and Beverage Orders in Restaurants/ Mis-en-scene & Mis-en-place
9. Service of meals – Pre Plated service of all courses

### **BOOKS RECOMMENDED**

- Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
- Food & Beverage Service –Lillicrap& Cousins, ELBS
- Modern Restaurant Service –John Fuller, Hutchinson
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management –Brian Varghese

**APPLIED COOKERY I (THEORY-50)**  
COURSE CODE-DSC 02

**UNIT -01**

**INTRODUCTION TO COOKERY**

- A. Levels of skills and experiences
- B. Attitudes and behavior in the kitchen
- C. Personal hygiene
- D. Uniforms & protective clothing
- E. Safety procedure in handling equipment
- F. Origin of modern cookery

**HIERARCHY AREA OF DEPARTMENT AND KITCHEN**

- A. Classical Brigade
- B. Modern staffing in various category hotels
- C. Roles of executive chef
- D. Duties and responsibilities of various chefs
- E. Co-operation with other departments

**KITCHEN ORGANIZATION AND LAYOUT**

- A. General layout of the kitchen in various organizations, Kitchen equipments & machinery
- B. Layout of receiving areas
- C. Layout of service and wash up

**CULINARY TERMS**

- List of culinary (common and basic) terms

**UNIT 02**

**AIMS & OBJECTS OF COOKING FOOD**

- A. Aims and objectives of cooking food
- B. Techniques used in pre-preparation
- C. Techniques used in preparation

**METHODS OF COOKING FOOD**

- A. Roasting
- B. Grilling
- C. Frying
- D. Baking
- E. Broiling
- F. Poaching
- G. Boiling
- Principles of each of the above
- Care and precautions to be taken
- Selection of food for each type of cooking

**UNIT 03**

**BASIC PRINCIPLES OF FOOD PRODUCTION – I**

**i) VEGETABLE AND FRUIT COOKERY**

- A. Introduction – classification of vegetables
- B. Pigments and color changes
- C. Effects of heat on vegetables
- D. Cuts of vegetables
- E. Classification of fruits
- F. Uses of fruit in cookery
- G. Salads and salad dressings

## **ii) STOCKS**

- A. Definition of stock
- B. Types of stock
- C. Preparation of stock
- D. Recipes
- E. Storage of stocks
- F. Uses of stocks
- G. Care and precautions

## **iii) SAUCES**

- A. Classification of sauces
- B. Recipes for mother sauces
- C. Storage & precautions

## **SOUPS**

- A. Classification with examples
- B. Basic recipes of Consommé with 10 Garnishes

## **UNIT 04**

### **EGG COOKERY**

- A. Introduction to egg cookery
- B. Structure of an egg
- C. Selection of egg
- D. Uses of egg in cookery

## **UNIT 05**

### **COMMODITIES:**

#### **i) Shortenings (Fats & Oils)**

- A. Role of Shortenings
- B. Varieties of Shortenings
- C. Advantages and Disadvantages of using various Shortenings
- D. Fats & Oil – Types, varieties

#### **ii) Raising Agents**

- A. Classification of Raising Agents
- B. Role of Raising Agents
- C. Actions and Reactions

#### **iii) Thickening Agents**

- A. Classification of thickening agents
- B. Role of Thickening agents

#### **iv) Sugar**

- A. Importance of Sugar
- B. Types of Sugar
- C. Cooking of Sugar – various

## **REFERENCE BOOKS:**

1.FOOD PRODUCTION OPERATIONS

AUTHOR :PARVINDER S BALI

2.THE ART AND SCIENCE OF CULINARY PREPARATION

AUTHOR: CHESSER,ACFEI

## **PRACTICALS -30marks**

- 1 i) Equipments - Identification, Description, Uses & handling
- ii) Hygiene - Kitchen etiquettes, Practices & knife handling
- iii) Safety and security in kitchen

- 2 i) Vegetables - classification
  - ii) Cuts - julienne, jardinière, macedoines, brunoise, paysane, Mignonnete, dices, cubes, shred, mirepoix
  - iii) Preparation of salad dressings
- Demonstrations

3 Identification and Selection of Ingredients - Qualitative and Quantitative measures. Market survey/tour 04

- 4 i) Basic Cooking methods and pre-preparations
- ii) Blanching of Tomatoes and Capsicum
- iii) Preparation of concasse
- iv) Boiling (potatoes, Beans, Cauliflower, etc)S
- v) Frying - (deep frying, shallow frying, sautéing)  
Aubergines, Potatoes, etc.
- vi) Braising - Onions, Leeks, Cabbage
- vii) Starch cooking (Rice, Pasta, Potatoes)

5 i) Stocks - Types of stocks (White and Brown stock)

6 Sauces - Basic mother sauces

- Béchamel
- Espagnole
- Veloute
- Hollandaise
- Mayonnaise
- Tomato

7 Egg cookery - Preparation of variety of egg dishes

- Boiled ( Soft & Hard)
- Fried ( Sunny side up, Single fried, Bull's Eye, Double fried)
- Poaches
- Scrambled
- Omelette (Plain, Stuffed, Spanish)
- En cocotte (eggs Benedict)

9 Simple Salads & Soups:

- Cole slaw,
- Potato salad,
- Beet root salad,
- Green salad,
- Fruit salad,
- Consommé

Simple Egg preparations:

- Scotch egg,
- Assorted omelettes,
- Oeuf Florentine
- Oeuf Benedict
- Oeuf Farci

#### 10.Simple potato preparations

- Baked potatoes
- Mashed potatoes
- French fries
- Roasted potatoes
- Boiled potatoes
- Lyonnaise potatoes
- Allumettes

#### Vegetable preparations

- Boiled vegetables
- Glazed vegetables
- Fried vegetables
- Stewed vegetables.

**UNIT 1** Management – Introduction – Meaning – Definitions – Functions/ Process of Management – Managerial Skills - Managerial Levels – Managerial Roles - Importance of Management in the Tourism and Hospitality Industry.

**UNIT 2** Managerial Planning – concept – significance – planning process – types of plans – how to make planning more effective? – decision making – steps involved in decision making process.

**UNIT 3** Authority – Delegation of authority - Decentralisation - Departmentalisation – span of control – Line and staff relationships - Organizational Structure – Types of organisational structures; product, functional, matrix, project and team organizational structures

**UNIT 4** – Principles of Coordination – Communication – Communication process – Types – Barriers to Communication – How to make communication effective. Leadership – Leadership theories – Leadership styles

**UNIT 5** Motivation – concept – Definition – Theories of Motivation; Maslow, Herzberg, McClelland, McGregor – Managerial Control – Meaning – Need for Control – steps in Managerial Control – a brief introduction on traditional and modern control techniques; MBO, MBE, TQM, JIT and MIS

**References:**

Principles of Management – P.N. Reddy and P.C. Tripathi

Essentials of Management – Koontz & O’Donnel

Principles of Management – George Terry

Principles of Management – Sherlekar and Sherlekar

Management - James A. F. Stoner

## II SEMESTER

### DSC-4 - FRONT OFFICE – I (THEORY)

MAXIMUM MARKS: 50

- | Sl.No | Topic   |
|-------|---|
| 01    | <b>INTRODUCTION TO TOURISM, HOSPITALITY &amp; HOTEL INDUSTRY</b> <ul style="list-style-type: none"><li>A. Tourism and its importance</li><li>B. Hospitality and its origin</li><li>C. Hotels, their evolution and growth</li><li>D. Brief introduction to hotel core areas with special reference to Front Office</li></ul>   |
| 02    | <b>CLASSIFICATION OF HOTELS</b> <ul style="list-style-type: none"><li>A. Size</li><li>B. Star</li><li>C. Location &amp; clientele</li><li>D. Ownership basis</li><li>E. Independent hotels</li><li>F. Management contracted hotel</li><li>G. Chains</li><li>H. Franchise/Affiliated</li><li>I. Supplementary accommodation</li><li>J. Time shares and condominium</li></ul> |
| 03    | <b>TYPES OF ROOMS</b> <ul style="list-style-type: none"><li>A. Single</li><li>B. Double</li><li>C. Twin</li><li>D. Suite</li></ul>  |
| 04    | <b>TIME SHARE &amp; VACATION OWNERSHIP</b> <ul style="list-style-type: none"><li>A. What is time share? Referral chains &amp; condominiums</li><li>B. How is it different from hotel Business?</li><li>C. Classification of timeshares</li><li>D. Types of accommodation and their size</li></ul>   |
| 05    | <b>FRONT OFFICE ORGANIZATION</b> <ul style="list-style-type: none"><li>A. Functional Areas</li><li>B. Front office Hierarchy</li><li>C. Duties &amp; Duties and responsibilities</li><li>D. Personality traits</li></ul>  |
| 06    | <b>HOTEL ENTRANCE, LOBBY AND FRONT OFFICE</b> <ul style="list-style-type: none"><li>A. Layout</li><li>B. Front office Equipments<br/>(non automated, semi automated and automated)</li><li>C. Functions</li><li>D. Procedures &amp; Records</li></ul>   |
| 07    | <b>BELL DESK</b> <ul style="list-style-type: none"><li>A. Functions</li><li>B. Procedures &amp; Records</li></ul>   |
| 08    | <b>FRENCH:</b> To be taught by a professional French language teacher. <ul style="list-style-type: none"><li>A. Understanding and uses of accents, orthographic signs &amp; Punctuation</li></ul>   |



B Knowledge of cardinaux & ordinaux  
(Ordinal & Cardinal)

C. Days, Dates, Time, Months and Seasons

**FRONT OFFICE – I (PRACTICALS)**  
**MAXIMUM MARKS: 30**

- 1 Appraisal of front office equipment and furniture
- 2 Rack, Front desk counter & bell desk
- 3 Filling up of various proforma
- 4 Welcoming of guest
- 5 Telephone handling
- 6 Role play:
  - Reservation
  - Arrivals
  - Luggage handling
  - Message and mail handling
  - Paging

**MARKING SCHEME FOR PRACTICAL EXAMINATION**

MAXIMUM MARKS : 30

1.	UNIFORM & GROOMING & JOURNAL	:	05
2.	COURTESY & MANNERS	:	05
3.	SPEECH AND COMMUNICATION	:	05
4.	VIVA	:	05
5.	PRACTICAL SITUATION HANDLING	:	10
	TOTAL	:	30

**NOTE:**

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. 200 technical questions to be prepared in advance, covering the entire syllabus.
3. Practical situations – at least 25 situations be made representing all aspects of the syllabus.

**REFERENCE BOOKS :**

- Hotel Front Office – A Training Manual By Sudhir Andrews
- Hotel Front Office Training Manual By Suvradeep Gauranga Ghosh
- Front Office Management in Hotel By B.K.Chakravarthy
- Front Office Management By R.K.Singh
- Hotel Front Office Operations and Management By Jatashankar R Tewari
- Managing Front Office Operations By Michael L. AHLEA
- Front Office Operations By Bhatnagar

## **APPLIED COOKERY II THEORY – 50**

### **COURSE CODE DSC 05**

#### **UNIT 01**

##### **RICE, CEREALS & PULSES**

- A. Introduction**
- B. Classification and identification**
- C. Cooking of rice, cereals and pulses**
- D. Varieties of rice and other cereals**

#### **UNIT 02**

##### **MEAT COOKERY**

- A. Introduction to meat cookery**
- B. Cuts of beef/veal**
- C. Cuts of lamb/mutton**
- D. Cuts of pork**
- E. Variety meats (offals)**
- F. Poultry**

#### **UNIT 03**

##### **FISH COOKERY**

- A. Introduction to fish cookery**
- B. Classification of fish with examples**
- C. Cuts of fish with menu examples**
- D. Selection of fish and shell fish**
- E. Cooking of fish (effects of heat)**

#### **UNIT 04**

##### **INTRODUCTION AND TYPES TO BAKERY AND PASTRY**

###### **i) BASIC COMMODITIES (in pastry and bakery)**

- A. Milk**
- B. Cream**
- C. Cheese**
- D. Butter**
- E. Chocolate**

###### **ii) Flour**

- A. Structure of wheat**
- B. Types of Wheat**
- C. Types of Flour**
- D. Processing of Wheat – Flour**
- E. Uses of Flour in Food Production**
- F. Cooking of Flour (Starch)**

**iii) SIMPLE BREADS**

- A. Principles of bread making
- B. Simple yeast breads
- C. Role of each ingredient in bread making
- D. Baking temperature and its importance

**iv) PASTRY CREAMS**

- A. Basic pastry creams
- B. Uses in confectionery

**UNIT 05**

**BASIC INDIAN COOKERY**

- A. Introduction to Indian food
- B. Spices used in Indian cookery
- C. Role of spices in Indian cookery
- D. Equipments and techniques involved

**i) CONDIMENTS & SPICES**

- A. Blending of spices**

**ii) MASALAS**

**Different masalas used in Indian cookery**

- Wet masalas
- Dry masalas

**REFERENCE BOOKS:**

**1.FOOD PRODUCTION OPERATIONS BY PARVINDER S BALI**

**2.THE ART AND SCIENCE OF CULINARY PREPARATION BY CHESSER(ACFEI)**

**3.COOKING INGREDIENTS BY CHRISTINE INGRAM**

**PRACTICAL MENU –APPLIED COOKERY-2**

**IIND SEMESTER BBA –THM**

**MENU 01**

APPLE PIE

PECAN NUTTART

FRUIT CRUMBLE

CRÈME CARAMEL

BAKED ALASKA

**MENU 02**

ALBERT PUDDING  
SUMMER PUDDING  
COFFEE MOUSSE  
LEMON SOUFFLE  
LEMON SPONGE

**MENU 03**

ASSORTED COOKIES AND BISCUIT  
ECLAIRS  
PROFITEROLS  
PANACOTTA  
FIG AND DATES PUDDING

**MENU 04**

CROISSANTS  
DOUGH NUT  
SOFT AND HARD ROLLS  
GRISSINI  
FOCCASIA  
BAUGUETTE

**MENU 05**

ANGELS FOOD CAKE  
KEY LIME PIE  
BANANA CAKE  
PLUM CAKE  
COCOLATE FUDGE

**MENU 06**

POISSON MORNAY  
BUTTER POACHED FISH  
FISH AND CHIPS  
SHALLOW FRIED FISH  
FISH ORLY

**MENU 07**

DIJON MOTTON DI ROTI  
ROAST LEG OF LAMB  
LAMB SHANKS GRAVY  
POULET ALA KING  
POULET ALA KIEVE  
POULET SAUTE MERANGO

**MENU 08**

CURD RICE  
LEMON RICE  
BISIBELE BATH



**References:**

Advance Accountancy – R. L. Gupta

Advance Accountancy – M. C. Shukla

Advance Accountancy – S. N. Maheshwari

Advance Accountancy – B. S. Raman

**III SEMESTER****DSC-7 - HOUSEKEEPING – I****MAXIMUM MARKS: 50- THEORY**

- 01 **THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION**  
Role of Housekeeping in Guest Satisfaction and Repeat Business
- 02 **ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT**
- A. Hierarchy in small, medium, large and chain hotels
  - B. Identifying Housekeeping Responsibilities
  - C. Personality Traits of housekeeping Management Personnel.
  - D. Duties and Responsibilities of Housekeeping staff
  - E. Layout of the Housekeeping Department
- 03 **CLEANING ORGANISATION**
- A. Principles of cleaning, hygiene and safety factors in cleaning
  - B. Methods of organising cleaning
  - C. Frequency of cleaning daily, periodic, special
  - D. Design features that simplify cleaning
  - E. Use and care of Equipment
- 04 **CLEANING AGENTS**
- A. General Criteria for selection
  - B. Classification
  - C. Polishes
  - D. Floor seats
  - E. Use, care and Storage
  - F. Distribution and Controls
  - G. Use of Eco-friendly products in Housekeeping
- 05 **COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES**
- A. Metals
  - B. Glass
  - C. Leather, Leatherites, Rexines
  - D. Plastic
  - E. Ceramics
  - F. Wood

- G. Wall finishes
- H. Floor finishes

06 **INTER DEPARTMENTAL RELATIONSHIP**

- A. With Front Office
- B. With Maintenance
- C. With Security
- D. With Stores
- E. With Accounts
- F. With Personnel
- G. Use of Computers in House Keeping department

07 **USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT**

**HOUSEKEEPING– I (PRACTICAL)      MAXIMUM MARKS: 30**

**S.No.**

- 01 Sample Layout of Guest Rooms
- Single room
  - Double room
  - Twin room
  - Suite
- 02 Guest Room Supplies and Position
- Standard room
  - Suite
  - VIP room special amenities
- 03 Cleaning Equipment-(manual and mechanical)
- Familiarization
  - Different parts
  - Function
  - Care and maintenance
- 04 Cleaning Agent
- Familiarization according to classification
  - Function
- 05 Public Area Cleaning (Cleaning Different Surface)
- A. **WOOD**
- polished
  - painted
  - Laminated
- B. **SILVER/ EPNS**
- Plate powder method
  - Polivit method
  - Proprietary solution (Silvo)
- C. **BRASS**
- Traditional/ domestic 1 Method
  - Proprietary solution 1 (brasso)
- D. **GLASS**
- Glass cleanser
  - Economical method(newspaper)
- E. **FLOOR** - Cleaning and polishing of different types
- Wooden
  - Marble
  - Terrazzo/ mosaic etc.
- F. **WALL** - care and maintenance of different types and parts
- Skirting
  - Dado
  - Different types of paints (distemper Emulsion, oil paint etc)
- 06 Maid's trolley
- Contents, trolley setup
- 07 Familiarizing with different types of Rooms, facilities and surfaces
- Twin/ double
  - Suite, Conference etc



## MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS :30

DURATION :02.00HRS

	<b>MARKS</b>
1. UNIFORM & GROOMING	: 05
2. JOURNAL	: 05
3. GUEST ROOM SUPPLIES & POSITION	: 05
4. SURFACE CLEANING (TWO DIFFERENT SURFACES)	: 05
5. CARE & CLEANING OF EQUIPMENT	: 05
6. VIVA	: 05
	<b>30</b>

### NOTE:

1. Time limit of the examination should be strictly adhered to.
2. Tasks should be limited to the syllabus

### REFERENCE BOOKS :

- Managing Housekeeping Operations By Aleta A. Nitschke AH&LEI
- Hotel Housekeeping Managemnt & Operations By Sudhir Andrews
- Hotel Housekeeping : A Training Manual By Sudhir Andrews
- Hotel Housekeeping By G.Raghubalan
- Theory and Practices of Professional Housekeeping By Sunita Srinivas
- The Art of Flower Arrangement By Ted Smart
- Organisation of Housekeeping Management By Dr.R.K.Singh

### **BBA THM 3RD SEMESTER APPLIED COOKERY-III**

#### **COURSE CODE DSC 08**

#### **UNIT 01**

##### **REGIONAL INDIAN CUISINE**

- A. Introduction to Regional Indian Cuisine
- B. Heritage of Indian Cuisine

##### **STATES**

Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Jharkhand, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal

##### **COMMUNITIES**

Parsee, Chettinad, Hyderabad, Lucknow, Avadhi, Parsi, Christian and Bohri

#### **UNIT 02**

## **MENU PLANNING**

- A. Basic principles of menu planning – recapitulation
- B. Points to consider in menu planning for various volume

## **UNIT 03**

### **QUANTITY FOOD PRODUCTION EQUIPMENT**

- A. Equipment required for mass/volume feeding
- B. Heat and cold generating equipment

## **UNIT 04**

### **INTERNATIONAL CUISINE**

- A. Geographic location
- B. Historical background
- C. Staple food with regional Influences
- D. Specialities
- E. Recipes
- F. Equipment in relation to:
  - Great Britain
  - France
  - Italy
  - Spain & Portugal
  - Scandinavia
  - Germany
  - Middle East
  - Oriental
  - Mexican
  - Arabic

## **UNIT 05**

### **PRODUCTION MANAGEMENT**

- A. Kitchen Organisation
- B. Allocation of Work - Job Description, Duty Rosters
- C. Production Planning
- D. Production quality & quantity control
- E. Yield management
- F. Forecasting and budgeting

### **PRODUCT & RESEARCH DEVELOPMENT**

- A. Testing new equipment,
- B. Developing new recipes
- C. Food Trails

## **REFERENCE BOOKS:**

### **1. CULINARIA SEREIS OF BOOKS**

**CULINARIA ITALIA** by Claudia Piras

**CULINARIA ENGLAND** by Rose Mary Parkinson

**CULINARIA FRANCE** by Konemann

**CULINARIA GERMANY**

**CULINARIA HUNGARY**

2. THE COOKS BOOK BY JILL NORMAN
3. LAROUSSE GARTONOMIQUE BY HAMLYN
4. FOOD PRODUCTION OPERATION BY P S BALI

## APPLIED COOKERY III PRACTICAL MENU

MARKS:30

### MAHARASTRIAN

#### **MENU 01**

Masala Bhat  
Kolhapuri Mutton  
Batata Bhajee  
Masala Poori  
Koshimbir  
Coconut Poli

#### **MENU 02**

Moong Dal Khichdee  
Patrani Macchi  
Tomato Saar  
Tilgul Chapatti  
Amti  
Basundi

### AWADH

#### **MENU 03**

Yakhni Pulao  
Mughlai Paratha  
Gosht Do Piazza  
Badin Jaan

Kulfi with Falooda

**MENU 04**

Galouti Kebab  
Bakarkhani  
Gosht Korma  
Paneer Pasanda  
Muzzafar

**MENU 05**

Ghee Bhat  
Macher Jhol  
Aloo Posto  
Misti Doi

**MENU 06**

Doi Mach  
Tikoni Pratha  
Baigun Bhaja  
Payesh

**MENU 07**

Mach Bhape  
Luchi  
Sukto  
Kala Jamun

**MENU 08**

Prawan Pulao  
Mutton Vidalloo  
Beans Foogath  
Dodol

**GOAN**

**MENU 09**

Galina Xacutti  
Toor Dal Sorak  
Fish Caldeen  
Bibinca

**PUNJABI**

**MENU 10**

Amritsari Macchi  
Rajmah Masala  
Pindi Chana  
Bhaturas  
Row Di Kheer

## **DSC-9: TOURISM DEVELOPMENT**

### Unit 1

The concept of Tourism: Travel and tourism:-Definitions, Components of tourism, Historical development of tourism

### Unit 2

Types of tourism: Mass tourism and alternative tourism, Leisure tourism, Cultural tourism, Health tourism, Eco tourism, Sustainable tourism, Responsible tourism, Adventure tourism, Pilgrimage tourism, Business tourism

### Unit 3

Tourism organization: Need for organization. National Tourism Organisation, UNWTO, IATA, ICAO, UFTAA, WTTC, PATA, TAAI, IATO, ITDC AND State TDCs

### Unit 4

Tourist Behaviour: Tourism system, Travel motivators, Types of tourists-Interactional models-Cognitive-normative models

### Unit 5

Transportation : Types of transportation. Air transportation-Major airports in India-Airlines of India, Water transportation-Road and Rail transportation in India

Reference:

Principles and practice of Management –A.K.Bhatia

Travel Agency Management – Mohinmdar Chand

Travel management-JagmohanNegi

Successful tourism planning-Prannath Seth

## **IV SEMESTER**

### **DSC-10: FOOD AND BEVERAGE SERVICE – II**

This course introduces the students to the restaurant service. The main objective of this course is to make students understand the fundamentals of restaurant service and room service. They also gain knowledge of tobacco products like cigar and cigarettes and their storage, service. Students also understand about alcoholic beverages in general and production of beer in particular.

#### **UNIT 1: RESTAURANT SERVICE AND ROOM SERVICE**

Restaurant service-laying tables and different napkinfold-forms and methods of service- Receiving the guest and social skills-service at a table-arranging side boards-Room service-types of room service-centralized, decentralized and mobile-trolley and Tray set –up House rules of room service-room service menus-Taking orders and presenting bills.

## **UNIT 2 RESTAURANT RESERVATION SYSTEMS**

Taking reservations, receiving the guest-methods of service-buffet-banquet-special service. Non-alcoholic beverages - Classification-nourishing, stimulating, refreshing, Tea-origin and manufacture-types of tea-manufacturing brands preparation and service. Coffee-origin and manufacture-types of coffee-manufacturing brands-preparation and service. Cocoa and malted, beverages-origin and manufacture-types and brands-preparation and Service-Milk based drinks –juices-soft-drinks-brands-mineral and tonic water (popular brands)

## **UNIT 3 TOBACCO**

History-processing of tobacco for cigarettes and cigar-storage and service of cigars and cigarettes. Simple Control Systems - Necessity of a good control system-functions of a control system, Food and beverages control cycle-Cash handling equipments-theft control procedures - Record keeping

## **UNIT 4 ALCOHOLIC BEVERAGES - Introduction & Definition, Classification, Production**

### **UNIT 5 BEER**

Introduction and Definition, Types of Beer, Definition and Production of Each Type, Storage, A) Bottled & Canned Beers, B) Draught Beers, Cidars, Perry and Sake

## **PRACTICALS**

1. Identifying Operating Equipment –Care and maintenance including cleaning / polishing
2. Setting up the side board
3. Laying and Relaying the Table Cloth
4. Napkin folding (at least 10 different ways)
5. Setting the table (cover) for breakfast, lunch and dinner
6. Handling restaurant reservation, receiving and seating the guest
7. Taking the order
8. Procedure of service at the table
9. Presenting and en-cashing the bill
10. Basic etiquette and standard phrases.

## **BOOKS RECOMMENDED**

1. Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
2. Food & Beverage Service –Lillicrap& Cousins
3. Modern Restaurant Service –John Fuller

4. Food & Beverage Service Management-Brian Varghese
5. Introduction F& B Service-Brown, Heppner & Deegan
6. Professional Food & Beverage Service Management –Brian Varghese
7. Food Service Operations – Peter Jones & Cassel
8. Master Dictionary of Food & Wine-Joyce Rubash
9. Menu planning-JaksaKivela, Hospitality Press
10. The Restaurant (From Concept to Operation)-Lipinski
11. Professional Food Service- Sergio Andrioli& Peter Douglas, Heinemann Professional
12. Profitable Menu Planning -John Drysale

BBA –THM APPLIED COOKERY IV 4<sup>TH</sup> SEMESTER THEORY -50 COURSE  
 CODE- DSC 11

<p><b>UNIT 01</b>  <b>LARDER</b>  <b>I. LAYOUT &amp; EQUIPMENT</b>          A. Introduction of Larder Work          B. Definition          C. Equipment found in the larder          D. Layout of a typical larder with equipment and various</p> <p><b>II. DUTIES AND RESPONSIBILITIES OF THE CHEF</b>          A. Functions of the Larder          B. Hierarchy of Larder Staff          C. Sections of the Larder          D. Duties &amp; Responsibilities of larder Chef</p>		
<p><b>UNIT 02</b>  <b>CHARCUTIERIE</b>  <b>I. SAUSAGE</b>          A. Introduction to charcuterie          B. Sausage – Types &amp; Varieties          C. Casings – Types &amp; Varieties          D. Fillings – Types &amp; Varieties          E. Additives &amp; Preservatives</p> <p><b>II. FORCEMEATS</b>          A. Types of forcemeats          B. Preparation of forcemeats          C. Uses of forcemeats</p> <p><b>III. BRINES, CURES &amp; MARINADES</b>          A. Types of Brines</p>		

- |  |  |  |
|--|--|--|
| <ul style="list-style-type: none"> <li>B. Preparation of Brines</li> <li>C. Methods of Curing</li> <li>D. Types of Marinades</li> <li>E. Uses of Marinades</li> <li>F. Difference between Brines, Cures &amp; Marinades</li> </ul> |  |  |
|--|--|--|

**IV. HAM, BACON & GAMMON**

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

**UNIT 03**

**V. GALANTINES**

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

**VI. PATES**

- A. Types of Pate
- B. Pate de foie gras
- C. Making of Pate
- D. Commerical pate and Pate Maison
- E. Truffle – sources, Cultivation and uses and Types of truffle.

**VII. MOUSE & MOUSSELINE**

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

**X. QUENELLES, PARFAITS, ROULADES**

Preparation of Quenelles, Parfaits and Roulades

**UNIT 04**

**VIII. CHAUD FROID**

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

**IX. ASPIC & GELEE**

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



<p><b>UNIT 05</b></p>				
<p><b>APPETIZERS &amp; GARNISHES</b>  A. Classification of Appetizers  B. Examples of Appetizers  C. Historic importance of culinary Garnishes  D. Explanation of different Garnishes</p> <p><b>NON EDIBLE DISPLAYS</b>  A. Ice carvings  B. Tallow sculpture  C. Fruit &amp; vegetable Displays  D. Salt dough  E. Pastillage  F. Jelly Logo</p> <p><b>UNIT 06</b></p>				
<p><b>SANDWICHES</b>  A. Parts of Sandwiches  B. Types of Bread  C. Types of filling – classification  D. Spreads and Garnishes  E. Types of Sandwiches  F. Making of Sandwiches  G. Storing of Sandwiches</p> <p><b>UNIT 07</b></p>				
<p><b>USE OF WINE AND HERBS IN COOKING</b>  A. Ideal uses of wine in cooking  B. Classification of herbs  C. Ideal uses of herbs in cooking</p> <p><b>UNIT 08</b>  <b>BAKERY &amp; CONFECTIONERY</b>  <b>I. ICINGS &amp; TOPPINGS</b>  A. Varieties of icings  B. Using of Icings  C. Difference between icings &amp; Toppings  D. Recipes</p> <p><b>UNIT 09</b>  <b>I. FROZEN DESSERTS</b>  A. Types and classification of</p>				

Frozen Desserts  
B. Ice-creams – Definitions  
C. Methods of preparation  
D. Additives and preservatives  
used in Ice-cream

**UNIT 10**

**III. MERINGUES**

A. Making of Meringues

REFERENCE BOOKS:

1. COOKING INGREDIENTS  
BY CHRISTINE INGRAM
2. THE ART AND SCIENCE  
OF CULINARY  
PREPARATION BY  
CHESSEY (ACFEI)
3. FOOD PRODUCTION  
OPERATIONS BY P S BALI

**CHINESE**

**MENU 01**

Prawn Ball Soup  
Fried Wantons  
Sweet & Sour Pork  
Hakka Noodles

**MENU 02**

Hot & Sour soup  
Beans Schwann  
Stir Fried Chicken & Peppers  
Chinese Fried Rice

**MENU 03**

Sweet Corn Soup  
Shao Mai  
Tung-Po Mutton  
Yangchow Fried Rice

**MENU 04**

Wanton Soup  
Spring Rolls  
Stir Fried Beef & Celery  
Chow Mein

**MENU 05**

Prawns in Garlic Sauce  
Fish Szechwan  
Hot & Sour Cabbage  
Steamed Noodles

**INTERNATIONAL**

**SPAIN**

**MENU 06**

Gazpacho  
Pollo En Pepitoria  
Paella  
Fritata De Patata  
Pastel De Mazaana

**MENU 07**

TIRAMISU  
APPLE STRUDEL  
BAKLAVA  
BLAC FOREST

**MENU 08**

PIZZA  
HONEY PRALINE  
PARFAIT  
DANISH PASTRY  
COLD CHEESE CAKE

	<p><b>MENU 09</b>          CHOCOLATE TRIFFLE          CAKE          GINGER BREAD          LAVASH          CHOCOLATE PARFAIT</p> <p><b>MENU 10</b>          CINNAMON ROLL          FRUIT BREAD          PLUM PUDDING          HARLEQUIN BREAD          EGG PUFFS</p>				

**DSC-12- HOUSEKEEPING –II THEORY**  
**MAXIMUM MARKS: 50**

01. **LINEN ROOM**
  - A. Activities of the Linen Room
  - B. Layout and equipment in the Linen Room
  - C. Selection criteria for various Linen Items & fabrics suitable for this purpose
  - D. Purchase of Linen
  - E. Calculation of Linen requirements
  - F. Linen control-procedures and records
  - G. Stocktaking-procedures and records
  - H. Recycling of discarded linen
  - I. Linen Hire
02. **UNIFORMS**
  - A. Advantages of providing uniforms to staff
  - B. Issuing and exchange of uniforms; type of uniforms
  - C. Selection and designing of uniforms
  - D. Layout of the Uniform room
03. **SEWING ROOM**
  - A. Activities and areas to be provided
  - B. Equipment provided
04. **LAUNDRY**
  - A. Commercial and On-site Laundry
  - B. Flow process of Industrial Laundering-OPL

- C. Stages in the Wash Cycle
  - D. Laundry Equipment and Machines
  - E. Layout of the Laundry
  - F. Laundry Agents
  - G. Dry Cleaning
  - H. Guest Laundry/Valet service
  - I. Stain removal
05. **FLOWER ARRANGEMENT**
- A. Flower arrangement in Hotels
  - B. Equipment and material required for flower arrangement
  - C. Conditioning of plant material
  - D. Styles of flower arrangements
  - E. Principles of design as applied to flower arrangement
06. **PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT**
- A. Area inventory list, Frequency schedules
  - B. Performance and Productivity standards
  - C. Time and Motion study in House Keeping operations
  - D. Standard Operating manuals – Job procedures
  - E. Job allocation and work schedules
  - F. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping
  - G. Training in HKD, devising training programmes for HK staff
  - H. Inventory level for non recycled items
  - I. Planning capital budget. Planning operation budget
  - J. Purchasing systems – methods of buying, Stock records – issuing and control

## HOUSEKEEPING-2 - PRACTICAL

**MAXIMUM MARKS: 30**

S.No.	Topic	Hours
01	Layout of Linen and Uniform Room/Laundry	03
02	Laundry Machinery and Equipment	10
03	Stain Removal	06
04	Flower Arrangement	08
05	Selection and Designing of Uniforms	03

### MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS :30

DURATION :03.00HRS

	MARKS
1. UNIFORM & GROOMING	: 05
2. JOURNAL	: 05
3. GUEST ROOM SUPPLIES & POSITION	: 05
4. STAIN REMOVAL	: 05
5. FLOWER ARRANGEMENT	: 05
6. VIVA	: 05
	<b>30</b>

#### REFERENCE BOOKS :

- Managing Housekeeping Operations By Aleta A. Nitschke AH&LEI
- Hotel Housekeeping Managemnt & Operations By Sudhir Andrews
- Hotel Housekeeping : A Training Manual By Sudhir Andrews
- Hotel Housekeeping By G.Raghubalan
- Theory and Practices of Professional Housekeeping By Sunita Srinivas
- The Art of Flower Arrangement By Ted Smart
- Organisation of Housekeeping Management By Dr.R.K.Singh

## DSC-13 FRONT OFFICE –II THEORY

**MAXIMUM MARKS: 50**

- 01 **COMPUTER APPLICATION IN FRONT OFFICE OPERATION**
- A. Role of information technology in the hospitality industry
  - B. Factors for need of a PMS in the hotel
  - C. Factors for purchase of PMS by the hotel
  - D. Introduction to Fidelio & Amadeus
- 02 **FRONT OFFICE (ACCOUNTING)**
- A. Accounting Fundamentals
  - B. Guest and non guest accounts
  - C. Accounting system
    - Non automated – Guest weekly bill, Visitors tabular ledger
    - Semi automated

- Fully automated

## **CHECK OUT PROCEDURES**

### A. Guest accounts Settlement

- Cash and credit
- Indian currency and foreign currency
- Transfer of guest accounts
- Express check out

### 04 **CONTROL OF CASH AND CREDIT**

### 05 **NIGHT AUDITING**

- A. Functions
- B. Audit procedures (Non automated, semi automated and fully automated)

### 06 **FRONT OFFICE & GUEST SAFETY AND SECURITY**

- A. Importance of security systems
- B. Safe deposit
- C. Key control
- D. Emergency situations (Accident, illness, theft, fire, bomb)

### 07 **FRENCH**

- A. Expressions de politesse et les commander et Expressions d'encouragement
- B. Basic conversation related to Front Office activities such as
  - Reservations (personal and telephonic)
  - Reception (Doorman, Bell Boys, Receptionist etc.)
  - Cleaning of Room & change of Room etc.

## **FRONT OFFICE 2 - PRACTICAL**

**MAXIMUM MARKS: 30**

- A. Hands on practice of computer applications related to Front Office procedures such as
- Reservation,
  - Registration,
  - Guest History,
  - Telephones,
  - Housekeeping,
  - Daily transactions
- B. Front office accounting procedures:
- Manual accounting
  - Machine accounting
  - Payable, Accounts Receivable, Guest History, Yield Management
- C. Role Play:
- D. Situation Handling

## **SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM**

S.No      Topic

1. Send confirmation letters
2. Print registration cards
3. Make FIT reservation & group reservation
4. Make an Add-on reservation
5. Amend a reservation
6. Cancel a reservation-with deposit and without deposit
7. Check –in a walk-in guest
8. Maintain guest history
9. Make sharer reservation
10. Make room change
11. Make check and update guest folios
12. Process charges for in-house guests and non-resident guests.
13. Handle allowances and discounts and packages
14. Process advance for in-house guest
15. Processing foreign currency exchange/ cheque exchange
16. Process guest check out by cash and credit card
17. Check out without closing folio-Skipper accounts

## **MARKING SCHEME FOR PRACTICAL EXAMINATION**

**MAXIMUM MARKS: 30**

**DURATION 02.00HRS**



	<b>MARKS</b>
1. UNIFORM & GROOMING	: 05
2. JOURNAL	: 05
3. ROLE PLAY	: 10
4. PRACTICAL SITUATION HANDLING	: 10
TOTAL	: 30

**RECOMMENDED BOOKS :**

- Hotel Front Office – A Training Manual By Sudhir Andrews
- Hotel Front Office Training Manual By Suvradeep Gauranga Ghosh
- Front Office Management in Hotel By B.K.Chakravarthy
- Front Office Management By R.K.Singh
- Hotel Front Office Operations and Management By Jatashankar R Tewari
- Managing Front Office Operations By Michael L. AHLEA
- Front Office Operations By Bhatnagar
- Computers in Hotels : Concepts and Applications By Partho Pratim Seal

**V SEMESTER**

**DSC-14: TOURISM PRODUCT**

Unit 1

Introduction: Meaning and Definition of tourism product, Characteristics of tourism product, Types of tourism product: Natural tourism products- Manmade tourism product, Symbiotic tourism product, Cultural tourism product

Unit 2

Natural tourism products of India: Beaches – Major Hill stations – Rivers-waterfalls – Lakes-backwater-Desert

Unit 3

Indian Art: Music: Carnatic and Hindustani, Dance: Bharatanatyam, Mohiniattom, Kuchipudi, Manipuri, Odissi, Kathakali, Yakshagana, Painting: Thanjavur-Madhubani,- Rajput- Mughal

Unit 4

Architecture of India : North Indian Architecture: Gupta, Kushana, Mourya, Mughal architecture  
South Indian Architecture-Chalukya, Hoysala, Vijayanagara, Pallava, Chola, Kerala temple  
architecture

Unit 5

Fairs and Festivals-Dasara, Onam, Pongal, Baisakhi, Diwali, Bihu, Holi, Kumbh Mela, Surajkund  
craft fair, Pushkar fair

Reference:

Tourism products of India: Robinnet Jacob

Indian Architecture : Percy Braw

Ancient India-V.D.Mahajan

### **DSC-15: FOOD AND BEVERAGE SERVICE - III**

This course introduces the students to the service of alcoholic beverages. The main objective of this course is to make students understand the production and service of Wines, Spirit, Liqueurs, Aperitifs and Cocktails.

**UNIT 1: WINES** - Introduction & Definition - Classification - Table/still/Natural – Fortified Sparking- Aromatized - Wine producing Countries of The World Including India. Principal Wine Regions Of France, Germany, Italy, Spain, Portugal, New World wine producing countries etc

**UNIT 2: SPIRITS** - Introduction and Definition, Production of Spirit , Pot-Still method, Patent still method, Whisky, Rum, Gin, Brandy, Vodka, Tequila, Other spirits, Proof spirits - Different Scales, Service

**UNIT 3: APERITIFS** – Definition, Types, Service

**UNIT 4: LIQUEURS** – Definition, Production, Service

**UNIT 5: COCKTAILS** - Definition, History in Brief, Classification, Cocktail Bar equipments, Preparation & Service of Cocktails, Mock tails/Specially Coffees

GLOSSARY OF TERMS RELATED TO ALCHOLIC BEVERAGES

#### **PRACTICALS**

1. Service of Wines: Red wine / White/Rose wine / Sparkling wines / Fortified wines / Aromatized wines
2. Service of different types of Aperitifs and Spirits

3. Preparation and service of Cocktails and Mock tails (Minimum 5 Standard recipes)

**BOOKS RECOMMENDED:**

1. Food & Beverage Service Training Manual-Sudhir Andrews
2. Food & Beverage Service –Lillicrap& Cousins
3. Modern Restaurant Service –John Fuller
4. Food & Beverage Service Management-Brian Varghese
5. Introduction F& B Service-Brown, Heppner & Deegan
6. Professional Food & Beverage Service Management –Brian Varghese
7. The World Of Wines, Spirits & Beers-H.Berberoglu
8. Beverage Book –Andrew, Dunkin & Cousins
9. Professional Guide to Alcoholic Beverages—Lipinski
10. Alcoholic Beverages –Lipinski & Lipinski
11. Food Service Operations – Peter Jones & Cassel
12. Master Dictionary of Food & Wine-Joyce Rubash
13. New york Bartenders Guide- BD &L
14. Mr. Boston’s Bartender & Party Guide –Warner
15. Menu planning –John Kivela
16. The Restaurant (From Concept to Operation)-Lipinski
17. Professional Food Service- Sergio Andrioli& Peter Douglas
18. Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas
19. Profitable Menu Planning- John Drysale

**DSC-16; NUTRITION**

**UNIT 1** Nutrition and its relation to health, Nutrients, Food groups, basic terminologies

**UNIT 2** (a) Carbohydrates- Definition, classification, Functions, Sources of Carbohydrates, Deficiency & excess intake (b) Lipids – Definition, classification, function, sources, Deficiency & Excess intake, Refined & Hydrogenated fats. (c) Proteins – Definitions, Classification, Function, Amino Acids, Sources of Proteins, deficiency.

**UNIT 3** Vitamins – a. Water – soluble vitamins – functions, Deficiency, Sources, b. Fat – Soluble vitamins – Functions, Deficiency, Sources.

**UNIT 4** Minerals – a. Major minerals – calcium, phosphorus, Magnesium, Iron, Sodium, Chloride, Potassium, Iodine, Fluorine – Definition, Functions, Deficiency & Sources. b. Minor minerals – Definition of Molybdenum, Zinc, Copper, Sulphur, Chromium. c. Water

**UNIT 5** (a) Balanced Diet for all age groups – Menu planning (b) Therapeutic diets – Requirement of Nutrients + RDA

## **REFERENCES**

Clinical Dietetics & Nutrition by F.P. Anita

Fundamentals of Food and Nutrition, Mudambi and Rajgopal

Food Science & Nutrition – Srilakshmi

Dietetics – Srilakshmi

V SEMESTER – DSE PAPERS (STUDENTS SHOULD CHOOSE ANY TWO PAPERS)

## **DSE: ECO TOURISM AND SUSTAINABILITY**

### Unit 1

Sustainable tourism-Meaning and Definition-Importance of sustainable tourism-carrying capacity-Responsible tourism

### Unit 2

Eco tourism-meaning of Eco tourism –Difference between Nature tourism and Eco tourism-Players in Eco tourism-Significance of Eco tourism-Eco tourism guidelines in India

### Unit3

Indian environmental laws-Wildlife protection act-provisions under this act-effect of hunting of wild animals in protected areas- Forest conservation act-Environmental protection act

### Unit 4

Wildlife tourism: Reserve forest, Wildlife sanctuaries, National parks, Difference between wildlife sanctuary and national park, World heritage National parks in India, Wildlife tourism in India

## Unit 5

Eco tourism in Karnataka : Physical features, Climate, Wildlife, Natural vegetation, Eco tourism spots in Karnataka

Reference:

Eco tourism trends and challenges: Raveechouhan

Eco tourism and Mass tourism – P.C. Sinha

Eco tourism – Harish Bhatt

### **DSE: FOOD SCIENCE**

UNIT 1 Carbohydrates (a) Sugar & sugar Products – Candies, Crystalline candies, Non Crystalline candies, Fondant, Fudge, Tatty, caramels, (b) Starch & Stock products – Corn stock, Sago, gel, corn syrup.

UNIT 2 (a) Proteins – gelatine, collagen (b) Fats & oils – Melting points of fats, smoking temperature of fats, Hydrogenation, Margarine, shortenings, Vanaspati, salad oils, Rancidity of fats.

UNIT 3 Micro Organisms & their characteristics. Bacteria, yeast & mould Types, useful & diseases causing Micro organisms food poisoning, Food Allergies, Toxic Metals & Chemicals, Viral infections, control of above.

UNIT 4 (a) Browning reactions in foods Enzymatic & non enzymatic browning with examples. (b) Flavour components in foods spices & condiments, Food colours natural & synthetic colours.

UNIT 5 a) Food preservation & Processing, Types of preservation with relevant examples, Different processed foods available in the market Enzymes in processed foods. b) Fortification of food, food adulteration fermented foods & pickles, vinegar.

### **REFERENCE BOOKS:**

1. Frazier W.C., Food Microbiology, ID.C. West Hoff, 2007
2. Raheena Begum M. ,A Text Book of Foods Nutrition and Dietetics, Roli books, 2001
3. Cosine. H. Robinson & Marilyn R. Lawler ,Normal and Therapeutic Diets, Macmillan, 2001
4. Bernard Davis, Food Commodities, VNR, 2004
5. Food science & Nutrition by Srilaxmi

## 6. Food & Nutrition by Swaminathan

### **DSE: HYGIENE AND SANITATION**

**UNIT-I** Introduction to Hygiene and Sanitation: Hygiene, Sanitation, Importance of hygiene and sanitation in The Hospitality Industry. Personal hygiene for staff members in the production areas in preparing food or coming in touch with food and beverages. Personal hygiene for staff coming in touch with guests.

**UNIT-II** Proper care and food sanitation, Food handling for kitchen and service staff, High-risk Foods, Preventing Contamination, Temperature Control, Storage of various food materials, Food hygiene regulation.

**UNIT- III** Cleaning Methods, Cleaning Agents: Water – Hard& soft water, Detergents, Abrasives, Disinfectants, Cleaning schedules, Pest Control & waste disposal

**UNIT- IV** Premises and Equipment care, Design of premises, Equipment used in kitchen: cleaning and disinfection, Protective clothing: selection, efficiency, comfort, care and maintenance

**UNIT-V** FOOD SAFETY- Basic Introduction To Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene, Food Hygiene Regulations, Food Safety Act, HACCP & Its terminologies, Food labeling.

### **REFERENCES**

Hotel Management-Educational and Environmental Aspects-Yogendra K. Sharma

Food Science and Nutrition - Sunetra Roday

Food Hygiene- Kavita Ed Marwaha

Food and Hygiene- William Tibbles

Elements of Hygiene and sanitation- Theodore Hough

The Essentials of Food Safety and Sanitation- David McSwane, Nancy R. Rue

Handbook of Hygiene and Public Health- Bedi Y.P.

## **DSE: GEOGRAPHY AND INTERNATIONAL TOURISM**

Unit – I: Importance of Geography in Tourism; Latitude, Longitude, International Date Line. Time Zone & calculation of Time. Time Differences, GMT variations.

Unit – II: Major landforms as tourist resources. Elements of weather and climate. Climatic regions of the world in brief. Impact of weather and climate on tourist destinations.

Unit – III: Factors affecting global and regional tourist movements, demand and origin factors, destinations and resource factors. Contemporary trends in international tourists movements. Major outbound tourism countries.

Unit – IV: Location of major tourist destination in India. Characteristics of Indian outbound tourism. Characteristics of India's major international markets.

Unit – V: Case studies of selected countries like Malaysia, Singapore, China, Thailand, Switzerland, France, UK, Spain and Japan.

### References:

1. H.A.Robinson, Geography of Tourism
2. Burton Rosemary, Geography of Travel & Tourism
3. B. Boniface & C.Cooper, The Geography of Travel & Tourism
4. Encyclopedia of World Geography

## **SEC-1: FACILITIES MANAGEMENT**

### **UNIT 1 WATER & WASTE WATER/ WASTE MANAGEMENT**

Water usage in the hotel industry- Water treatment for hotel use- Water quality standards - Waste Management options – source reduction, re-use, waste transformation, recycling Swimming Pool water systems - Plumbing fixtures - Waste water Disposal- systems and traps .Hot, cold, drinking water-requirements and standards , Water conservation, Environmental concerns

**ELECTRICAL SYSTEM, VERTICAL TRANSPORT SYSTEM & ENERGY MANAGEMENT** AC system, Single phase, Three phase, Voltage Drop, Electrical terms – Volts, amps, ohms, watt, kilowatt/hour, DC system, Fuse & Escalators – safety requirements, use and basic working Elevators – types, basic working, car decoration and safety requirements . Energy pricing, checking the electricity bill

for errors . Reading Electricity meters ,circuit breakers Energy Cost control, energy management considerations, Energy Conservation opportunities

UNIT 2 MAINTENANCE MANAGEMENT Budget control, inventories. Administration- & loss control, R&M projects, property damage control, work Routine Maintenance ( of building, systems under contract, monthly reports Programmes & Preventive Maintenance ( of building, systems equipment) & Scheduled Maintenance ( of building, systems equipment) & Emergency equipment) & Break-down Maintenance ( of building, systems & Guest Room Maintenance equipment) Repair Log, Building documents – licenses, NOC required from various agencies to run hotel engineering department

UNIT 3 BUILDING CONSTRUCTION Anti- termite treatments – types, identification of the presence of termite, pre-construction, Types of construction – frame type, load bearing type- merits and demerits treatments, post-construction treatments. Damp/Water Proof Course – Reasons for dampness/leakage, effects of dampness/leakage, remedies.

UNIT 4 HOTEL DESIGN & RENOVATION Planning – functional entities and its flow, feasibility study, space allocation programme, Design Blue prints, definition, plan, elevation, section & perspective – basic understanding, use of Guest Rooms, Bye-laws blue print and flow of blue prints & Suites ( including toilets) – type ,size, layout, safety requirements & lighting F. Lobby – type, size, operational requirements F&B Function area – type, size, location, operational needs and safety Outlets – type, size, layout, location, lighting, safety requirements Recreational facilities – operational and safety requirements of Health club-(gym, steam and sauna, jacuzi, massage room, chilled water shower) – swimming pool and spa Hotel Renovation – hotel life cycle, reasons to renovate, types of renovation Food Production Areas – layouts, size, types, safety and operational requirements.

UNIT 5 HEAT, VENTILATION & AIR-CONDITIONING Building design to control heat load. Definition, condition for human comfort , Refrigeration – need, refrigerators, walk-in coolers and freezers – CFCs, HCFCs and the Ventilation – need and types Air-conditioning systems- working of central, split, package and window type(basics) Difference between refrigeration and air conditioning environment

## REFERENCE BOOKS

1. Rutes&Penner-Hotel Planning & Design
2. David M. Stipanuk& Harold Roffmann -Facilities Management
3. Borsenic-Principles of Hotel Engineering
4. Gladwell-Principles of Hotel Maintenance
5. Tarun Bansal, hotel facility planningoxford,2010



**VI SEMESTER  
INDUSTRIAL TRAINING**

The training period shall be of 3 months only 200 marks are to be awarded by the departmental head of the training hotel, in prescribed format (ref to the specimen below)

SCHEME OF EVALUATION Total Marks : 200

Job Training Evaluation: Form has to be filled by the immediate Supervisor/Manager in the department or organization trained in- 100 marks to be marked by the supervisor or manager of the department or organization the student trains in. ( As per –the-Job Training Performance Appraisal Form enclosed)

**JOB TRAINING PERFORMANCE APPRAISAL FORM (J-T-R) – SAMPLE – SIMILAR CRITERIA CAN BE FOLLOWED** Name of Student:

\_\_\_\_\_ Name of the Hotel/Tourism  
org : \_\_\_\_\_

Name of Department: \_\_\_\_\_

From: \_\_\_\_\_ to \_\_\_\_\_

ATTENDANCE /PUNCTUALITY 20

PRESENTABILITY 20

SUPERVISORS REPORT 20

WORK ATTITUDES 20

COMMUNICATION SKILLS 20

LEARNING SKILLS Very effective in analyzing situations and resourceful in solving problems.

Demonstrates ambition to achieve progressively 20

Shows ready appreciation and willingness to tackle problems. Positively seeks to improve knowledge and performance Usually grasps points correctly. Shows interest in all work undertaken Slow on the uptake. Is interested only in areas of work preferred Rarely grasps points correctly. Lacks drive and commitment

COMPREHENSION

Is totally trust worthy in any working situation? Understands in detail, why and how the job is done 20

Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand Cannot be relied upon to work without supervision Comprehends only after constant explanation Requires constant supervision. Lacks any comprehension.

RESPONSIBILITY

Actively seeks responsibility at all times 20

Very willing to accept responsibility Accepts responsibility as it comes Inclined to refer matters upwards rather than make own decision Avoids taking responsibility

QUALITY OF WORK

Exceptionally good, accurate in work, very through-usually unaided 20

Maintains a high standard of quality Generally good quality with some assistance Performance is uneven Inaccurate and slow at work

QUANTITY OF WORK

Outstanding in output of work 20

Gets through a great deal Output satisfactory

Does rather less than expected Output regularly insufficient

TOTAL 200marks

Name of Appraiser: \_\_\_\_\_ Signature \_\_\_\_\_

Designation of Appraiser: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Student: \_\_\_\_\_ Date: \_\_\_\_\_

Note: Sample report format Any suitable format can be followed

Training report -50marks

Presentation & Viva voce-50 marks

**VI SEMESTER DSE PAPERS- STUDENTS SHOULD CHOOSE ANY TWO PAPERS**

**1. PROJECT REPORT (100MARKS)**

Students should do a project on any topic related to Tourism/ Hotel industry

The content

1. Outer cover
2. Attestation & Certificate from the Guide
3. Acknowledgement
4. Index/ chapter page
5. Introduction
6. Review of literature
7. Research methodology
8. Survey Report
9. Conclusion & suggestions
10. Scope for future research
11. Appendix
12. Bibliography

**C1 & C2 TO BE AWARDED BY RESPECTIVE PROJECT GUIDES BASED ON PERIODIC PROGRESS AND REPORTING OF THE STUDENT.**

C3 component of the project (report evaluation and viva) will be assessed for 80 marks.

60 marks for the project report

20 marks for viva

## **DSE: MANAGEMENT INFORMATION SYSTEM**

**UNIT I:** Definition of Management Information System – MIS support for planning, organizing and controlling – Structure of MIS – Information for Decision making.

**UNIT II:** Concept of System – Characteristics of System – Systems classification – Categories of Information Systems – Strategic information system and competitive advantage.

**UNIT III:** Computers and Information Processing – Classification of Computer – Input Devices – Output Devices – Storage devices – Batch and online processing. Hardware – Software .Database management systems.

**UNIT IV:** System Analysis and design – SDLC – Role of System Analyst – Functional Information system – Personnel, production, material, marketing.

**UNIT V :** Decision Support Systems – Definition . Group Decision support systems – Business process outsourcing – Definition and function.

### **REFERENCES:**

1. Mudrick& Ross, —Management Information Systems —, Prentice- Hall of India.
2. Sadagopan , —Management Information Systems : - Prentice – Hall of India
3. CSV Murthy – —Management Information Systems —Himalaya publishing House.
4. Dr.S.P.Rajagopalan, —Management Information Systems and EDPI Margham Publications, Chennai.

## **DSE 6<sup>TH</sup> SEM**

## **BUSINESS LAW IN TOURISM AND HOSPITALITY INDUSTRY**

**UNIT 1** Introduction – Laws applicable to the Tourism and Hospitality industry – Regulations affecting Tourism and Hospitality

**UNIT 2** License and Permits – Procedure for procurement of licenses of hotels and restaurants from Municipal Corporations, Renewal of licenses – suspension of licenses

**UNIT 3** Elements of Commercial Laws - Definitions relating to Hoteliers, Restaurateurs, Caterers/ Catering Businesses, Service Tax, Taxable Service, Tour operator, Tourist

Vehicle - Goods and Service Tax (GST) – Features of GST - Decisions by Goods and Service Tax Council(GSTC) - Present GST rates on Travel and Hospitality services

**UNIT 4** A brief introduction on Important Acts governing Tourism and Hospitality businesses – Payment of Wages Act 1936, The Minimum Wages Act 1948, Employee State Insurance Act 1948, Consumer Protection Act 1986, Preservation of Monuments Act.

**UNIT 5** Essential Commodities Act 1955 – State Government’s rules on provision for storage of essential commodities and permits – Prevention of Food Adulteration Act 1954 – Definitions – use of quality food/ beverages – food inspectors – their powers – duties

**References:**

Business Laws – N. D. Kapoor

Mercantile Law – M. C. Kushal

CGST Rules 2017

GST Rates of services

## **DSE: TRAVEL AND TOURISM MANAGEMENT**

### Unit 1

Travel Agency and tour operation: Travel agency-definition, types, functions-Source of income for a travel agency. Organisation structure of a Travel Agency-Tour package-meaning and types, Tour Executive, Tour manager, Guide, Major tour operation companies: Thomas Cook,SOTC,Cox& Kings

### Unit 2

Travel Formalities: Passport-types, Visa –types, Foreign exchange-Major currencies and values, Travel insurance: Major Travel insurance companies and policies,Health,Customs

### Unit 3

Setting up aTravel company: Travel agency -Guidelines for the approval of travel agency by Govt.of tourism, Guidelines for the recognition of travel agency by IATA, Guidelines for the approval of inbound tour company by Govt. of Tourism, Guidelines for the approval of domestic tour company by Govt.of tourism

## Unit 4

Tour Itinerary-Meaning-Types-Preparation of itineraries-costing and pricing-Domestic itineraries:Ooty-Mysore –Coorg, Hampi-Aihole-Pattadakal, Alappuzha-Kochi- Munnar,Chennai-Mamallapuram-Pondicherry,Hyderabad,Uttarakhand,Golden Traingle, Buddhist circuit

## Unit 5

Global destinations: Things to be caferulin international tour, Preparation of itineraries for :Kualalumpur-Bangkok-Singapore, Paris-London-Rome,NewYork-washington D.C- Los Angeles,Goldcoast- Sydney- Melbourne

## Reference:

Principles and practice of Management –A.K.Bhatia

Travel Agency Management – Mohinmdar Chand

Travel management-JagmohanNegi

Tourist guides and Tour Operators-Mohinder Chand

## **SEC – 2: SERVICE MARKETING**

UNIT 1 INTRODUCTION TO MARKETING – Types Markets, Needs, wants, demands systems approach, Marketing functions Marketing process, Marketing concepts, Market segmentation. Brief Introduction to marketing environment.

UNIT 2 MIS – Research, Need, characteristics of MIS components of MIS, developing and processing areas, objectives of Marketing Research, Marketing Research process, sampling data collection.

UNIT 3 MARKETING PLANNING – Product plan New product, pricing, promotion, Advertisement and publicity, consumer behaviour/Response/Distribution.

UNIT 4 INTERNATIONAL MARKETING – Global Marketing, Business planning, Multinational companies/International chains of Hotels, significance & process of International Marketing.

UNIT 5 TOURIST PACKAGE & HOTEL PRICING STRATEGY – Package, tariffs, discounts, additional facilities, room tariffs, Food & Beverages etc., 1. Visit a hotel and study and report on the promotional strategy of the organization 2. Visit a hotel/travel agent and report on their pricing methods 3. Make a comparison of the news paper advertisements of different Tour Operators

#### REFERENCE BOOK

1.MARKETING MGT BY – Philip Kotler

2.MARKETING MGT BY – Sherlekar