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UNIVERSITY OF MYSORE



Estd. 1916

VISHWAVIDYANILAYA KARYA: SOUDHA  
CRAWFORD HALL, POST BOX NO. 406  
MYSORE-570 005

No.AC6/387 /2012-13

Dated: 20/06/2015

**NOTIFICATION**

Sub: Changes in the existing syllabus for Hotel Management-BTH (UG) for the academic year 2015-16.

Ref: 1) Proceedings of the Faculty of Commerce Meeting held on 05.02.2015.

2) Proceedings of the Academic Council Meeting held on 27.03.2015.

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BOS in Hotel Management-BTH (UG) which met on 28-11-2014 has resolved and recommended to revise the existing syllabus for the Academic year 2015-16 and BTH.

The Faculty of Commerce and the Academic Council at their Meetings held on 05.02.2015 and 27.03.2015 respectively have approved the above said proposal and the same is notified.

**DRAFT APPROVED BY THE REGISTRAR**

*H. Srinathan*  
20/6/2015  
Dupty Registrar(Academic)

To:

1. All the Deans, University of Mysore, Mysore
2. The Registrar (Evaluation), University of Mysore, Mysore.
3. The Chairman, DOS in Commerce, MGM.
4. The Director, CDC, Maharaja's College Centenary Building, Mysore.
5. The Co-ordinator, Directorate of Out-reach and On-line Programmes, MGM.
6. The Chairperson, BIMS, MGM.
7. The Principal, Vidya Vikas College, Mysore.
8. The Principal, Mahajana College Mysore.
9. All the Deputy/ Assistant Registrar/AB & EB, University of Mysore, Mysore.
10. The Suptd., AC1/AC2, AB, Academic Section, University of Mysore, Mysore.
11. The PA to Vice-Chancellor/ Registrar/Registrar (Evaluation), UOM, Mysore.
12. Office Copy.

Commerce Notification-2015. Bsg

# **UNIVERSITY OF MYSORE**

## **REGULATIONS**

**2015 -16**

**BACHELOR OF TOURISM AND HOSPITALITY**

# UNIVERSITY OF MYSORE

REGULATIONS 2015 -16

BACHELOR OF TOURISM AND HOSPITALITY

## 1.0 – Name of the course & duration of the course

**BTH DEGREE – 3 YEARS 6 SEMESTER –PROFESSIONAL COURSE**

### NOTE

1. Each semester shall extend over a minimum period of 16 weeks excluding examinations days.
2. The duration of the course shall be for 3 years 6 semesters.

## 2.0 Eligibility for Admission

A candidate who has passed the two year pre-university or equivalent or JOC by the Pre-University Board of Education in the State of Karnataka or any other state examination considered as equivalent there to by the University is eligible for admission to the 1<sup>st</sup> semester of the course.

## 3.0 Scheme of Instruction

Semester Scheme.

## 4.0 Attendance

Each semester the candidate should require minimum 75% of attendance to attend University Examination.

## 5.0 Medium of Instruction

Medium of Instruction shall be English.

## **6.0 Subject to Study**

**Candidate shall study all the subjects prescribed for the course**

Mentioned in the respective scheme of examination

(Core/Ancillary/Language and cognate papers)

## **6.2 In case of BTH**

Under Language 1 – candidate shall study Business Communication I & II

Under Language 2 – candidate shall study French I & II,

## **7.0 Teaching Schedule:**

Practical oriented subjects shall have 2 hours of theory & 4 hours of practicals.

## **8.0 Scheme of examination**

8.1 In case BTH all papers shall be 80/50 Marks for Theory, 20 Marks Continuous Assessment 30 Marks for Practical's. In case of papers having practicals, 50 marks shall be for theory and 30 marks for practical's. After the V semester examination the students have to undergo industrial training compulsorily for 3 months. They have to submit the training report on their training. Other than this, there will be a subject based project report.

8.2 In case of BTH papers having practical component 30 marks for practicals and submission of the practical record is compulsory.

8.3 Practical shall be as prescribed by BOS from time to time.

## **9.0 Question paper setting, valuation and review.**

### **9.1 Question paper setting & Board of Examiners**

(i) There shall be separate Board of Examiners for each subject for preparing scrutinizing and approving the question papers and scheme of valuation.

### **9.3 Valuation: There shall be single valuation of the answer scripts.**

9.4 The students who fails in Theory has to attend theory examination only and students who fails in practical's should attend practical examination only.

9.5 Classification of successful candidates.

Minimum to pass: 40% in theory, 50% in practical. According to University rules and regulations.

**Course: B.T.H. Session 2015-2016**

Semester I

S.No	Subject Code	Subject	Evaluation Scheme			
			Theory	Practical	I.A	Total
1.1	THA010	Fundamentals of Mgt	80	-	20	100
1.2	THA020	Fund. of F& B Mgt	80	-	20	100
1.3	THA030	Fund. Of Tour. & Hospitality. Mgmt	80	-	20	100
1.4	THA040	Business Law	80	-	20	100
1.5	THA050	Business Communication-I	80	-	20	100
1.6	THA060	French-I	80	-	20	100
1.7	THA070	Environmental Studies	80	-	20	Subsidiary

Semester II

S.No	Subject Code	Subject	Evaluation Scheme			
			Theory	Practical	I.A	Total
2.1	THB 010/11	Front Office Operations	50	30	20	100
2.2	THB020/21	Applied Cookery-I	50	30	20	100
2.3	THB030/31	Food & Beverage Service – I	50	30	20	100
2.4	THB 040	Nutrition	80	-	20	100
2.5	THB050	Business Communication-II	80	-	20	100
2.6	THB060	French-II	80	-	20	100
2.7	THB 070	INDIAN CONSTITUTION	80	-	20	Subsidiary

Semester III

S.No	Subject Code	Subject	Evaluation Scheme			
			Theory	Practical	I.A	Total
3.1	THC010	Tourism Development-I	80	-	20	100
3.2	THC020/021	Applied Cookery-II	50	30	20	100
3.3	THC030/31	F & B Service-II	50	30	20	100
3.4	THC040/41	Computer Application-I	50	30	20	100
3.5	THC050	Food Science	80	-	20	100
3.6	THC060	Fund. Of Accounts	80	-	20	100

Semester IV

S.No	Subject Code	Subject	Evaluation Scheme			
			Theory	Practical	I.A	Total
4.1	THD010	Tourism Development-II	80	-	20	100
4.2	THD020/21	Housekeeping-I	50	30	20	100
4.3	THD030/31	Applied Cookery-III	50	30	20	100
4.4	THD040	Computer Application-II	50	30	20	100
4.5	THD 050	F & B Cost Mgmt	80	-	20	100
4.6	THD 060	Mgmt Accounting for Hotel Industry	80	-	20	100

Semester V

S.No	Subject Code	Subject	Evaluation Scheme
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			<b>Theory</b>	<b>Practical</b>	<b>I.A</b>	<b>Total</b>
5.1	THE010	Tourism Product-I	80	-	20	100
5.2	THE020	Eco-Tourism and Sustainable Development	80	-	20	100
5.3	THE030/31	Applied cookery-IV	50	30	20	100
5.4	THE040/41	Housekeeping -II	50	30	20	100
5.5	THE050	Service Marketing	80	-	20	100
5.6	THE060	Facilities Management	80	-	20	100

Semester VI

<b>S.No</b>	<b>Subject Code</b>	<b>Subject</b>	<b>Evaluation Scheme</b>			
			<b>Theory</b>	<b>Practical</b>	<b>I.A</b>	<b>Total</b>
6.1	THF010/11	Rooms Division Management	80	-	20	100
6.2	THF020/21	Food & Beverage Management	80	-	20	100
			Dissertation	Presentation & Viva		Total
6.3	THF040	Project Report*	100	100		200
			Industry Evaluation	Training Report & Viva		
6.4	THF050	*Job Training Report (JTR)	100	100		200

Note-\*5. Market Feasibility & JOB TRAINING REPORT study shall be done in the training hotel as prescribed by the university.

Employer's valuation- 100 marks

Project Report – 50 Marks

Presentation and Viva – 50 marks

4. Project content– 100 marks

Power Point Presentation 50 Marks & Viva voce – 50 marks

## **1.1 FUNDAMENTALS OF MANAGEMENT**

**UNIT 1 Management concept and nature;** science or art, process & functions; management levels, managerial skills & managerial roles. Management and Society

**UNIT 2 Role of Manager –** Management as a profession, Professional Manager & his tasks, Managerial Skills – Roles & Levels, Managerial ethics & organizations culture, Management process, External & internal , Factors that affect Management

**UNIT 3 Planning-**Nature, Purpose, types and process. Management by Objectives, Strategies and policies, Decision making.

**Organizing:** concept of organizing and organization. Line and Staff, authority and responsibility, span of Control, Delegation, Decentralization, Organizational structure and design

**UNIT 4 Directing:** Communication – process, types, barriers and principles of effective communication, Listening. Motivation – Basic concept & Definition, Theories and practices of motivating people in organizations,

**UNIT 5 Leadership –** Basic Concepts & Definitions, Theories & Styles, Situational Lead, Team building

**Controlling –** basic Concepts & Definitions, Process, Methods & Techniques

**Co-ordination –** Meaning & Techniques

### **INTERNAL ASSESSMENT**

1. Visit to industries, hotels & other organization
2. To know the functions of management
3. Distribution of management work, Internal Assessment test.



### **Reference Books:**

1. Essentials of Management – Koontz and O’Donnel
2. Principles of Management Sherlekar and Sherlekar
3. Management – James A.F. Stoner, R Edward Freeman and Daniel R. Gilbert, Jr.
4. Management – Tasks and Responsibilities – Peter F. Drucker
5. Professional Management – Theo Haimann
6. Business Management- Dr. B.H. Suresh
7. Management- V.S. Rao

## **1.2 FUNDAMENTALS OF FOOD & BEVERAGE MGT**

**UNIT 1 F&B Management – Overview: Introduction,** Objectives of F&B Management, Responsibilities of F&B Management, Constraints to F&B Management. Managing quality in food & beverage operations at Catering Establishments.

**UNIT 2** Oraganisation structure of Food & Beverage service & production, Duties and responsibilities of various departmental heads.

**UNIT 3 Menu Management :** Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In-House Marketing Tool.

**UNIT 4 KITCHEN & SERVICE EQUIPMENTS:** Definition & meaning, usage, utility, types, suppliers & various brands, classifications,

**UNIT 5 LAYOUTS OF F & B Production-** Main kitchen, pantry, grill room, garde manger/ butchery , pastry & confectionery f & b service- coffee shop, multi cuisine, pubs, bars, banquets, rsot cabin

### **Internal Assessment:**

- Writing about different types of Menu
- Types of Food and Beverage Service- Diagram and its uses brand names.
- Layouts of Food and Beverage Production.

**Reference Books:**

1. Brian Varghese Professional Food & Beverage Service Management
2. Peter Jones & Cassel Food Service Operations
3. Lipinski The Restaurant (From Concept to Operation)
4. F&B SERVICE – BOBBY GEORGE, OLB
5. John Drysale Profitable Menu Planning
6. By: Bernard Davis & Sally Stone Food & Beverage Management
7. By: Richard Kotas and Bernard Davis Food & Beverage Control

**1.3 FUNDAMENTALS OF TOURISM & HOSPITALITY MANAGEMENT**

**UNIT 1 INTRODUCTION TO TOURISM AND HOSPITALITY MANAGEMENT** – objectives, Definition, nature, important components & understanding tourism & travel, Operating concepts of hospitality & importance of Hotels.

**UNIT 2 TOURISM INDUSTRY** – Types of tourism, types of tourists, constituents of tourism industry..

**UNIT 3 BASIC CONCEPTS OF HOTEL MANAGEMENT** – Types of Hotels, Hotel categorization, Difference between group & chains of Hotels, Ownership & Management, Franchising and Marketing of staff

**UNIT 4 HOTEL ORGANISATION** - Organization of Hotels, Staff Organization, Staff functions & roles, department heads, Job specification & job description of staff.

**UNIT 5 ORGANIZATIONAL STRUCTURE OF TOURISM & HOSPITALITY** - Organization, facilities, services, departments, manager & communication.

**INTERNAL ASSESSMENT**

1. Making list of all the commodities including vegetables & fruits
2. Maintaining the journal for equipment & tools used in the kitchen
3. Visiting 5 star/4 star hotels in Mysore- writing assignment on that
4. Internal assessment test.

**Reference Books:**

1. Rocco M. Angelo, Andrew N. Vladimir, *An Introduction to Hospitality Today*, EIAH&LA,1996
2. Michael L. Kasvana& Richard M. Brooks, *Managing Front Office Operations*, EIAH&LA,2006
3. Zulfikar, *Introduction to Tourism & Hotel Industry*, UBSPD, 1998, vikasPubl
4. Tom Powers, *Introduction to Management in the Hospitality Industry*, John Wiley & Sons, Inc.1998
5. Dennis L. Foster , *VIP: An Introduction to Hospitality*, Mc Graw- Hill International, 2007
6. Medlick, *A Book of Readings, Ethics in Hospitality Management*, EIAH&LA, 1998
7. Bernard Davies, *Food & Beverage Management*, Heinemann Professional Publishing,2008.

## **1.4 BUSINESS LAW**

**UNIT 1 INTRODUCTION** – Laws applicable to industry – Regulations affecting Tourism & Hospitality

**UNIT 2 LICENSES & PERMITS** – Procedure for procurement licenses of hotels and restaurants under Municipal Corporation, renewal and suspension of licenses.

**UNIT 3 ELEMENTS OF COMMERCIAL LAWS AFFECTING TRAVEL AND HOSPITALITY, INDUSTRY AND IMPORTANT FORMS THAT ARE REQUIRED TO BE FILED:** Payment of wages Act 1936, The minimum wages Act 1948, Payment of Bonus Act 1966, Employees Provident fund and Miscellaneous Provisions, Act 1952, Payment of Gratuity Act 1972, Employee State Insurance Act 1948, Industrial Disputes Act 1947, Trade Union Act 1926,Service Tax-

- Definitions relating to “Air Travel Agent” “Caterer” “Service Tax”, “Taxable Service”(relating air travel agent), “Tour Operator”, “Tour”, “Tourist Vehicle”.
- Charge of Service tax
- Valuation of Taxable services for charging Service tax relating to “Travel Agent”.
- Payment of Service Tax.
- Registration
- Furnishing of returns
- Interest on delayed payment of service tax
- Penalty for failure to register, pay service tax furnish forms.
- Filling up of Application for Registration of Form ST-1 Return of service tax in Form ST-3
- Relevant Notifications.

**UNIT 4 The Karnataka Luxuries Act 1979-** Entire Act and Rules relating to Registration and filling of returns. **The Karnataka Sales Tax Act 1957** – Definitions of Assessee, Business, Dealer, Goods, place of Business, Registered Dealer, Sale, Taxable, Turnover, Total Turnover, Turnover. **Section 5** : Levy of tax on sale or purchase of goods. **Section 6** : Levy of purchase tax  
**Section 6 B** : Levy of Turnover tax and cess. Registration and grant of licenses Section 10, Returns and Assessment, Summary Assessment, Composition of Tax for Hoteliers and Restaurateurs Rates of tax relating to Travel & Hospitality Industry, Filling of periodical and yearly returns. The Karnataka Tax on Professions Trades callings and Employments Act 1976.

**UNIT 5 LAW PERTAINING TO FOOD SCIENCE –**

- a) The essential commodities Act 1955 and State Government Rules (Provisions regarding storage of essential commodities and permits)
- b) The Standard Weights & Measurements Act 1956 (Use of Standard Measures and weights)

Prevention of Food & Adulteration Act 1954 (Definition use of quality foods/beverages Food Inspectors and their powers/duties/public analyst.

C) CONSUMER PROTECTION ACT.

**INTERNAL ASSESSMENT**

1. Studying and interpreting the relevant provisions of the acts by referring to Bare Acts
2. Collecting relevant case studies and judgment copies and discussing them in groups.
3. Filling up of application formats for obtaining license to start a hotel, advance payment of taxes, Life and general insurance premium etc.
4. Internal assessment test.

**Reference books**

1. Business law by ND Kapoor
2. Business law by BS Raman
3. Mercantile law by MC Kushal
4. Indian contract law by Avthar Singh

**1.5 BUSINESS COMMUNICATION -I**

**Unit 1** Punctuations – Reading and writing sentences and paragraphs using punctuations

- Unit 2** Grammar and Sentences-Kinds – usage  
Parts of speech: Noun – pronoun – verb – Adverb – Adjective, Conjunction, preposition and interjection.
- Unit 3** Articles, Tense forms (Past, present, future)  
Affixes – prefix and suffix.
- Unit 4** Tenders and memorandum, Quotations, official orders, notices, circulars and disputes.
- Unit 5** LETTER WRITING : - Formal letters – letters of enquiry, orders, reminders, reservations, reservation cancellations.

#### **REFERENCE BOOK**

1. Current English for colleges (A course for under graduate learners)- N Krishnaswamy and T.Sriraman (CIEFL) Hyderabad.
2. High School English Grammer and composition – Wren and Martin
3. Living English Structure – W.StandardAllen(Orient Longman)
4. Composition Exercises in Elementary English (Macmillan) – A.S.Hornby
5. Modern English - A book of Grammer usage and composition – N Krishnaswamy (Macmillan)
6. Dictionary of Homonyms and Homophones by Roger T Burke
7. Contemporary English Grammer for schools and students – J.D.Murthy

## **1.6 FRENCH-I**

### **FRENCH – A Votre Service I Lesson 1-Billan 1 (Page 1 – 68)**

Vocabulary: Words used in everyday life, greetings, regrets, questions, class rooms, parts of the body, numbers, days, time, season, house, family, dining room, meals, journey, dresses, passports, departures

**UNIT 1 Leçon1 : Voila ....**

**UNIT 2 Leçon2 : Bonjour....**

**UNIT 3 Leçon3 : Jai une....**

**UNIT 4 Leçon4 :Unechambre pour...**

**UNIT 5    Leçon5 : Il resteseulement...  
Leçon6 : Est-cequevouspouvez...**

**Reference Book**

1. A votre Service -1. By rajeshwari, hangal. Chitra, Goyal Books D
2. S. Bhattacharya – French for Hotel management & Tourism Industry. OLM)
3. French – English – oxford dictionary
4. Lange de civilization, mauger

**1.7    ENVIRONMENTAL STUDIES**

**UNIT 1    Multi Disciplinary nature of Environmental studies**

**UNIT 2    Natural Resources**

**UNIT 3    Eco Systems & Bio diversity**

**UNIT 4    Environmental pollution & Environmental Ethics**

**UNIT 5    Human Population**

**2.1    FRONT OFFICE OPERATIONS**

**UNIT 1    ORGANISATION TO FRONT OFFICE AND RECEPTION** – Layout, staff, duties & responsibilities of front office staff, Symbols used in Front Office, Flow chart of Front Office, Co-ordination of Front Office with other departments, Functions of receptions, Qualities & duties of receptionist, Communications, Preparing for guest arrivals, Check In & Check out system, Checking of reservation correspondence, Preparing of arrival list, Preparing, day & night reception process, Pre-registration process, Preparing night clerks reports, Records & formats used in receptions. Guest Activities & Guest arrival flow chart, specimen of formats used.

**UNIT 2    RESERVATION** – Importance of reservations, Functions of reservations, Sources & modes of reservations, Reservation enquiry – use of letter, fax, telephone & e-mail, Methods of recording booking, over booking, confirming bookings, Group reservations & VIP reservations, instant reservation, instant reservation systems, Central reservation

systems. Cancellation & amendments, Forms & formats used in reservation, Reservation process. Group reservation.

- UNIT 3** REGISTRATION - Various types of registration & method, Documents Generated  
Registration process  
Registration Procedures for Indians & Foreigners Walk – ins, Guests with Reservations, Groups, Crews, Transit Passengers.  
Procedures for scanty baggage guest, Reports, forms & formats used, Registration Terminology.
- UNIT 4** INFORMATION – Functions of Information section, Guest Alphabetical Index rack, Message Handling, Handling Guest Rooms keys, Handling Mail, Handling Guest Parcels, Paging, Providing information to guests, Forms & formats used, Information Desk Terminology. Reception & information flow chart, specimen formats used.
- UNIT 5** LOBBY & BELL DESK OPERATION – Role of Lobby Manager, Role of Guest Relations Executive, Functions of Bell Desk, Bell Desk Layout and equipment, staff Organization, Duty – rota, and work schedule, Luggage handling procedure on guest arrival & departure, Left Luggage Procedure, Miscellaneous services: Postage, Stationery, and First Aid etc., Valet car Parking & Allied Guest Service, Forms & Formats used, Bell Desk Terminology.

**Reference Books:**

1. Rocco M. Angelo, Andrew N. Vladimir, *An Introduction to Hospitality Today*, EIAH&LA, 1996
2. Michael L. Kasvana & Richard M. Brooks, *Managing Front Office Operations*, EIAH&LA, 2006
3. Zulfikar, *Introduction to Tourism & Hotel Industry*, UBSPD, 1998, vikasPubl
4. Tom Powers, *Introduction to Management in the Hospitality Industry*, John Wiley & Sons, Inc. 1998
5. Dennis L. Foster, *VIP: An Introduction to Hospitality*, Mc Graw- Hill International, 2007
6. Medlick, *A Book of Readings, Ethics in Hospitality Management*, EIAH&LA, 1998
7. Bernard Davies, *Food & Beverage Management*, Heinemann Professional Publishing, 2008.
8. Front office management in hotel, Chkravarti B.K., CBS publishers and distributors, 1999.
9. Front office : procedures, social skills, yield and management, Abbott, Peter and Lewry
10. Bardi James, *Front Office Operations*
11. Front office, Elsevier publications

12. Case studies in rooms operations and management, Huyton, Jeremy and Baker, Sue, Melbourne : Hospitality Press, 2001.
13. Managing Front office operations, Michael L. Kasavana, Richard M. Brooks, Educational Institute of American Hotel & Lodging Association, (EI-AH&LA, USA).

### INTERNAL ASSESSMENT

1. DEPARTURE PROCEDURE & GUEST RECORDS –
  - a) Formats used in the departure b) Charges & credit c) Methods of setting guest accounts d)Credit cards e) Foreign exchange regulations f) Discount given on guest folios g) Presenting the bill h) Specimen of guest bill i) group business j) telephone handling – Organization, receiving telephone, format of telephone bills.
2. Computerized departure procedures & guest records, reservation through computer system, e-mail, group reservation through travel agency, preparation of bills.
3. Situation Handling in Front Office
4. Internal Assessment test

## **PRODUCTION PRACTICAL FOR II SEMESTER**

### **2.2 APPLIED COOKERY -PRACTICAL–I**

**Workload : 4 hours per week**

#### **Objectives:**

- 1. To make the students learn the following:**
- 2. Preparations of basic Indian spice mixture- dry and paste**
- 3. Pre-preparation of vegetable**
- 4. Different methods of cooking- rice, vegetable, meat, fish, egg dishes**
- 5. Basic Indian bread preparation and variations**
- 6. Basic Indian snacks**

#### **Sample Menu**

<b>Class 1</b>	<b>Class 2</b>	<b>Class 3</b>
Identification of Equipments	Igniting the burners & oven	Béchamel/ veloute/
Identification of kitchen tools	Holding knife	espagnole/mayonnaise/
Identification of ingredients	Cuts of Vegetables	hollandaise/tomato sauce etc



Practice of menu writing

Simple plate garnish

Chicken Hawaiian Salad

Plain Rice & Dhal

Calories calculation

Poulet A'la King

Sambar, Palya, Plain Rice Riz/Butter Rice

**Menu 04 -**  
Makhani Dhal

Veg curry

Rasam

Lime Rice

Crud Rice

Preparation of Rasam Powder/Curry Powder(Madras)

**Menu 05**  
Masala Dhal

Bindi Fried

Pea Pulao

Pulkas

Preparation of Plain Masala/Pulao Masala

**Menu 06**  
Cabbage Thoran/Cauliflower fried

Gujarathi Dhal

Jeera Rice

Parathas

**Menu 07 –**

Pepper Rasam  
BesiBelebath

**Menu 08 -**

Vegetable Biryani

Pappad/Pickle

BoondiRaita

ShahiTukra

**Menu 9**  
Palak Soup

Tomato Murgi

Masala bath

Rumali Roti

Pumpkin Halwa

**Menu 10**  
Cream of Tomato Soup

Vegetable Moilee

Mutton dopyaza

Moong malai Dhal

Plain Rice

Rumali Roti

Carrot Halwa

Curd Rice

Raita

SemaiyaKheer

**Note:** Sample menu or any 8- 10 Indian menu's can be taught.

## **2.2. APPLIED COOKERY –I**

**UNIT 1 Aims and Objectives of Cooking, Methods of Cooking:** Cooking fuels, effect, of heat on food, transfer of heat, metals in cooking foods & its utility, conductivity etc.,

**UNIT 2 CEREALS, PULSES AND GRAMS** Cereals and Grains, pasta, thickening agents, Classification, selection, preparation, processing cereals, storage, usage, methods of cooking, changes during cooking, Pasta- cooking pasta, making pasta dough, cutting pasta, making ravioli, Macroni and Noodles..– Classification Methods of cooking, Effect of heat and ph on pulses and grames , sprouts uses, processed Beans, Importance of soya Bean and preparation of soya sauce

**UNIT 3 VEGETABLES:** Classification dried peas & Beans salad vegetables, Greens Brassica, stalks & shoots, Pea & sweet corn, Onion family Roots & Tubers, vegetable fruits, cucumber squashes and pumpkin, Mushrooms, vegetables shredding, blanching, cutting pureeing skinning & seeding tomatoes making veg stock, preparing asparagus, artichoke continental vegetables.

**UNIT 4 FRUITS AND NUTS:** Classification & selection Apple and Pear, citrus fruit, Stone fruit, Berries, Grapes, Melon, Tropical fruits, Dried and canned fruit, preparing Fresh fruit, Fresh Pineapple making berry sauce, sorbet and fruit ices, processing fruit. Nuts – Different kinds, uses in Indian & continental cuisine.

**UNIT 5 FATS & OILS –** Sources, types, processing, rancidity, usage & storage.

### **Reference Books:**

1. Modern Cookery (Volume 1 & 2) By Thangam Phillip
2. Professional Chef by AravindSaraswat.
3. Theory of Cookery by Krishna Arora,

4. Cook Book by Conran,
5. Food Production an analysis by Mohammed Zulfikar

## **2.3 FOOD & BEVERAGE SERVICE –I -PRACTICALS**

Work Load : 4 Hours per week

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.

## **2.3 FOOD & BEVERAGE SERVICES-I**

- UNIT 1** FOOD AND BEVERAGE SERVICE AREAS –Introduction to ,restaurants, cafes, banquets, outdoor catering units, discotheques, coffee shops, grill rooms, barbeques, Room Service, fine dining -Organization structure- Job description of various F& b staff &their attributes, points to be observed while laying table, taking order, receiving guest, presenting menu card, service etiquettes, rules for waiting at table, preparing table for next guest, Types of breakfast sequence of breakfast with examples, planning breakfast.
- UNIT 2** FOOD SERVICE PROCEDURE – Silver Service or Platter to plate Service, French Service, pre-plated Service of American Service, Side Table Service or Guerdon Service, English Service or Butler Service, Dump Service or Western Way of Serving Indian Food, Ethnic and Traditional Service of Indian Food
- UNIT 3** ELEVEN COURSES OF FRENCH CLASSICAL MENU- Sequence with example, Food Accompaniments and Garnishes, Sauces and Dressing, spices and herbs used in the French classical Menu
- UNIT 4** GUERIDON AND FLAMBE SERVICE – Mise-en-place for gueridon service, taking the order, Method of serving a dish at the table, general points, sequence of service, Introduction to carving and jointing, methods of carving, carving trolley ,

Example of Dishes involved in gueridon. Cheeses and their service.

**UNIT 5** BUFFET & BANQUETING – Types of Buffet, Menu planning for Buffet, organization of banquet department, types of banquet, banquet staff, shapes of banquet, booking a function for a banquet, sequence of service, Menu example

**Reference Book –**

1. Text book of 1.Food and Beverage Service by S.Bagchi and Anita Sharma
2. Food and Beverage Service by Dennis Lillicrap.
3. Food and Beverage Service by VijayaDawan
4. Food and Beverage Service by Bobby George
5. John Fuller , Hutchinson Modern Restaurant service
6. Brian Varghese Food and beverage service management
7. Heppner & Deegan Introduction Food and Beverage service – Brown
8. Brian Varghese professional food and Beverage service management

## **2.4 NUTRITION**

### **UNIT 1 History of Nutrition**

**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

## 2.5 BUSINESS COMMUNICATION – II

**Unit 1** Dialogue writing – Question tags

**Unit 2** REPORT Writing – Basic format of reports on accidents, fire, theft etc., related to hotel industry. –Bar graph, pie chart and line graph.

**Unit 3** Letter writing: Congratulatory and condolence letters.

**Unit 4** Job seeking resume (CV): Offering – acceptance letters

**Unit 5** Question forms – prepare questionnaire – interview techniques  
(Practical done) Internal Assessment / Assignment.

### Internal Assessments:

1. Report Writing
2. Preparing sample of tenders and memoranda
3. Applying for job
4. Group discussion
5. Interview
6. Spoken English for Foreign guest

### Reference Books:

1. Current English for colleges (A course for under graduate learners)- N Krishnaswamy and T.Sriraman (CIEFL) Hyderabad.
2. Wren P.C. & Martin H., *High School English Grammar & Composition*, Sultan Chand, 2009
3. Krishnaswamy N. and Sriram T., *Creative English for Communication* - McMillan India, 1999.
4. *Oxford English Dictionary*, Oxford Press.

\*Latest edition of all the suggested books are recommended

## 2.6 FRENCH –II A Votre Service 1

Lesson 7 – lesson 12 & Bilan 2 (Page 69–146)

**Objectives:** To give the students a basic knowledge of French grammar and vocabulary and to make students communicate in simple French

**UNIT 1 Grammar:** Plural of Nouns, Plural of Adjective, Imperative Mood, Comparative and Superlative Degrees, Feminine of Adjectives, Grammatical Analysis, Possessive Pronouns, Object, Pronouns, Direct and Indirect, Disjunctive Pronouns,

**UNIT 2 Vocabulary:** Words used in Travel By Ship, Train, Bus, Hotel Accommodation, Breakfast, Food In A Restaurant, an Apartment, Kitchen

**UNIT 3** Textual reading & comprehension

**UNIT 4** Important phrases used

**UNIT 5** Communicative French, Case studies

**Reference Books:**

1. A VOTRE SERVICE 1 LESSON 7 – BILAN 2 (PAGE 69–146)
2. Mauger G., *Course De Langue De Civilization Franchises – I*, Alliance
3. Bhattacharya S., *French for Hotel Management & Tourism Industry*, Frank Brothers & Co. Ltd. New Delhi 1998.
4. *French English Dictionary*, Oxford University Press.

\*Latest edition of all the suggested books are recommended

## **2.7 INDIAN CONSTITUTION**

**UNIT 1** Meaning of the term ‘Constitution’- Its importance- Making of the Indian Constitution 1946-49 – Dr. Ambedkar’s contribution: Preamble- Method of amending of Constitution

**UNIT 2** The democratic institution created by the Constitution bicameral system of legislature and cabinet form of government at the Centre and State- Role and Position of President and Prime Minister.

- UNIT 3** Fundamental Rights and Duties – Their content and significance – Special, rights created in the Constitution for Dalits Backwards, Women, Children and the Religious and Linguistic Minorities.
- UNIT 4** Enforcing rights through writs: Certiorari, Mandamus, Quo Warranto and Habeas Corpus- Public Interest Litigation – Directive Principles of State Policy.
- UNIT 5** Doctrine of Separation of Powers – Legislative, Executive and Judicial – and their composition and functioning in India – Features of Indian Federalism.

**Reference Books:**

1. Indian constitution- Dr B.R Ambedkar
2. Indian gazette
3. Bulletins of Loksabha&Rajayasabha
4. The fundamental rights of an Indian

**3.1 TOURISM DEVELOPMENT - I**

- UNIT 1** THE CONCEPT OF TOURISM- An overview – Historical development of tourism – components of the tourism industry –motivation - purpose of visits by tourists – Attractions, amenities & products.
- UNIT 2** TYPES OF TOURISM: - business tourism, Agri –tourism, education tourism, nature, adventure, pilgrimage tourism, sports tourism, urban tourism, rural tourism, medical tourism, cultural tourism.
- UNIT 3** ORGANISATION FOR TOURISM PROMOTION – Aims, objectives, functions- Membership- Types- Working- UNWTO- WTTC- PATA –IATA- ASTA – IATO- TAAI- ITDC.
- UNIT 4** TOUR OPERATORS AND TRVEL AGENTS - Functions and interrelationship – Structure and organization of tour operations and travel agency. Regulations &activities of travel agencies and tour operators- Recignition.
- UNIT 5** TOURISM TRANSPORTATION- Road, Rail, Air & Water transportation as a facilitator for tourism development, transport demand, supply & pricing.

**Activities- Internal Assessments:**

1. Visit to the tour operators
2. Visit to travel agency
3. Map work- Capitals and important tourism destination of India, Capitals and important tourism destination of the World.
4. Test

**REFERENCE BOOKS**

1. Tourism development- A New Approach, Prateeksha publication-, Prof K.S Nagapathi
2. Tourism development – Principles and practices – AR Bhatia
3. Tourism in India – A.K.Bhatia
4. Tourism in India – V.K. Goswami
5. Successful tourism planning – Stephen
6. Introduction to Tourism & Hotel Industry UBSPD, - Mohammed Zulfikar

**3.2. APPLIED COOKERY –II**

**UNIT 1** STOCKS & SOUPS – Different kinds of stocks, preparation of stocks glazes, classification of soups, aim in preparation of soups special points for the service and preparation of soups, common thin and thick soups (consommé) , cream soups, veloutes, cold soups, International soups convenience soup.

**UNIT 2** SAUCES – Classification of sauces importance of sauces in food preparation. (Roux , starch, Manie butter, yolks of eggs , blood), basic sauces recipes and types and variations, cold sauces, types recipes variations.

**UNIT 3** MILK AND ITS PRODUCTS – types, effect of heat on milk processing, cream, butter, ghee, khoyas, yogurt, CHEESE uses of milk products in Indian and continental preparation of food.

**UNIT 4** Regional Meal pattern of South India and Karnataka emphasis on Festivals and fares.

**UNIT 5** LARDER ANDBUTCHERY, Misen place area, cold kitchen, Garde manger. Dishes prepared in Garde manger. Duties and responsibilities.



**Reference Books:**

1. Modern Cookery (Volume 1 & 2) By Thangam Phillip OLM
2. Professional Chef by AravindSaraswat.ubspd
3. Theory of Cookery by Krishna Arora,
4. Cook Book by Conran,
5. Food Production an analysis by Mohammed Zulfikar UP
6. Larousse – Gastronimique JWS

**APPLIED COOKERY -II**

**Sub. Code** : THC 021  
**Workload** : 4 hours per week  
**Objectives** :

To know & prepare at least 6-8 continental menu & 6-8 pastry delicacies

## Sample Menu

<b>Menu 1</b> Salad nicoise Spaghetti bolognaise Mecedone de legumes Baba au rhum	<b>Menu 2</b> Vichisoise Grilled herb tomatoes Blanquette de vollaile/pilaf Mixed coleslaw Apricot fool
<b>Menu 3</b> Genoise sponge, chocolate sponge – Black forest, Pineapple gateaux	<b>Menu 4</b> Hush pupies Seafood gumbo Chicken maryland Banana frit /pommeanna Peach melba
<b>Menu 5</b> Flaky Pastry – puffs and tarts, Choux Pastry – profitroles, éclairs	<b>Menu 6</b> French onion soup- Baguette Vegetable au gratin Chicken veronique Crepe suzette
<b>Menu 7</b> Ratatouille/ polenta Minestrone Chicken a’la king Italian salad Snow eggs	<b>Menu 8</b> Fish croustades (brioche) Borsh Coulibiac Russian salad Albert pudding
<b>Menu 9</b> Welsh rarebit Cock a leekie soup Roast lamb/ mint chutney glazed vegetables Popovers Apple pie	<b>Menu 10</b> Cheese tappas Seafood paella Tomato salsa Almond panacotte

**Note:** Sample Menu or 6-8 continental menu and 6-8 pastries can be taught **3.3**  
**FOOD & BEVERAGE SERVICES –II**

**UNIT 1** Classification of beverages, non alcoholic -tea coffee and cocoa – Manufacture of tea, preparation of tea, service of tea, manufacture of coffee, blending coffee, processing coffee,

types of coffee, other types of coffee made on the world, service of coffee, cocoa, and chocolate manufacture, processing of cocoa, preparation of chocolates, uses of cocoa in the food preparation and service, equipment used for the above.

**UNIT 2 WINES** – Manufacture brief, grapes varieties, method, types of wines, wine producing countries of the world, glasses of service of wines, wine terminology, labels & brands

**UNIT 3 BEER & SPIRITS** – Classifications, manufacture of whisky & scotch, rum, gin, vodka, brandy & Tequila, glassware & service, famous brands & label reading. Famous cocktails with base of whisky, gin, vodka, rum, brandy & scotch. **COCKTAIL & LIQUEURS** – Manufacture, types, glassware & service. Some famous brands & labels

**UNIT 4 Pubs & Bar organization** – types, functions, layout, decoration, equipment in bar percentage of alcohol, storage of wines, liquors and liqueurs, cellar management

**UNIT 5 TOBACCO & THEIR SERVICE**– definition, cultivation, harvesting and curing, types of tobacco, cigars, strength of tobacco, common cigars, names and sizes of cigars, internationality famous cigars, brands of cigarettes, famous international brands of cigarettes, economic importance of tobacco, beedies, burmabeedis, difference between Indian and international beedis.

**Reference Books: –**

1. Text book of 1.Food and Beverage Service by S.Bagchi and Anita Sharma
2. Food and Beverage Service by Dennis Lillicrap.
3. Food and Beverage Service by VijayaDawan
4. Food and Beverage Service by Bobby George, OLMG
5. Food and Beverage Service Training Manual by Sudhir Andrews

**FOOD & BEVERAGE SERVICE PRACTICAL– II**

**Sub. Code** : THC 031  
**Workload** : 4 hours per week

1. Service of cigars and cigarettes
2. Service of Cheese
3. Service of Ice creams
4. Preparing of Banquet menus for state banquets for national, international dignitaries in English and French with wines

5. Preparing Banquet layouts with seating arrangements for various banquets
6. Preparing buffet menus and setting up buffets
7. Frilling of banquet tables
8. Preparing Restaurant designs and layouts
9. Designing menu cards
10. Gueridon service
11. Service of Wines
12. Reading wine label
13. Service of spirits, Beer etc.,
14. Service of Non-Alcoholic Beverages.

### **3.4 COMPUTER APPLICATION-I**

**UNIT 1** Introduction to Computer- Characteristics of Computers Classification of digital computer-Micro, Mini, mainframes and super Computers (LAP TOP, PDA), Anatomy of Computers – Functions & components of computers, Memory Units – RAM, ROM, EEPROM & flash, Auxiliary Storage Device – Floppy Disk, Hard Disk, CD, ROM, Input and Output devices – Key Board, Mouse, MICR, Bar code reader, Monitor, Printer and their types, Introduction to Computer Software Machine, Assembling and High level language – Compilers and interpreters.

**UNIT 2** Office productivity tools-word processing – electronic spreadsheets- business project management and presentation tools. Familiarization with access, Power Point, excel etc.

**UNIT 3** Data Processing – Techniques of data processing: online, batch mode, real time-processing software tools applicability to organization setup.

**UNIT 4** Database Structure – Type and comparison – data access control software-methods and structures of database management, data storage and retrieval – current and most frequently used reporting systems, management systems and languages.

**UNIT 5** Telecommunication and Networking – Network design, LAN/WAN/SAN/ network structures needed for a business organization data transmission methods- internet and E-mail, WEB based tools, wired and wireless networks.

#### **REFERENCE BOOKS:**

- 1.Computer Fundamentals – Rajaram (PHI)
- 2.Computer Fundamentals – Shiva (BPB)
- 3.Computer Fundamentals – Ram (new Age)
- 4.Data Base Management and Architecture – Kothri (McGraw Hill)

## **COMPUTER APPLICATION-I –PRACTICALS THC041**

- a. In Word – Create a File, Open, Save, Save as, Document Setup, Preview, page Setup, Spell Check, Cut, Copy, Paste, Bold, Underline etc.,
- b. In Word – Insert a Table – Add & Delete Rows & Column, Column & Row Width & Height , Alignment of Table, Insert a Picture and Flash.
- c. In Word – Mail Merge
- d. In Excel – Create a Worksheet, Insert and Delete a Worksheet, Functions, Sort, Filter, Search, Merge, Alignment of Rows & Columns.
- e. Power Point Presentation – Preparation of Power point presentation  
Insertion of Sound, Picture and Animation.

### **3.5 FOOD SCIENCE- I**

#### **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 characterisistics. 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.

Each unit marks allotted sixteen (16)

**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. HACCP – MANUAL, *Train Can Inc*, Canada, 2008
5. Bernard Davis, *Food Commodities*, VNR, 2004
6. FOOD SCIENCE & NUTRITION BY SRILAXMI
7. FOOD & NUTRITION BY SWAMINATHAN
8. SOCIAL & PREVENTIVE MEDECINE - PARKS

### **3.6 FUNDAMENTALS OF ACCOUNTS**

**UNIT 1** Accounting in Hotels – Accounting in Tourism & Hotel business. Accounting concepts & conventions. Accounting generally accepted Accounting principles (GAAP'S)

**UNIT 2** Classification of Accounts – Types of Accounts – Rules of debit & credit, Journalizing posting into ledger – balancing of ledger Accounts.

**UNIT 3** Subsidiary books – purchase – purchase returns – sales – sales returns- B/R B/P Cash book – Petty cash book – Journal proper .

**UNIT 4** Preparation of trial balance & final Accounts – Trading Profit & Loss Account Balance sheet with provisions & adjustments. (Final accounts of Hotels only)

**UNIT 5** 1. Collection of accounting documents which are maintained in hotels & tourism

- department
2. Preparation of models of various subsidiary books like purchase book, sales book, Bills Receivable, Bills Payable.
  3. Preparation of models of Bills of Exchange
  4. Preparation of Trial balance with imaginary figures.

#### **REFERENCE BOOK**

1. Advanced Accountancy – R.L.Gupta
2. Advanced Accountancy – B.S.Raman
3. Advanced Accountancy – S.N.Maheshwari
4. Advanced Accountancy – M.C.Shukla

### **4.1 TOURISM DEVELOPMENT-II**

- UNIT 1** Tourism Planning & Development- need for planning- planning process- goals & objectives & types of planning & Role of Government in tourism planning – Tourism planning in India.
- UNIT 2** TOURISM PLANNING & SUSTAINABLE DEVELOPMENT: Concept of Sustainable Development in Tourism Planning – Planning for sustainable Development – Economic, ecological, Environmental, Cultural, Local Sustainability, community based tourism, tourism carrying capacity, authority in sustainability- tourism ethics.
- UNIT 3** TOURISM IMPACTS: Effects of Tourism on development- economic, socio, cultural, reducing cultural impact, problems of tourism growth- environmental impact and assessments. Steps for reducing the negative impacts.
- UNIT 4** TRAVEL FORMALITIES AND PRECAUTIONS: Domestic tourism planning- travel – destination selection – professional consultation- booking tickets and accommodation – rules for cancellation – luggage valuables – knowing local customs and traditions- International travel documents – passport, visa, insurance, foreign exchange – custom regularities.
- UNIT 5** DESTINATION PLANNING POLICIES AND STRATEGIES – Laws & Regulations, Functions of the ministry: Tourism policy: Parameters of tourism destination, successful destination management, factor influencing tourism policies, feature of good tourism policies, supply and demand analysis.

#### **INTERNAL ASSESSMENT**

1. Make the list of all ITDC & KSTDC hotels
2. Transport arranged by ITDC & KSTDC
3. Package tours by the above
4. Test

### **Reference Books**

1. Tourism Development- A New Approach, - Prof. K.S Nagapathi
2. International Tourism- issues challenge, D.S BHARAWAJ, KANISKA
3. Tourism in India –A.K.Bhatia
4. Tourism in India –V.K.Goswami
5. Successful tourism planning - Stephen
7. Introduction to Tourism & Hotel Industry -UBSPD, Mohammed Zulfikar

## **4.2 HOUSEKEEPING – I**

**UNIT 1 HOUSEKEEPING ORGANISATION** – Layout, Staff Organization, brief outline of duties of staff in Housekeeping department, duties of executive Housekeeper.

**UNIT 2 HOUSE KEEPING COORDINATION AND GUEST ROOM LAYOUTS:**  
Department the housekeeping co-ordinates within the hotel. Hotel guest room – Layout, types, floor, pantry, furniture, fixtures & fittings

**UNIT 3 CLEANING EQUIPMENT, AGENTS & CLEANING OF GUEST ROOM** – Types of equipment used in Housekeeping department, cleaning agents – detergents, disinfectants, polishes, types of floor cleaner, toilet cleaner, maids trolley & items in it.

**UNIT 4 CLEANING OF GUEST ROOM** – Types, special cleaning methods, daily, periodical, spring cleaning, cleaning of occupied room procedure make up of a guest room, occupied vacant & departure rooms, bed making, turn down services, cleaning of floors, maintenance of rooms & procedure involved with cleaning schedules.

**UNIT 5 SUPERVISION IN HOUSEKEEPING** – Role of Housekeeping supervisor, supervisors check list, lost & found procedure, VIP room checking, and handling guest complaints.

### **INTERNAL ASSESSMENT**



1. Bed making & turn down services
2. Identifying various cleaning agents & listing them as per the availability in the market
3. To know the composition of cleaning agents
4. House Keeping discrepancy report preparation
5. Maintenance of journals.
6. Computerized – a) guest records b) duty rosters c) room maintenance records  
d) Housekeeping discrepancy report.

#### **REFERENCE BOOK**

1. HOUSE KEEPING TRAINING MANUAL- SUDHIR ANDREWS, TATA MCGRAW HILL
2. HOTEL HOSTEL HOUSE KEEPING- BRASNON, ELBS EDN
3. HOTEL HK OPERATIONS & MGT, SMRITEE RAGHUBALAN, OXFORD
4. PROFESSIONAL HOUSEKEEPING, SUNITHA SRINIVASAN
5. PROFESSIONAL MGMT OF HK OPERATIONS, MARTIN, ROBERT, JOHN WIELY & SONS

#### **HOUSEKEEPING – I      Practical**

<b>Workload</b>	:	4 hours per week
<b>Instruction</b>	:	Demonstration/ practice assignments
<b>Objectives</b>	:	To practice the budgetary allocations

Identification of housekeeping equipments

And its uses

Bed making

Room cleaning- vacant/ occupied/ departure

Floor cleaning/ Glass cleaning etc.,

Public area cleaning

### **4.3 APPLIED COOKERY-III**

**UNIT 1** EGG COOKERY – Food value, structure of egg, types, separating, white and yolks, cooking

eggs, uses of eggs, Egg preparations, Recipes.

- UNIT 2** HERBS & SPICES – Types & origin, Herbs used in the Kitchen with certain kinds of foods, Spices & Flavouring and colors- Types of spices Basic masalas prepared with spices ie south, North, east and west India & use in continental dishes, Flavourings & Colorings used in Kitchen & Bakery, Honey syrup and sugar, Cooking with alcohol.
- UNIT 3** CAKES – Types, Recipes balancing, Icing and cake decoration, Biscuits and cookies – Types, method of mixing & preparation.- Pasteries , and confectionary ,types, Principle of pastry making, method of preparation.
- UNIT 4** INDIAN CUISINE – History Foods and Traditional foods of India with Introduction Ingredients used, Indian masalas, appetizers, chats, sharbat, fish, poultry, Meat, Pork, vegetables, paneer, Rice, Dhals, Roti, snacks, chutneys, Raitha, sweets, examples of dishes, Accompaniments and Garnishes used in Indian cuisine.
- UNIT 5** Cheese- History, classification, making of cheese, types of cheese, cheese chart. Cheeses to match the food & wine, appellate authority to label & market

**Reference Books:**

1. Modern Cookery (Volume 1 & 2) By Thangam Phillip OLM
2. Professional Chef by AravindSaraswat.ubspd
3. Theory of Cookery by Krishna Arora,
4. Cook Book by Conran,
5. Food Production an analysis by Mohammed Zulfikar UP
6. Larousse – Gastronomique JWS

**APPLIED COOKERY –III P**

**Sub. Code** : THD 031  
**Workload** : 4 hours per week  
**Objectives:**

To give students practical exposure in preparing the following: **Students will prepare different types of**  
 :Chocolate confectionery Preparation, Middle eastern Breads,5 Middle eastern BREADS, Sugar  
 sculpture,10 hors d'ouvres, petit fours

**Sample Menu:**

<b>Menu 1</b> Salad russe Kibbdha* Poletsatuechasiere Creppe suzette	<b>Menu 2</b> Hawaiiin salad *ChorabilHammus Pasta au gratin Choco mousse
<b>Menu 3</b> French onion soup Baguette* Pouletshaslik Albert pudding	<b>Menu 4</b> Waldaroff salad Poissionmornay *kuubooz Baba au rum
<b>Menu 5</b> Cocktail de crevette Lamb Kibbeh/ *brioche Poulet Maryland/ Salad mimosa Almond Nougat	<b>Menu 6</b> Oeufs Florentine Consommé royale *bagel Blanquette de volaille Apple pie
*mandatory bread preparation	*mandatory bread preparation
<b>Menu 7 Mandatory pastry</b> Pine apple gateaux Choux pastry Icingpraline	<b>Menu 8 Mandatory potato preparation</b> Allumets, Duchees ,CHATEAU, croquettes

Note: Sample menu or 6 – 8 continental menu and different varieties of breads can be taught.

## **4.4 COMPUTER APPLICATION – II**

### **UNIT 1 Meaning & Role of MIS**

Concept and definitions of MIS, Role of MIS, Characteristics of MIS,  
Limitations of MIS, MIS & Computer, MIS & User

### **UNIT 2 MIS for Strategic Advantage,**

Information system for strategic advantage, Strategic role for information

### **UNIT 3 Property management system interface and point of sale**

System interface issues, Central reservation system, point of Sale system and call accounting system energy management systems, auxiliary guest services guest, operating devices, pos order entry units, pos printers, Account statement, PCI compliance, Managing Guest Accounts. POS software, automated beverage control system.

### **UNIT 4 F& B management, sales, accounts & catering application**

Recipe management, sales analysis, menu management, Menu item pricing, Integrated food service software automated beverage system reports, sales office automation revenue management catering software, accounts receivable module, accounts payable module, payroll module, inventory module, purchasing module, financial report module, labor scheduling applications.

### **UNIT 5 Reservation systems**

Level reservation system, distribution of revenues, Room management module and guest accounting module.

### **Reference Books:**

1. Managing technology in the hospitality industry – sixth edition, Michael L.Kasavana.
2. O'Brien James, quot, Management Informationsystem,7<sup>th</sup> Edition, Tata McGraw – Hill Publishing Company Limited

3. KC Laudon,JP Loudon, MIS Managing digital firm, Person Education
4. JawadekarW.Management Information System & quot,2<sup>nd</sup>Edition,TataMcgraw – Hill Publishing company Limited.
5. Maging Computers in the Hospitality Industry, Michael I. Kasavana, John
6. Computer Fundamentals – Rajaram (PHI)
7. Computer Fundamentals – Ram (new Age)      Data Base Management and Architecture – Kothri (McGraw Hill)
8. Computer Networks – Tenevaum (PHI)

## COMPUTER APPLICATION – II PRACTICALS

Any Hotel Management software should be used for practical's- HMS/PMS – GALILEO/FIDELLIO/IDS/WIN/OPERA

### 4.5 FOOD & BEVERAGE COST MANAGEMENT

- UNIT 1 Introduction:** Cost:Meaning, definition, types direct & indirect cost, costing & pricing in hotels, Hotel Ledger, Financial & cost control Techniques in Hotel & Catering Industry, organization Hotel Pricing Decisions.
- UNIT 2 Managing the cost of food:** Brief introduction to Menu item for costing standardized Recipes, Inventory control purchasing Receiving, Storage, and Determining Actual food expense.
- UNIT 3 Managing the cost of Beverages:** Alcoholic Beverages, Standardized Drink Recipes & Portions, portions, Purchasing, Receiving & Storing Beverage Products, Bar Transfers, Computing Cost of Beverages, Liquor Inventory.
- UNIT 4 Managing Food & Beverage Pricing:** Menu Formats, Factors affecting Menu Pricing, Assigning Menu Prices, Special Pricing Situations.
- UNIT 5 Food & Beverage Cost Control:** Par Stock Production Planning, Requisition Knowledge of legal requirement standard prices, Standard purchase specification, selling prices quality control, calculating Quantity sold, Registers required by excise

Act.

**Internal Assessment:**

1. Visit to the hotels to know the purchasing, receiving, storing and issuing of materials.
2. Functioning of fast food outlets.
3. Computerized – Purchasing, Receiving, Issuing, Indenting & storing inventory control, making list of items available in the store both perishable and non-perishable.
4. Test

**Reference Books:**

1. THEORY OF CATERING MANAGEMENT BY MOHINI SETHI
2. HOTEL MANAGEMENT ACCOUNTING & COSTING, JAG NEGI
3. THEORY OF CATERING BY KINTON & CESSARANI- ELBS
4. PURCHASING BY OXFORD

## **4.6 MANAGEMENT ACCOUNTING FOR HOTEL INDUSTRY**

**UNIT 1** Introduction: Meaning & Definition of Management Accounting, Cost Accounting and Financial Accounting – Limitations of Management Accounting.

**UNIT 2** Analysis of Financial Statement: External & Internal analysis– Vertical & Horizontal analysis– Techniques of Analyzing Financial Statement – (Theory only).

**UNIT 3** Simple Problems on Common-size Financial Statements, Trend percentages – Ratio Analysis – Meaning and Objectives of Ratios-Profitability Ratios: Gross Profit Ratio – Operating Ratio - Operating Profit Ratio – Operating Expense Ratio – Net Ratio – Return on Capital employed ratio – Earning [per share.

**UNIT 4** Turnover Ratio: Working Capital Turnover Ratio – Stock Turnover Ratio – Fixed Asset Turnover Ratio – Debtor’s Turnover ratio – Total Assets Turnover ratio. Financial Ratios – Current ratio - Liquidity ratio – Debt Equity ratio – Proprietary ratio – Capital gearing ratio – Advantages of ratio analysis & their limitations.

**UNIT 5** Working capital Management: Meaning - Significance – Operating Cycle - Management of Receivables: Meaning – Factors Influencing the Size of Receivables – credit Policy – Credit Standards – Credit Variables.  
Internal Assessment:

**Internal Assessment:**

1. Collect Comparative Financial Statement of your known Hotel
2. Collect Final Accounts of residential Star Hotel and Calculate
  - a. Turnover Ratio
  - b. Profitability Ratio
3. What are recent credit policies, and credit standards & credit variables?

**REFERENCE BOOK**

1. Advanced Accountancy – R.L.Gupta
2. Advanced Accountancy – B.S.Raman
3. Advanced Accountancy – S.N.Maheshwari
4. Advanced Accountancy – M.C.Shukla
5. Management of Accountancy – Prof. K.S. Nagapathi

**5.1 TOURISM PRODUCT**

**UNIT 1 INTRODUCTION TO TOURISM PRODUCT** – Types – Archaeological, cultural, religious, Natural, Sports, Health, Business & Innovations Nature of tourism product, Quality aspect in service industry.

**UNIT 2 ARCHAEOLOGICAL PRODUCTS I** – Sathanavahana Art at Sannathi, Nagarjunakonda and Amaravathi, Chalukya Art at- AiholeBadami, Pattadakal and Elephanta – Ganga Art at Sravanabelagola –Rashtrakuta art at Ellora, Aurangabad, Hoysala Art at Belur, Halebid, Somanathapura, Chola Art at Thanjavur&GangaikondaCholapuram – Vijayanagara Art at Hampi, Nayaka Art at Madurai.

**UNIT 3 ARCHAEOLOGICAL PRODUCTS II** – Mughal Art at Aghra, Delhi, FathepurSikri – Central Indian Art at Khajuraho – Eastern Indian Art at Puri, Konarak – Western Indian Art Mt Abu, Jaipur – Dwaraka, Somanath and Modhera monuments. Islam Art in South India- Bijapur, Srirangapattana and Sira.

**UNIT 4 CULTURAL PRODUCTS** – Indian cottage industries (Metal, silk, ceramic & wood crafts)–Mahabalipuram, Tiruvayyar, Konarak, Khajuraho, – Dance festivals– Kite and Elephant festivals at Jaipur.

**UNIT 5 RELIGIOUS PRODUCTS** : Festivals, carnivals –Urus etc., pilgrimages, Dasara, DurgaPooja- Ganesha –festivals – AlahabadKumbaMela – Puskara (Nasic) -

PuriRathayatra.

**INTERNAL ASSESSMENT:**

1. Identifying tourist places on Indian map.
2. Identifying Archeological places on Indian map
3. Identifying cultural places on Indian map
4. Identifying religious places on Indian map
5. Preparation of 5 maps – 4 Indian map, 4 Karnataka map
6. Listing the famous places in India.

**REFERENCE BOOK**

1. **R.C. Majumdar**; An Advanced History of India, 1967
2. **K.A. NilakanthaSastri**: A History of South India, 1958
3. **Percy Braw**: India Architecture, 2 vols.1971
4. **Ancient India** – V.D.Mahajan
5. **Tourism Development- A New Approach** – Prof. K.S. Nagapathi

## **5.2 ECO TOURISM AND SUSTAINABLE DEVELOPMENT**

**UNIT 1** Introduction – meaning of Eco tourism and sustainable development – players in Eco- tourism – Role of Eco- tourism – importance of environmental education – Eco tourism & responsible tourism.

**UNIT 2** Eco Tourism and Sustainability - Introduction –promotion- Eco & Wild life tourism- Guidelines in India. Cultural Environmental and Economic sustainability.

**UNIT 3** Indian Environmental Laws – Wildlife protection Act – provisions under this Act – effect of Hunting of Wild Animals in protected areas. National parks – Forest conservation and preservation needs and challenges De reservation and forestation.

**UNIT 4** Wildlife Tourism – Introduction – Nature, Wildlife, Adventure tourism, World Heritage National parks of India– Eco-tourism challenges & Pit falls.



**UNIT 5** Eco-Tourism in Karnataka State- Physical feature, climate, wild life, natural vegetation. Introduction, Importance of eco-tourism. Eco-tourism spots of Karnataka

**REFERENCE BOOKS:**

1. Sustainable Tourism – Harish Bhatt, B.S.Badan
2. Eco tourism – Ravee Chauhan
3. Hand Book of Environmental Guidelines for Indian Tourism – Ratandeep Singh
4. Eco tourism – Trends & challenges – Raveechauhan
5. Eco tourism and Mass tourism – P.C.Sinha
6. Tourism Development – A New Approach – Prof. K.S. Nagapathi

### **5.3 APPLIED COOKERY – IV**

**UNIT 1** POULTRY AND GAME – Types, selection, cuts & parts of the bird method of cooking, processed products, uses of processed products, preparing & roasting goose, duck, turkey, escallops, making poultry stock. Important & famous recipes both from continental & Indian.

**UNIT 2** FISH & MARINE PRODUCTS – Fish, crabs, prawns, turtles, mussels, classification, selection, cuts & parts of cleaning, method of cooking fish, some popular Indian fishes, preparing whole fish for cooking, baking, poaching, steaming, skinning & boning fish for stuffing, coating fish for frying, making fish stock, peeling & divining of prawns, preparing muscles and prawns. Common recipes from continental & Indian preparing sea food.

**UNIT 3** LAMB, VEAL, BEEF & PORKS – Types & breed, selection, cuts & parts of the animals, cleaning, method of cooking, roasting, boning a leg of lamb, searing meat, pan frying & sorting, preparing escallops, mincing, meat, cooking bacon & sausages, making meat stock, common recipes both from continental & Indian.

**UNIT 4** WHEAT & FLOUR QUALITY- Varieties of wheat, Structure of wheat kernel, Gluten of wheat, strong flour & weak flour, Quality of Bread flour, Biscuit flour, cake flour, self raising flour, Leaving Agent, Chemical & Biological.

**UNIT 5** BREAD AND SANDWICHES – Role of ingredients in bread preparation, methods of making bread, fault in bread preparation, types of Sandwiches.

**Reference Books:**

1. Modern Cookery (Volume 1 & 2) By Thangam Phillip
2. Professional Chef by AravindSaraswat.
3. Theory of Cookery by Krishna Arora,
4. Cook Book by Conran,
5. Food Production an analysis by Mohammed Zulfikar
6. Gastronomique- Larrouse

## **5.4 HOUSEKEEPING – II**

**UNIT 1 HOUSEKEEPING CONTROL DESK:** Importance and role control desk – Handling telephone calls – Co-ordination with various departments – paging systems and methods – Handling difficult situations – Forms, Formats and registers used.

**UNIT 2 IMPORTANT HOUSE KEEPING PROCEDURES:** Duty allotment and Duty chart, Leave application procedures, Briefing and De-briefing staff, Gate pass procedures, Housekeeping purchases and Indents, Security system, protecting guest, Safe deposit, emergency procedures, master keys, unique cards

**UNIT 3 CLEANING OF PUBLIC AREAS:** Entrances, Lobbies, corridors, elevators, banquet hall, bars, swimming pool area, administrative office, health club & public rest room. Report by supervisors, room cleaning flow chart. Flower arrangement.

**UNIT 4 LINEN & LAUNDRY**  
Textiles, types of fibers & fabrics used in the hotels. Organization & Layout of Linen & Laundry room. Types of Linen, sizes used in the hotels. Uniform & types of uniform used in the different departments. Storage of Linen & conditions for storage & Inventory & stock concepts Laundry slow process, hand wash, types of equipments used in the laundry, manual & electrical, Iron – Hot head, steam head & collar press, work counters, stains & stain removers. Flow chart of room linen, restaurant, guest & Uniform linen.

**UNIT 5 FLOWER ARRANGEMENT:** Types of flowers, leaves, equipments, vases, used in flower arrangements. Types of flower arrangements.

1. Cleaning methods / procedures
2. Cleaning of guest / public areas
3. Operational planning
4. Laundering of linen
5. Make different kinds of flower arrangements, selection of seasonal flowers, equipment used
6. Pest control, types of pest, control of pest. Preparing analysis of income & expenses of room division.
7. Maintenance of journal,

#### REFERENCE. BOOK

1. Hotel Housekeeping Training Manual – Sudhir Andrews
2. Professional Housekeeping – Madhukar
3. House Keeping Management – Amrik Singh
4. Professional House Keeping – Manoj
5. The art of flower Management

### **5.5 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

## **5.6 FACILITIES MANAGEMENT**

### **Objectives:**

To enable the student to understand and learn the facilities that exists in a hotel building and its functions.

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

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

### **ELECTRICAL SYSTEM, VERTICAL TRANSPORT SYSTEM & ENERGY MANAGEMENT**

- Electrical terms – Volts, amps, ohms, watt, kilowatt/hour, DC system,
- AC system, Single phase, Three phase, Voltage Drop
- Fuse & circuit breakers
- Reading Electricity meters
- Energy pricing, checking the electricity bill for errors
- Elevators – types, basic working, car decoration and safety requirements
- Escalators – safety requirements, use and basic working
- Energy Conservation opportunities
- Energy Cost control, energy management considerations

### **UNIT 2 MAINTENANCE MANAGEMENT**

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

### **UNIT 3 BUILDING CONSTRUCTION**

- Types of construction – frame type, load bearing type- merits and demerits
- Anti- termite treatments – types, identification of the presence of termite, pre-construction 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 blue print and flow of blue prints
- Bye-laws
- Guest Rooms & Suites ( including toilets) – type ,size, layout, safety requirements & lighting
- Lobby – type, size, operational requirements
- F&B Outlets – type, size, layout, location, lighting, safety requirements
- Function area – type, size, location, operational needs and safety
- Recreational facilities – operational and safety requirements of Health club-(gym, steam and sauna, jacuzi, massage room, chilled water shower) – swimming pool and spa
- Food Production Areas – layouts, size, types, safety and operational requirements.
- Hotel Renovation – hotel life cycle, reasons to renovate, types of renovation

### **UNIT 5 HEAT, VENTILATION & AIR-CONDITIONING**

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

### **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 planning oxford, 2010

## **6.1 ROOMS DIVISION MANAGEMENT**

Workload : **4 hours per week**

### **Objectives:**

To know the overall management & administration of housekeeping & front office

### **UNIT 1 REVENUE MANAGEMENT**

The concept of revenue management . Hotel Industry applications- capacity management, discount allocation, duration control. Measuring yield – Potential average single rate, potential average double rate, rate spread, multiple occupancy, potential average rate, room rate achievement factor, yield statistic

Elements of revenue management – group room sales, transient room sales, food and beverage activity, special events. Using revenue management – potential high and low demand tactics

**UNIT 2 The operational part of front office:** Identify and describe the functions of management with relation to front office and housekeeping department Establishing room rates through market condition approach, rule –of-thumb approach and the Hubbart formula. Forecasting Room availability, forecasting data, percentage of walk-ins, percentage of overstays, percentage of No-shows, percentage of understays, percentage of early arrivals, forecast formula, forecast forms, importance of forecasting Budgeting for Front Office, Forecasting room revenue, estimating expenses

**UNIT 3 TRAINING & development :** Developing Job breakdowns for H.K. and F.O. Job positions Skills training – the four step training method (Prepare, Present, Practice, Follow Up) Developing staffing guides for room attendants, supervisors, general workers Alternative scheduling techniques – (part-time employees, flexible work hours, compressed work schedules, job sharing)  
Cross training and incentive programmes for staff

### **UNIT 4 HOUSE KEEPING CONTROLS**

Establishing par levels and inventories/ control of linen & uniforms, guest loan items, machines & equipment, cleaning supplies, guest supplies The role of the Housekeeper in planning Operating and Capital budgets Budgeting Housekeeping expenses

Controlling Expenses

Purchasing systems

**Reports & specimens**

**Importance and calculation of Operational statistics**

Percentage of Single Occupancy

Percentage of Multiple Occupancy

Percentage of Domestic and Foreign Occupancies

ARR or ADR

Average Rate per Guest

Average Length of Stay

Rev Par

**Daily Operations Report – its importance**

**Sales Mix or Clientele Mix, its calculation and importance**

**UNIT 5 MANAGING HUMAN RESOURCES IN HOUSE KEEPING AND FRONT**

**OFFICE:** Preparing job lists and job descriptions for front office and housekeeping staff

Sources of internal and external recruiting

Role of Executive Housekeeper and Front Office Manager in selecting staff

Orientation process – the role of the Ex. HK and FOM

**RECOMMENDED BOOKS**

1. Ahmed Ismail -Front Office Operations and Management, published by Thomson – Delmar
2. Michael L. Kasavan and Richard M. Brooks -Managing Front Office Operations, published by EIAH&LA
3. Margaret M Kappa -House Keeping Management, published by EIAH&LA Joan C Branson, Margaret Lennox -Hotel, Hostel & Hospital Housekeeping, published by Hodder & Stoughton

**6.2 FOOD & BEVERAGE MANAGEMENT**

**Objectives:** To help students understand the fundamentals and complexities of controlling food and beverage products, activities and costs

Workload : **4 hours per week**

**UNIT 1 PURCHASING & RECEIVING CONTROLS**

Purchasing Objectives, cycle and responsibilities, legal requirement for beverage purchase, Selecting suppliers, Determining quality and quantities to be purchased, Purchase order system – computerized systems, Security concerns in purchasing and cost controlling, Receiving controls- receiving personnel, tools, procedures, credit memos, blind receiving, tagging or marking procedures, reports generated, security concerns.

**UNIT 2 Menu as a management tool**

The Menu's influence on the operation, Calculating Menu Selling Prices – subjective pricing methods, objective pricing methods, simple mark-up by multiplier pricing methods, contribution margin pricing methods, prime costs method, important pricing

considerations. Evaluating the menu- defining profitability, popularity, evaluating menu items, improving the menu Menu Engineering and other computer based menu management

### **UNIT 3 PRODUCTION, SERVING & REVENUE CONTROLS**

Production planning and control, Serving Controls, Computerised pre-check systems, Automated beverage control systems, Standard Revenue and guest check control systems, Collecting revenue and assessing standard beverage revenue, Preventing theft of revenue by staff and guests

### **UNIT 4 PRODUCTION, SERVING & REVENUE CONTROLS**

Production planning and control, Serving Controls, Computerised pre-check systems, Automated beverage control systems, Standard Revenue and guest check control systems, Collecting revenue and assessing standard beverage revenue, Preventing theft of revenue by staff and guests

### **UNIT 5 CALCULATION& EVALUATION ACTUAL FOOD & BEVERAGE COSTS**

Monthly calculations of actual Food and Beverage costs, Actual Daily food Cost calculation, Actual Daily Beverage Cost calculation, Procedures for comparison and analysis, Identifying problems and taking corrective action, Use for computer pre/post costing software.

### **RECOMMENDED BOOKS**

1. Jack D. Ninemeier -Planning and Control for Food & Beverage Operations -, 5<sup>th</sup> edition published by EIAH&LA
2. Jack E. Miller, David K. Hayes -Basic Food & Beverage cost control - published by Wiley
4. Michael M Coltman - Cost Control for the Hospitality Industry, published by Van Nostrand Reinhold
5. Michael M Coltman-Principles of Food & Beverage and Labour cost Control for Hotels and restaurants - Tom Powers

## **PROJECT REPORT JOB TRAINING REPORT**

### **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

Students can complete this training in a Hotel/restaurant/bakery/flight kitchen/Club/any sector of the hospitality industry.

Focus of the on-the –Job training will be on the understanding of industry operations, supervision and management function

The student will have to prepare a detailed report of the On-the-Job training he/she has undergone. The report will have to be made from the data collected/ Log Book maintained by the student during the training period.

The student has to submit a certificate to the college, from the hotel or organization where he/she has undergone his/her training stating the duration of the training and the department(s) he/has has undertaken the training in.

The training period shall be of 5 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) Internal marks are to be awarded as follows. Viva voce, Project content & Power Point Presentations

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

Name of Student: \_\_\_\_\_

Name of the Hotel: \_\_\_\_\_

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

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

ATTENDANCE /PUNCTUALITY	10
PRESENTABILITY	10
SUPERVISORS REPORT	10
WORK ATTITUDES	10
COMMUNICATION SKILLS	10

LEARNING SKILLS	
Very effective in analyzing situations and resourceful in solving problems. Demonstrates ambition to achieve progressively	10
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	10
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	10

Very willing to accept responsibility	
Accepts responsibility as it comes	
Inclined to refer matters upwards rather than make own decision	
Avoids taking responsibility	
<b>QUALITY OF WORK</b>	
Exceptionally good, accurate in work, very through-usually unaided	10
Maintains a high standard of quality	
Generally good quality with some assistance	
Performance is uneven	
Inaccurate and slow at work	
<b>QUANTITY OF WORK</b>	
Outstanding in output of work	10
Gets through a great deal	
Output satisfactory	
Does rather less than expected	
Output regularly insufficient	
<b>TOTAL</b>	<b>100</b>
Name of Appraiser: _____ Signature _____ Designation of Appraiser: _____ Date: _____ Signature of Student: _____ Date: _____	

Note: Sample report format  
Any suitable format can be followed

### SCHEME OF VALUATION

#### Theory – 80 Marks

Section A	Questions –answer any 10 out of 12 each question carries 2 marks, (2-3 sentences)	10 X 2 = 20 marks
Section B	Six sentences answer- answer any 4 out of 6, each question carries 5 marks (8-10 sentences)	4 X 5 = 20 marks

Section C	Answers-answer any 4 out of 6, each question carries 10 marks (250 words)	4x 10 = 40 marks
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**SCHEME OF VALUATION**  
**Theory – 50 Marks**

Section A	Questions –answer any 10 out of 12 each question carries 2 marks, (2-3 sentences)	10 X 2 = 20 marks
Section B	Six sentences answer- answer any 4 out of 6, each question carries 5 marks (8-10 sentences)	4 X 5 = 20 marks
Section C	Answers-answer any 1 out of 3, each question carries 10 marks (250 words)	1x 10 = 10 marks

**SCHEME OF VALUATION**  
**Practicals – 30 Marks**

Record	5 Marks
Writing work	5 Marks
Practicals	10 Marks
Viva	10 Marks
Total	30 Marks

**SCHEME OF VALUATION**  
**Internal Assessments – 20 Marks**

2 Assignments	10 Marks
2 Tests	10 Marks
Total	20 Marks

# **BTH Subjects - 2015-16**

## **I Semester MTA**

<b>Sl.No.</b>	<b>Existing</b>	<b>Proposed</b>
1.1	Fundamentals of Mgt	No Change
1.2	Fund. of F& B Mgt	No change
1.3	Fund. Of Tour. & Hospitality. Mgmt	No Change
1.4	Business Law	No change
1.5	Business Communication	No change
1.6	French-I	No change
1.7	Environmental Studies	No change

## Semester II

<b>Sl.No.</b>	<b>Existing</b>	<b>Proposed</b>
2.1	Front Office Operations	No Change
2.2	Food Production-I	Applied Cookery-I
2.3	Food & Beverage Service – I	No Change
2.4	Nutrition	No change
2.5	Functional English -II	Business Communication-II
2.6	French-II	No change
2.7	Indian Constitution	No change

## Semester III

<b>Sl.No.</b>	<b>Existing</b>	<b>Proposed</b>
3.1	Tourism Development-I	No Change
3.2	Food Production – II	Applied Cookery-II

3.3	Food & Beverage Service – II	No Change
3.4	Computer Application-I	No change
3.5	Food Science	No change
3.6	Fund. Of Accounts	No change

Semester IV

<b>Sl.No.</b>	<b>Existing</b>	<b>Proposed</b>
4.1	Tourism Development-II	No Change
4.2	Accommodation operations - I	Housekeeping-I
4.3	Food production - III	Applied Cookery-III
4.4	Computer Application-II	No change
4.5	F & B Cost Mgmt	No change
4.6	Mgmt Accounting for Hotel Industry	No change

Semester V

<b>Sl.No.</b>	<b>Existing</b>	<b>Proposed</b>
5.1	Tourism Product-I	No Change
5.2	Tourism planning and management	Eco-Tourism and Sustainable Development
5.3	Food production - IV	Applied cookery-IV
5.4	Accommodation operation-II	Housekeeping -II

5.5	Tourism and hospitality marketing	Service Marketing
5.6	Facilities Management	No change

Semester VI

Sl.No.	Existing	Proposed
6.1	Tourism Product – II	Rooms Division Management
6.2	Travel and tourism Management	Food & Beverage Management
6.3	Airlines ticketing	-
6.4	Wines and liquors	Project Report*
6.5	Food production – v	Job training report
6.6	Project report	

**Note:** After the V semester examination the students have to undergo industrial training compulsorily for 3 months. They have to submit the training report on their training. Other than this, there will be a subject based project report..