

**Mahajana Education Society (R)**

**Education to Excel**

**SBRR Mahajana First Grade College (Autonomous)**

Jayalakshmpuram, Mysuru – 570 012 Karnataka, INDIA

Affiliated to University of Mysore

Re-Accredited by NAAC with 'A' Grade, College with Potential for Excellence

UG  PG

**Syllabi of I and II Semester**

**BACHELOR OF BUSINESS ADMINISTRATION**

**(TOURISM & HOSPITALITY)**

**Choice Based Credit System (CBCS) - 2019**

**ANNEXURE I**  
**Bachelor of Business Administration (Tourism & Hospitality)**  
**COURSE STRUCTURE AND SYLLABUS**

S.No	Course	Title	Credits	Total Credits	Maximum Marks			Total
			L + T + P		IA		Exam	
					C1	C2	C3	Marks
<b>I SEMESTER</b>								
1	<b>DSC1</b>	Fundamentals of Tourism	4 + 1 + 0	<b>5</b>	10	10	80	100
2	<b>DSC2A</b>	Food & Beverage Service I (Theory)	2 + 0 + 0	<b>4</b>	05	05	40	100
	<b>DSC2B</b>	Practical	0 + 0 + 2		05	05	40	
3	<b>DSC3A</b>	Applied Cookery I (Theory)	2 + 0 + 0	<b>4</b>	05	05	40	100
	<b>DSC3B</b>	Practical	0 + 0 + 2		05	05	40	
4	<b>AECC1</b>	MIL/French/KAN//Hindi/ German - I	2 + 1 + 0	<b>3</b>	10	10	80	100
5	<b>AECC2</b>	Communication for Hospitality I	2 + 1 + 0	<b>3</b>	10	10	80	100
6	<b>AECC3</b>	Environmental Studies	2 + 1 + 0	<b>3</b>	10	10	80	100
<b>Total Credits / Marks</b>				<b>22</b>				<b>600</b>
<b>II SEMESTER</b>								
1	<b>DSC4A</b>	Front Office Operation I (Theory)	2 + 0 + 0	<b>4</b>	05	05	40	100
	<b>DSC4B</b>	Practical	0 + 0 + 2		05	05	40	
2	<b>DSC5A</b>	Applied Cookery II (Theory)	2 + 0 + 0	<b>4</b>	05	05	40	100
	<b>DSC5B</b>	Practical	0 + 0 + 2		05	05	40	
3	<b>DSC6</b>	Tourism Development	4 + 1 + 0	<b>5</b>	10	10	80	100
4	<b>AECC4</b>	MIL/French/KAN//Hindi/ German - II	2 + 1 + 0	<b>3</b>	10	10	80	100
5	<b>AECC5</b>	Communication for Hospitality II	2 + 1 + 0	<b>3</b>	10	10	80	100
6	<b>AECC6</b>	Constitution of India	2 + 1 + 0	<b>3</b>	10	10	80	100
<b>Total Credits / Marks</b>				<b>22</b>				<b>600</b>

## SEMESTER – I

### FUNDAMENTALS OF TOURISM

#### Unit – I

8hrs

Introduction to Tourism – Tourism: definition, meaning, nature and scope; Tourist, travelers, visitor, transit visitor and excursionist – definition and differentiation; Leisure, recreation and tourism and their Interrelationship; Concept of tourism resource, attraction, product, market, industry and destination in the context of tourism; Components and elements of tourism: Intermediaries and suppliers; The tourism system; Types and typologies of tourism; Approaches to study tourism

#### Unit – II

8hrs

Historical Dimensions of Tourism – Travel and tourism through the Ages: Early Travels, ‘Renaissance’ and ‘Age of Grand Tours’; Emergence of modern tourism, concept of “Paid holiday”; Understanding tourism motivations ; Factors affecting growth and development of International and national Tourism; Concept of Push and Pull factors in Tourism; Impacts of Industrialization and Technological Advancements on tourism industry

#### Unit – III

8hrs

Infrastructure in Tourism – Tourism Infrastructure – Types, Forms and Significance; Accommodation: Forms and types; Transport Sectors: Modes and relative significance; Other support Infrastructures required for tourism

#### Unit – IV

8hrs

Tourism Demand and Supply – Concept of demand and supply in tourism; Unique features of tourist demand; Constraints in creating ideal destination

#### Unit – V

8hrs

Significance of Tourism Industry – Economic impacts of tourism: income and employment, multipliers of tourism, balance of payments, foreign exchange etc. ; Socio-cultural impacts of tourism: cultural exchange among nations and international understanding; Impacts of tourism on ecology and environment.

### Reference Books

1. Chottopadhyay, K. (1995): Economic Impact of Tourism Development; An Indian Experience, Kanishka Publishers, Delhi.
2. Cooper, C, Fletcher, J, Gilbert, D and Wanhill, S. (2002): Tourism: Principles and Practice, Addison Wesley Longman Publishing, New York, USA
3. Swain S K, Mishra J.M. (2012), Tourism Principles and Practices, Oxford University Press
4. Kamra & Chand (2002): Basics of Tourism, Theory Operation and Practice; Kanishka Publishers, New Delhi-02
5. Kamra, Krishna. K (2001): Economics of Tourism; Pricing, Impacts, Forecasting; Kanishka Publishers, New Delhi-02
6. Mishra, S.N; Sadual S, K (2008):Basics of Tourism Management, Excel Books,New Delhi
7. Seth, P.N. Bhat, S. (1993): An Introduction to Travel and Tourism, Starling Publishers, New Delhi
8. Bhatia, A. K. (1991): Tourism Development: Principles and Practices, Starling Publishers Pvt. Ltd, New Delhi
9. Negi, J. (2003): Travel Agency Operation: Concepts and Principles, Kanishka Publishers Distributors, New Delhi-110002

## **FOOD & BEVERAGE SERVICE-1**

### **Unit 1: INTRODUCTION TO FOOD AND BEVERAGE SERVICE 8hrs**

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: 7hrs**

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 : 7hrs**

Types of F & B outlets-specialty restaurant – coffee shop – banquets/ functions- room service- cafeteria- grill room – discotheques – night clubs – bar – outdoor catering – garden café/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 8hrs**

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 – tabled hotel menu (Indian and Continental) – a la carte menu (Indian, Continental and Chinese)

**7hrs**

**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 table cloth-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)**

### **Unit 1: INTRODUCTION TO COOKERY**

**7hrs**

- 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

**CULINARY HISTORY-** Origin of modern cookery

### **Unit 2: HIRARCHY AREA OF DEPARTMENT AND KITCHEN**

**6hrs**

- 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 department

#### **CULINARY TERMS**

- a. List of culinary (common and basic) terms
- b. Explanation with examples

### **Unit 3: AIMS & OBJECTS OF COOKING FOOD**

**7hrs**

- a. Aims and objectives of cooking food
- b. Various textures
- c. Various consistencies
- d. Techniques used in pre-preparation
- e. Techniques used in preparation

#### **BASIC PRINCIPLES OF COOKING FOOD**

- i. **VEGETABLE AND FRUIT COOKERY**
  - a. Introduction – Classification of vegetables
  - b. Pigments and color changes
  - c. Effects and color changes
  - d. Cuts of vegetables
  - e. Classification of fruits
  - f. Uses of fruit in cookery
  - g. Salads and salad dressings
- ii. **Stock**
  - a. Definition of stock

- b. Types of stock
- c. Preparation of stock
- d. Recipes
- e. Storage of stock
- f. Care and precautions
- iii. SAUCES
  - a. Classification of sauces
  - b. Recipes for mother sauces
  - c. Storage & precaution

#### **Unit 4: METHODS OF COOKING FOOD**

**8hrs**

- 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

#### **SOUPS**

- a. Classification with examples
- b. Basic receipts of consomme with 10 Games

#### **EGG COOKERY**

- a. Introduction to egg cookery
- b. Structure of an egg
- c. Selection of egg
- d. Used of egg in cookery

#### **Unit 5: COMMODITIES**

**7hrs**

1. Shortening (Fat & Oils)
  - a. Role of shortening
  - b. Varieties of Shortenings
  - c. Advantages and Disadvantages of using various shortenings
  - d. Fats & Oil – Types, varieties
2. Raising Agents
  - a. Classification of raising agents
  - b. Role of Raising Agents
  - c. Action and Reactions
3. Thickening Agents
  - a. Classification of thickening agents
  - b. Role of thickening agents

4. Sugar
  - a. Importance of sugar
  - b. Types of sugar
  - c. Cooking of sugar – various

**APPLIED COOKERY I – (PRACTICALS)**  
**PART 'A' – COOKERY**

SL.NO	TOPIC	METHOD
1	A. Equipments – Identification, Description, Uses & Handling B. Hygiene – kitchen etiquettes, Practices & knife handling C. Safety and security in kitchen	Demonstrations & simple applications
2	A. Vegetables – classification B. Cuts – julienne, Macedonia's Burnoose, mignonette, dices, cubes, shred, mirepoix C. Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of ingredient	Market survey/tour
4	A. Basic cooking methods and pre-preparations B. Blanching of tomatoes and capsicum C. Preparation of concussed D. Boiling (Potatoes, Beans, Cauliflower etc) E. Frying- (deep frying, shallow frying, Sautein Aborigines, Potatoes etc) F. Braising – onions, leeks, cabbage G. Such cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students
5	A. Stocks- Types of stock (Witte and Brown stock) B. Fish stock C. Emergency stock D. Fungi stock	Demonstrations & simple applications by students
6	Sauces- Basic mother sources a. Bechamel b. Espanola c. Volute d. Hollandaise e. Mayonnaise f. tomato	
7	Egg cookery – Preparation of variety of egg dishes a. Boiled (Soft & hard) b. Fried (Sunny side up, single fried, Bull's Eye, Double fried) c. Poaches d. Scrambled e. Omelets (Plain, Stuffed, Spanish) f. Omelette (Plain, Stuffed, Spanish) g. En cocotte (eggs Benedict)	Demonstrations & simple applications by students

8	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students
9	<p>Simple salads &amp; soups;</p> <ol style="list-style-type: none"> <li>a. Cole slaw</li> <li>b. Potato salad</li> <li>c. Beet root salad</li> <li>d. Green salad</li> <li>e. Fruit salad</li> <li>f. Consomme</li> </ol> <p>Simple Egg preparation</p> <ol style="list-style-type: none"> <li>a. Scotch egg</li> <li>b. Assorted omelletes</li> <li>c. Oeuf Florentine</li> <li>d. Oeuf Benedict</li> <li>e. Oeuf faric</li> <li>f. Oeuf Portuguese</li> <li>g. Oeuf Deur Mayonnaise</li> </ol> <p>Simple potato preparation</p> <ol style="list-style-type: none"> <li>a. Baked potatoes</li> <li>b. Mashed potatoes</li> <li>c. French fries</li> <li>d. Roasted potatoes</li> <li>e. Boiled potatoes</li> <li>f. Lyonnais potatoes</li> <li>g. Allumettes</li> </ol> <p>Vegetable preparations</p> <ol style="list-style-type: none"> <li>a. Boiled vegetables</li> <li>b. Glazed vegetables</li> <li>c. Fried vegatables</li> <li>d. Stewed vegetables</li> </ol>	

**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

**FRENCH I**

**FRENCH – A Votre Service – 1**

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

**UNIT 1 Lecon1 : Voila....**

**8hrs**



**UNIT 2 Lecon2 : Bonjour....**

**8hrs**

**UNIT 3 Lecon3 : Jai une....**

**8hrs**

**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

**COMMUNICATION FOR HOSPITALITY– 1**

**UNIT 1:**

**8hrs**

**INTRODUCTION AND BASICS OF HOSPITALITY COMMUNICATION**

- 1.1.Importance of communication in Hospitality industry and its effects on performance – Customer Satisfaction
- 1.2.Communication Channels in the Hierarchy of an organization – Formal / informal
- 1.3.Process of Communication and various factors / components of communication
- 1.4.Significance of feedback
- 1.5.Forms of Communication – Formal / Informal, Verbal/ Non – Verbal Communication

**UNIT 2:**

**8hrs**

**COMMUNICATION CHANNELS, MODES AND LANGUAGE STYLES**

- 2.1. Verbal Communication – Oral and Written – Advantages and Disadvantages
- 2.2. Non-Verbal Communication – Ambience / Signs / Symbols / Voice / Body language
- 2.3. Grooming / Power Dressing / Polemics
- 2.4. Oral Communication – Barriers of Oral Communication Skills : Factors involved
- 2.5. Non Violent Communication
- 2.6. Cross Cultural Communication and overcoming these barriers.

**UNIT 3:**

**8hrs**

**PARALANGUAGE SKILLS – CLARITY IN ORAL SPEECH AND ETIQUETTE**

- 3.1. Listening Skills and listening Comprehension Passages of Telephone Conversations and Speeches used as material.
- 3.2. Introduction – Self and Others – Instructions – Asking for and Giving Directions
- 3.3. Telephone Speaking – Etiquette and other factors
- 3.4. Extempore and Prepared Speeches
- 3.5. Building positive attitude and Emotional Management

**UNIT 4:**

**8hrs**

**BASICS OR WRITTEN COMMUNICATION**

- 1.1.Written Communication – Factors involved
- 1.2.Writing Telephone messages, Drafting Telegrams
- 1.3.Email and Formal Net Communication Etiduette
- 1.4.Letter writing – Leave letters and requests for Permission / Issue of Documents
- 1.5.Creative Writing – Creating Wall Magazines , Making Collages

## **INTERNAL ASSESSMENT / PRACTICAL SESSIONS**

- Linkers and Cohesive Devices – Specifically for narratives, negotiations, debates and discussions
- Presentation Skills: Presenting a concept / product, with or without use of audio-visual media
- Framing of In – House Publicity materials for hotels – like announcing an event related to entertainment, a new customer facility etc
- Writing Business letters – Hospitality related
- Making a Report
- Project making
- Group Discussions – Participation and factors to be noted
- Mock Interviews

## **BOOKS FOR REFERENCE**

1. Essentials of English Grammar – Raymond Murphy
2. Comprehend and Compose – Dr. Geeta Nagaraj
3. Be my guest – Francis O'hara
4. Pronunciation Dictionary – Daniel Jones
5. Language in Use – Intermediate Series – Cambridge Publication

## **ENVIRONMENTAL STUDIES**

### **Unit – I: Introduction to environmental studies and Ecosystems. 10hrs**

- Multidisciplinary nature of environmental studies: components of environment – atmosphere, hydrosphere, lithosphere and biosphere.
- Scope and importance: concept of sustainability and sustainable development.
- What is an ecosystem? Structure and function of ecosystem; Energy flow in an ecosystem; food chain, food web and ecological succession. Case studies of the following ecosystems:
  - a) Forest ecosystem
  - b) Grassland ecosystem
  - c) Desert ecosystem
  - d) Aquatic ecosystem (ponds, streams, lakes, rivers, oceans, estuaries)

### **Unit – II: Natural Resources: Renewable & Non-renewable Resources and Biodiversity & conservation. 10hrs**

- Land resources and land use change: land degradation, soil erosion and desertification.
- Deforestation: causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations.
- Water: use and over-exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter-state).
- Heating of earth and circulation of air, air mass formation and precipitation.
- Energy resources: Renewable & Non-renewable energy sources, use of alternate energy sources, growing energy needs, case studies.
- Levels of biological diversity: genetic species and ecosystem diversity; biogeography zones of India: biodiversity patterns and global diversity hot spots.
- India as a mega-biodiversity nations; endangered endemic species of India

- Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions: conservation of biodiversity: in-situ and ex-situ conservation of biodiversity.
- Ecosystem and biodiversity services: ecological, economic, social, ethical, aesthetic and informational value.

**Unit – III: Environmental Pollution & Environmental Policies & Practices 10hrs**

- Environmental pollution: types, causes effects and control: air, water, soil, chemical and noise pollution.
- Nuclear hazards and human health risks.
- Solid waste management: control measures of urban and industrial waste.
- Pollution case studies.
- Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture.
- Environment laws: environment protection act: air (prevention and control of pollution) act; forest conservation act; international agreements; Montreal and Kyoto protocols and conservation on biological diversity (CBD). The chemical weapons convention (CWC).
- Nature reserves, tribal population and rights, and human, wildlife conflicts in Indian context.

**Unit – IV: Human communities and the environment and Field work. 10hrs**

- Human population and growth: impacts on environment, human health and welfares.
- Carbon foot-print.
- Resettlement and rehabilitation of project affected persons: case studies.
- Disaster management: floods, earthquakes, cyclones and landslides.
- Environmental movements: Chipko, silent valley, Bishnios of Rajasthan.
- Environmental ethics: role of Indian and other religions and cultures in environmental conservation.
- Environmental communication and public awareness, case studies (e.g., CNG vehicle in Delhi).
- Visit to an area to document environment assets; river/forest/flora/fauna, etc
- Visit to local polluted site-urban/rural/industrial/agricultural.
- Study of common plants, insects, birds and basic principles of identification.
- Study of simple ecosystems- pond, river, Delhi Ridge etc.

**BOOKS FOR REFERENCE**

- 1) Environmental Studies by Anubha Kaushik and C.P. Kaushik, published by New Age International (P), limited, Publishers, 4835/24, Ansari road, Daryaganj, New Delhi – 02.
- 2) Environmental Studies by Benny Joseph, published by Tata McGraw Hill Education Private Limited, New Delhi.
- 3) Handbook of Environmental Guidelines for Indian Tourism by Ratandeeep Singh, published by Kanishka Publishers, 4697/5-21A, Ansari road, Daryaganj, New Delhi – 02.

## SEMESTER II

### FRONT OFFICE OPERATIONS– I (THEORY)

7hrs

#### UNIT 1

Introduction to Tourism, Hospitality & Hotel Industry – Tourism and its importance, Hospitality and its origin hotels & their evolution and growth, brief introduction to hotel core areas with special reference to front office.

#### UNIT 2

8hrs

Classification of Hotels – based on size, star, location, clientele, ownership basis, independent hotels, management contracted hotel, chains, franchise/affiliated, supplementary accommodation, timeshares and condominium. Types of Rooms – Single, Double, Twin, Suite, food / meal plans, Types of room rates. (Rack, FIT, crew, group, corporate, weekend etc.), Guest types - FIT, VIP, Business Travelers, GIT, Special Interest Tours, Domestic, International.

#### UNIT 3

6hrs

Front office department: Sections & Layouts of front office department, co-ordination of front office with other departments of the hotel, front office equipments (non-automated, semi-automated and automated), functions, procedures & records.

#### UNIT 4

7hrs

Front office organization - Functional Areas, Front office Hierarchy, Duties and responsibilities, Personality traits, Rules of the house-for guests & staff

#### UNIT 5

7hrs

Bell Desk - Functions, Procedures & Records

### FRONTOFFICE OPERATIONS– I (PRACTICALS)

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

### REFERENCE BOOKS:

- Hotel Front Office – A Training Manual By Sudhir Andrews
- Hotel Front Office Training Manual By SuvradeepGaurangaGhosh
- 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)**

### **UNIT 1: SOUPS**

**8hrs**

A. Basic recipes other than consommé with menu example

- Broths
- Bouillon
- Puree
- Cream
- Volute
- Chowder
- Bisque etc

B. Garnishes and accompaniments

C. International soups

### **SAUCES & GRAVIES**

A. Difference and accompaniments

B. Derivation of mother sauces

C. Contemporary & Proprietary

### **UNIT 2: MEAT COOKERY**

**8hrs**

A. Introduction to meat cookery

B. Cuts of beef/veal

C. Cuts of lamb/mutton

D. Cuts of pork

E. Variety meats (offal's)

F. Poultry

(With menu example of each)

### **FISH COOKING**

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)

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

A. Introduction

B. Classification and identification

C. Cooking of rice, cereals and pulses

D. Varieties of rice and other cereals

### **UNIT 3: PASTRY**

**8hrs**

A. Short crust

B. Laminated

C. Choux

D. Hot water/Rough puff

- Receipts and method of preparation
- Differences
- Uses of each pastry

- Care to be taken while preparing pastry
- Role of each ingredient
- Temperature of banking pastry

### 1) Flour

- Structure of wheat
- Types of Wheat
- Types of Flour
- Processing of Wheat – Flour
- Using of Flour in food production
- Cooking of flour (starch)

### 2) SIMPLE BREADS

- Principals of bread making
- Simple yeast breads
- Role of each ingredient in bread making
- Baking temperature and its importance

### PASTRY CREAMS

- Basic pastry creams
- Uses in confectionery
- Preparation and care in production

## UNIT 4: BASIC COMMODITIES

8hrs

### 1) MILK

- Introduction
- Processing of milk
- Pasteurization – Homogenization
- Types of Milks – Skimmed and Condensed
- Nutritive Value

### 2) Cream

- Introduction
- Processing of Cream
- Types of Cream

### 3) Cheese

- Introduction
- Processing of cream
- Types of cream
- Classification of Cheese
- Curing of Cheese
- Uses of cheese

### 4) Butter

- Introduction
- Processing of Butter
- Types of Butter

## UNIT 5: BASIC INDIAN COOKERY

8hrs

### 1) CONDIMENTS & SPICES

- a. Introduction of Indian food
- b. Spices used in Indian cookery
- c. Role of spice in Indian cookery
- d. Indian equivalent of spices (names)

2) MASALAS

- a. Blending of spices
- b. Different masales used in Indian cookery
  - Wet masalas
  - Dry masalas
- c. Composition of different masalas
- d. Varieties of masalas available in regional areas
- e. Special masalas blends

**KITCHEN ORGANIZARION AND LAYOUT**

- a. General layout of the kitchen in various organizations
- b. Layout of receiving areas
- c. Layout of service and wash up

**APPLIED COOKERY – II (PRACTICAL)**

**PART- A COOKERY**

S.NO	TOPIC	METHOD
1	<ul style="list-style-type: none"> <li>• Meat – identification of various cuts, Carcass demonstration</li> <li>• Preparation of basic cuts-lamb and pork chops, tornado, fillet, Steaks and escalope</li> <li>• Fish- identification &amp; classification</li> <li>• Cuts and folds of fish</li> </ul>	Demonstrations & simple application
2.	<ul style="list-style-type: none"> <li>• Identification, Selection and processing of meat, fish and poultry.</li> <li>• Slaughtering and dressing</li> </ul>	Demonstrations at the site in local Area/Slaughtering house /Market
3	<p><b>PREPARATION OF MENU</b></p> <p><b>Salads &amp; soups</b> – Waldrof salad, Fruit salas, Russian Salad, salade nicoise            Cream (Spinach, Vegetable, Tomato),            Puree (lentil, Peas Carrot)            International soups</p> <p><b>Chicken, mutton and fish preparation</b>            Fish orly, a la angles, Colbert, meuniere, poached, baked            Entrée-Lamb stew, hot, pot, shepherd’s pie, grilled steaks &amp; lamb/Pork chops, Roast chicken, grilled chicken, Leg of lamb, Beef</p> <p><b>Simple potato preparations-</b>            Basic vegetables dishes</p>	Demonstration by instructor and application by students

	<b>Vegetable preparations-</b> Basic vegetable dishes <b>Indian cookery-</b> Rice dishes, Breads, Main course, Basic Vegetables, Paneer preparation	
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### **PART B – BAKERY & PATISSERIE**

<b>SL NO</b>	<b>TOPIC</b>	<b>Method</b>
<b>1</b>	<b>PASTRY:</b> Demonstration and Preparation of dishes using varieties of pastry <ul style="list-style-type: none"> <li>• Short Crust – Jam tarts, Turnovers</li> <li>• Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns</li> <li>• Choux Pastry – Eclairs, Profiteroles</li> </ul>	Demonstration by instructor and application by students
<b>2</b>	<b>COLD SWEET</b> <ul style="list-style-type: none"> <li>• Honeycomb mould</li> <li>• Butterscotch sponge</li> <li>• Coffee mousse</li> <li>• Lemon sponge</li> <li>• Trifle</li> <li>• Blancmange</li> <li>• Chocolate mousse</li> <li>• Lemon soufflé</li> </ul>	Demonstration by instructor and application by students
<b>3</b>	<b>HOT SWEET</b> <ul style="list-style-type: none"> <li>• Bread &amp; butter pudding</li> <li>• Caramel custard</li> <li>• Albert pudding</li> <li>• Christmas pudding</li> </ul>	Demonstration by instructor and application by students
<b>4</b>	<b>INDIAN SWEETS</b> Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and application by students

#### **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

### **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  
Succesful tourism planning-Prannath Seth

## **FRENCH - II**

### **FRENCH – A Votre Service – 1**

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

**UNIT 1 Lecon4 : Uncchambre pour 8hrs**

**UNIT 2 Lecon5 : II Restesculement 8hrs**

**UNIT 3 Lecon6: Est-cequevouspouvez 8hrs**

### **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

## **COMMUNICATION FOR HOSPITALITY – II**

### **UNIT 1: BUSINESS CORRESPONDENCE**

**8hrs**

- 1.1. Note Taking only Linear Pattern and Note Making Building a Paragraph using given hints
- 1.2. Business communication – Norms and Requirements
- 1.3. Different Forms of Written Communication: Memos, Agenda, Minutes of a meeting, etc
- 1.4. Formal Letters – Invitations, Request, Complaints, Orders and Thanks
- 1.5. Questionnaires / Comment Cards / Feedback forms

### **UNIT 2: JOB SKILLS**

**8hrs**

- 2.1. Resume
- 2.2. Application for Jobs / Covering Letters
- 2.3. Group Discussions – factors
- 2.4. Interviews Types and Preparation for Interviews
- 2.5. Body Language and Interview Etiquette

### **UNIT 3: LANGUAGE FOR MEDIA AND PUBLICITY**

**8hrs**

- 3.1. Forms of Media
- 3.2. Role of media in Communication
- 3.3. Advertising – its role in the industry, Copywriting – factors and related issues
- 3.4. In-House publicity materials- Use and Factors Involved
- 3.5. Designing / Making of posters, banners, brochures, pamphlets etc

### **UNIT 4: GRAPHICAL COMMUNICATION**

**5hrs**

- Graphical communication – Types tables, Graphs, Information Flow Charts
- Interpretation from Written to Graphical Form
- Interpretation from Graphical Form to Written Form
- Using Visual Aids – types and norms for effective usage

### **UNIT 5: ADVANCED WRITING AND ORAL PRESENTATION SKILLS**

**5hrs**

- 5.1. Editing for making effective presentations
- 5.2. Reports – types and structure
- 5.3. Writing Press Notes and Press Releases
- 5.4. Writing Reports on Events
- 5.5. Project making

### **UNIT 6: STUDY SKILLS**

**2 hrs**

- 6.1. Article One
- 6.2. Article Two

### **UNIT 7: LANGUAGE ACCURACY- ENGLISH GRAMMAR**

**6hrs**

- Accuracy and Usage, Common Errors and their correction in English usage with an emphasis on Concord, Sequence of Tenses, Articles, and Use of Prepositions
- Introduction – Self and Others / Formal and informal
- Making Queries, Instructions, Directions
- Direct and Indirect Speech
- Active and Passive Voice

## **INTERNAL ASSESSMENT / PRACTICAL SESSIONS**

- Grammar Skills – through Exercises
- Listening skills – Recorded / Unrecorded with Timed tests
- Speaking Skills – Individual Extempore / Prepared
- Conversations Role Plays and Group Discussions
- Telephone Manners Making and Receiving Calls – Role Plays
- Leave Letter Writing – Emails- Telegrams- Telephone Messages
- Case Studies

## **CONSTITUTION OF INDIA**

### **Unit - I:**

**8hrs**

Meaning of the term Constitution: its importance- making of the Indian constitution 1946-49. Dr Ambedkar's contribution, Preamble – Method of amending the constitution.

### **Unit – II:**

**8hrs**

The Democratic Institution created by the Constitution – Bicameral system of legislature and cabinet form of government at the Centre and States - Role and Position of President and Prime Minister .

### **UNIT – III:**

**8hrs**

Fundamentals Rights and Duties – Their content Significances – Special rights created in the Constitution for Dalit's, Backwards, Women, Children and the Religious and Linguistic Minorities.

### **Unit – IV:**

**8hrs**

Enforcing rights through Writs: Certiorari, Mandamus, Quo Warrant and Habeas Corpus – Public Interest Litigation – Directive principles of State Policy.

### **Unit – V:**

**8hrs**

Doctrine of Separation of Powers – Legislature, Executive and Judicial – and their composition and functioning in India - Features of Indian Federalism.

## **BOOKS FOR REFERENCE**

- 1) India's Constitution by M.V.Pylee, published by S.Chand & Company Limited, Ram Nagar, New Delhi -55.
- 2) Constitutional Law – I by S.R. Myneni, published by Asia Law House, opposite to High Court, Hyderabad – 02.
- 3) Understanding the Indian Constitution by H.M Rajashekara, published by Prabodha Publication, Basaweshwara Road, Mysore – 04.

S.No	Course	Title	Credits	Total Credits	Maximum Marks			Total
			L + T + P		IA		Exam	Marks
					C1	C2	C3	
<b>III SEMESTER</b>								
1	<b>DSC7A</b>	Housekeeping –I (Theory)	2 + 0 + 0	<b>4</b>	05	05	40	100
	<b>DSC7B</b>	Practical	0 + 0 + 2		05	05	40	
2	<b>DSC8A</b>	Applied Cookery III (Theory)	2 + 1 + 0	<b>5</b>	10	10	80	150
	<b>DSC8B</b>	Practical	0 + 0 + 2		05	05	40	
3	<b>DSC9A</b>	Hospitality Information System (Theory)	2+ 1+ 0	<b>5</b>	10	10	80	150
	<b>DSC9B</b>	Practical	0 + 0 + 2		05	05	40	
4	<b>AECC7</b>	MIL/French/KAN//Hindi/ German - III	2 + 1 + 0	<b>3</b>	10	10	80	100
5	<b>AECC8</b>	Communication for Hospitality III	2 + 1 + 0	<b>3</b>	10	10	80	100
6	<b>AECC9</b>	Disaster Management	2 + 0 + 0	<b>2</b>	05	05	40	50
<b>Total Credits / Marks</b>				<b>22</b>				<b>650</b>
<b>IV SEMESTER</b>								
1	<b>DSC10A</b>	Applied Cookery IV (Theory)	2+ 1 + 0	<b>5</b>	10	10	80	150
	<b>DSC10B</b>	Practical	0 + 0 + 2		05	05	40	
2	<b>DSC11A</b>	Front Office Operation II (Theory)	2 + 0 + 0	<b>4</b>	05	05	40	100
	<b>DSC11B</b>	Practical	0 + 0 + 2		05	05	40	
3	<b>DSC12A</b>	Housekeeping –II (Theory)	2 + 0 + 0	<b>4</b>	05	05	40	100
	<b>DSC12B</b>	Practical	0 + 0 + 2		05	05	40	
4	<b>DSC13A</b>	Food & Beverage Service II (Theory)	2 + 1 + 0	<b>5</b>	10	10	80	150
	<b>DSC13B</b>	Practical	0 + 0 + 2		05	05	40	
5	<b>AECC10</b>	MIL/French/KAN//Hindi/ German – IV	2 + 1 + 0	<b>3</b>	10	10	80	100
6	<b>AECC11</b>	Communication for Hospitality IV	2 + 1 + 0	<b>3</b>	10	10	80	100
<b>Total Credits / Marks</b>				<b>24</b>				<b>700</b>

S.No	Course	Title	Credits	Total Credits	Maximum Marks			Total
			L + T + P		IA		Exam	Marks
					C1	C2	C3	
<b>V SEMESTER</b>								
1	<b>DSC14</b>	Food Nutrition & Hygiene	3 + 1 + 0	<b>4</b>	05	05	40	100
2	<b>DSC15A</b>	Food & Beverage Service III (Theory)	2 + 1 + 0	<b>5</b>	10	10	80	150
	<b>DSC15B</b>	Practical	0 + 0 + 2		05	05	40	
3	<b>DSC16A</b>	Travel & Tourism Management	4 + 1 + 0	<b>5</b>	10	10	80	100
4 & 5	<b>DSE1 &amp; DSE2</b>	<b>Choose any two</b>						
		A. Eco Tourism	4 + 1 + 0	<b>5</b>	10	10	80	100
		B. Startup & Entrepreneurship	4 + 1 + 0	<b>5</b>	10	10	80	100
		C. Tourism Product	4 + 1 + 0	<b>5</b>	10	10	80	100
		D. Revenue & Cost Management	4 + 1 + 0	<b>5</b>	10	10	80	100
6	<b>SEC1</b>	Facilities Management	3 + 1 + 0	<b>4</b>	10	10	80	100
<b>Total Credits / Marks</b>				<b>28</b>				<b>650</b>
<b>VI SEMESTER</b>								
1 & 2 & 3	<b>DSC17 &amp; DSC18 &amp; DSC19</b>	Training components						
		A. Industrial training in Hotel/Tourism industry (100 Marks)	0 + 0 + 5	<b>5</b>	---	---	100	200
		B. Training Evaluation by Trainer	0 + 0 + 5	<b>5</b>	---	---	100	
		C. Training report (50 Marks) Presentation & Viva Voce (50 Marks)	0 + 0 + 4	<b>4</b>	---	---	100	100
4 & 5	<b>DSE1 &amp; DSE2</b>	<b>Choose any two</b>						
		A. Project report	0 + 0 + 5	<b>5</b>	30	30	40	100
		B. Human Resource Management in Hospitality industry	4 + 1 + 0	<b>5</b>	10	10	80	100
			4 + 1 + 0	<b>5</b>	10	10	80	100
		C. Business law in Tourism & Hospitality industry	4 + 1 + 0	<b>5</b>	10	10	80	100
		D. Event Management	4 + 1 + 0	<b>5</b>	10	10	80	100
6	<b>SEC2</b>	Marketing for Hospitality Industry	3 + 1 + 0	<b>4</b>	10	10	80	100
<b>Total Credits / Marks</b>				<b>28</b>				<b>600</b>

## ANNEXURE I

### Bachelor of Business Administration (Tourism & Hospitality)

#### COURSE STRUCTURE AND SYLLABUS

Sem	Core		Electives				Skill Enhancement Course		Ability Enhancement Compulsory Courses		Total Credits
	DSC		DSE		GE		SEC		AECC		
	Course	Credits	Course	Credits	Course	Credits	Course	Credits	Course	Credits	Credits
I	DSC-1 DSC-2 DSC-3	5 4 4	----	----	----	----	----	----	(AECC1)MIL/French/KAN//Hindi/ German – I (AECC2) Communication for Hospitality I (AECC3) Environmental Studies	3 3 3	<b>22</b>
II	DSC-4 DSC-5 DSC-6	4 4 5	----	----	----	----	----	----	(AECC4)MIL/French/KAN//Hindi/ German – II (AECC5) Communication for Hospitality II (AECC6) Constitution of India	3 3 3	<b>22</b>
III	DSC-7 DSC-8 DSC-9	4 5 5	----	----	----	----	----	----	(AECC7)MIL/French/KAN//Hindi/ German – III (AECC8) Communication for Hospitality III (AECC9) Disaster Management	3 3 2	<b>22</b>
IV	DSC-10 DSC-11 DSC-12 DSC-13	5 4 4 5	----	----	----	----	----	----	(AECC10)MIL/French/KAN//Hindi/ German – IV (AECC11) Communication for Hospitality IV	3 3	<b>24</b>
V	DSC-14 DSC-15 DSC-16	4 5 5	DSE-1 DSE-2	5 5	----	----	SEC-1	4	----	----	<b>28</b>
VI	DSC-17 DSC-18 DSC-19	4 5 5	DSE-3 DSE-4	5 5	----	----	SEC-2	4	----	----	<b>28</b>
<b>TOTAL Semester (I – VI)</b>		<b>86</b>	<b>20</b>		----		<b>08</b>		<b>32</b>		<b>146</b>

**DSC** - Discipline Specific Course

**DSE** - Discipline Specific Elective

**SEC** - Skill Enhancement Courses

**AECC** - Ability Enhancement Compulsory Courses