

## UNDERGRADUATE GRADUATE PROGRAM (UG)

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

The department offers BBA (3 year degree programme in **Hotel & Hospitality**) to cater to the needs of ever expanding hospitality industries. This course is approved by University Grants Commission and affiliated to the University of Mysore. It is a six semester full time programme. This program helps students to learn about the industry and its major components like Production, F & B Service, Front Office, Accommodation Operations, HR, Computer applications, Management, Accounts etc. The course also offers three months on the job training in Tourism & Hospitality and helps students to build a strong career in the industry.

#### Eligibility for Admission – UG - B.B.A. (Hotel & Hospitality)

- a) A candidate who has passed the **two year Pre-University examination** conducted by the Pre-university Board of Education, Government of Karnataka or any other examination considered equivalent by the University is eligible for admission to the First semester of the UG program.
- b) Students who have done **Three years Diploma after X Standard** are also eligible.
- c) A Candidate who has passed **3 years Diploma in commercial or Secretarial Practice** conducted by Department of Technical Education, Government of Karnataka is eligible for admission to 3<sup>rd</sup> Semester B.B.A. directly. However, such a candidate has to pass the languages and other compulsory Papers viz., Constitution of India and Environment Studies of first two semesters.
- d) A Candidate who has passed **2 years Diploma in Business Administration** conducted by Department of Technical Education, Government of Karnataka is eligible for admission to 5<sup>th</sup> Semester B.B.A degree course subject to the condition that the candidate has to pass papers in languages and all compulsory papers of first Four Semesters B.B.A.
- e) Students who have passed any **Job Oriented Course (JOC, 10+2) / I.T.I. (10+2) / Diploma in Computer Applications for the Visually Impaired** (JSS Polytechnic for the Differently Abled Institution) are eligible to join the first Semester B.B.A.
- f) Students who have passed the following JOC (10+2) are eligible to join first Semester degree program as detailed here under :

S.No	JOC Course
1	Accounting and Auditing
2	Accounting and Costing
3	Accounting and Taxation
4	Banking
5	Office Management
6	Co-operation
7	Marketing and Salesmanship
8	Material Management Technology

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

S.No	Course	Title	Credits	Total Credits	Maximum Marks			Total Marks
					IA		Exam	
			L + T + P		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>

S.No	Course	Title	Credits	Total Credits	Maximum Marks			Total Marks
					IA		Exam	
			L + T + P		C1	C2	C3	Marks
<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	0 5	40	
2	<b>DSC8A</b>	Applied Cookery III (Theory)	2 + 1 + 0	<b>5</b>	10	1 0	80	150
	<b>DSC8B</b>	Practical	0 + 0 + 2		05	0 5	40	
3	<b>DSC9A</b>	Front Office Operation II (Theory)	2+ 1+ 0	<b>5</b>	10	1 0	80	150
	<b>DSC9B</b>	Practical	0 + 0 + 2		05	0 5	40	
4	<b>AECC7</b>	MIL/French/KAN//Hindi/ German - III	2 + 1 + 0	<b>3</b>	10	1 0	80	100
5	<b>AECC8</b>	Communication for Hospitality III	2 + 1 + 0	<b>3</b>	10	1 0	80	100
6	<b>AECC9</b>	Disaster Management	2 + 0 + 0	<b>2</b>	05	0 5	40	50
<b>Total Credits / Marks</b>				<b>22</b>				<b>650</b>

**IV  
SEMESTER**

1	<b>DSC10 A</b>	Applied Cookery IV (Theory)	2+ 1 + 0	<b>5</b>	1 0	1 0	80	150
	<b>DSC10 B</b>	Practical	0 + 0 + 2		0 5	0 5	40	
2	<b>DSC11 A</b>	Hospitality Information System (Theory)	2 + 0 + 0	<b>4</b>	0 5	0 5	40	100
	<b>DSC11 B</b>	Practical	0 + 0 + 2		0 5	0 5	40	
3	<b>DSC12 A</b>	Housekeeping –II (Theory)	2 + 0 + 0	<b>4</b>	0 5	0 5	40	100
	<b>DSC12 B</b>	Practical	0 + 0 + 2		0 5	0 5	40	
4	<b>DSC13 A</b>	Food & Beverage Service II (Theory)	2 + 1 + 0	<b>5</b>	1 0	1 0	80	150
	<b>DSC13 B</b>	Practical	0 + 0 + 2		0 5	0 5	40	
5	<b>AECC1 0</b>	MIL/French/KAN//Hindi/ German – IV	2 + 1 + 0	<b>3</b>	1 0	1 0	80	100
6	<b>AECC1 1</b>	Communication for Hospitality IV	2 + 1 + 0	<b>3</b>	1 0	1 0	80	100
<b>Total Credits / Marks</b>				<b>24</b>				<b>700</b>

S.No	Course	Title	Credits	Total Credits	Maximum Marks			Total Marks
					IA		Exam	
			L + T + P		C1	C2	C3	Marks
<b>V</b>								
<b>SEMESTER</b>								
1	<b>DSC14</b>	Food Nutrition & Hygiene	3 + 1 + 0	<b>4</b>	05	05	40	100
2	<b>DSC15 A</b>	Food & Beverage Service III (Theory)	2 + 1 + 0	<b>5</b>	10	10	80	150
	<b>DSC15 B</b>	Practical	0 + 0 + 2		05	05	40	
3	<b>DSC16 A</b>	Travel & Tourism Management	4 + 1 + 0	<b>5</b>	10	10	80	100
4 & 5	<b>DSE1 &amp; DSE2</b>	<u>Choose any two</u> 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</b>								
<b>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>	<u>Choose any two</u> 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
		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>

## 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**

**7**

**hrs DEPARTMENTS :**

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**
- Levels of skills and experiences
  - Attitudes and behavior in the kitchen
  - Personal hygiene
  - Uniforms & protective clothing
  - Safety procedure in handling equipment
- CULINARY HISTORY-** Origin of modern cookery
- Unit 2: HIRARCHY AREA OF DEPARTMENT AND KITCHEN** **6hrs**
- Classical Brigade
  - Modern staffing in various category hotels
  - Roles of executive chef
  - Duties and responsibilities of various chefs
  - Co-operation with other department
- CULINARY TERMS**
- List of culinary (common and basic) terms
  - Explanation with examples
- Unit 3: AIMS & OBJECTS OF COOKING FOOD** **7hrs**
- Aims and objectives of cooking food
  - Various textures
  - Various consistencies
  - Techniques used in pre-preparation
  - Techniques used in preparation
- BASIC PRINCIPLES OF COOKING FOOD**
- VEGETABLE AND FRUIT COOKERY**
    - Introduction – Classification of vegetables
    - Pigments and color changes
    - Effects and color changes
    - Cuts of vegetables
    - Classification of fruits
    - Uses of fruit in cookery
    - Salads and salad dressings
  - Stock**
    - 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
  - d.

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

SL.N O	TOP IC	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

<b>8</b>	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students
<b>9</b>	<p>Simple salads &amp; soups;</p> <ul 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> </ul> <p>Simple Egg preparation</p> <ul style="list-style-type: none"> <li>a. Scotch egg</li> <li>b. Assorted omelettes</li> <li>c. Oeuf Florentine</li> <li>d. Oeuf Benedict</li> <li>e. Oeuf faric</li> <li>f. Oeuf Portugese</li> <li>g. Oeuf Deur Mayonnaise</li> </ul> <p>Simple potato preparation</p> <ul 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> </ul> <p>Vegetable preparations</p> <ul style="list-style-type: none"> <li>a. Boiled vegetables</li> <li>b. Glazed vegetables</li> <li>c. Fried vegetables</li> <li>d. Stewed vegetables</li> </ul>	

**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 INTRODUCTION AND BASICS OF HOSPITALITY COMMUNICATION 10 HRS**

- 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 COMMUNICATION CHANNELS-MODES AND LANGUAGE STYLES 06 HRS**

- 1.1. Verbal Communication – Oral and Written –Advantages and Disadvantages
- 1.2. Non-Verbal Communication-Ambience / Signs/ Symbols / Voice / Body language
- 1.3. Grooming/ Power Dressing / Proxemics
- 1.4. Oral Communication - Barriers of Oral Communication Skills : Factors involved
- 1.5. Non Violent Communication
- 1.6. Cross Cultural Communication and overcoming these barriers.

**UNIT 3 PARALANGUAGE SKILLS - CLARITY IN ORAL SPEECH AND ETIQUETTE 06 HRS**

- 2.1. Listening Skills and listening Comprehension Passages of Telephone Conversations and Speeches used as material.
- 2.2. Introductions- Self and others – Instructions - Asking for and Giving Directions
- 2.3. Telephone Speaking - Etiquette and other factors ,
- 2.4. Extempore and Prepared Speeches
- 2.5. Building positive attitude and Emotional Management

**UNIT 4: BASICS OF WRITTEN COMMUNICATION 06 HRS**

- 3.1. Written Communication – factors involved
- 3.2. Writing Telephone messages , Drafting Telegrams,
- 3.3. Email and Formal Net Communication Etiquette
- 3.4. Letter writing – Leave letters and Requests for Permission /Issue of Documents
- 3.5. Creative Writing – Creating Wall Magazines , Making Collages

## **UNIT 5: LANGUAGE ACCURACY-ENGLISH GRAMMAR 06 HRS**

- 4.1. Accuracy and Usage, Common Errors and their correction in English usage with an emphasis on Concord, Sequence of Tenses, Articles, and Use of Prepositions - 10 Marks
- 4.2. Introductions – Self and Others / Formal and informal -10 Marks
- 4.3. Making Queries, Instructions, Directions
- 4.4. Direct and Indirect Speech
- 4.5. Active and Passive Voice

## **UNIT 6 STUDY SKILLS 06 HRS**

- 6.1. Story One
- 6.2. Story Two

### **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

### **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**

Multidisciplinary nature of environmental studies; Components of environment: Atmosphere, hydrosphere, lithosphere, biosphere. Scope and importance; Concept of sustainability and sustainable development.

#### **Unit – II: Introduction to environmental studies**

What is an ecosystem? Structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs and ecological succession.

Case studies of the following ecosystems:

a) Forest ecosystem b) Grass land ecosystem c) Desert ecosystem d) Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

#### **Unit – III: Natural Resources: Renewable and Non-renewable Resources**

- 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 and inter-state).
- Heating of earth and circulation of air, air mass formation and precipitation.
- Energy resources: Renewable and Non-renewable energy sources, use of alternate energy sources, growing energy needs, case studies.

#### **Unit – IV: Biodiversity and Conservation**

- 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 nation; 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 – V: Environmental Pollution**

- 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.

#### **Unit – VI: Environmental Policies and Practices**

- 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 – VII: Human communities and the environment**

- 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).

#### **Unit – VIII: Field work.**

- Visit to an area to document environmental assets: river/ forest/ flora/fauna, etc.
- Visit to a local polluted site-Urban/Rural/Industrial/Agricultural
- Visit to Industries for study on Occupational health and safety.
- Study of Biodiversity and protected areas.

## SEMESTER II

### FRONT OFFICE OPERATIONS– I (THEORY)

7

#### hrs 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 ORGANIZATION 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.N O	TOP IC	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	
--	--	--

### PART B – BAKERY & PATISSERIE

S L N O	TOP IC	Method
1	<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
2	<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
3	<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
4	<b>INDIAN SWEETS</b> Simple ones such as chicoli, 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  
Successful 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, dining room, meals, journey, dresses, passports, departures

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

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

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

### hrs 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 10 HRS**
- 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 06 HRS**
- 2.1. Resume
  - 2.2. Application for Jobs / Covering Letters
  - 2.2. Group Discussions – factors
  - 2.3. Interviews Types and Preparation for Interviews
  - 2.5. Body Language and Interview Etiquette
- UNIT 3 LANGUAGE FOR MEDIA AND PUBLICITY 06 HRS**
- 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 06 HRS**
- 4.1. Graphical communication- Types Tables, Graphs, Information Flow Charts
  - 4.2. Interpretation from Written to Graphical Form
  - 4.3. Interpretation from Graphical Form to Written Form
  - 4.3. Using Visual Aids – types and norms for effective usage
- UNIT 5 ADVANCED WRITING AND ORAL PRESENTATION SKILLS 06 HRS**
- 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
  - 5.4. Project making
- UNIT 6 STUDY SKILLS 06 Hrs**
- 6.1 Article One
  - 6.2 Article Two

## **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

## **CONSTITUTION OF INDIA**

### **Unit - I:**

Introduction - Making of the Indian Constitution - Meaning, Nature and Importance of Indian Constitution - Salient features of Indian constitution - Preamble

### **Unit – II:**

Fundamental Rights - Fundamental Duties - Directive Principles of State Policy - Right to Information Act 2005

### **UNIT – III:**

Lok Sabha and Rajya Sabha: Powers and Functions - President, Vice President: Election Method, Role, Powers and Functions - Prime Minister, Council of Ministers: Role, Powers and Functions - Judiciary: Supreme Court of India: Powers and Functions

### **Unit – IV:**

Local self-government: Rural and Urban Local Self Government - Public Service Commission - Election Commission - The Protection of Human Rights Act 1993

## **BOOKS FOR REFERENCE**

- 1) India's Constitution by M.V.Pylee, published by S.Chand and 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.

## **SEMESTER – III**

### **(DSC 7A) HOUSEKEEPING – 1**

**No of Credits** Theory: 02 Practical: 02

#### **Objectives:**

1. To understand main activities, engage in the housekeeping department
2. Discuss the types, use, maintenance, storage and selection of cleaning agent and equipments used by housekeeping staff
3. Know about various personnel in the housekeeping department and duties and responsibilities

#### **Outcomes:**

1. To understand the organization structure of the housekeeping department
2. Able to know the role of housekeeping department
3. Able to know the coordination between other departments

#### **Module – I**

**15hrs**

HOUSEKEEPING DEPARTMENT- Housekeeping: definition, Hierarchy in small, medium, large and chain hotels - Identifying Housekeeping Responsibilities - Personality traits of housekeeping Management Personnel - Duties and Responsibilities of Housekeeping staff - Layout of the Housekeeping Department

#### **Module – II**

**10hrs**

CLEANING ORGANISATION AND CLEANING AGENTS - Principles of cleaning, hygiene and safety factors in cleaning - Methods of organizing cleaning - Frequency of cleaning daily, periodic, special - Design features that simplify cleaning - Use and care of Equipment - General Criteria for selection – Classification – Use, care and Storage - Distribution and Controls - Use of Eco-friendly products in Housekeeping

#### **Module – III**

**10hrs**

COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES – Metals – Glass - Leather, Leatherette, Rexines – Ceramics – Wood - Wall finishes - Floor finishes

#### **Module – IV**

**7hrs**

THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION - Role of Housekeeping in Guest Satisfaction and Repeat Business

#### **Module – V**

**6hrs**

INTER DEPARTMENTAL RELATIONSHIP - With Front Office, F&B Service, F&B Production, Maintenance, Accounts, Security, Human Resources and Stores & Purchase.

### **(DSC7B) PRACTICAL (Total 40 hours)**

#### **1. Cleaning Equipment- (manual and mechanical)**

- Familiarization

- Different parts
  - Function
  - Care and maintenance
2. **Cleaning Agent**
    - Familiarization according to classification
    - Function
  3. **Guest Room Supplies and Position**
    - Standard room
    - Suite
    - VIP room special amenities
  4. **Public Area Cleaning**
  5. **Guest Room Cleaning**
  6. **Bed Making**
  7. **Cleaning of Difference surfaces**
  8. **Maid's Trolley**
    - Contents
    - Trolley setup

#### **REFERENCE BOOKS:**

- Managing Housekeeping Operations by Aleta A. Nitschke AH&LEI
- Hotel Housekeeping Management & Operations by Sudhir Andrews
- Hotel Housekeeping: A Training Manual by Sudhir Andrews
- Hotel Housekeeping by Raghubalan
- Theory and Practices of Professional Housekeeping by SModulea Srinivas
- Organization of Housekeeping Management By Dr.R.K.Singh

#### **(DSC 8A) APPLIED COOKERY – III**

**No of Credits** Theory: 03 Practical: 02

##### **Objectives:**

1. To learn about the regional Indian cuisine, and international cuisines
2. To learn about food production management
3. To understand principles of menu planning and product research

##### **Outcomes:**

1. To understand the basic work flow in the kitchen
2. Able to know the production management and product
3. Able to know the quantity food production equipment

#### **Module – I**

**10hrs**

REGIONAL INDIAN CUISINE - Introduction to Regional Indian Cuisine, Heritage of Indian Cuisine – STATES: Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal, Parsi, Chettinad, Hyderabad, Lucknow, Avadhi, Malabari/Syrian Christian and Bohri

**Module – II****8hrs**

QUANTITY FOOD PRODUCTION EQUIPMENT - Equipment required for mass/volume feeding, Heat and cold generating equipment

**Module – III****10hrs**

MENU PLANNING - Basic principles of menu planning – recapitulation, Points to consider in menu planning for various volume

**Module – IV****10hrs**

INTERNATIONAL CUISINE - Geographic location - Historical background - Staple food with regional Influences – Specialties – Recipes - Equipment in relation to: Great Britain, France, Italy, Spain & Portugal, Middle East, Oriental, Mexican

**Module – V****10hrs**

PRODUCTION MANAGEMENT AND PRODUCT - RESEARCH DEVELOPMENT - Kitchen Organization, Allocation of Work - Job Description, Duty Roster, Production Planning, Production quality & quantity control, Yield management, Forecasting and budgeting, testing new equipment, Developing new recipes, Food Trails.

**(DSC 8B) PRACTICAL (Total 40 hours)**

<b>MAHARASTRIAN</b>	<b>GOAN</b>	<b>AWADH</b>	<b>BENGALI</b>
<i>Menu 01</i>	<i>Menu 03</i>	<i>Menu 05</i>	<i>Menu 08</i>
Masala Bhat	Galina Xacutti	Yakhni Pulao	Doi Mach
Kolhapuri Mutton	Toor Dal Sorak	Mughlai Paratha	Tikoni Pratha
Batata Bhajee	Fish Caldeen	Gosht Do Piazza	Baigun Bhaja
Masala Poori	Bibinca	Badin Jaan	Payesh
Koshimbir	<b>PUNJABI</b>	Kulfi with Falooda	<i>Menu 09</i>
Coconut Poli	<i>Menu 04</i>	<i>Menu 06</i>	Mach Bhape
<i>Menu 02</i>	Amritsari Macchi	Galouti Kebab	Luchi
Moong Dal Khichdee	Rajmah Masala	Bakarkhani	Sukto
Patrani Macchi	Pindi Chana	Gosht Korma	Kala Jamun
Tomato Saar	Bhaturas	Paneer Pasanda	<i>Menu 10</i>
Tilgul Chapatti	Row Di Kheer	Muzzafar	Prawan Pulao
Amti		<b>BENGALI</b>	Mutton Vidalloo
Basundi		<i>Menu 07</i>	Beans Foogath
		Ghee Bhat	Dodol
		Macher Jhol	
		Aloo Posto	



**REFERENCE BOOKS:**

- Culinaria series of books culinaria italia by claudia piras
- Culinaria england by rose mary parkinson
- Culinaria france by konemann
- The cooks book by jill norman
- Larousse gastronomie by hamlyn
- Food production operation by p s bali

**(DSC9A) FRONT OFFICE OPERATIONS – II**

**No of Credits** Theory: 03 Practical: 02

**Objectives:**

1. To learn key activities those are happening in front office department of a hotel
2. To learn the checkout and front desk cashiering process and bill settlement
3. To learn revenue management and review key competency-based profile of front office department

**Outcomes:**

1. Able to know all major activities of front office adhering to the policies laid down by the management
2. Able to know handling billing and cashiering activities of the hotel including foreign exchange formalities
3. Able to know the PMS accurately thereby contributing to the revenue management system

**Module – I****10hrs**

COMPUTER APPLICATION IN FRONT OFFICE OPERATION - Role of information technology in the hospitality industry, Factors for need of a PMS in the hotel, Factors for purchase of PMS by the hotel, Introduction and application of Global distribution system.

**Module – II****10hrs**

FRONT OFFICE - ACCOUNTING - Accounting Fundamentals, Guest and non -guest accounts, Accounting System-Non automated – Guest weekly bill, Visitors tabular ledger-Semi -automated-Fully automated, Front office accounting cycle

**Module – III****10hrs**

CHECK OUT PROCEDURES - Guest accounts Settlement- Cash and credit- Indian currency and foreign currency- Transfer of guest accounts, Express check out, and self-check-out, Potential check out problems and solutions

**Module – IV****10hrs**

CONTROL OF CASH AND CREDIT– Night Auditing Functions and Process, Audit procedures (Non automated, semi –automated and fully automated), Duties and responsibilities of Night Auditor, Verifying no shows

**Module – V****8hrs**

FRONT OFFICE & GUEST SAFETY AND SECURITY - Importance of security systems,

Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb)  
Handling unusual events, First aid for some common problems

### **(DSC9B) PRACTICAL (Total 40 hours)**

1. Hands on practice of computer applications related to Front Office procedures such as
  - Reservation,
  - Registration,
  - Guest History,
  - Telephones,
  - Housekeeping,
  - Daily transactions
2. Front office accounting procedures
  - Manual accounting
  - Machine accounting
  - Payable, Accounts Receivable, Guest History, Yield Management
3. Role Play
  - Situation Handling
4. Suggestive List of Tasks for Front Office Operation System
  - Send confirmation letters
  - Print registration cards
  - Make FIT reservation and group reservation
  - Make an Add-on reservation
  - Amend a reservation
  - Cancel a reservation-with deposit and without deposit
  - Check –in a walk-in guest
  - Maintain guest history
  - Make sharer reservation
  - Make room change
  - Make check and update guest folios
  - Process charges for in-house guests and non-resident guests.
  - Handle allowances and discounts and packages
  - Process advances for in-house guest
  - Processing foreign currency exchange/ cheque exchange
  - Process guest check out by cash and credit card
  - Check out without closing folio-Skipper accounts

### **REFERENCE BOOKS:**

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

### **(AECC7) FRENCH –III**

**No of Credits Theory: 03**

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

**Outcome:** Convince in communicating with international guest.

**Module-1** Leçon7: je suis desole....

**Module -2** Leçon8: Par ici, s'il vous plait....

**Module -3** Leçon9: Est-ce que vous avez choisi? ...

**Module-1**

**7hrs**

**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

**Module-2**

**7hrs**

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

**Module-3**

**7hrs**

Textual reading & comprehension

**Module-4**

**7hrs**

Important phrases used

**Module-5**

**7hrs**

Communicative French, Case studies

**Reference Books:**

- A Votre Service 1 Lesson 7 – Bilan 2 (Page 69–146)
- Mauger G., *Course De Langue De Civilization Franchises – I*, Alliance
- Bhattacharya S., *French for Hotel Management & Tourism Industry*, Frank Brothers & Co. Ltd. New Delhi 1998.
- *French English Dictionary*, Oxford University Press.

\*Latest edition of all the suggested books are recommended

**(AECC8) COMMUNICATION FOR HOSPITALITY – III**

**No of Credits Theory: 03**

**Objectives:**

- 1.To know about different letters for employment
2. To know about conversation and interview skills

**Outcomes:**

- 1.Able to write different letter formats
- 2.Able to present effective communication and conversation with presentation skill

**Module – I**

**10hrs**

**JOB APPLICATION/ COVERING LETTERS:** Job applications – importance – functions – drafting job applications – elements of structures – preparing job applications/ covering letters; regular and email formats – resume preparation – types – important features – layout of a resume – chronological – functional – combination – targeted – mini - checklist for a resume.

**Module – II**

**8hrs**

**PERSONNEL LETTERS:** Letter to applicants; calling for interview – rejecting a candidate – recommendations and testimonials – background enquiries about candidates – appointment letters – warning letters – memo

**Module – III**

**10hrs**

**JOB INTERVIEWS INTRODUCTION** – process – stages – types – requisite qualities –

candidate's preparation for an interview; knowledge about self – the organization – proper verbal and non-verbal cues – exhibiting confidence – tips for success – mock interviews

#### **Module – IV**

**10hrs**

**PRESENTATION AND PUBLIC SPEAKING SKILLS** - Business presentation planning – structure – delivery – stages – introduction – main body – conclusion – effective sales presentation – samples – stage fright – symptoms of stage fright – controlling stage fright

#### **Module – V**

**10hrs**

**CONVERSATIONS:** Overview – importance – essentials of a conversation – structured conversations – conversation strategies – non-verbal cues in conversations – handling stressful conversations – dealing with argumentative communicators.

#### **REFERENCE BOOKS:**

- Communication Skills – Sanjay Kumar
- Business communication - Urmila Rai
- Business Communication – Meenakshi Raman
- Business correspondence and report writing – R C Sharma
- Business communication essentials – Courtland L Bovee

#### **(AECC9) DISASTER MANAGEMENT**

**No of Credits** Theory: 02

#### **Module – I**

Introduction to Disasters: Concepts, and definitions (Disaster, Hazard, Vulnerability, Resilience, Risks). Disasters: Classification, Causes, Impacts (including social, economic, Political, environmental, health, psychosocial, etc.) Differential impacts-in terms of caste, class, gender, age, location, disability Global trends in disasters, urban disasters, pandemics, complex emergencies, Climate change

#### **Module – II**

Approaches to Disaster Risk reduction: Disaster cycle-its analysis, phases, Culture of safety, prevention, mitigation and preparedness based on DRR, Structural-non-Structural Measures, panchayati Raj Institutions/ Urban Local Bodies (PRIs/UBLs), states, Centre, and other stake – holders

#### **Module – III**

Inter-relationship between Disasters and Development: Factors affecting Vulnerabilities, differential impacts, impact of Development projects such as dams, embankments, changes in Land-use etc. Climate Change Adaptation. Relevance of indigenous Knowledge, appropriate technology and local resources

#### **Module – IV**

Disaster Risk Management in India Hazard and Vulnerability profile of India Components of Disaster Relief: Water, Food, Sanitation, Shelter, Health, Waste Management Institutional arrangements (Mitigation, Response and Preparedness, DM Act and Policy, Other related policies, plans, programs and legislation)

#### **REFERENCE BOOKS:**

- Gupta Anil K, Sreeja S Nair.
- 2011 Environmental Knowledge for Disaster Risk Management
- NIDM, New Delhi Indian Journal of Social Work 2002.
- Special Issue on Psychosocial Aspects of Disasters, Volume 63, Issue 2, April
- Kapur, Anu & others, 2005: Disaster in India Studies of reality, Rawat Publishers, Jaipur
- Kapur Anu 2010: Vulnerable India: A Geographical Study of Disasters, IAS and Sage Publishers, New Delhi.

## SEMESTER – IV

### (DSC10A) APPLIED COOKERY – IV

No of Credits Theory: 03 Practical: 02

#### Objectives:

- 1.To learn about the work flow of cold kitchen
2. To learn about Galantine
3. To understand bakery and Confectionery

#### Outcomes:

1. Able to know different appetizers and garnishes
2. Able to know charcuterie
3. Able to know frozen desserts and meringues

#### Module – I

8hrs

LARDER - Introduction of Larder Work, Definition, Layout of a typical larder with equipment and various, Equipment found in the larder, Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties and Responsibilities of larder Chef, Additives and Preservatives

#### Module – II

12hrs

CHARCUTIERIE - Introduction to charcutier, Hierarchy of Larder Staff Sausage – Types and Varieties, Casings – Types and Varieties, Fillings – Types and Varieties, Additives and Preservatives, FORCEMEATS -Types of forcemeats, Preparation of forcemeats, Uses of forcemeats, Types of Brines, BRINES, CURES and MARINADES - Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades, Difference between Brines, Cures and Marinades, HAM, BACON and GAMMON - Cuts of Ham, Bacon and Gammon, Differences between Ham, Bacon and Gammon, Processing of Ham and Bacon, Green Bacon, Uses of different cuts

#### Module – III

08hrs

GALANTINES - Making of galantines, Types of Galantine, Ballotines, PATES- Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison, Truffle – sources, Cultivation and uses and Types of truffle, MOUSE and MOUSSELINE- Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline, QUENELLES, PARFAITS, ROULADES- Preparation of Quenelles, Parfaits and Roulades, Sandwiches

#### Module – IV

12hrs

APPETIZERS AND GARNISHES AND CHAUD FROID - Classification of Appetizers, Examples of Appetizers, Historic importance of culinary Garnishes, Explanation of different Garnishes, NON EDIBLE DISPLAYS- Ice carvings, Tallow sculpture, Fruit and vegetable Displays, Salt dough, Pastillage, Jelly Logo, USE OF WINE AND HERBS IN COOKING- Ideal uses of wine in cooking, Classification of herbs, Ideal uses of herbs in cooking - Meaning of Chaud froid, Making of chaud froid and Precautions, Types of chaud froid, Uses of chaud froid, ASPIC and GELEE - Definition of Aspic and Gelee, Difference between the two, Making of Aspic and Gelee, Uses of Aspic and Gelee

**Module - V**

8hrs

BAKERY AND CONFECTIONERY - Varieties of icings, Using of Icings, Difference between icings and Toppings, Recipes, FROZEN DESSERTS and MERINGUES - Types and classification of frozen Desserts Ice-creams - Definitions, Methods of preparation, Additives and preservatives used in Ice-cream, Making of Meringues

**(DSC10B) PRACTICAL (Total 40 hours)**

<b>MENU 01</b>	<b>MENU 04</b>	<b>MENU 06</b>	<b>MENU 09</b>
Prawn Ball Soup	Wonton Soup	Gazpacho	Chocolate truffle
Fried Wonton	Spring Rolls	Pollo En Pepitoria	Assorted Cake
Sweet and Sour Pork	Stir Fried Beef and Celery	Paella	Gingerbread
Hakka Noodles	Chow Mein	Frittata De Patata	Lavash
<b>MENU 02</b>	<b>MENU 05</b>	Pastel De Manzana	Chocolate parfait
Hot and Sour soup	Prawns in Garlic Sauce	<b>MENU 07</b>	<b>MENU 10</b>
Beans Schwann	Fish Szechuan	Tiramisu	Cinnamon roll
Stir Fried Chicken and Peppers	Hot and Sour Cabbage	Apple strudel	Plum pudding
Chinese Fried Rice	Steamed Noodles	Baklava	Bread rolls
<b>MENU 03</b>		Black forest	Bread egg puffs
Sweet Corn Soup		<b>MENU 08</b>	
Shao Mai		Pizza	
Tung-Po Mutton		Praline / cold cheese cake	
Yangchow Fried Rice		Parfait / Danish pastry	

## REFERENCE BOOKS:

- Culinary series of books culinaria italia by claudia piras
- Culinaria england by rose mary parkinson
- Cooking ingredients by christine ingram
- The cooks book by jill norman
- Larousse gastronomie by hamlyn
- Food production operation by p s bali
- The art and science OF CULINARY PREPARATION BY CHESSER(ACFEI)

## (DSC 11A) HOSPITALITY INFORMATION SYSTEM

**No of Credits** Theory: 02 Practical: 02

### **Course Objectives**

Provides insight into the management information system and hospitality information system. Shows information systems composed of management, organization and technology elements and is reinforced in student projects and case studies. Also apply to understand the various computer applications used in Hotels. It helps them with hands on experience and to acquire knowledge to operate various Property Management System Modules and current technological trends in hospitality.

### **Learning Outcome**

- To characterize the impact of information systems on internal and external communication.
- To understand hospitality Property Management System, Point of Sale, Guest accounting, Food and Beverage management, Reservation
- To understand the various digital trends in hospitality sector

**Module – I****5hrs**

MEANING AND ROLE OF MIS AND HIS - Concept and definitions of MIS, Role of MIS, Characteristics of MIS, Limitations of MIS, MIS and Computer, MIS and User, MIS for Strategic. HIS concept, HIS Terminology, HIS In – House, HIS Hardware and HIS Software requirements. Modules (Reservation, Guest Accounting, Room Management, General Management)

**Module – II****7hrs**

PROPERTY MANAGEMENT SYSTEM INTERFACE AND POINT OF SALE (POS)- Point of Sale system, call accounting system, energy management systems, auxiliary guest services, guest operating devices, POS order entry Modules, POS printers, Account statement, PCI compliance, Managing Guest Accounts, POS software, automated beverage control system.

**Module – III****7hrs**

F AND B MANAGEMENT, SALES, ACCOUNTS AND 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.

**Module – IV****6hrs**

RESERVATION SYSTEMS - Property level reservation system, Property level reservation systems - reservation inquiry, determination of availability, creation of reservation record, maintenance of reservation record, generation of reports, reservation through the internet. distribution of revenues, Room management module and guest accounting module.

**Module – V****8hrs**

DIGITAL TRENDS IN HOSPITALITY - Central reservation system (CRS)-Affiliate and Non affiliate systems, Global distribution system, Inter-sells agencies, Internet of Things (IoT) - Meaning, benefits, applications of IoT in hotels- hyper personalized hotel rooms, location based information, predictive repairs and maintenance, electronic key cards, voice controlled customer service, usage of Artificial Intelligence (AI), Virtual Reality(VR), Augmented Reality (AR), Robotics, Blockchain technology.

**(DSC 11B) PRACTICAL (Total 40 hours)**



Any one Hotel Management software should be used for practical's- HMS/PMS – GALILEO/IDS/WIN/OPERA/Open Source Software.

- Point of Sale: Kitchen Order Ticketing (KOT), Billing, Sales Analysis, Link up of front desk billing with other Departments
- Front Office-Booking/Receipt/Invoice
- Accommodation and room maintenance coordination
- Night auditing procedures Multi currency payments, charges and invoices.
- FB Services, Recipe Costing
- Banquet Management: Reservation, Function prospectus tracking, Generation of Function Prospectus, Reports-Hall Chart Maintenance
- Account – Sales/Purchase/Stock/Payroll
- Online Travel Agency (OTA)
- Health Care
- H.I.S Report Handling
- Inventory Handling

#### REFERENCE BOOKS:

- Managing technology in the hospitality industry – sixth edition, Michael L.Kasavana.
- O'Brien James, Management Information System, 7th Edition, Tata McGraw – Hill Publishing Company Limited
- KC Laudon, JP Loudon, MIS Managing digital firm, Person Education
- Jawadekar W. Management Information System and Applications, 2nd Edition, Tata McGraw – Hill Publishing company Limited.
- Managing Computers in the Hospitality Industry, Michael I. Kasavana, John Computers in Hotels: Concepts and Applications, 1/e Author(s): Partho Pratim Seal
- Information and Communication Technologies in Hospitality and Tourism: Applications and Management Marianna Butterworth-Heinemann Limited
- Essentials of Management Information Systems, Kenneth C. Laudon Jane P. Laudon, Pearson Education, ISBN 10: 0-13-266855-6 ISBN 13: 978-0-13-266855-2

## **(DSC12A) HOUSEKEEPING- 1I**

**No of Credits Theory: 02 Practical: 02**

### **Objectives:**

- 1.To learn about the work flow of linen room and uniform room
2. To learn about Flower arrangement
3. To understand laundry and dry cleaning

### **Outcomes:**

- 1.Able to know the different uniforms and linen room activities
2. Able to know the different flowers and indoor plants
3. Able to know different wash cycle and laundry chemicals

### **Module - I**

**14hrs**

LINEN ROOM - Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various Linen Items and fabrics suitable for this purpose, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and records, Stocktaking-procedures and records, Recycling of discarded linen, Linen Hire

### **Module - II**

**8hrs**

UNIFORMS - Advantages of providing uniforms to staff, Issuing and exchange of uniforms; type of uniforms, Selection and designing of uniforms, Layout of the Uniform room, SEWING ROOM - Activities and areas to be provided, Equipment provided

### **Module - III**

**2hrs**

COLOUR - Introductions, Dimension of colour, Types of colours, Colour Wheel, Colour scheme and emotional effect of colour

### **Module - IV**

**10hrs**

LAUNDRY - Commercial and On-site Laundry, Flow process of Industrial Laundering-OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal

## **Module – V**

**15hrs**

**FLOWER ARRANGEMENT** - Flower arrangement in Hotels, Equipment and material required for flower arrangement, Conditioning of plant material, Styles of flower arrangements, Principles of design as applied to flower arrangement

### **(DSC12B) PRACTICAL (Total 40 hours)**

- Selection and Designing of Uniforms
- Layout of Linen and Uniform Room/Laundry (Industry Visit)
- Laundry Machinery and Equipment (Industry Visit)
- Stain Removal (Industry Visit)
- Flower Arrangement – 1
- Flower Arrangement – II
- Different types of Hand Stiches
- Guest Laundry (Role Play)

### **REFERENCE BOOKS:**

- Managing housekeeping operations by aleta a. Nitschke ahlei
- Hotel housekeeping management and operations by sudhir andrews
- Hotel housekeeping: a training manual by sudhir andrews
- Hotel housekeeping by raghubalan
- Theory and practices of professional housekeeping by smodulea srinivas
- Organization of housekeeping Management By Dr.R.K.Singh

## **(DSC13A) FOOD AND BEVERAGE SERVICE – II**

**No of Credits Theory: 03 Practical: 02**

### **Objectives:**

1. To learn about the work flow of restaurant service and room service
2. To learn about the history of tobacco
3. To understand restaurant reservation systems

### **Outcomes:**

1. Able to know about production of beer
2. Able to know about the food and beverage control cycle
3. Able to know different alcoholic beverages

### **Module – I**

**10hrs**

RESTAURANT SERVICE AND ROOM SERVICE - Restaurant service-laying tables and different napkin fold-forms and methods of service- Receiving the guest and social skills-service at a table-arranging side boards-Room service-types of room service-centralized, decentralized and mobile-trolley and Tray setup House rules of room service-room service menus-Taking

orders and presenting bills.

**Module – II**

**10hrs**

RESTAURANT RESERVATION SYSTEMS - Introduction and Definition, Production of Spirit Pot-Still method, Patent still method, Whisky, Rum, Gin, Brandy, Vodka, Tequila, Other spirits, Proof spirits - Different Scales, Service

**Module – III**

**10hrs**

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

**Module – IV**

**8hrs**

ALCOHOLIC BEVERAGES – Introduction and Definition, Classification

**Module – V**

**10hrs**

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

**(DSC13B) PRACTICAL (Total 40 hours)**

- Identifying Operating Equipment –Care and maintenance including cleaning polishing
- Setting up the side board
- Laying and Relaying the Table Cloth

- Napkin folding (at least 20 different ways)
- Setting the table (cover) for breakfast, lunch and dinner
- Handling restaurant reservation, receiving and seating the guest
- Taking the order
- Procedure of service at the table
- Presenting and en-cashing the bill
- Basic etiquette and standard phrases

#### **REFERENCE BOOKS:**

- Food and Beverage Service Training Manual-Sudhir Andrews
- Food and Beverage Service –Lillicrapand Cousins
- Modern Restaurant Service –John Fuller
- Food and Beverage Service Management-Brian Varghese
- Introduction Fand B Service-Brown, Heppner and Deegan
- Professional Food and Beverage Service Management –Brian Varghese
- Food Service Operations – Peter Jones and Cassel
- Master Dictionary of Food and Wine-Joyce Rubash
- Menu planning-JaksaKivela, Hospitality Press
- The Restaurant (From Concept to Operation)-Lipinski
- Professional Food Service- Sergio Andrioliand Peter Douglas, Heinemann Professional
- Profitable Menu Planning –John Drysale

## **(AECC10) FRENCH –IV**

**No of Credits Theory: 03**

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

**Outcome:** Convince in communicating with international guest.

**Module-1** Leçon10 : Quelle caisson?..

**Module -2** Leçon11 :Le rouge est plus...

**Module -3** Leçon12 : Cela fait....

### **Module-1**

**7hrs**

**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

### **Module-2**

**7hrs**

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

### **Module-3**

**7hrs**

Textual reading and comprehension

### **Module-4**

**7hrs**

Important phrases used

### **Module-5**

**7hrs**

Communicative French, Case studies

### **Reference Books:**

- A Votre Service 1 Lesson 7 – Bilan 2 (Page 69–146)

- Mauger G., *Course De Langue De Civilization Franchises – I*, Alliance
- Bhattacharya S., *French for Hotel Management and Tourism Industry*, Frank Brothers and Co. Ltd. New Delhi 1998.
- *French English Dictionary*, Oxford University Press.

\*Latest edition of all the suggested books are recommended

## **(AECC11) COMMUNICATION FOR HOSPITALITY – IV**

**No of Credits Theory: 03**

### **Objectives:**

1. To learn about group discussion and time management
2. To learn about effective presentation and public speaking skills
3. To understand management and business etiquette

### **Outcomes:**

1. Able to know effective group discussion
2. Able to know written skills
3. Able to know planning skills and handling skills

### **Module – I**

**7hrs**

**GROUP DISCUSSION:** Introduction – benefits – guidelines for Group discussions at interview – guidelines for workplace Group Discussions – planning for a GD – preparation – procedure – assessment – steps in a GD – approaches to topics – tips for success in GD – Sample group topics

### **Module – II**

**7hrs**

**TIME MANAGEMENT:** Introduction – importance – effective ways of managing time – preparation – charting the priority tasks – delegation of work – creating blocks of time – controlling interruptions – organizing the workplace

### **Module – III**

**7hrs**

**EFFECTIVE PRESENTATION SKILLS:** Overview – characteristics – types of presentations; manual – digital – combination of manual and digital – preparing the text and slides – audience awareness – presentation plans – visual Aids – Making power point presentations (PPP) – appearance and posture – practicing and delivery of presentation – checklist for PPP – Mock presentations

### **Module – IV**



**7hrs**

**PUBLIC SPEAKING:** Introduction – choosing the pattern; chronological – casual – spatial – topical – psychological – selecting appropriate methods; from memory – written format – making speeches interesting – delivering different types of speeches; welcome – introductory – vote of thanks

**Module – V**

**7hrs**

Meaning of Business etiquette – importance – meeting and greeting – handshakes – body language; gesture, posture and poise – handling customers at front offices – reception areas – handling telephone queries – self control

**REFERENCE BOOKS:**

- Business communication essentials – Courtland L Bovee
- Communication Skills – Sanjay Kumar
- Business communication – Urmila Rai
- Business Communication – Meenakshi Raman
- Business correspondence and report writing – R C Sharma