

Centurion University of Technology and Management Odisha

COURSE STRUCTURE & SYLLABUS



**CENTURION
UNIVERSITY**
*Shaping Lives...
Empowering Communities!*

CENTURION UNIVERSITY OF TECHNOLOGY AND MANAGEMENT

School of Hotel Management

2019

B.Sc. In Hospitality & Hotel Administration

B.Sc in Hospitality and Hotel Administration

Programme Objectives

- The Bachelor of Science in Hospitality and Hotel Administration is a three-year (Six Semester) full time regular course that equips students with all the required skills, knowledge and attitude to efficiently discharge supervisory responsibilities in the Hospitality sector.
- The program also involves in-depth laboratory work for students to acquire required knowledge and skill standards in the operational areas of Food Production, Food & Beverage Service, Front Office Operation and House Keeping. It also provides managerial inputs in Hotel Accountancy, Food Safety & Quality, Human Resource Management, Facility Management, Financial Management, Strategic Management, Tourism Marketing and Tourism Management.
- Apart from that, the course also focuses on developing personal skills of the students. An aspirant with a good personality is always preferred in the industry. The course also aims to provide the basic knowledge in hygiene, food safety & nutrition in line with international standards.

Eligibility Criteria

- A pass in 10+2 system of Senior Secondary examination or its equivalent with English as one of the subjects.

Selection Process

- The selection processes is common and open for all eligible students depends upon the availability of seats.

Award of degree

- After successful completion of the degree, the student will be awarded with B.sc in Hospitality and Hotel Administration by Centurion University.

Course Structure

- This is a three-year (Six Semester) full time regular course. In semester III or IV, the students will be going for an industrial training for a duration of 17 weeks in a 4 to 5 star category hotel.

Total Credit: 140

Domain Focus: Food Production, Food & Beverage Service, Front Office Operation and House Keeping

Program Outcomes: Career in Hospitality Sector like Star Category Hotels, Resorts, Cruise liners, Aviation MNC's, etc.

Course Structure

SEMESTER	COURSE CODE	COURSE	TYPE	TOTAL HOURS PER SEM.		TOTAL CREDIT POINTS		
				THEORY	PRACTICAL	THEORY	PRACTICAL	Total
Semester I	BHHA1101	Foundation Course in Food Production - I	Theory+Practice	30	120	2	4	6
	BHHA1102	Foundation Course in Food & Beverage Service - I	Theory+Practice	30	60	2	2	4
	BHHA1103	Foundation Course in Front Office Operations - I	Theory+Practice	30	30	2	1	3
	BHHA1104	Foundation Course in Accommodation Operations - I	Theory+Practice	30	30	2	1	3
	BHHA1105	Application of Computers	Theory+Practice	15	60	1	2	3
	BHHA1106	Hotel Engineering	Theory	60	-	4	-	4
	BHHA1107	Nutrition	Theory	30	-	2	-	2
SEM TOTAL				525		25		
Semester II	BHHA1201	Foundation Course in Food Production - II	Theory+Practice	30	120	2	4	6
	BHHA1202	Foundation Course in Food & Beverage Service - II	Theory+Practice	30	60	2	2	4
	BHHA1203	Foundation Course in Front Office Operations - II	Theory+Practice	30	30	2	1	3
	BHHA1204	Foundation Course in Accommodation Operations - II	Theory+Practice	30	30	2	1	3
	BHHA1205	Principles of Food Science	Theory	30	-	2	-	2
	BHHA1206	Accountancy	Theory	60	-	4	-	4
	BHHA1207	Communication - I	Theory	30	-	2	-	2
	BHHA1208	Foundation Course in Tourism	Theory	15	-	1	-	1
SEM TOTAL				495		25		
Semester III & IV	BHHA2101	Food Production Operations	Theory+Practice	30	120	2	4	6
	BHHA2102	Food & Beverage Service Operations	Theory+Practice	30	30	2	1	3
	BHHA2103	Front Office Operations	Theory+Practice	30	30	2	1	3
	BHHA2104	Accommodation Operations	Theory+Practice	30	30	2	1	3
	BHHA2105	Food & Beverage Controls	Theory	30	-	2	-	2
	BHHA2106	Hotel Accountancy	Theory	30	-	2	-	2
	BHHA2107	Food Safety & Quality	Theory	30	-	2	-	2
	BHHA2108	Management in Tourism	Theory	30	-	2	-	2
	BHHA2109	Communication - II	Theory	30	-	2	-	2

	BHHA22 01	Industrial Training	Internship	17 weeks			10	10
	BHHA22 02	Research Project I	Project	15	-	1	-	1
SEM TOTAL				495		25 +11 (36)		
Semester V	BHHA31 01	Advance Food Production Operations – I	Theory+ Practice	30	120	2	4	6
	BHHA31 02	Advance Food & Beverage Operations – I	Theory+ Practice	30	30	2	1	3
	BHHA31 03	Front Office Management - I	Theory+ Practice	30	30	2	1	3
	BHHA31 04	Accommodation Management - I	Theory+ Practice	30	30	2	1	3
	BHHA31 05	Financial Management	Theory	60	-	4	-	4
	BHHA31 06	Strategic Management	Theory	30	-	2	-	2
	BHHA31 07	Research Project II	Project	30	-	2	-	2
	BHHA31 08	Human Resource Management	Theory	30	-	2	-	2
SEM TOTAL				480		25		
Semester VI	BHHA32 01	Advance Food Production Operations - II	Theory+ Practice	30	120	2	4	6
	BHHA32 02	Advance F&B Operations - II	Theory+ Practice	30	30	2	1	3
	BHHA32 03	Front Office Management - II	Theory+ Practice	30	30	2	1	3
	BHHA32 04	Accommodation Management - II	Theory+ Practice	30	30	2	1	3
	BHHA32 05	Food & Beverage Management	Theory	60	-	4	-	4
	BHHA32 06	Facility Management	Theory	60	-	4	-	4
	BHHA32 07	Research Project III	Project	30	-	2	-	2
	BHHA32 08	Tourism Marketing	Theory	30	-	2	-	2
	BHHA32 09	Communication - III	Theory	30	-	2	-	2
SEM TOTAL				540		29		
GRAND TOTAL				2535		140		140

Credit Break-up

1 Credit Theory = 1hr per week for 15 weeks/semester(15Hrs)

1 credit practical = 2hrs. Per week in a semester(30Hrs)

Industrial Training = 1 credits for 60 Practice hours

Foundation Course in Food Production – I

Course Title	Code	Type of Course	T-P-P	Prerequisite
Foundation Course in Food Production – I	BHHA1101	Theory+ Practice	2-4-0	Nil

Objective

- To understand the importance and application of food production in hotel industry.
- Students are expected to acquire a set of practical skills in the areas of gastronomy, food product knowledge and preparation.

Learning Outcome

- Students will be able to understand basic principles of food production.
- Students will be able to prepare different types of basic cookery & bakery items

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		100	

Course Outline/Session Plan THEORY

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weightage
01	INTRODUCTION TO COOKERY A. Levels of skills and experiences B. Attitudes and behaviour in the kitchen C. Personal hygiene D. Uniforms & protective clothing E. Safety procedure in handling equipment	02	5%
02	CULINARY HISTORY A. Origin of modern cookery	01	Intro only
03	HIERARCHY AREA OF DEPARTMENT AND KITCHEN A. Classical Brigade B. Modern staffing in various category hotels	03	10%

08	SOUPS A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes	2	10%
09	EGG COOKERY A. Introduction to egg cookery B. Structure of an egg C. Selection of egg D. Uses of egg in cookery	2	5%
10	COMMODITIES: i) Shortenings (Fats & Oils) A. Role of Shortenings B. Varieties of Shortenings C. Advantages and Disadvantages of using various Shortenings D. Fats & Oil – Types, varieties ii) Raising Agents A. Classification of Raising Agents B. Role of Raising Agents C. Actions and Reactions iii) Thickening Agents A. Classification of thickening agents B. Role of Thickening agents iv) Sugar A. Importance of Sugar B. Types of Sugar C. Cooking of Sugar – various	4	10%
TOTAL		30	100%

(PRACTICALS)

PART 'A' - COOKERY

HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	i) Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications	04
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students	04

3	Identification and Selection of Ingredients - Qualitative and Quantitative measures.	Market survey/tour	04
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students	04
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students	04
6	Sauces - Basic mother sauces <ul style="list-style-type: none"> • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise • Tomato 	Demonstrations & simple applications	04
7	Egg cookery - Preparation of variety of egg dishes <ul style="list-style-type: none"> • Boiled (Soft & Hard) • Fried (Sunny side up, Single fried, Bull's Eye, Double fried) • Poaches • Scrambled • Omelette (Plain, Stuffed, Spanish) • En cocotte (eggs Benedict) 	Demonstrations & simple applications by students	04
8	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students	04
9	Simple Salads & Soups: <ul style="list-style-type: none"> • Cole slaw, • Potato salad, • Beet root salad, • Green salad, • Fruit salad, • Consommé 	Demonstration by instructor and applications by students	28

	<p>Simple Egg preparations:</p> <ul style="list-style-type: none"> • Scotch egg, • Assorted omelettes, • Oeuf Florentine • Oeuf Benedict • Oeuf Farci • Oeuf Portugese • Oeuf Deur Mayonnaise <p>Simple potato preparations</p> <ul style="list-style-type: none"> • Baked potatoes • Mashed potatoes • French fries • Roasted potatoes • Boiled potatoes • Lyonnaise potatoes • Allumettes <p>Vegetable preparations</p> <ul style="list-style-type: none"> • Boiled vegetables • Glazed vegetables • Fried vegetables • Stewed vegetables. 		
TOTAL			60

PART 'B' - BAKERY & PATISSERIE

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	<p>EQUIPMENTS</p> <ul style="list-style-type: none"> • Identification • Uses and handling • Ingredients - Qualitative and quantitative measures 	Demonstration by instructor and applications by students	04
2	<p>BREAD MAKING</p> <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched bread recipes • Bread Loaf (White and Brown) • Bread Rolls (Various shapes) • French Bread • Brioche 	Demonstration by instructor and applications by students	10
3	SIMPLE CAKES	Demonstration by instructor and	10

	Demonstration & Preparation of Simple and enriched <ul style="list-style-type: none"> • Cakes, recipes • Sponge, Genoise, Fatless, Swiss roll • Fruit Cake • Rich Cakes • Dundee • Madeira 	applications by students	
4	SIMPLE COOKIES Demonstration and Preparation of simple cookies like <ul style="list-style-type: none"> • Nan Khatai • Golden Goodies • Melting moments • Swiss tart • Tri colour biscuits • Chocolate chip • Cookies • Chocolate Cream Fingers • Bachelor Buttons. 	Demonstration by instructor and applications by students	16
5	HOT / COLD DESSERTS <ul style="list-style-type: none"> • Caramel Custard, • Bread and Butter Pudding • Queen of Pudding • Soufflé – Lemon / Pineapple • Mousse (Chocolate Coffee) • Bavaoise • Diplomat Pudding • Apricot Pudding • Steamed Pudding - Albert Pudding, Cabinet Pudding. 	Demonstration by instructor and applications by students	20
TOTAL			60

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100

PASS MARKS 50

DURATION 04.30 HRS

Indenting and Scullery 30 minutes before and after the practical
 All menu items to be made from the prescribed syllabus only

Part – A (Cookery)

- | | |
|---|----|
| 1. One simple salad OR soup | 10 |
| 2. One simple sauce | 10 |
| 3. One simple egg preparation | 10 |
| 4. One simple vegetable or potato preparation | 05 |
| 5. Journal | 05 |

40

Part – B (Bakery)

1. Bread or bread rolls	15
2. Simple cake or cookies	10
3. One dessert hot or cold	10
4. Journal	05
	40

Part – C (General Assessment)

1. Uniform & Grooming	05
2. Indenting and plan of work	05
3. Scullery, equipment cleaning and Hygiene	05
4. Viva	05
	20

PARAMETERS OF ASSESMENT OF EACH DISH

A) Temperature	20%
B) Texture / Consistency	20%
C) Aroma / Flavour	20%
D) Taste	20%
E) Presentation	20%
<hr/>	
TOTAL	100%

- Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
- Invigilation will be done by both internal and external persons.
- Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
- Uniform and grooming must be checked by the examiners before commencement of examination.
- Students are not allowed to take help from books, notes, journal or any other person.

REFERENCE BOOKS FOR ALL SEMESTER:

1. Theory of Cookery By K Arora, Publisher: Frank Brothers
2. Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
3. The Professional Chef (4th Edition) By Le Rol A.Polsom
4. Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
5. Practical Cookery By Kinton & Cessarani
6. Theory of Catering By Kinton & Cessarani
7. Practical Professional Cookery By Kauffman & Cracknell
8. Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
9. Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
10. Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu
11. Cooking Essentials for the New Professional Chef
12. The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC

Foundation Course in Food & Beverage Service – I

Course Title	Code	Type of Course	T-P-P	Prerequisite
Foundation Course in Food & Beverage Service – I	BHHA1102	Theory+ Practice	2-2-0	Nil

Objective

- To understand the importance and role of Food & Beverage service area in hotel.
- Will able to know the work flow in different types of hotel & catering industry.

Learning Outcome

- Students will know about major functions of F & B service department.
- Will gain knowledge about basic technical skills applied in F & B Service.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		100	

Course Outline/Session Plan (THEORY)

A. Tea	01	
- Origin & Manufacture		
- Types & Brands		
	01	
B. Coffee		
- Origin & Manufacture		
- Types & Brands		
	01	
C. Juices and Soft Drinks		
	01	
D. Cocoa & Malted Beverages		
- Origin & Manufacture		
TOTAL	30	100%

(PRACTICAL)

HOURS ALLOTTED: 60 **MAXIMUM MARKS: 100**

S.No	Topic	Hours
01	Food Service areas – Induction & Profile of the areas	04
02	Ancillary F&B Service areas – Induction & Profile of the areas	04
03	Familiarization of F&B Service equipment	08
04	Care & Maintenance of F&B Service equipment	04
05	Cleaning / polishing of EPNS items by: - Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine	04
06	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware	16
07	Tea – Preparation & Service	04
08	Coffee - Preparation & Service	04
09	Juices & Soft Drinks - Preparation & Service <input type="checkbox"/> Mocktails <input type="checkbox"/> Juices, Soft drinks, Mineral water, Tonic water	08
10	Cocoa & Malted Beverages – Preparation & Service	04
TOTAL		60

MARKING SCHEME FOR PRACTICAL EXAMINATION
MAXIMUM MARKS 100 PASS MARKS 50
DURATION 03.00HRS
All Technical Skills to be tested as listed in the syllabus

NOTE:

- The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.

- During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

REFERENCES BOOKS:

- 1) **Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS**
- 2) **Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill**
- 3) **Food & Beverage Service Management- Brian Varghese**
- 4) **Modern Restaurant Service – John Fuller, Hutchinson**
- 5) **The Restaurant (From Concept to Operation)**
- 6) **Introduction F& B Service- Brown, Heppner & Deegan**
- 7) **Menu Planning- Jaksa Kivela, Hospitality Press**
- 8) **The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi**

Foundation Course in Front Office Operations – I

Course Title	Code	Type of Course	T-P-P	Prerequisite
Foundation Course in Front Office Operations - I	BHHA1103	Theory+ Practice	2-1-0	Nil

Objective

- | |
|---|
| <ul style="list-style-type: none">• To understand the importance of front office department in day-to-day operations.• Students will be efficient to know about different scope in reception handling. |
|---|

Learning Outcome

- Students will know about different aspects of front office operation and reservation.
- Students will have good knowledge in guest handling procedure.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		<i>100</i>	

Course Outline/Session Plan

(THEORY)

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office	03	10%
02	CLASSIFICATION OF HOTELS A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium	05	15%
03	TYPES OF ROOMS A. Single B. Double C. Twin D. Suits	02	5%
04	TIME SHARE & VACATION	03	10%

	OWNERSHIP A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size		
05	FRONT OFFICE ORGANIZATION A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits	05	20%
06	HOTEL ENTRANCE, LOBBY AND FRONT OFFICE A. Layout B. Front office equipment (non-automated, semi-automated and automated)	03	10%
07	BELL DESK A. Functions B. Procedures and records	04	20%
08	FRENCH: To be taught by a professional French language teacher. A. Understanding and uses of accents, orthographic signs & punctuation B. Knowledge of cardinaux & ordinaux (Ordinal & cardinal) C. Days, Dates, Time, Months and Seasons	05	10%
TOTAL		30	100

(PRACTICALS)

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours
1	Appraisal of front office equipment and furniture	2
2	Rack, Front desk counter & bell desk	2
3	Filling up of various proforma	4
4	Welcoming of guest	2
5	Telephone handling	4
6	Role play: Reservation Arrivals Luggage handling Message and mail handling Paging	4 4 2 4 2
TOTAL		30

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50

DURATION 03.00 HRS

		MARKS
	UNIFORM & GROOMING	10
2.	COURTESY & MANNERS	10
3.	SPEECH AND COMMUNICATION	10
4.	TECHNICAL KNOWLEDGE	20
5.	PRACTICAL SITUATION HANDLING	40
6.	JOURNAL	10
TOTAL		100

NOTE:

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

REFERENCE BOOKS FOR ALL SEMESTER:

- 1) **Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill**
- 2) **Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA**
- 3) **Front Office – operations and management – Ahmed Ismail (Thomson Delmar).**
- 4) **Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.**
- 5) **Front Office Operations – Colin Dix & Chris Baird.**
- 6) **Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers**
- 7) **Managing Front Office Operations By Kasavana & Brooks**
- 8) **Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum**
- 9) **Check in Check out- Jerome Vallen**

Course Title	Code	Type of Course	T-P-P	Prerequisite
Foundation Course in Accommodation Operations - I	BHHA1104	Theory+ Practice	2-1-0	Nil

Objective

- To understand the importance and application of hygiene and safety factors in cleaning.
- To create good inter departmental relationship.

Learning Outcome

- Students will have a wide knowledge about different types of floor and room cleaning process.
- Will understand care & cleaning of equipment

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		100	

Course Outline/Session Plan (THEORY)

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Role of Housekeeping in Guest Satisfaction and Repeat Business	02	5%
02	ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department	08	25%
03	CLEANING ORGANISATION A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organising cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify	04	15%

	cleaning E. Use and care of Equipment		
04	CLEANING AGENTS A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping	05	20%
05	COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes	05	15%
06	INTER DEPARTMENTAL RELATIONSHIP A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department	02	10%
07	USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT	04	10
TOTAL		30	100%

(PRACTICAL)

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	Sample Layout of Guest Rooms <ul style="list-style-type: none"> • Single room • Double room • Twin room • Suite 	02
02	Guest Room Supplies and Position <ul style="list-style-type: none"> • Standard room • Suite • VIP room special amenities 	04
03	Cleaning Equipment-(manual and mechanical) <ul style="list-style-type: none"> • Familiarization • Different parts • Function 	04

	<ul style="list-style-type: none"> Care and maintenance 	
04	<p>Cleaning Agent</p> <ul style="list-style-type: none"> Function Familiarization according to classification 	02
05	<p>Public Area Cleaning (Cleaning Different Surface)</p> <p>A. WOOD</p> <ul style="list-style-type: none"> polished painted Laminated <p>B. SILVER/ EPNS</p> <ul style="list-style-type: none"> Plate powder method Polivit method Proprietary solution (Silvo) <p>C. BRASS</p> <ul style="list-style-type: none"> Traditional/ domestic 1 Method Proprietary solution (brasso) <p>D. GLASS</p> <ul style="list-style-type: none"> Glass cleanser Economical method(newspaper) <p>E. FLOOR - Cleaning and polishing of different types</p> <ul style="list-style-type: none"> Wooden Marble Terrazzo/ mosaic etc. <p>F. WALL - care and maintenance of different types and parts</p> <ul style="list-style-type: none"> Skirting Dado Different types of paints(distemper Emulsion, oil paint etc) 	14
06	<p>Maid's trolley</p> <ul style="list-style-type: none"> Contents Trolley setup 	02
07	<p>Familiarizing with different types of Rooms, facilities and surfaces</p> <ul style="list-style-type: none"> Twin/ double Suite Conference etc 	02
TOTAL		30

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50

DURATION 03.00HRS

			MARKS
1.	UNIFORM & GROOMING	:	10
2.	GUEST ROOM SUPPLIES & POSITION	:	10
3.	SURFACE CLEANING (TWO DIFFERENT SURFACES)	:	30
4.	MAIDS TROLLY	:	10
5.	CARE & CLEANING OF EQUIPMENT	:	10
6.	VIVA	:	20
7.	JOURNAL	:	10
TOTAL			100

NOTE:

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

REFERANCE BOOKS:

1. **Accommodation Operations Management by Kaushal S K**
2. **Accommodation Operation Management by Arvind Gautam**

Application of Computers

Course Title	Code	Type of Course	T-P-P	Prerequisite
Application of Computers	BHHA1105	Theory+ Practice	1-2-0	Nil

Objective

- To understand the computer fundamentals (theory)
- Basics of Software, Hardware & Operating system.

Learning Outcome

- Students will able to understand the basic use of computer.
- Students will have knowledge about different software's use in hotel industry.

Evaluation Systems

Internal Examination	<i>Component</i>	<i>% of Marks</i>	<i>Method of Assessment</i>
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		<i>100</i>	

Course Outline/Session Plan

THEORY

HOURS ALLOTTED: 15 MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weightage
01	<p>COMPUTER FUNDAMENTALS - THEORY</p> <p>INFORMATION CONCEPTS AND PROCESSING</p> <p>A. Definitions B. Need, Quality and Value of Information C. Data Processing Concepts</p> <p>ELEMENTS OF A COMPUTER SYSTEM</p> <p>A. Definitions B. Characteristics of Computers C. Classification of Computers D. Limitations</p> <p>HARDWARE FEATURES AND USES</p> <p>A. Components of a Computer B. Generations of Computers C. Primary and Secondary Storage Concepts D. Data Entry Devices E. Data Output Devices</p> <p>SOFTWARE CONCEPTS</p> <p>A. System Software B. Application Software C. Language Classification D. Compilers and Interpreters E. Data Output Devices</p>	05	

02	OPERATING SYSTEMS/ENVIRONMENTS - THEORY BASICS OF MS-DOS A. Internal commands B. External commands INTRODUCTION TO WINDOWS A. GUI/Features B. What are Windows and Windows 95 and above? C. Parts of a Typical Window and their Functions	05	20%
03	NETWORKS – THEORY A. Network Topology <ul style="list-style-type: none"> • Bus • Star • Ring B. Network Applications C. Types of Network <ul style="list-style-type: none"> • LAN • MAN • WAN D. Network Configuration Hardware <ul style="list-style-type: none"> • Server • Nodes E. Channel <ul style="list-style-type: none"> • Fibre optic • Twisted • Co-axial F. Hubs G. Network Interface Card <ul style="list-style-type: none"> • Arcnet • Ethernet H. Network Software <ul style="list-style-type: none"> • Novel • Windows NT 	05	35%
TOTAL		15	100%

PRACTICAL

HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	WINDOWS OPERATIONS A. Creating Folders B. Creating Shortcuts C. Copying Files/Folders D. Renaming Files/Folders	05	15%

	<ul style="list-style-type: none"> E. Deleting Files F. Exploring Windows G. Quick Menus 		
02	<p>MS-OFFICE 2007</p> <p>MS WORD</p> <p>CREATING A DOCUMENT</p> <ul style="list-style-type: none"> A. Entering Text B. Saving the Document C. Editing a Document already saved to Disk D. Getting around the Document E. Find and Replace Operations F. Printing the Document <p>FORMATTING A DOCUMENT</p> <ul style="list-style-type: none"> A. Justifying Paragraphs B. Changing Paragraph Indents C. Setting Tabs and Margins D. Formatting Pages and Documents E. Using Bullets and Numbering F. Headers/Footers G. .Pagination <p>SPECIAL EFFECTS</p> <ul style="list-style-type: none"> A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript B. Changing Fonts C. .Changing Case <p>CUT, COPY AND PASTE OPERATION</p> <ul style="list-style-type: none"> A. Marking Blocks B. Copying and Pasting a Block C. Cutting and Pasting a Block D. Deleting a Block E. Formatting a Block F. Using Find and Replace in a Block <p>USING MS-WORD TOOLS</p> <ul style="list-style-type: none"> A. Spelling and Grammar B. Mail Merge C. .Printing Envelops and Labels <p>TABLES</p> <ul style="list-style-type: none"> A. Create B. Delete C. Format <p>GRAPHICS</p> <ul style="list-style-type: none"> A. Inserting Clip arts B. Symbols (Border/Shading) C. Word Art <p>PRINT OPTIONS</p> <ul style="list-style-type: none"> A. Previewing the Document B. Printing a whole Document 	15	25%

	<ul style="list-style-type: none"> C. Printing a Specific Page D. Printing a selected set E. Printing Several Documents F. Printing More than one Copies 		
03	<p>MS OFFICE 2007</p> <p>MS-EXCEL</p> <ul style="list-style-type: none"> A. How to use Excel B. Starting Excel C. Parts of the Excel Screen D. Parts of the Worksheet E. Navigating in a Worksheet F. Getting to know mouse pointer shapes <p>CREATING A SPREADSHEET</p> <ul style="list-style-type: none"> A. Starting a new worksheet B. Entering the three different types of data in a worksheet C. Creating simple formulas D. Formatting data for decimal points E. Editing data in a worksheet F. Using AutoFill G. Blocking data H. Saving a worksheet I. Exiting excel <p>MAKING THE WORKSHEET LOOK PRETTY</p> <ul style="list-style-type: none"> A. Selecting cells to format B. Trimming tables with Auto Format C. Formatting cells for: <ul style="list-style-type: none"> - Currency - Comma - Percent - Decimal - Date D. Changing columns width and row height E. Aligning text <ul style="list-style-type: none"> - Top to bottom - Text wrap - Re ordering Orientation F Using Borders <p>GOING THROUGH CHANGES</p> <ul style="list-style-type: none"> A. Opening workbook files for editing B. Undoing the mistakes C. Moving and copying with drag and drop D. Copying formulas E. Moving and Copying with Cut, Copy and Paste F. Deleting cell entries G. Deleting columns and rows from worksheet H. Inserting columns and rows in a worksheet I. Spell checking the worksheet <p>PRINTING THE WORKSHEET</p> <ul style="list-style-type: none"> A. Previewing pages before printing 	15	25%

	<p>B. Printing from the Standard toolbar C. Printing a part of a worksheet D. Changing the orientation of the printing E. Printing the whole worksheet in a single pages F. Adding a header and footer to a report G. Inserting page breaks in a report H. Printing the formulas in the worksheet</p> <p>ADDITIONAL FEATURES OF A WORKSHEET</p> <p>A. Splitting worksheet window into two four panes B. Freezing columns and rows on-screen for worksheet title C. Attaching comments to cells D. Finding and replacing data in the worksheet E. Protecting a worksheet F. Function commands</p> <p>MAINTAINING MULTIPLE WORKSHEET</p> <p>A. Moving from sheet in a worksheet B. Adding more sheets to a workbook C. Deleting sheets from a workbook D. Naming sheet tabs other than sheet 1, sheet 2 and so on E. Copying or moving sheets from one worksheet to another</p> <p>CREATING GRAPHICS/CHARTS</p> <p>A. Using Chart wizard B. Changing the Chart with the Chart Toolbar C. Formatting the chart's axes D. Adding a text box to a chart E. Changing the orientation of a 3-D chart F. Using drawing tools to add graphics to chart and worksheet G. Printing a chart with printing the rest of the worksheet data</p> <p>EXCEL's DATABASE FACILITIES</p> <p>A. Setting up a database B. Sorting records in the database</p>		
04	<p>MS OFFICE 2007</p> <p>MS-POWER POINT</p> <p>A. Making a simple presentation B. Using Auto content Wizards and Templates C. Power Points five views D. Slides - Creating Slides, re-arranging, modifying - Inserting pictures, objects - Setting up a Slide Show E. Creating an Organizational Chart</p>	20	25%
05	Internet & E-mail – PRACTICAL	05	10%
TOTAL		60	100%

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50

			MARKS
1.	VIVA	:	20
2.	Typing & Printing (20 lines)	:	20
3.	6 tasks of 10 marks each	:	60
TOTAL			100

REFERENCES BOOKS:

1. **Fundamental of Computers- V Rajaraman, Publisher: Prentice Hall India**
2. **Mastering Microsoft Office, Lonnie E. Moseley & David M Boodey, BPB Publication**
3. **Using computers in Hospitality, Third Edition, Peter O' Conner**

Hotel Engineering

Course Title	Code	Type of course	T-P-P	Prerequisite
Hotel Engineering	BHHA1106	Theory	4-0-0	Nil

Objective

- Understand the basic maintained work takes place in hospitality Industry
- Importance of security measure needs to be taken care.

Learning outcome

- Knowledge about Preventive and breakdown maintenance, comparisons.
- Students will understand the major safety and security of Hotels.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline/Session Plan

HOURS ALLOTTED: 60

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<p>MAINTENANCE:</p> <p>A. Preventive and breakdown maintenance, comparisons</p> <p>B. Roll & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.</p> <p>C. Organization chart of maintenance department, duties and responsibilities of maintenance department</p>	03	5%
02.	<p>Fuels used in catering industry:</p> <p>A. Types of fuel used in catering industry; calorific value; comparative study of different fuels</p> <p>B. Calculation of amount of fuel required and cost.</p>	04	5%
03	<p>Gas:</p> <p>A. Heat terms and units; method of transfer</p> <p>B. LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output.</p> <p>C. Gas bank, location, different types of manifolds</p>	04	5%
04	<p>Electricity:</p> <p>A. Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications Electric circuits, open circuits and close circuits, symbols of circuit</p> <p>B. circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side.</p> <p>C. Electric wires and types of wiring</p> <p>D. Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances.</p> <p>E. Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination.</p> <p>F. External lighting</p> <p>G. Safety in handling electrical equipment.</p>	06	10%
05.	<p>Water systems:</p> <p>A. Water distribution system in a hotel</p> <p>B. Cold water systems in India</p>	04	5%

	<ul style="list-style-type: none"> C. Hardness of water, water softening, base exchange method (Demonstration) D. Cold water cistern swimming pools E. Hot water supply system in hotels F. Flushing system, water taps, traps and closets. 		
06	<p>Refrigeration & Air-conditioning:</p> <ul style="list-style-type: none"> A. Basic principles, latent heat, boiling point and its dependence on pressure, vapour compressor system of refrigeration and refrigerants B. Vapour absorption system, care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance. (Demonstration) Conditions for comfort, relative humidity, humidification, C. de-humidifying, dew point control, unit of air conditioning D. Window type air conditioner, central air conditioning, preventive maintenance E. Vertical transportation, elevators, escalators. 	10	15%
07	<p>Fire prevention and firefighting system:</p> <ul style="list-style-type: none"> A. Classes of fire, methods of extinguishing fires (Demonstration) B. Fire extinguishers, portable and stationery C. Fire detectors and alarm D. Automatic fire detectors cum extinguishing devices E. Structural protection F. Legal requirements 	04	10%
08	<p>Waste disposal and pollution control:</p> <ul style="list-style-type: none"> A. Solid and liquid waste, sullage and sewage, disposal of solid waste B. Sewage treatment C. Pollution related to hotel industry D. Water pollution, sewage pollution E. Air pollution, noise pollution, thermal pollution F. Legal Requirements 	05	10%
09	<p>Safety:</p> <ul style="list-style-type: none"> A. Accident prevention B. Slips and falls C. Other safety topics 	01	5%
10.	Security	01	10%
11.	<p>Equipment replacement policy:</p> <ul style="list-style-type: none"> A. Circumstances under which equipment are replaced. B. Replacement policy of items which gradually deteriorates C. Replacement when the average annual cost is minimum D. Replacement when the present cost is minimum E. Economic replacement cycle for suddenly failing equipment 	05	5%
12.	<p>Audio visual equipments:</p> <ul style="list-style-type: none"> A. Various audio visual equipment used in hotel 	08	10%

	Care and cleaning of overhead projector, slide projector, LCD B. and power point presentation units C. Maintenance of computers: D. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops		
	E. Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness		
13.	Contract maintenance: A. Necessity of contract maintenance, advantages and disadvantages of contract maintenance B. Essential requirements of a contract, types of contract, their comparative advantages and disadvantages. C. Procedure for inviting and processing tenders, negotiating and finalizing	03	5%
TOTAL		60	100%

Nutrition

Course Title	Code	Type of course	T-P-P	Prerequisite
Nutrition	BHHA1107	Theory	2-0-0	Nil

Objective

- Newer trends in food service industry in relevance to nutrition and health.
- Basics about nutrition.
- Importance of healthy foods & balanced diet

Learning outcome

- Student will have a good knowledge about Nutrition, Vitamins, and Minerals etc.
- Student will understand different types of Nutrition in food service of hospitality.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

	<ul style="list-style-type: none"> • Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins) 		
04	<p>MACRO NUTRIENTS</p> <p>A. Vitamins</p> <ul style="list-style-type: none"> • Definition and Classification (water and fats soluble vitamins) • Food Sources, function and significance of: <ol style="list-style-type: none"> 1. Fat soluble vitamins (Vitamin A, D, E, K) 2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid) <p>B. MINERALS</p> <ul style="list-style-type: none"> • Definition and Classification (major and minor) • Food Sources, functions and significance of : <ul style="list-style-type: none"> Calcium, Iron, Sodium, Iodine & Flourine 	05	15%
		03	10%
05	<p>WATER</p> <ul style="list-style-type: none"> • Definition • Dietary Sources (visible, invisible) • Functions of water • Role of water in maintaining health (water balance) 	01	5%
06	<p>BALANCED DIET</p> <ul style="list-style-type: none"> • Definition • Importance of balanced diet • RDA for various nutrients – age, gender, physiological state 	01	5%
07	<p>MENU PLANNING</p> <ul style="list-style-type: none"> ○ Planning of nutritionally balanced meals based upon the three food group system ○ Factors affecting meal planning ○ Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. ○ Calculation of nutritive value of dishes/meals. 	02	10%
08	<p>MASS FOOD PRODUCTION</p> <p>Effect of cooking on nutritive value of food (QFP)</p>	01	5%
09	<p>NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH</p> <ul style="list-style-type: none"> <input type="checkbox"/> Need for introducing nutritionally balanced and health specific meals <input type="checkbox"/> Critical evaluation of fast foods <input type="checkbox"/> New products being launched in the market (nutritional evaluation) 	01	5%
TOTAL		30	100%

REFERENCE BOOKS FOR ALL SEMESTER:

- 1) Nutrition for Food Service & Culinary Professionals, Fifth Edition By Karen Eich Drummond & Lisa M Breferre, Publisher Culinary Institute of America, Global Books & Subscription Services
- 2) NUTRITION FOR FOOD SERVICE MANAGERS - MAHMOOD A. KHAN, Publisher Amezon.com
- 3) HAND BOOK OF QUALITY & AUTHENTICITY - SINGHAL, KULKARNI, REGE.
- 4) Food and Nutrition – Dr. M. Swaminathan.
- 5) Food Microbiology – P.N.Mishra
- 6) Food Science – Potter & Hotchkiss.
- 7) Fundamentals of Food and Nutrition – Mudambi & Rajgopal 4th edition 2001
- 8) Modern Food Microbiology by Jay. J.
- 9) Food Microbiology by Frazier and Westhoff
- 10) Food Safety by Bhat & Rao
- 11) Safe Food Handling by Jacob M.
- 12) Food Processing by Hobbs Betty

Foundation Course in Food Production – II

Course Title	Code	Type of Course	T-P-P	Prerequisite
Foundation Course in Food Production - II	BHHA1201	Theory+ Practice	2-4-0	Nil

Objective

- To understand the importance and application of Food Production.
- To understand the advance classification of Food Production.

Learning Outcome

- Students will be able to understand next level of food production.
- Students will be able to prepare different types of basic cookery & bakery items.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		100	

Course Outline/Session Plan

(THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	SOUPS A. Basic recipes other than consommé with menu examples a. Broths b. Bouillon c. Puree d. Cream e. Veloute f. Chowder g. Bisque etc B. Garnishes and accompaniments C. International soups	02	10%
02	SAUCES & GRAVIES A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary	03	10%
03	MEAT COOKERY A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)	04	15%
04	FISH COOKERY A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)	03	10%
05	RICE, CEREALS & PULSES A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals	01	5%
06	i) PASTRY A. Short crust B. Laminated C. Choux Hot water/Rough puff D. <ul style="list-style-type: none">• Recipes and methods of preparation	02	5%
	<ul style="list-style-type: none">• Differences• Uses of each pastry• Care to be taken while preparing pastry• Role of each ingredient		

	ii) MASALAS		
	A. Blending of spices B. Different masalas used in Indian cookery <ul style="list-style-type: none"> • Wet masalas • Dry masalas C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends		
10	KITCHEN ORGANIZATION AND LAYOUT	02	10%
	A. General layout of the kitchen in various Organisations B. Layout of receiving areas C. Layout of service and wash up		
TOTAL		30	100%

(PRACTICAL)

PART A - COOKERY

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	<ul style="list-style-type: none"> • Meat – Identification of various cuts, Carcass demonstration • Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope • Fish-Identification & Classification • Cuts and Folds of fish 	Demonstrations & simple applications	04
2	<ul style="list-style-type: none"> • Identification, Selection and processing of Meat, Fish and poultry. • Slaughtering and dressing 	Demonstrations at the site in local Area/Slaughtering house/Market	04
3	Preparation of menu Salads & soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups Chicken, Mutton and Fish Preparations- Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef Simple potato preparations-	Demonstration by instructor and applications by students	52

Basic potato dishes		
Vegetable preparations- Basic vegetable dishes		
Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations		
TOTAL		60

PART B – (BAKERY & PATISSERIE)

HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	PASTRY: Demonstration and Preparation of dishes using varieties of Pastry <ul style="list-style-type: none"> • Short Crust – Jam tarts, Turnovers • Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns • Choux Paste – Eclairs, Profiteroles 	Demonstration by instructor and applications by students	20
2	COLD SWEET <ul style="list-style-type: none"> • Honeycomb mould • Butterscotch sponge • Coffee mousse • Lemon sponge • Trifle • Blancmange • Chocolate mousse • Lemon soufflé 	Demonstration by instructor and applications by students	20
3	HOT SWEET <ul style="list-style-type: none"> • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding 	Demonstration by instructor and applications by students	12
4	INDIAN SWEETS Simple ones such as chicuti, gajjar halwa, kheer	Demonstration by instructor and applications by students	08
TOTAL			60

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS

: 100

PASS MARKS	:	50
TOTAL TIME ALLOWED	:	06.00 HRS
TIME ALLOWED FOR INDENTING & PLAN OF WORK	:	30 MINUTES
SCULLERY & WINDING UP	:	30 MINUTES

All menu items to be made from the prescribed syllabus only

Part – A (Cookery)

1.	One salad OR soup	10
2.	One main course (Fish/Chicken/Mutton/Beef/Pork)	15
3.	One potato preparation	05
4.	One vegetable preparation	05
5.	Journal	05
		40

Part – B (Bakery)

1.	Bread or bread rolls	10
2.	One dish made from short crust/laminated/Choux paste	10
3.	One dessert hot or cold	15
4.	Journal	05
		40

Part – C (General Assessment)

1.	Uniform & Grooming	05
2.	Indenting and plan of work	05
3.	Scullery, equipment cleaning and Hygiene	05
4.	Viva	05
		20

PARAMETERS OF ASSESMENT OF EACH DISH

A) Temperature	20%
B) Texture / Consistency	20%
C) Aroma / Flavour	20%
D) Taste	20%
E) Presentation	20%
TOTAL	<u>100%</u>

NOTE:

- Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
- Invigilation will be done by both internal and external persons.
- Each student will cook 04 portions of each dish/item.
- Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
- Uniform and grooming must be checked by the examiners before commencement of examination.
- Students are not allowed to take help from books, notes, journal or any other person.

Foundation Course in Food & Beverage Service – II

Course Title	Code	Type of Course	T-P-P	Prerequisite
Foundation Course in Food & Beverage Service - II	BHHA1202	Theory+ Practice	2-2-0	Nil

Objective

- To understand the importance and application of Food & Beverages in hospitality.
- To understand the basic classification of Food & Beverages services.

Learning Outcome

- Students will be to do meals and menu planning.
- Students will have knowledge of preparing and process of different food menus.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		100	

Course Outline/Session Plan

(THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	MEALS & MENU PLANNING:		
	A. Origin of Menu	01	
	B. Objectives of Menu Planning	02	
	C. Types of Menu	01	
	D. Courses of French Classical Menu	05	
	• Sequence		
	• Examples from each course		
	• Cover of each course		
	• Accompaniments		
	E. French Names of dishes	03	
	F. Types of Meals	03	
	• Early Morning Tea		
	• Breakfast (English, American Continental, Indian)		
	• Brunch		

S.No	Topic	Hours		
01	REVIEW OF SEMESTER -1	04		
02	<p>TABLE LAY-UP & SERVICE</p> <p>Task-01: A La Carte Cover Task-02: Table d' Hote Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover</p> <p>TRAY/TROLLEY SET-UP & SERVICE</p> <p>Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup</p>	16		
03	<p>PREPARATION FOR SERVICE (RESTAURANT)</p> <p>A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties</p>	04		
04	<p>PROCEDURE FOR SERVICE OF A MEAL</p> <p>Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests</p>	08		
05	<p>Social Skills</p> <p>Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes</p>	04		
06	<p>Special Food Service - (Cover, Accompaniments & Service)</p> <p>Task-01: Classical Hors d' oeuvre</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus </td> </tr> </table> <p>Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts)</p> <p>Service of Tobacco</p> <ul style="list-style-type: none"> • Cigarettes & Cigars 	<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus 	12
<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus 			
07	Restaurant French: To be taught by a professional French language teacher.	12		

Restaurant Vocabulary (English & French French Classical Menu Planning French for Receiving, Greeting & Seating Guests French related to taking order & description of dishes	
TOTAL	60

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50

DURATION 03.00HRS

All Technical Skills to be tested as listed in the syllabus

		MARKS
1.	Uniform / Grooming	10
2.	Misc-en-place	20
3.	Service efficiency	20
4.	Silver Service skills	20
5.	Menu Knowledge	20
6.	Journal	10
	TOTAL	100

NOTE:

- The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
- Each should be responsible for laying of four covers. The student must also ensure that sideboard contains everything necessary for service.
- During table service, each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

Foundation Course in Front Office Operations – II

Course Title	Code	Type of Course	T-P-P	Prerequisite
Foundation Course in Front Office Operations - II	BHHA1203	Theory+ Practice	2-1-0	Nil

Objective

- To understand the importance of front office management in hotel industry.
- To understand the next level of front office operations in different sectors.

Learning Outcome

- Students will be to handle front office of different departments/organizations.
- Students will have knowledge of taking care of reservation in hotel.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		<i>100</i>	

Course Outline/Session Plan

(THEORY)

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	TARIFF STRUCTURE A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs <ul style="list-style-type: none">• Rack Rate• Discounted Rates for Corporates, Airlines, Groups & Travel Agents	04	10%
02	FRONT OFFICE AND GUEST HANDLING <ul style="list-style-type: none">• Introduction to guest cycle• Pre arrival• Arrival• During guest stay• Departure• After departure	04	10%
03	RESERVATIONS A. Importance of reservation B. Modes of reservation C. Channels and sources (FITs, Travel Agents, Airlines, GITs)	07	25%

	D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non-automatic, semi-automatic fully automatic) F. Cancellation G. Amendments H. Overbooking		
04	ROOM SELLING TECHNIQUES A. Up selling B. Discounts	02	05%
05	ARRIVALS A. Preparing for guest arrivals at Reservation and Front Office B. Receiving of guests C. Pre-registration D. Registration (non-automatic, semi-automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs	05	20%
06	DURING THE STAY ACTIVITIES A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique	06	20%
	E. Hospitality desk F. Complaints handling G. Guest handling H. Guest history		
07	FRONT OFFICE CO-ORDINATION With other departments of hotel	02	10%
TOTAL		30	100

(PRACTICALS)

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

Hands on practice of computer applications on PMS.

S.No.	Suggested tasks on Fidelio
1	Hot function keys
2	Create and update guest profiles
3	Make FIT reservation
4	Send confirmation letters
5	Printing registration cards
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cashier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest

13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check –in a walk-in guest
17	Maintain guest history
18	Issue a new key
19	Verify a key
20	Cancel a key
21	Issue a duplicate key
22	Extend a key
23	Programme keys continuously
24	Re-programme keys
25	Programme one key for two rooms

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50
DURATION 03.00 HRS

		MARKS
1.	Uniform & Grooming	: 10
2.	Courtesy & Manners	: 10
3.	Speech & Communication	: 10
4.	Technical Knowledge	: 20
5.	Four Tasks on PMS (4x10=40)	: 40
6.	Journal	: 10
TOTAL		: 100

NOTE:

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. PMS tasks as per syllabus.

Foundation Course in Accommodation Operations – II

Course Title	Code	Type of Course	T-P-P	Prerequisite
Foundation Course in Accommodation Operations - II	BHHA1204	Theory+ Practice	2-1-0	Nil

Objective

- To understand the accommodation operation in hospitality industry.
- Room services checklist before and after guest check.

Learning Outcome

- Students will be able to process guest accommodation from checking in to out.
- Students will have knowledge in different department involve in accommodation operation.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		<i>100</i>	

Course Outline/Session Plan

(THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	ROOM LAYOUT AND GUEST SUPPLIES A. Standard rooms, VIP ROOMS B. Guest's special requests	04	15%
02	AREA CLEANING A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.	06	20%
03	ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register	10	35%

	I. Record of Special Cleaning J. Call Register K. VIP Lists		
04	TYPES OF BEDS AND MATTRESSES	02	5%
05	PEST CONTROL		20%
	A. Areas of infestation	03	
	B. Preventive measures and Control measure	03	
06	KEYS	02	5%
	A. Types of keys		
	B. Computerised key cards		
	C. Key control		
TOTAL		30	100%

(PRACTICAL)

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	Review of semester 1	2
02	Servicing guest room(checkout/ occupied and vacant) <u>ROOM</u> Task 1- open curtain and adjust lighting Task 2-clean ash and remove trays if any Task 3- strip and make bed Task 4- dust and clean drawers and replenish supplies Task 5-dust and clean furniture, clockwise or anticlockwise Task 6- clean mirror Task 7- replenish all supplies Task 8-clean and replenish minibar Task 9-vaccum clean carpet Task 10- check for stains and spot cleaning <u>BATHROOM</u> Task 1-disposed soiled linen Task 2-clean ashtray Task 3-clean WC Task 4-clean bath and bath area Task 5-wipe and clean shower curtain Task 6- clean mirror Task 7-clean tooth glass Task 8-clean vanitory unit Task 9- replenish bath supplies Task 10- mop the floor	6
03	Bed making supplies (day bed/ night bed) Step 1-spread the first sheet(from one side) Step 2-make miter corner (on both corner of your side) Step 3- spread second sheet (upside down) Step 4-spread blanket	8

	<p>Step 5- Spread crinkle sheet</p> <p>Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)</p> <p>Step 7- tuck the folds on your side</p> <p>Step 8- make miter corner with all three on your side</p> <p>Step 9- change side and finish the bed in the same way</p> <p>Step 10- spread the bed spread and place pillow</p>	
04	<p>Records</p> <ul style="list-style-type: none"> • Room occupancy report • Checklist • Floor register • Work/ maintenance order] • Lost and found • Maid's report • Housekeeper's report • Log book 	4
	<ul style="list-style-type: none"> • Guest special request register • Record of special cleaning • Call register • VIP list • Floor linen book/ register 	
05	Guest room inspection	2
06	<p>Minibar management</p> <ul style="list-style-type: none"> • Issue • stock taking • checking expiry date 	2
07	<p>Handling room linen/ guest supplies</p> <ul style="list-style-type: none"> • maintaining register/ record • replenishing floor pantry • stock taking 	4
08	<p>Guest handling</p> <ul style="list-style-type: none"> • Guest request • Guest complaints 	2

MARKING SCHEME FOR PRACTICAL EXAMINATION
MAXIMUM MARKS 100 PASS MARKS 50
DURATION 03.00HRS

		MARKS
1.	Uniform & Grooming	10
2.	Bed Making	20
3.	Two different Tasks (2x10=20)	20
4.	Plan of Work	10
5.	Guest Handling (Situation)	10

6.	Viva	:	20
7.	Journal	:	10
TOTAL			100

NOTE:

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

Principles of Food Science

Course Title	Code	Type of course	T-P-P	Prerequisite
Principles of Food Science	BHHA1205	Theory	2-0-0	Nil

Objective

- Will understand the basics of food science.
- Inter-relationship with food chemistry, food microbiology and food processing.

Learning outcome

- Students will understand the different ratio involves in food science like, fat, oil, protein, carbohydrates etc.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline/ Session Plan

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
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01	<ul style="list-style-type: none"> • Definition and scope of food science and • It's inter-relationship with food chemistry, food microbiology and food processing. 	02	5%
02	A. CARBOHYDRATES A. Introduction B. Effect of cooking (gelatinisation and retrogradation) C. Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization) D. Uses of carbohydrates in food preparations	04	15%
03	B. FAT & OILS A. Classification (based on the origin and degree of saturation) B. Autoxidation (factors and prevention measures) C. Flavour reversion D. Refining, Hydrogenation & winterisation E. Effect of heating on fats & oils with respect to smoke point F. Commercial uses of fats (with emphasis on shortening value of different fats)	05	20%
04	C. PROTEINS A. Basic structure and properties B. Type of proteins based on their origin (plant/animal) C. Effect of heat on proteins (Denaturation, coagulation) D. Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity) E. Commercial uses of proteins in different food preparations(like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc.)	04	15%
05	D. FOOD PROCESSING A. Definition B. Objectives C. Types of treatment D. Effect of factors like heat, acid, alkali on food constituents	03	10%
06	E. EVALUATION OF FOOD A. Objectives B. Sensory assessment of food quality C. Methods D. Introduction to proximate analysis of Food constituents E. Rheological aspects of food	03	10%
07	F. EMULSIONS A. Theory of emulsification B. Types of emulsions C. Emulsifying agents D. Role of emulsifying agents in food emulsions	03	10%
08	G. COLLOIDS <ul style="list-style-type: none"> • Definition 	02	5%

	<ul style="list-style-type: none"> Application of colloid systems in food preparation 		
09	H. FLAVOUR <ul style="list-style-type: none"> Definition Description of food flavours (tea, coffee, wine, meat, fish spices) 	02	5%
10	I. BROWNING <ul style="list-style-type: none"> Types (enzymatic and non-enzymatic) Role in food preparation Prevention of undesirable browning 	02	5%
TOTAL		30	100%

Accountancy

Course Title	Code	Type of course	T-P-P	Prerequisite
Accountancy	BHHA1206	Theory	4-0-0	Nil

Objective

- Different book keeping in accounting.
- Functions of accounting in banking and finance.

Learning outcome

- Understand the importance and function involve in hotel accounting.
- Student can maintain book keeping and financial statement preparation.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline/Session Plan

HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
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01	INTRODUCTION TO ACCOUNTING A. Meaning and Definition B. Types and Classification C. Principles of accounting D. Systems of accounting E. Generally Accepted Accounting Principles (GAAP)	04	5%
02	PRIMARY BOOKS (JOURNAL) A. Meaning and Definition B. Format of Journal C. Rules of Debit and Credit D. Opening entry, Simple and Compound entries E. Practicals	10	15%
03	SECONDARY BOOK (LEDGER) A. Meaning and Uses B. Formats C. Posting D. Practicals	06	10%
04	SUBSIDIARY BOOKS A. Need and Use B. Classification <ul style="list-style-type: none"> • Purchase Book • Sales Book • Purchase Returns • Sales Returns • Journal Proper • Practicals 	06	10%
05	CASH BOOK A. Meaning B. Advantages C. Simple, Double and Three Column D. Petty Cash Book with Imprest System (simple and tabular forms) E. Practicals	10	15%
06	BANK RECONCILIATION STATEMENT A. Meaning B. Reasons for difference in Pass Book and Cash Book Balances C. Preparation of Bank Reconciliation Statement D. No Practicals	04	5%
07	TRIAL BALANCE A. Meaning	06	10%
	B. Methods C. Advantages D. Limitations E. Practicals		

08	FINAL ACCOUNTS A. Meaning B. Procedure for preparation of Final Accounts C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet D. Adjustments (Only four) • Closing Stock • Pre-paid Expenses • Outstanding Expenses • Depreciation	12	25%
09	CAPITAL AND REVENUE EXPENDITURE A. Meaning B. Definition of Capital and Revenue Expenditure	02	5%
TOTAL		60	100%

NOTE: USE OF CALCULATORS IS PERMITTED

Communication – I

Course Title	Code	Type of course	T-P-P	Prerequisite
Communication - I	BHHA1207	Theory	2-0-0	Nil

Objective

- Verbal & nonverbal communication in English.
- Telephone activity in the hotel industry

Learning outcome

- Student will be clear in basic of communication skill.
- Student will have a knowledge of telephonic communication at hotel industry.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline/Session Plan

HOURS ALLOTTED: 30

MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	BUSINESS COMMUNICATION A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers	7	20%
02	LISTENING ON THE JOB A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking	6	20%
03	EFFECTIVE SPEAKING A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech	7	20%
04	NON VERBAL COMMUNICATION A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Protemies: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artefacts – furniture, plants, colours, architects etc.	4	15%
05	SPEECH IMPROVEMENT A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds	4	15%
06	USING THE TELEPHONE A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills	2	10%
TOTAL		30	100%

Foundation Course in Tourism

Course Title	Code	Type of course	T-P-P	Prerequisite
Foundation Course in Tourism	BHHA1208	Theory	1-0-0	Nil

Objective

- Introduction of tourism industry
- Tourism Marketing and Communications

Learning outcome

- Will get basic knowledge of tourism industry in India.
- Will understand Categories and Roles of tourism.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline/Session Plan

HOURS ALLOTTED: 30

MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	Tourism Phenomenon A. Understanding Tourism – I B. Understanding Tourism – II C. Historical Evolution and Development	2	10%
02	Tourism Industry A. Tourism System	2	10%

	<ul style="list-style-type: none"> B. Constituents of Tourism Industry and Tourism Organisations C. Tourism Regulations D. Statistics and Measurements 		
03	Tourism Services and Operations – 1 <ul style="list-style-type: none"> A. Modes of Transport B. Tourist Accommodation C. Informal Services in Tourism D. Subsidiary Services: Categories and Roles E. Shops, Emporiums and Melas 	1	15%
04	Tourism Services and Operations – 2 <ul style="list-style-type: none"> A. Travel Agency B. Tour Operators C. Guides and Escorts D. Tourism Information 	2	10%
05	Geography and Tourism <ul style="list-style-type: none"> A. India's Bio-diversity: Landscape, Environment and Ecology B. Seasonality and Destinations C. Map and Chart Work 	1	10%
06	Tourism Marketing and Communications <ul style="list-style-type: none"> A. Tourism Marketing - 1: Relevance, Product Design, Market Research B. Tourism Marketing - 2: Promotional Events, Advertising Publicity, Selling. C. Role of Media D. Writing for Tourism E. Personality Development and Communicating Skills 	2	15%
07	Tourism: The Cultural Heritage <ul style="list-style-type: none"> A. Use of History B. Monuments and Museum C. Living Culture and Performing Arts D. Religions of India 	1	10%
08	Tourism: Planning and Policy <ul style="list-style-type: none"> A. Tourism Policy and Planning B. Infrastructural Development C. Local Bodies, Officials and Tourism D. Development, Dependency and Manila Declaration 	2	10%
09	Tourism Impact <ul style="list-style-type: none"> A. Economic Impact B. Social, Environmental and Political Impacts C. Threats and Obstacles to Tourism 	1	10%
	TOTAL	15	100%

Food Production Operations

Course Title	Code	Type of Course	T-P-P	Prerequisite
Food Production Operations	BHHA2101	Theory+ Practice	2-4-0	Nil

Objective

- Principles of planning for quantity food production operation.
- Food Production services for Institutional and Industrial Catering.

Learning Outcome

- Students will be to do high volume food production.
- Students will have knowledge of carting service process for high volume.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		100	

Course Outline / Session Plan

THEORY

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<p>QUANTITY FOOD PRODUCTION EQUIPMENT</p> <p>A. Equipment required for mass/volume feeding B. Heat and cold generating equipment C. Care and maintenance of this equipment D. Modern developments in equipment manufacture</p> <p>MENU PLANNING</p> <p>A. Basic principles of menu planning – recapitulation B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units C. Planning menus for <ul style="list-style-type: none"> • School/college students </p>	07	05%
			10%

	<ul style="list-style-type: none"> • Industrial workers • Hospitals • Outdoor parties • Theme dinners • Transport facilities, cruise lines, airlines, railway <p>D. Nutritional factors for the above</p> <p>INDENTING</p> <ul style="list-style-type: none"> • Principles of Indenting for volume feeding • Portion sizes of various items for different types of volume feeding • Modifying recipes for indenting for large scale catering • Practical difficulties while indenting for volume feeding <p>PLANNING</p> <p>Principles of planning for quantity food production with regard to</p> <ul style="list-style-type: none"> • Space allocation • Equipment selection • Staffing 		05%
02	<p>VOLUME FEEDING</p> <p>A. Institutional and Industrial Catering</p> <ul style="list-style-type: none"> • Types of Institutional & Industrial Catering • Problems associated with this type of catering • Scope for development and growth <p>B. Hospital Catering</p> <ul style="list-style-type: none"> • Highlights of Hospital Catering for patients, staff, visitors • Diet menus and nutritional requirements 	07	5%
	<p>C. Off Premises Catering</p> <ul style="list-style-type: none"> • Reasons for growth and development • Menu Planning and Theme Parties • Concept of a Central Production Unit • Problems associated with off-premises catering <p>D. Mobile Catering</p> <ul style="list-style-type: none"> • Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) • Branches of Mobile Catering <p>E. Quantity Purchase & Storage</p> <ul style="list-style-type: none"> • Introduction to purchasing • Purchasing system • Purchase specifications • Purchasing techniques • Storage 		5%

03	<p>REGIONAL INDIAN CUISINE</p> <p>A. Introduction to Regional Indian Cuisine B. Heritage of Indian Cuisine C. Factors that affect eating habits in different parts of the country D. Cuisine and its highlights of different states/regions/communities to be discussed under:</p> <ul style="list-style-type: none"> • Geographic location • Historical background • Seasonal availability • Special equipment • Staple diets • Specialty cuisine for festivals and special occasions <p>STATES Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p>COMMUNITIES Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri</p> <p>DISCUSSIONS Indian Breads, Indian Sweets, Indian Snacks</p>	16	15%
TOTAL		30	100%

PRACTICAL
HOURS ALLOTTED: 120 MAXIMUM MARKS: 100

Each institute to formulate 36 set of menus from the following cuisines.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharashtra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

SUGGESTED MENUS
MAHARASTRIAN

MENU 01 Masala Bhat
 Kolhapuri Mutton
 Batata Bhajee
 Masala Poori
 Koshimbir

MENU 02 Moong Dal Khichdee
 Patrani Macchi
 Tomato Saar
 Tilgul Chapatti
 Amti
 Basundi

AWADH

MENU 01 Yakhni Pulao
 Mughlai Paratha
 Gosht Do Piazza
 Badin Jaan
 Kulfi with Falooda

MENU 02

Galouti Kebab
Bakarkhani
Gosht Korma
Paneer Pasanda
Muzzafar

BENGALI

MENU 01 Ghee Bhat
Macher Jhol
Aloo Posto
Misti Doi

MENU 02 Doi Mach
Tikoni Pratha
Baigun Bhaja
Payesh

MENU 03 Mach Bhape
Luchi
Sukto
Kala Jamun

MENU 04 Prawan Pulao
Mutton Vidalloo
Beans Foogath
Dodol

GOAN

MENU 01 Arroz
Galina Xacutti
Toor Dal Sorak
Alle Belle

MENU 02 Coconut Pulao
Fish Caldeen
Cabbage Foogath
Bibinca

PUNJABI

MENU 01 Rada Meat
Matar Pulao
Kadhi
Punjabi Gobhi
Kheer

MENU 02 Amritsari Macchi
Rajmah Masala
Pindi Chana
Bhaturas
Row Di Kheer

MENU 03 Sarson Da Saag
Makki Di Roti
Peshawari Chole
Motia Pulao
Sooji Da Halwa

MENU 04 Tandoori Roti
Tandoori Murg
Dal Makhani
Pudina Chutny
Baingan Bhartha
Savian

SOUTH INDIAN

MENU 01 Meen Poriyal
Curd Rice
Thorani
Rasam
Pal Payasam

MENU 02 Line Rice
Meen Moilee
Olan
Malabari Pratha
Parappu Payasam

MENU 03 Tamarind Rice
Kori Gashi
Kalan
Sambhar
Savian Payasam

MENU 04 Coconut Rice
Chicken Chettinad
Avial
Huli
Mysore Pak

RAJASTHANI

MENU 01 Gatte Ka Pulao
Lal Maas
Makki Ka Soweta
Chutny (Garlic)
Dal Halwa

MENU 02 Dal
Batti
Churma
Besan Ke Gatte
Ratalu Ki Subzi
Safed Mass

GUJRATI

MENU 01 Sarki
Brown Rice
Salli Murg
Gujrati Dal
Methi Thepla
Shrikhand

MENU 02 Gujrati Khichadi
Oondhiyu
Batata Nu Tomato
Osaman
Jeera Poori
Mohanthal

HYDERABADI

MENU 01 Sofyani Biryani
Methi Murg
Tomato Kut
Hare Piaz ka Raita
Double Ka Meetha

MENU 02 Kachi Biryani
Dalcha
Mirchi Ka Salan
Mix Veg. Raita
Khumani Ka Meetha

KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

Vegetables and Potato: Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri ,Nader Palak, Razma Gogji

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

Chutneys: Mujeh cheten, Ganda Cheten, Dueen cheten, Aleh cheten (pumpkin chutney)

Note: In addition to above each institute to formulate 08 (eight) set of regional menus including Snacks, Sweets etc.

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-III/IV)

MAXIMUM MARKS	:	100
PASS MARKS	:	50
TOTAL TIME ALLOWED	:	06.00 HRS
TIME ALLOWED FOR INDENTING & PLAN OF WORK	:	30 MINUTES
SCULLERY & WINDING UP	:	30 MINUTES

All menu items to be made from the prescribed syllabus only

Part – A (Cookery)

1. Rice preparation	10
2. Indian Bread	10
3. Main Course	20
4. Accompaniment/ Veg. Dish/ Dal etc	10
5. Sweet	10
	60

Part – B (General Assessment)

1. Uniform & Grooming	05
2. Indenting and plan of work	10
3. Scullery, equipment cleaning and Hygiene	10
4. Viva	05
5. Journal	10
	40

PARAMETERS OF ASSESMENT OF EACH DISH

A) Temperature	20%
B) Texture / Consistency	20%
C) Aroma / Flavour	20%
D) Taste	20%
E) Presentation	20%
	<u>100%</u>

NOTE:

- Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
- Invigilation will be done by both internal and external persons.
- Each student will cook 10 portions of each dish/item.
- Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
- Uniform and grooming must be checked by the examiners before commencement of examination.

Students are not allowed to take help from books, notes, journal or any other person.

Food & Beverage Service Operations

Course Title	Code	Type of Course	T-P-P	Prerequisite
Food & Beverage Service Operations	BHHA2102	Theory+ Practice	2-1-0	Nil

Objective

- Alcoholic items.
- Bar counter handling.

Learning Outcome

- Students will be to handle a bar counter.
- Will have knowledge of different types of alcoholic beverages.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		100	

Course Outline / Session Plan THEORY

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	ALCOHOLIC BEVERAGE A. Introduction and definition B. Production of Alcohol <ul style="list-style-type: none"> • Fermentation process • Distillation process C. Classification with examples	03	7%
02	DISPENSE BAR A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & nonalcoholic beverages D. Bar equipment	02	07%
03	WINES A. Definition & History	08	30%

	<p>B. Classification with examples</p> <ul style="list-style-type: none"> • Table/Still/Natural • Sparkling • Fortified • Aromatized <p>C. Production of each classification</p> <p>D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)</p> <ul style="list-style-type: none"> • France • Germany • Italy • Spain • Portugal <p>E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)</p> <ul style="list-style-type: none"> • USA • Australia • India • Chile • South Africa • Algeria • New Zealand <p>F. Food & Wine Harmony</p> <p>G. Storage of wines</p> <p>H. Wine terminology (English & French)</p>		
04	<p>BEER</p> <p>A. Introduction & Definition</p> <p>B. Types of Beer</p> <p>C. Production of Beer</p> <p>D. Storage</p>	04	15%
05	<p>SPIRITS</p> <p>A. Introduction & Definition</p> <p>B. Production of Spirit</p> <ul style="list-style-type: none"> • Pot-still method • Patent still method <p>C. Production of</p> <ul style="list-style-type: none"> • Whisky • Rum • Gin • Brandy • Vodka • Tequilla <p>D. Different Proof Spirits</p> <ul style="list-style-type: none"> • American Proof • British Proof (Sikes scale) • Gay Lussac (OIML Scale) 	07	25

06	APERITIFS A. Introduction and Definition B. Types of Aperitifs • Vermouth (Definition, Types & Brand names) • Bitters (Definition, Types & Brand names)	03	08%
07	LIQUEURS A. Definition & History B. Production of Liqueurs C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) D. Popular Liqueurs (Name, colour, predominant flavour & country of origin)	03	08%
TOTAL		30	100%

PRACTICAL

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No	Topic	Hours
01	Dispense Bar – Organizing Mise-en-place Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables	05
02	Service of Wines Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06 Service of Cider, Perry & Sake	05
03	Service of Aperitifs Task-01 Service of Bitters Task-02 Service of Vermouths	03
04	Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers	02
05	Service of Spirits Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila	04
06	Service of Liqueurs	03

	Task-01 Service styles – neat/on-the-rocks/with cream/en frappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley	
07	Wine & Drinks List Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar	04
08	Matching Wines with Food Task-01 Menu Planning with accompanying Wines <ul style="list-style-type: none"> • Continental Cuisine • Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying Wines <ul style="list-style-type: none"> • Continental Cuisine • Indian Regional Cuisine 	04
	TOTAL	30

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50
DURATION 03.00HRS

All Technical Skills to be tested as listed in the syllabus

		MARKS
1.	Uniform / Grooming	10
2.	Misc-en-place	10
3.	Service of wine	20
4.	Service of Spirits & liqueur etc.	15
5.	Food & Beverage Service	25
6.	Viva	10
7.	Journal	10
TOTAL		100

NOTE:

- The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
- Each should be responsible for laying of 4 covers. The student must also ensure that sideboard contains everything necessary for service.
- During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

Front Office Operations

Course Title	Code	Type of Course	T-P-P	Prerequisite
Front Office Operations	BHHA2103	Theory+ Practice	2-1-0	Nil

Objective

- Role of information technology in the hospitality industry.
- Front office & guest safety and security.

Learning Outcome

- Students will have knowledge of guest checkout process.
- Students will have knowledge in front office accounting, security, safety, communication etc.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		100	

Course Outline/Session Plan

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	COMPUTER APPLICATION IN FRONT OFFICE OPERATION A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus	02	5%
02	FRONT OFFICE (ACCOUNTING) A. Accounting Fundamentals B. Guest and non-guest accounts C. Accounting system <ul style="list-style-type: none"> • Non automated – Guest weekly bill, Visitors tabular ledger • Semi automated • Fully automated 	06	20%
03	CHECK OUT PROCEDURES <ul style="list-style-type: none"> • Guest accounts settlement <ul style="list-style-type: none"> - Cash and credit - Indian currency and foreign currency 	04	20%

	- Transfer of guest accounts - Express check out		
04	CONTROL OF CASH AND CREDIT	04	15%
05	NIGHT AUDITING A. Functions B. Audit procedures (Non automated, semi-automated and fully automated)	04	15%
06	FRONT OFFICE & GUEST SAFETY AND SECURITY A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)	05	20%
07	FRENCH A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as <ul style="list-style-type: none"> • Reservations (personal and telephonic) • Reception (Doorman, Bell Boys, Receptionist etc.) • Cleaning of Room & change of Room etc. 	05	5%
TOTAL		30	100%

PRACTICAL

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

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

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No	Topic
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1	Hot function keys
2	Create and update guest profiles
3	Send confirmation letters
4	Print registration cards
5	Make FIT reservation & group reservation
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cahier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check –in a walk-in guest
17	Maintain guest history
18	Make sharer reservation
19	Add a sharer to a reservation
20	Make A/R account
21	Take reservation through Travel Agent/Company/ Individual or Source
22	Make room change
23	Make check and update guest folios
24	Process charges for in-house guests and non-resident guests.
25	Handle allowances and discounts and packages
26	Process advance for in-house guest
27	Put routing instructions
28	Print guest folios during stay
29	Processing foreign currency exchange/ cheque exchange
30	Process guest check out by cash and credit card
31	Check out without closing folio-Skipper accounts
32	Handle paymaster folios
33	Check out using city ledger
34	Print guest folio during check out
35	Close bank at end of each shift
36	Check room rate and variance report
37	Tally Allowances for the day at night
38	Tally paid outs for the day at night
39	Tally forex for the day at night
40	Credit check report

MARKING SCHEME FOR PRACTICAL EXAMINATION

**MAXIMUM MARKS 100 PASS MARKS 50
DURATION 03.00 HRS**

			MARKS
1.	Uniform & Grooming	:	10
2.	Courtesy & Manners (Social Skills)	:	10
3.	Technical knowledge	:	10
4.	Role play & Situation handling	:	20
5.	Four Practical Tasks on PMS (4x10=40)	:	40
6.	Journal	:	10
TOTAL			100

NOTE:

- Speech, Communication, Courtesy and Manners should be observed throughout.
- PMS tasks as per syllabus.
- Role Play & Situation handling as per syllabus.

Accommodation Operations

Course Title	Code	Type of Course	T-P-P	Prerequisite
Accommodation Operations	BHHA2104	Theory+ Practice	2-1-0	Nil

Objective

- To understand the activities of the linen room & laundry.
- Flower & Plant arrangement in hotel.

Learning Outcome

- Students will have knowledge of commercial and On-site laundry processing.
- Students will have knowledge of controlling linen room.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External	External Theory	30	Written examination

Examination	External Practice	20	Lab work
Total		100	

Course Outline / Session Plan

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01.	LINEN ROOM A. Activities of the Linen Room B. Layout and equipment in the Linen Room C. Selection criteria for various Linen Items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records H. Recycling of discarded linen I. Linen Hire	10	35%
02.	UNIFORMS A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms J. D. Layout of the Uniform room	03	10%
03.	SEWING ROOM A. Activities and areas to be provided B. Equipment provided	02	5%
04.	LAUNDRY A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal	10	35%
05.	FLOWER ARRANGEMENT A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement	03	10%
06.	INDOOR PLANTS Selection and care	02	5%
TOTAL		30	100%

PRACTICAL

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

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

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50
DURATION 03.00HRS

MARKS

1.	Uniform & Grooming	:	10
2.	Laundry & Equipment Exercise	:	15
3.	Stain Removal	:	15
4.	Flower Arrangement	:	15
5.	Uniform Selection Design Exercise	:	15
6.	Viva	:	20
7.	Journal	:	10
	TOTAL	:	100

NOTE:

4. Time limit of the examination should be strictly adhered to.
5. Tasks should be limited to the syllabus

Food & Beverage Controls

Course Title	Code	Type of course	T-P-P	Prerequisite
Food & Beverage Controls	BHHA2105	Theory	2-0-0	Nil

Objective

- Cost control in food & beverage service.
- Storing, production and sale of Food and beverages.

Learning outcome

- Student will get knowledge of food control cycle and cost controlling
- Student will get knowledge of production, storage and issue process of food and beverages.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline / Session Plan

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	FOOD COST CONTROL A. Introduction to Cost Control B. Define Cost Control C. The Objectives and Advantages of Cost Control D. Basic costing E. Food costing	02	5%
02	FOOD CONTROL CYCLE A. Purchasing Control B. Aims of Purchasing Policy C. Job Description of Purchase Manager/Personnel D. Types of Food Purchase E. Quality Purchasing F. Food Quality Factors for different commodities G. Definition of Yield H. Tests to arrive at standard yield I. Definition of Standard Purchase Specification J. Advantages of Standard Yield and Standard Purchase Specification K. Purchasing Procedure L. Different Methods of Food Purchasing M. Sources of Supply N. Purchasing by Contract O. Periodical Purchasing P. Open Market Purchasing Q. Standing Order Purchasing R. Centralised Purchasing	07	25%

	<ul style="list-style-type: none"> S. Methods of Purchasing in Hotels T. Purchase Order Forms U. Ordering Cost V. Carrying Cost W. Economic Order Quantity X. Practical Problems 		
03	<p>RECEIVING CONTROL</p> <ul style="list-style-type: none"> A. Aims of Receiving B. Job Description of Receiving Clerk/Personnel C. Equipment required for receiving D. Documents by the Supplier (including format) E. Delivery Notes F. Bills/Invoices G. Credit Notes H. Statements I. Records maintained in the Receiving Department J. Goods Received Book K. Daily Receiving Report L. Meat Tags M. Receiving Procedure 	05	15
	<ul style="list-style-type: none"> N. Blind Receiving O. Assessing the performance and efficiency of receiving department P. Frauds in the Receiving Department Q. Hygiene and cleanliness of area 		
04	<p>STORING & ISSUING CONTROL</p> <ul style="list-style-type: none"> A. Storing Control B. Aims of Store Control C. Job Description of Food Store Room Clerk/personnel D. Storing Control E. Conditions of facilities and equipment F. Arrangements of Food G. Location of Storage Facilities H. Security I. Stock Control J. Two types of foods received – direct stores (Perishables/non-perishables) K. Stock Records Maintained Bin Cards (Stock Record Cards/Books) L. Issuing Control M. Requisitions N. Transfer Notes O. Perpetual Inventory Method P. Monthly Inventory/Stock Taking Q. Pricing of Commodities R. Stock taking and comparison of actual physical inventory and Book value S. Stock levels T. Practical Problems U. Hygiene & Cleanliness of area 	08	25
05	PRODUCTION CONTROL	04	15

	A. Aims and Objectives B. Forecasting C. Fixing of Standards <ul style="list-style-type: none"> • Definition of standards (Quality & Quantity) • Standard Recipe (Definition, Objectives and various tests) • Standard Portion Size (Definition, Objectives and equipment used) • Standard Portion Cost (Objectives & Cost Cards) D. Computation of staff meals		
06	SALES CONTROL A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price B. Matching costs with sales C. Billing procedure – cash and credit sales D. Cashier's Sales summary sheet	04	15
TOTAL		30	100%

Hotel Accountancy

Course Title	Code	Type of course	T-P-P	Prerequisite
Hotel Accountancy	BHHA2106	Theory	2-0-0	Nil

Objective

- Introduction to departmental accounting in hotel.
- Internal and Statutory Audit.

Learning outcome

- Student will have knowledge of hotel account.
- Will have knowledge of audit process of organization.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline / Session Plan

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS A. Introduction to Uniform system of accounts B. Contents of the Income Statement C. Practical Problems D. Contents of the Balance Sheet (under uniform system) E. Practical problems F. Departmental Income Statements and Expense statements (Schedules 1 to 16) G. Practical problems	10	35%
02	INTERNAL CONTROL A. Definition and objectives of Internal Control B. Characteristics of Internal Control C. Implementation and Review of Internal Control	06	20%
03	INTERNAL AUDIT AND STATUTORY AUDIT A. An introduction to Internal and Statutory Audit B. Distinction between Internal Audit and Statutory Audit C. Implementation and Review of internal audit	06	20%
04	DEPARTMENTAL ACCOUNTING A. An introduction to departmental accounting B. Allocation and apportionment of expenses C. Advantages of allocation D. Draw-backs of allocation E. Basis of allocation F. Practical problems	08	25%
TOTAL		30	100%

Food Safety & Quality

Course Title	Code	Type of course	T-P-P	Prerequisite
Food Safety & Quality	BHHA2107	Theory	2-0-0	Nil

Objective

- Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene.
- Essential food laws and regulations.

Learning outcome

- Student can check the food quality or standard.

- Will have a knowledge of how to process safety & quality food.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline / Session Plan

HOURS ALLOTTED: 30

MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	<i>Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene</i>	01	Intro
02	MICRO-ORGANISMS IN FOOD A. General characteristics of Micro-Organisms based on their occurrence and structure. B. Factors affecting their growth in food (intrinsic and extrinsic) C. Common food borne micro-organisms: a. Bacteria (spores/capsules) b. Fungi c. Viruses d. Parasites	02	10%
03	FOOD SPOILAGE & FOOD PRESERVATION A. Types & Causes of spoilage B. Sources of contamination C. Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products) D. Basic principles of food preservation E. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)	04	15%
04	BENEFICIAL ROLE OF MICRO-ORGANISMS A. Fermentation & Role of lactic and bacteria B. Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages) C. Miscellaneous (Vinegar & anti-biotics)	02	5%
05	FOOD BORNE DISEASES A. Types (Infections and intoxications) B. Common diseases caused by food borne pathogens C. Preventive measures	02	5%

06	FOOD ADDITIVES A. Introduction B. Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)	02	5%
07	FOOD CONTAMINANTS & ADULTERANTS A. Introduction to Food Standards B. Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material) C. Common adulterants in food D. Method of their detection (basic principle)	04	15%
08	FOOD LAWS AND REGULATIONS A. National – PFA Essential Commodities Act (FPO, MPO etc.) B. International – Codex Alimentarius, ISO C. Regulatory Agencies – WTO D. Consumer Protection Act	03	10%
09	QUALITY ASSURANCE A. Introduction to Concept of TQM, GMP and Risk Assessment B. Relevance of Microbiological standards for food safety C. HACCP (Basic Principle and implementation)	04	10%
10	HYGIENE AND SANITATION IN FOOD SECTOR A. General Principles of Food Hygiene B. GHP for commodities, equipment, work area and personnel C. Cleaning and disinfection (Methods and agents commonly used in the hospitality industry) D. Safety aspects of processing water (uses & standards) E. Waste Water & Waste disposal	04	15%
11	RECENT CONCERNS A. Emerging pathogens B. Genetically modified foods C. Food labelling D. Newer trends in food packaging and technology E. BSE (Bovine Serum Encephalopathy)	02	10%
TOTAL		30	100%

REFERENCES:

1. **Modern Food Microbiology by Jay. J.**
2. **Food Microbiology by Frazier and Westhoff**
3. **Food Safety by Bhat & Rao**
4. **Safe Food Handling by Jacob M.**
5. **Food Processing by Hobbs Betty**

Management in Tourism

Course Title	Code	Type of course	T-P-P	Prerequisite
Management in Tourism	BHHA2108	Theory	2-0-0	Nil

Objective

- Managerial practices in tourism.
- Organizational role in tourism's promotion.

Learning outcome

- Student will understand the organization roles and responsibility to attract tourism.
- Will have knowledge to promote tourism in hospitality.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline / Session Plan

HOURS ALLOTTED: 30

MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	Understanding Entrepreneurship and Management A. Management: Concept and Functions B. Entrepreneurship: Concept and Functions C. Corporate Forms in Tourism D. Management Issues in Tourism	3	10%
02	Understanding Organisational Theory A. Understanding Organisations B. Planning and Decision Making C. Organising D. Monitoring and Controlling	3	15%
03	Organisational Behaviour Issues A. Small Group Behaviour B. Inter Personal Behaviour C. Inter Group Behaviour D. Supervisory Behaviour	4	15%

04	Management Functions A. Human Resource Management B. Financial Management C. Operations Management D. Marketing Management E. Information Technology and Management	4	15%
05	Managing Financial Operations A. Understanding P & L Statements B. Understanding Balance Sheet C. Profitability Analysis D. Project Formulation and Appraisal	4	15%
06	Managerial Practices in Tourism – 1 A. Tour Operators B. Travel Agencies C. Hotels D. Public Relations	4	10%
07	Managerial Practices in Tourism – 2 C. Food Services D. Tourist Transport E. Airlines F. Airports	4	10%
08	Convention Promotion and Management A. Convention Industry B. Planning Conventions C. Management and Implementation of Conventions D. Development, Dependency and Manila Declaration	4	10%

Communication – II

Course Title	Code	Type of course	T-P-P	Prerequisite
Communication - II	BHHA2109	Theory	2-0-0	Nil

Objective

- Effective speaking.
- Nonverbal communication.

Learning outcome

- Student will be able to do verbal and nonverbal communication effectively.
- Student will be able to use telephonic communication in hotel.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	30	Written examination

	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline / Session Plan

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	BUSINESS COMMUNICATION A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers	4	15%
02	LISTENING ON THE JOB A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking	6	20%
03	EFFECTIVE SPEAKING A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech	5	15%
04	NON VERBAL COMMUNICATION A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Protemies: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artefacts – furniture, plants, colours, architects etc.	5	20%
05	SPEECH IMPROVEMENT A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises	5	15%

	E. Introduction to frequently used foreign sounds		
06	USING THE TELEPHONE A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills	5	15%
TOTAL		30	100%

Industrial Training

Course Title	Code	Type of course	T-P-P	Prerequisite
Industrial Training	BHHA2201	Practice	0-10-0	Nil

Objective

- On job real work process in a hospitality industry.
- To understand the day to day real-time work flow.

Learning outcome

- Will be a ready worker for any hospitality industry.
- Student will have a real-time experience of working in a hotel industry.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline / Session Plan

SECOND YEAR – INDUSTRIAL TRAINING SCHEME (BHM208) (17 Weeks)

- A. Exposure to Industrial Training is an integral part of the 2nd year curriculum. The class would be divided into two groups or as the case may be. The 17 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations and Front Office Operations.
- B. Attendance in the 2nd year would be calculated separately for the two components of in-institute training and industrial training as per NCHMCT rules. Industrial Training will require an input of 102 working days i.e. (17 weeks x 6 days = 102 days). A student can avail leave to a maximum of 15%

(15 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.

- a. For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
- C. Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
- D. Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.
- E. There will be no inter change of candidates from one batch to another i.e. winter batch to summer batch and vice versa.

Research Project I

Course Title	Code	Type of Course	T-P-P	Prerequisite
Research Project I	BHHA2202	Project	0-0-1	Nil

Objective

- To do a survey on selected project.

Learning Outcome

- Students will be able to understand the industry.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Project	80	Report and Presentation
	Quiz	20	Surprise/Preannounced Ones
Total		<i>100</i>	

Course outline

RESEARCH METHODOLOGY HOURS ALLOTTED: 15

Research Methodology will be taught in the theory class to prepare students on how to approach the subject of Research Project in the 3rd year. Inputs can be given to the students during the institute tenure but topics allotted only after return from IT. This will help students perceive the subject in a better fashion while the vacation period between the two years (2nd & 3rd year) utilized for exploratory research and self-study. Final preparation of the project will be done only in the 3rd year under guidance.

S.No.	Topic
01	INTRODUCTION TO RESEARCH METHODOLOGY A. Meaning and objectives of Research B. Types of Research C. Research Approaches D. Significance of Research E. Research methods vs Methodology F. Research Process G. Criteria of Good Research H. Problem faced by Researches I. Techniques Involved in defining a problem
02	RESEARCH DESIGN A. Meaning and Need for Research Design B. Features and important concepts relating to research design C. Different Research design D. Important Experimental Designs
03	SAMPLE DESIGN A. Censure and sample Survey B. Implication of Sample design C. Steps in sampling design D. Criteria for selecting a sampling procedure E. Characteristics of a good sample design F. Different types of Sample design G. Measurement Scales H. Important scaling Techniques
04	METHODS OF DATA COLLECTION A. Collection of Primary Data B. Collection through Questionnaire and schedule collection of secondary data C. Difference in Questionnaire and schedule D. Different methods to collect secondary data
05	DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES A. Hypothesis Testing B. Basic concepts concerning Hypothesis Testing C. Procedure and flow diagram for Hypothesis Testing D. Test of Significance E. Chi-Square Analysis F. Report Presentation Techniques

Advance Food Production Operations – I

Course Title	Code	Type of Course	T-P-P	Prerequisite
Advance Food Production Operations – I	BHHA3101	Theory+ Practice	2-4-0	Nil

Objective

- To understand the advance food production including foreign dishes.
- To understand the larder control process.

Learning Outcome

- Students will be to prepare advance food recipes including foreign dishes.
- Students will have knowledge of handling Larder room in hotel/restaurant.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		100	

Course Outline/Session Plan

(THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	LARDER I. LAYOUT & EQUIPMENT A. Introduction of Larder Work B. Definition C. Equipment found in the larder D. Layout of a typical larder with equipment and various sections	02	05%
	II. TERMS & LARDER CONTROL A. Common terms used in the Larder and Larder control B. Essentials of Larder Control	03	10%

	<ul style="list-style-type: none"> C. Importance of Larder Control D. Devising Larder Control Systems E. Leasing with other Departments F. Yield Testing 		
	<p>III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF</p> <ul style="list-style-type: none"> A. Functions of the Larder B. Hierarchy of Larder Staff C. Sections of the Larder D. Duties & Responsibilities of larder Chef 	03	10%
02	<p>CHARCUTIERIE</p> <p>I. SAUSAGE</p> <ul style="list-style-type: none"> A. Introduction to charcutierie B. <u>Sausage – Types & Varieties</u> C. Casings – Types & Varieties D. Fillings – Types & Varieties E. Additives & Preservatives <p>II. FORCEMEATS</p> <ul style="list-style-type: none"> A. <u>Types of forcemeats</u> B. Preparation of forcemeats C. Uses of forcemeats <p>III. BRINES, CURES & MARINADES</p> <ul style="list-style-type: none"> A. Types of Brines B. Preparation of Brines C. Methods of Curing D. Types of Marinades E. Uses of Marinades 	02	05%
		02	05%
		02	05%

<p>F. Difference between Brines, Cures & Marinades</p> <p>IV. HAM, BACON & GAMMON</p>	02	05%
<ul style="list-style-type: none"> • Cuts of Ham, Bacon & Gammon. • Differences between Ham, Bacon & Gammon • Processing of Ham & Bacon • Green Bacon • Uses of different cuts 	01	05%
<p>V. GALANTINES</p> <p>Making of galantines Types of Galantine <u>Ballotines</u></p>	01	05%
<p>VI. PATES</p> <ul style="list-style-type: none"> • Types of Pate • Pate de foie gras • Making of Pate • Commerical pate and Pate Maison • Truffle – sources, Cultivation and uses and Types of truffle. 	01	05%
<p>VII. MOUSE & MOUSSELINE</p> <ul style="list-style-type: none"> ▪ Types of mousse ▪ Preparation of mousse ▪ Preparation of mousseline ▪ Difference between mousse and mousseline 	01	05%
<p>VIII. CHAUD FROID</p> <ul style="list-style-type: none"> • Meaning of Chaud froid • Making of chaud frod & Precautions • Types of chaud froid • Uses of chaud froid 	01	05%
<p>IX. ASPIC & GELEE</p> <ul style="list-style-type: none"> • Definition of Aspic and Gelee • Difference between the two • Making of Aspic and Gelee • Uses of Aspic and Gelee 	01	05%
<p>6. QUENELLES, PARFAITS, ROULADES</p> <p>Preparation of Quenelles, Parfaits and Roulades</p>		

	XI. NON EDIBLE DISPLAYS A. Ice carvings B. Tallow sculpture C. Fruit & vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Tharmacol work	03	10%
03	APPETIZERS & GARNISHES A. <u>Classification of Appetizers</u> B. Examples of Appetizers C. Historic importance of culinary Garnishes D. Explanation of different Garnishes	02	05%
04	SANDWICHES A. Parts of Sandwiches B. Types of Bread C. Types of filling – classification D. Spreads and Garnishes E. Types of Sandwiches F. Making of Sandwiches G. Storing of Sandwiches	02	05%
05	USE OF WINE AND HERBS IN COOKING A. Ideal uses of wine in cooking B. Classification of herbs C. Ideal uses of herbs in cooking	01	05%
TOTAL		30	100%

(PRACTICAL)

PART A – COOKERY

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

Topic	Contact hours
<u>MENU 01</u> <ul style="list-style-type: none"> • Consommé Carmen • Poulet Sauté Chasseur • Pommes Loretta • Haricots Verts 	4
<u>MENU 02</u> <ul style="list-style-type: none"> • Bisque D'écrevisse • Escalope De Veau viennoise • Pommes Batailles 	4

<ul style="list-style-type: none"> • Epinards au Gratin 	
<u>MENU 03</u> <ul style="list-style-type: none"> • Crème Du Barry • Darne De Saumon Grille • Sauce paloise • Pommes Fondant • Petits Pois A La Flamande 	4
<u>MENU 04</u> <ul style="list-style-type: none"> • Veloute Dame Blanche • Cote De Porc Charcuterie • Pommes De Terre A La Crème • Carottes Glace Au Gingembre 	4
<u>MENU 05</u> <ul style="list-style-type: none"> • Cabbage Chowder • Poulet A La Rex • Pommes Marguises • Ratatouille 	4
<u>MENU 06</u> <ul style="list-style-type: none"> • Barquettes Assortis • Stroganoff De Boeuf • Pommes Persilles • Riz Pilaf 	4
<u>MENU 07</u> <ul style="list-style-type: none"> • Duchesse Nantua • Poulet Maryland • Croquette Potatoes • Banana fritters • Corn gallets 	4
<u>MENU 08</u> <ul style="list-style-type: none"> • Kromeskies • Filet De Sols Walweska • Pommes Lyonnaise • Funghi Marirati 	4
<u>MENU 09</u> <ul style="list-style-type: none"> • Vol-Au-Vent De Volaille Et Jambon • Poulet a la kiev • Creamy Mashed Potatoes • Butter tossed green peas 	4
<u>MENU 10</u> <ul style="list-style-type: none"> • Quiche Lorraine 	4

<ul style="list-style-type: none"> • Roast Lamb • Mint sauce • Pommes Parisienne 	
Plus 5 Buffets <ul style="list-style-type: none"> • Cold Buffet • Hot Continental • Hot Indian • Buffet Desserts • Bread Displays 	20
TOTAL	60

(PRACTICAL)
PART B – BAKERY & PATISSERIE
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No.	Topic	Contact hours
1	Brioche Baba au Rhum	4
2	Soft Rolls Chocolate Parfait	4
3	French Bread Tarte Tartin	4
4	Garlic Rolls Crêpe Suzette	4
5	Harlequin Bread Chocolate Cream Puffs	4
6	Focaccia Crème Brûlée	4
7	Vienna Rolls Mousse Au Chocolat	4
8	Bread Sticks Souffle Milanaise	4
9	Brown Bread Pâte Des Pommes	4
10	Clover Leaf Rolls Savarin des fruits	4
11	Whole Wheat Bread Charlotte Royal	4
12	Herb & Potato Loaf Doughnuts	4
13	Milk Bread Gateaux des Peache	4
14	Ciabatta Chocolate Brownie	4
15	Buffet desserts Modern Plating Styles	4
TOTAL		60

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-V)

MAXIMUM MARKS	:	100
PASS MARKS	:	50
TOTAL TIME ALLOWED	:	06.00 HRS
TIME ALLOWED FOR INDENTING & PLAN OF WORK	:	30 MINUTES
SCULLERY & WINDING UP	:	30 MINUTES

All menu items to be made from the prescribed syllabus only

Part – A (Cookery)

1. One starter OR soup	10
2. One main course (Fish/Chicken/Mutton/Beef/Pork)	15
3. Accompaniment - I	05
4. Accompaniment - II	05
5. Journal	05
	40

Part – B (Bakery)

1. Bread	15
2. One cold dessert	10
3. One hot dessert	10
4. Journal	05
	40

Part – C (General Assessment)

1. Uniform & Grooming	05
2. Indenting and plan of work	05
3. Scullery, equipment cleaning and Hygiene	05
4. Viva	05
	20

PARAMETERS OF ASSESMENT OF EACH DISH

A) Temperature	20%
B) Texture / Consistency	20%
C) Aroma / Flavour	20%
D) Taste	20%
E) Presentation	20%
	<u>100%</u>

NOTE:

- Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
- Invigilation will be done by both internal and external persons.
- Each student will cook 04 portions of each dish/item.
- Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.

7. Uniform and grooming must be checked by the examiners before commencement of examination.
8. Students are not allowed to take help from books, notes, journal or any other person

Advance Food & Beverage Operations – I

Course Title	Code	Type of Course	T-P-P	Prerequisite
Advance Food & Beverage Operations – I	BHHA3102	Theory+ Practice	2-1-0	Nil

Objective

- | |
|--|
| <ul style="list-style-type: none"> • To understand the advance level of food & beverage operations. • To understand opportunities in kitchen stewarding. |
|--|

Learning Outcome

- | |
|--|
| <ul style="list-style-type: none"> • Students will be able to operating various f&b outlet. • Students will have knowledge in buffet, banquet, gueridon, kitchen stewarding etc. |
|--|

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		<i>100</i>	

**Course Outline/Session Plan
(THEORY)**

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<p>PLANNING & OPERATING VARIOUS F&B OUTLET</p> <ul style="list-style-type: none"> A. Physical layout of functional and ancillary areas B. Objective of a good layout C. Steps in planning D. Factors to be considered while planning E. Calculating space requirement F. Various set ups for seating G. Planning staff requirement H. Menu planning I. Constraints of menu planning J. Selecting and planning of heavy duty and light equipment K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. L. Suppliers & manufacturers M. Approximate cost N. Planning Décor, furnishing fixture etc. 	08	25%
02	<p>FUNCTION CATERING</p> <p>BANQUETS</p> <ul style="list-style-type: none"> • History • Types • Organisation of Banquet department • Duties & responsibilities • Sales • Booking procedure • Banquet menus <p>BANQUET PROTOCOL</p> <ul style="list-style-type: none"> • Space Area requirement • Table plans/arrangement • Misc-en-place • Service • Toast & Toast procedures <p>INFORMAL BANQUET</p> <ul style="list-style-type: none"> • Réception • Cocktail parties • Convention • Seminar • Exhibition 	08	25%

	<ul style="list-style-type: none"> • Trade Fair • Wedding • Outdoor catering 		
03	<p>FUNCTION CATERING</p> <p>BUFFETS</p> <ul style="list-style-type: none"> A. Introduction B. Factors to plan buffets C. Area requirement D. Planning and organisation E. Sequence of food F. Menu planning G. Types of Buffet H. Display I. Sit down J. Fork, Finger, Cold Buffet K. Breakfast Buffets L. Equipment M. Supplies N. Check list 	08	30%
04	<p>GUERIDON SERVICE</p> <ul style="list-style-type: none"> A. History of gueridon B. Definition C. General consideration of operations D. Advantages & Dis-advantages E. Types of trolleys F. Factor to create impulse, Buying – Trolley, open kitchen G. Gueridon equipment H. Gueridon ingredients 	04	15%
05	<p>KITCHEN STEWARDING</p> <ul style="list-style-type: none"> A. Importance B. Opportunities in kitchen stewarding C. Record maintaining D. Machine used for cleaning and polishing E. Inventory 	02	05%
TOTAL		30	100%

(PRACTICAL)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No	Topic	Hours
01	Planning & Operating Food & Beverage Outlets Class room Exercise <ul style="list-style-type: none">Developing Hypothetical Business Model of Food & Beverage OutletsCase study of Food & Beverage outlets - Hotels & Restaurants	08
02	Function Catering – Banquets <ul style="list-style-type: none">Planning & organizing Formal & Informal BanquetsPlanning & organizing Outdoor caterings	08
03	Function Catering – Buffets Planning & organizing various types of Buffet	04
04	Gueridon Service <ul style="list-style-type: none">Organizing Mise-en-place for Gueridon ServiceDishes involving work on the Gueridon<ul style="list-style-type: none">Task-01 Crepe suzetteTask-02 Banana au RhumTask-03 Peach FlambeTask-04 Rum OmeletteTask-05 Steak DianeTask-06 Pepper Steak	08
05	Kitchen Stewarding <ul style="list-style-type: none">Using & operating MachinesExercise – physical inventory	02
TOTAL		30

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-V)

MAXIMUM MARKS 100 PASS MARKS 50
DURATION 03.00HRS

All Technical Skills to be tested as listed in the syllabus

	MARKS	
1. Uniform / Grooming	:	10
2. Misc-en-place	:	10
3. Gueridon Skill Service	:	30
4. Food & Beverage Service	:	30
5. Viva	:	10
6. Journal	:	10
TOTAL	:	100

NOTE:

- C. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
- D. Each should be responsible for laying of 4 covers. The student must also ensure that sideboard contains everything necessary for service.
- E. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

Front Office Management – I

Course Title	Code	Type of Course	T-P-P	Prerequisite
Front Office Management - I	BHHA3103	Theory+ Practice	2-1-0	Nil

Objective

- To planning & evaluating front office operations.
- Night auditing.

Learning Outcome

- Students will be able to forecast and reduce cost efficient
- Will have knowledge of budget & budget cycle.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		<i>100</i>	

Course Outline / Session Plan

(THEORY)

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	PLANNING & EVALUATING FRONT OFFICE OPERATIONS	12	40%

	<ul style="list-style-type: none"> A. Setting Room Rates (Details/Calculations thereof) <ul style="list-style-type: none"> - Hubbart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc. B. Forecasting techniques C. Forecasting Room availability D. Useful forecasting data <ul style="list-style-type: none"> • % of walking • % of overstay • % of under stay E. Forecast formula F. Types of forecast G. Sample forecast forms H. Factors for evaluating front office operations 		
02	BUDGETING <ul style="list-style-type: none"> A. Types of budget & budget cycle B. Making front office budget C. Factors affecting budget planning D. Capital & operations budget for front office E. Refining budgets, budgetary control F. Forecasting room revenue G. Advantages & Disadvantages of budgeting 	12	40%
03	PROPERTY MANAGEMENT SYSTEM <ul style="list-style-type: none"> A. Fidelio / IDS / Shawman B. Amadeus 	06	20%
TOTAL		30	100%

(PRACTICAL)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

Hands on practice of computer applications on PMS front office procedures such as:

- Γ. Night audit,
- H. Income audit,
- I. Accounts
- 9. Situation handling – handling guests & internal situations requiring management tactics/strategies

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No.	Topic
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use

07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest
36	How to check room rate variance report
37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest
42	How to handle extension of guest stay
43	Handle deposit and check ins with voucher
44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	Handle payment for room only to Travel Agents
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party
54	How to process late charges to credit card

55	How to check out during system shut down
56	Handling part settlements for long staying guest
57	How to handle paymaster folios
58	How to handle bills on hold

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-V)

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00 HRS		

			MARKS
1.	Uniform & Grooming	:	10
2.	Guest handling situation	:	20
3.	Technical knowledge	:	20
4.	Four Practical Tasks on PMS (4x10=40)	:	40
5.	Journal	:	10
TOTAL			: 100

NOTE:

- C. Speech, Communication, Courtesy and Manners should be observed throughout.
- D. PMS tasks as per syllabus.
- E. Guest Handling Situation as per syllabus.

Accommodation Management – I

Course Title	Code	Type of Course	T-P-P	Prerequisite
Accommodation Management - I	BHHA3104	Theory+ Practice	2-2-0	Nil

Objective

- | |
|---|
| <ul style="list-style-type: none"> • To understand the planning and organising of housekeeping department • Housekeeping in institutions & facilities other than hotels |
|---|

Learning Outcome

- | |
|--|
| <ul style="list-style-type: none"> • Students will be able to manage accommodation of hotels. • Students will have knowledge of handling contact service for business point. |
|--|

Evaluation Systems

Internal Examination	<i>Component</i>	<i>% of Marks</i>	<i>Method of Assessment</i>
	Internal Theory	20	Written examination
Internal Practice	30(20+10)	Lab work + Learning Record	
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		100	

Course Outline / Session Plan

(THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT A. Area inventory list B. Frequency schedules C. Performance and Productivity standards D. Time and Motion study in House Keeping operations E. Standard Operating manuals – Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping H. Training in HKD, devising training programmes for HK staff I. Inventory level for non recycled items J. Budget and budgetary controls K. The budget process L. Planning capital budget M. Planning operation budget N. Operating budget – controlling expenses – income statement O. Purchasing systems – methods of buying P. Stock records – issuing and control	15	50%
02	HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS	04	15%
03	CONTRACT SERVICES A. <u>Types of contract services</u> B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services	04	15%
04	ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS	05	15%
05	FIRST AID	02	05%
TOTAL		30	100%

(PRACTICAL)
HOURS ALLOTTED: 30 **MAXIMUM MARKS: 100**

S.No.	Topic	Hours
1	Team cleaning <ul style="list-style-type: none"> • Planning • Organizing • Executing • Evaluating 	4
2	Inspection checklist	2
3	Time and motion study <ul style="list-style-type: none"> • Steps of bed making • Steps in servicing a guest room etc 	12
4	Devising/ designing training module <ul style="list-style-type: none"> • Refresher training(5 days) • Induction training(2 days) • Remedial training(5 days) 	12
TOTAL		30

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50
DURATION 03.00HRS

		MARKS
1.	Uniform & Grooming	10
2.	Team Cleaning	20
3.	Time & Motion Study Exercise	15
4.	Devising / Designing Training Module	15
5.	Inspection Checklist	10
6.	Viva	20
7.	Journal	10
TOTAL		100

NOTE:

- D. Time limit of the examination should be strictly adhered to.
- E. Tasks should be limited to the syllabus

Financial Management

Course Title	Code	Type of course	T-P-P	Prerequisite
Financial Management	BHHA3105	Theory	4-0-0	Nil

Objective

- Management of cash flow statement.
- Working capital management

Learning outcome

- Student will have knowledge of do budgeting and manage financials of organization.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline / Session Plan

FINANCIAL MANAGEMENT

HOURS ALLOTTED: 60

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	FINANCIAL MANAGEMENT MEANING & SCOPE A. Meaning of business finance B. Meaning of financial management C. Objectives of financial management	02	05%
02	FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION A. Meaning and types of financial statements	07	10%

	B. Techniques of financial analysis		
	C. Limitations of financial analysis		
	D. Practical problems		
03	RATIO ANALYSIS A. Meaning of ratio B. Classification of ratios C. Profitability ratios D. Turnover ratios E. Financial ratios F. Du Pent Control Chart G. Practical Problems	12	20%
04	FUNDS FLOW ANALYSIS A. Meaning of funds flow statement B. Uses of funds flow statement C. Preparation of funds flow statement D. Treatment of provision for taxation and proposed dividends (as non-current liabilities) E. Practical problems	10	15%
05	CASH FLOW ANALYSIS A. Meaning of cash flow statement B. Preparation of cash flow statement C. Difference between cash flow and funds flow analysis D. Practical problems	10	15%
06	FINANCIAL PLANNING MEANING & SCOPE A. Meaning of Financial Planning B. Meaning of Financial Plan C. Capitalisation D. Practical problems	05	10%
07	CAPITAL EXPENDITURE A. Meaning of Capital Structure B. Factors determining capital structure C. Point of indifference D. Practical problems	05	10%
08	WORKING CAPITAL MANAGEMENT A. Concept of working capital B. Factors determining working capital needs C. Over trading and under trading	02	05%
09	BASICS OF CAPITAL BUDGETING A. Importance of Capital Budgeting B. Capital Budgeting appraising methods C. Payback period D. Average rate f return E. Net Present Value	07	10%

	F. Profitability index G. Internal rate of return H. Practical problems		
TOTAL		60	100%

Strategic Management

Course Title	Code	Type of course	T-P-P	Prerequisite
Strategic Management	BHHA3106	Theory	2-0-0	Nil

Objective

- Organizational strategy management.
- Strategic implementation review and evaluation.

Learning outcome

- Student will have knowledge of strategic management policies and how to implement the same at hospitality industry.
- Will have knowledge of required policies in functional areas.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline / Session Plan

HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	ORGANISATIONAL STRATEGY A. MISSION <ul style="list-style-type: none"> • Mission Statement Elements and its importance B. OBJECTIVES <ul style="list-style-type: none"> • Necessity of formal objectives • Objective Vs Goal C. STRATEGY <ul style="list-style-type: none"> • DEVELOPING STRATEGIES 	04	15%

	<ul style="list-style-type: none"> - Adaptive Search - Intuition search - Strategic factors - Picking Niches - Entrepreneurial Approach 		
02	<p>ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS</p> <p>A. NEED FOR ENVIRONMENTAL ANALYSIS</p> <p>B. KEY ENVIRONMENTAL VARIABLE FACTORS</p> <p>C. OPPORTUNITIES AND THREATS</p> <ul style="list-style-type: none"> • Internal resource analysis <p>D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX</p> <p>E. STRENGTHS AND WEAKNESSES</p> <ul style="list-style-type: none"> • Marketing • Finance • Production • Personnel • Organisation 	05	15%
03	<p>STRATEGY FORMULATION</p> <p>A. STRATEGY (GENERAL) ALTERNATIVES</p> <ul style="list-style-type: none"> • Stability Strategies • Expansion Strategies • Retrench Strategies • Combination Strategies <p>B. COMBINATION STRATEGIES</p> <ul style="list-style-type: none"> • Forward integration • Backward integration • Horizontal integration • Market penetration • Market development • Product development • Concentric diversification • Conglomerate diversification • Horizontal diversification • Joint Venture • Retrenchment • Divestiture • Liquidation • Combination 	08	25%
04	<p>STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)</p> <p>A. FACTORS INFLUENCING CHOICE</p> <ul style="list-style-type: none"> • Strategy formulation <p>B. INPUT STAGE</p> <ul style="list-style-type: none"> • Internal factor evaluation matrix • External factor evaluation matrix 	06	20%

	<ul style="list-style-type: none"> Competitive profile matrix <p>C. MATCHING STAGE</p> <ul style="list-style-type: none"> Threats opportunities – weaknesses – strengths matrix (TOWS) Strategic position and action evaluation matrix (SPACE) Boston consulting group matrix (BCGM) Internal – External matrix Grand Strategy matrix <p>D. DECISION STAGE</p> <ul style="list-style-type: none"> Quantitative Strategic Planning matrix (QSPM) 		
05	<p>POLICIES IN FUNCTIONAL AREAS</p> <p>A. POLICY</p> <p>B. PRODUCT POLICIES</p> <p>C. PERSONNEL POLICIES</p> <p>D. FINANCIAL POLICIES</p> <p>E. MARKETING POLICIES</p> <p>F. PUBLIC RELATION POLICIES</p>	03	10%
06	<p>STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION</p> <p>A. MCKINSEY 7-S FRAMEWORK</p> <p>B. LEADERSHIP AND MANAGEMENT STYLE</p> <p>C. STRATEGY REVIEW AND EVALUATION</p> <ul style="list-style-type: none"> Review underlying bases of Strategy Measure Organisational Performance Take corrective actions 	04	15%
TOTAL		30	100%

Research Project II

Course Title	Code	Type of Course	T-P-P	Prerequisite
Research Project II	BHHA3107	Project	2-0-0	Nil

Objective

- | |
|--|
| <ul style="list-style-type: none"> To preparing an outline and preliminary collection of data on particular sector/project. |
|--|

Learning Outcome

- | |
|--|
| <ul style="list-style-type: none"> The student will prepare synopsis of the research. |
|--|

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Project	80	Report and Presentation
	Quiz	20	Surprise/Preannounced Ones

Total		<i>100</i>	
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Course outline
HOURS ALLOTTED 15

The objective of research is to seek answers to problems through application of scientific methodology which guarantees that information collected is reliable and unbiased. This information is utilised to make conclusions and recommend solutions. The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

In the SEM V, students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data. The supervisor will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc. The student should generally produce all material in word processed or typed format so that the presentation is neat and legible. Student must inform their supervisor or other people with whom their work is being discussed. The research should be planned to minimise time wastage and a clear time scale should be put in place. The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations. The student and supervisor will work together to prepare synopsis of the research.

One hour per week has been allocated for the purpose and students along with the supervisor must regularly interact during this period. The final preparation and presentation would be done during SEM VI before a panel of internal and external examiners through a report and viva voce.

Human Resource Management

Course Title	Code	Type of course	T-P-P	Prerequisite
Human Resource Management	BHHA3108	Theory	2-0-0	Nil

Objective

- To understand the human resource management in hospitality industry.
- Staff training and development.

Learning outcome

- Student will understand the various policy and rules used in human resource management.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline / Session Plan

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	Chapter 1 A. Human Resource Planning B. Demand and Supply Forecasting: Methods and Techniques C. Human Resource Information Systems D. Human Resource Audit (HRA) E. Human Resource Accounting F. Job Evaluation: Concept, Scope and Limitation G. Job Analysis and Job Description H. Job Evaluation Methods I. Task Analysis J. Personnel Office: Functions and Operations K. Recruitment and Selection L. Induction and Placement	15	50%
02	Chapter 2 A. Staff Training and Development B. Motivation and Productivity C. Employees' Motivation and Job Enrichment D. Career Planning E. Employees' Counseling F. Performance Monitoring and Appraisal G. Transfer, Promotion and Reward Policies H. Disciplinary Issues and Employees' Grievance Handling I. Compensation and Salary Administration	15	50%

	J. Employee Benefits and Welfare Schemes K. Gender and Other Sensitivities in Hospitality and Tourism L. Emerging Trends and Perspectives		
		30	100%

Advance Food Production Operations – II

Course Title	Code	Type of Course	T-P-P	Prerequisite
Advance Food Production Operations - II	BHHA3201	Theory+ Practice	2-4-0	Nil

Objective

<ul style="list-style-type: none"> • About international cuisine. • Product & research development in hotel industry.

Learning Outcome

<ul style="list-style-type: none"> • Students will able to prepare different types of international cuisines. • Students will learn bread making, chocolate making etc.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		100	

Course Outline / Session Plan (THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	INTERNATIONAL CUISINE A. Geographic location B. Historical background C. Staple food with regional Influences D. Specialities E. Recipes F. Equipment in relation to:	12	40%

	<ul style="list-style-type: none"> • Great Britain • France • Italy • Spain & Portugal • Scandinavia • Germany • Middle East • Oriental • Mexican • Arabic <p>CHINESE</p> <p>A. Introduction to Chinese foods B. Historical background C. Regional cooking styles D. Methods of cooking E. Equipment & utensils</p>	04	15%
02	<p>BAKERY & CONFECTIONERY</p> <p>I. ICINGS & TOPPINGS</p> <p>A. Varieties of icings B. Using of Icings C. Difference between icings & Toppings D. Recipes</p> <p>II. FROZEN DESSERTS</p> <p>A. Types and classification of Frozen desserts B. Ice-creams – Definitions C. Methods of preparation D. Additives and preservatives used in Ice-cream manufacture</p> <p>III. MERINGUES</p>	02	05%
	<p>A. Making of Meringues B. Factors affecting the stability C. Cooking Meringues D. Types of Meringues E. <u>Uses of Meringues</u></p> <p>IV. BREAD MAKING</p> <p>A. Role of ingredients in bread Making B. Bread Faults C. Bread Improvers</p>	02	05%
		02	05%

	V. CHOCOLATE A. History B. Sources C. Manufacture & Processing of Chocolate D. Types of chocolate E. Tempering of chocolate F. Cocoa butter, white chocolate and its applications		
03	PRODUCTION MANAGEMENT A. Kitchen Organisation B. Allocation of Work - Job Description, Duty Rosters C. Production Planning D. Production Scheduling E. Production Quality & Quantity Control F. Forecasting & Budgeting G. Yield Management PRODUCT & RESEARCH DEVELOPMENT A. Testing new equipment, B. Developing new recipes C. Food Trails D. Organoleptic & Sensory Evaluation	03	15%
		02	05%
04	FRENCH <ul style="list-style-type: none"> • Culinary French • Classical recipes (recettes classique) • Historical Background of Classical Garnishes • Offals/Game • Larder terminology and vocabulary Note: Should be taught along with the relevant topics		
TOTAL		30	100%

(COOKERY PRACTICAL)

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

Menu	Hours
CHINESE	4
<u>MENU 01</u> <ul style="list-style-type: none"> • Prawn Ball Soup • Fried Wantons • Sweet & Sour Pork • Hakka Noodles 	4
<u>MENU 02</u> <ul style="list-style-type: none"> • Hot & Sour soup • Beans Sichuan 	4

<ul style="list-style-type: none"> • Stir Fried Chicken & Peppers • Chinese Fried Rice 	
<u>MENU 03</u> <ul style="list-style-type: none"> • Sweet Corn Soup • Shao Mai • Tung-Po Mutton • Yangchow Fried Rice 	4
<u>MENU 04</u> <ul style="list-style-type: none"> • Wonton Soup • Spring Rolls • Stir Fried Beef & Celery • Chow Mein 	4
<u>MENU 05</u> <ul style="list-style-type: none"> • Prawns in Garlic Sauce • Fish Szechwan • Hot & Sour Cabbage • Steamed Noddles 	4
<p style="text-align: center;"><u>INTERNATIONAL SPAIN</u></p> <u>MENU 06</u> <ul style="list-style-type: none"> • Gazpacho • Pollo En Pepitoria • Paella • Fritata De Patata • Pastel De Mazaana 	4
<p style="text-align: center;"><u>ITALY</u></p> <u>MENU 07</u> <ul style="list-style-type: none"> • Minestrone • Ravioli Arabeata • Fettocine Carbonara • Pollo Alla Cacciatore • Medanzane Parmigiane 	4
<p style="text-align: center;"><u>GERMANY</u></p> <u>MENU 08</u> <ul style="list-style-type: none"> • Linsensuppe • Sauerbaaten • Spatzale • German Potato Salad • 	4
<p style="text-align: center;"><u>U.K.</u></p> <u>MENU 09</u>	4

<ul style="list-style-type: none"> • Scotch Broth • Roast Beef • Yorkshire Pudding • Glazed Carrots & Turnips • Roast Potato 	
<p style="text-align: center;"><u>GREECE</u></p> <p><u>MENU 10</u></p> <ul style="list-style-type: none"> • Soupe Avogolemeno • Moussaka A La Greque • Dolmas • Tzaziki 	4
<p>FIVE DEMONSTRATIONS OF FOUR HOUR EACH</p> <ul style="list-style-type: none"> • Charcuterie Galantines • Pate • Terrines • Mousselines • New Plating Techniques 	20
TOTAL	60

(BAKERY PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No.	Topic	Hours
1	Grissini Tiramisu	4
2	Pumpernickle Apfel Strudel	4
3	Yorkshire Curd Tart Crusty Bread	4
4	Baklava Harlequin Bread	4
5	Baugette Crepe Normandy	4
6	Crossiants Black Forest Cake	4
7	Pizza base Honey Praline Parfait	4
8	Danish Pastry Cold Cheese Cake	4
9	Soup Rolls Chocolate Truffle cake	4
10	Ginger Bread Blancmange	4
11	Lavash	4

	Chocolate Parfait	
12	Cinnamon & Raisin Rolls Souffle Chaud Vanille	4
13	Fruit Bread Plum Pudding	4
14	Demonstration of <ul style="list-style-type: none"> • Meringues • Icings & Toppings 	4
15	Demonstration of <ul style="list-style-type: none"> • Wedding Cake & Ornamental cakes 	4
TOTAL		60

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	:	100
PASS MARKS	:	50
TOTAL TIME ALLOWED	:	06.00 HRS
TIME ALLOWED FOR INDENTING & PLAN OF WORK	:	30 MINUTES
SCULLERY & WINDING UP	:	30 MINUTES

All menu items to be made from the prescribed syllabus only

Part – A (Cookery)

1. One starter OR soup	10
2. One main course	10
3. One preparation of Pasta/Rice/Noodle	10
4. One accompaniment	05
5. Journal	05
	40

Part – B (Bakery)

1. Bread	15
2. One cold dessert	10
3. One hot dessert	10
4. Journal	05
	40

Part – C (General Assessment)

1. Uniform & Grooming	05
2. Indenting and plan of work	05
3. Scullery, equipment cleaning and Hygiene	05
4. Viva	05
	20

PARAMETERS OF ASSESMENT OF EACH DISH

A) Temperature	20%
B) Texture / Consistency	20%

C) Aroma / Flavour	20%
D) Taste	20%
E) Presentation	20%
	<u>100%</u>

NOTE:

- Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
- Invigilation will be done by both internal and external persons.
- Each student will cook 04 portions of each dish/item.
- Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
- Uniform and grooming must be checked by the examiners before commencement of examination.

Students are not allowed to take help from books, notes, journal or any other person.

Advance F&B Operations – II

Course Title	Code	Type of Course	T-P-P	Prerequisite
Advance F&B Operations - II	BHHA3202	Theory+ Practice	2-1-0	Nil

Objective

- | |
|---|
| <ul style="list-style-type: none"> • To understand managing food & beverage outlet • Cocktails & mixed drinks |
|---|

Learning Outcome

- | |
|--|
| <ul style="list-style-type: none"> • Students will be to manage different food & beverage outlet. • Students will have supervisory skill to operate/manage bar counters. |
|--|

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		<i>100</i>	

Course Outline / Session Plan

(THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	FOOD & BEVERAGE STAFF ORGANISATION A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roaster	08	25%
02	MANAGING FOOD & BEVERAGE OUTLET A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure	06	25%
03	BAR OPERATIONS A. Types of Bar <ul style="list-style-type: none"> • Cocktail • Dispense B. Area of Bar C. Front Bar D. Back Bar E. Under Bar (Speed Rack, Garnish Container, Ice well etc.) F. Bar Stock G. Bar Control H. Bar Staffing I. Opening and closing duties	06	25%
04	COCKTAILS & MIXED DRINKS A. Definition and History B. Classification C. Recipe, Preparation and Service of Popular Cocktails <ul style="list-style-type: none"> - Martini – Dry & Sweet - Manhattan – Dry & Sweet - Dubonnet - Roy-Roy - Bronx - White Lady - Pink Lady - Side Car - Bacardi - Alexandra - John Collins - Tom Collins 	10	25%

<ul style="list-style-type: none"> - Gin FIZZ - Pimm's Cup – no. 1,2,3,4,5 - Flips - Noggs - Champagne Cocktail - Between the Sheets - Daiquiri - Bloody Mary - Screw Driver - Tequilla Sunrise - Gin-Sling - Planters Punch - Singapore Sling - Pinacolada - Rusty Nail - B&B - Black Russian - Margarita - Gimlet – Dry & Sweet - Cuba Libre - Whisky Sour - Blue Lagoon - Harvey Wall Banger - Bombay Cocktail 			
TOTAL		30	100%

(PRACTICAL)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	F&B Staff Organization <u>Class room Exercise (Case Study method)</u> <ul style="list-style-type: none"> • Developing Organization Structure of various Food & Beverage Outlets • Determination of Staff requirements in all categories • Making Duty Roster • Preparing Job Description & Specification 	08
02	Supervisory Skills <ul style="list-style-type: none"> • Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events • Drafting Standard Operating Systems (SOPs) for various F & B Outlets • Supervising Food & Beverage operations • Preparing Restaurant Log 	12
03	Bar Operations <ul style="list-style-type: none"> • Designing & Setting the bar • Preparation & Service of Cocktail & Mixed Drinks 	10
TOTAL		30

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

All Technical Skills to be tested as listed in the syllabus

			MARKS
1.	Uniform / Grooming	:	10
2.	Misc-en-place	:	10
3.	Preparation of Cocktail & mixed drink	:	30
4.	Food & Beverage Service Skill	:	30
5.	Viva	:	10
6.	Journal	:	10
	TOTAL	:	100

NOTE:

The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.

Each should be responsible for laying of 4 covers. The student must also ensure that sideboard contains everything necessary for service.

During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

Front Office Management – II

Course Title	Code	Type of Course	T-P-P	Prerequisite
Front Office Management - II	BHHA3203	Theory+ Practice	2-1-0	Nil

Objective

- To understand the yield management.
- To understand timeshare & vacation ownership.

Learning Outcome

- Students will be able to know about the process/service involve in front office.
- Student will know how to handle foreign guests.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		<i>100</i>	

Course Outline / Session Plan

(THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	YIELD MANAGEMENT A. Concept and importance B. Applicability to rooms division <ul style="list-style-type: none"> • Capacity management • Discount allocation • Duration control C. Measurement yield D. Potential high and low demand tactics E. Yield management software F. Yield management team	14	50%
02	TIMESHARE & VACATION OWNERSHIP <ul style="list-style-type: none"> • Definition and types of timeshare options • Difficulties faced in marketing timeshare business • Advantages & disadvantages of timeshare business • Exchange companies -Resort Condominium International, Intervals International • How to improve the timeshare / referral/condominium concept in India- Government's role/industry role 	10	40%
03	FRENCH Conversation with guests <ul style="list-style-type: none"> • Providing information to guest about the hotel, city, sight seeing, car rentals, historical places, banks, airlines, travel agents, shopping centres and worship places etc. • Departure (Cashier, Bills Section and Bell Desk) 	06	10%
TOTAL		30	100%

FRONT OFFICE MANAGEMENT – II (PRACTICAL)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

Hands on practice of computer application (Hotel Management System) related to front office procedures such as

- Night audit,
- Income audit,
- Accounts
- Yield Management
- Situation handling – handling guests & internal situations requiring management tactics/strategies

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No.	Topic
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest

36	How to check room rate variance report
37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest
42	How to handle extension of guest stay
43	Handle deposit and check ins with voucher
44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	Handle payment for room only to Travel Agents
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party
54	How to process late charges to credit card
55	How to check out during system shut down
56	Handling part settlements for long staying guest
57	How to handle paymaster folios
58	How to handle bills on hold

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-VI)

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00 HRS		

			MARKS
1.	Uniform & Grooming	:	10
2.	Guest Handling Situation	:	20
3.	Technical knowledge	:	20
4.	Four Practical Tasks on PMS (4x10=40)	:	40
5.	Journal	:	10
TOTAL			100

NOTE:

- Speech, Communication, Courtesy and Manners should be observed throughout.
- PMS tasks as per syllabus.

Guest Handling Situation as per syllabus.

Accommodation Management – II

Course Title	Code	Type of Course	T-P-P	Prerequisite
Accommodation Management - II	BHHA3204	Theory+ Practice	2-1-0	Nil

Objective

<ul style="list-style-type: none"> To understand interior decoration To understand the layout of guest rooms safety and security

Learning Outcome

<ul style="list-style-type: none"> Students will have knowledge of Safety awareness. Students will have knowledge how to decorate a room and layout planning of a hotel.
--

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Internal Theory	20	Written examination
	Internal Practice	30(20+10)	Lab work + Learning Record
External Examination	External Theory	30	Written examination
	External Practice	20	Lab work
Total		100	

Course Outline / Session Plan

(THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	SAFETY AND SECURITY A. Safety awareness and accident prevention B. Fire safety and fire fighting C. Crime prevention and dealing with emergency situation	06	20%
02	INTERIOR DECORATION A. Elements of design B. Colour and its role in décor –types of colour schemes C. Windows and window treatment D. Lighting and lighting fixtures E. Floor finishes F. Carpets G. Furniture and fittings H. Accessories	15	50%

03	LAYOUT OF GUEST ROOMS A. Sizes of rooms, sizes of furniture, furniture arrangement B. Principles of design C. Refurbishing and redecoration	06	20%
04	NEW PROPERTY COUNTDOWN	03	10%
TOTAL		30	100%

PRACTICAL

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topics	Hours
1	Standard operating procedure •skill oriented task (e.g. cleaning and polishing glass, brass etc)	4
2	First aid • first aid kit •dealing with emergency situation • maintaining records	4
3	Fire safety fire fighting • safety measures • fire drill (demo)	4
4	Special decoration (theme related to hospitality industry) • indenting • costing •planning with time split • executing	6
5	Layout of guest room • to the scale • earmark pillars specification of colours, furniture, fixture, fitting, soft furnishing and accessories etc used	12
Total		30

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS

100

PASS MARKS

50

DURATION

03.00HRS

MARKS

1.	Uniform & Grooming	:	10
2.	Standard Operating Procedure Exercise	:	10
3.	First Aid / Fire Safety & Fire Fighting Exercise	:	15
4.	Guest Room Layout Exercise	:	15
5.	Special Decoration	:	20
6.	Viva	:	20
7.	Journal	:	10

TOTAL

:

100

NOTE:

- A. Time limit of the examination should be strictly adhered to.
- B. Tasks should be limited to the syllabus

Food & Beverage Management

Course Title	Code	Type of course	T-P-P	Prerequisite
Food & Beverage Management	BHHA3205	Theory	4-0-0	Nil

Objective

- To understand the inventory control of food & beverage.
- Sales, Storage, Budget & Menu planning.

Learning outcome

- Student will know all the internal and external process/planning involves in a Food & Beverage management.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline / Session Plan**HOURS ALLOTTED: 60****MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	COST DYNAMICS A. Elements of Cost	02	05%

	B. Classification of Cost		
02	SALES CONCEPTS A. Various Sales Concept B. Uses of Sales Concept	02	05%
03	INVENTORY CONTROL A. Importance B. Objective C. Method D. Levels and Technique E. Perpetual Inventory F. Monthly Inventory G. Pricing of Commodities H. Comparison of Physical and Perpetual Inventory	10	15%
04	BEVERAGE CONTROL A. Purchasing B. Receiving C. Storing D. Issuing E. Production Control F. Standard Recipe G. Standard Portion Size H. Bar Frauds I. Books maintained J. Beverage Control	10	15%
05	SALES CONTROL A. Procedure of Cash Control B. Machine System C. ECR D. NCR E. Preset Machines F. POS G. Reports H. Thefts I. Cash Handling	05	10%
06	BUDGETARY CONTROL A. Define Budget B. Define Budgetary Control	05	10%

	<ul style="list-style-type: none"> C. Objectives D. Frame Work E. Key Factors F. Types of Budget G. Budgetary Control 		
07	VARIANCE ANALYSIS <ul style="list-style-type: none"> A. Standard Cost B. Standard Costing C. Cost Variances D. Material Variances E. Labour Variances F. Overhead Variance G. Fixed Overhead Variance H. Sales Variance I. Profit Variance 	05	10%
08	BREAKEVEN ANALYSIS <ul style="list-style-type: none"> A. Breakeven Chart B. P V Ratio C. Contribution D. Marginal Cost E. Graphs 	07	10%
09	MENU MERCHANDISING <ul style="list-style-type: none"> A. Menu Control B. Menu Structure C. Planning D. Pricing of Menus E. Types of Menus F. Menu as Marketing Tool G. Layout H. Constraints of Menu Planning 	05	10%
10.	MENU ENGINEERING <ul style="list-style-type: none"> A. Definition and Objectives B. Methods C. Advantages 	05	05%
11.	MIS <ul style="list-style-type: none"> A. Reports B. Calculation of actual cost C. Daily Food Cost D. Monthly Food Cost E. Statistical Revenue Reports F. Cumulative and non-cumulative 	04	05%
TOTAL		60	100%

Facility Management

Course Title	Code	Type of course	T-P-P	Prerequisite
Facility Management	BHHA3206	Theory	4-0-0	Nil

Objective

- star classification of hotel
- hotel design, kitchen lay out & design, stores – layout and design etc.

Learning outcome

- Student will have knowledge of planning for different departments layout and work flow.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline / Session Plan FACILITY MANAGEMENT

HOURS ALLOTTED: 60

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	HOTEL DESIGN A. Design Consideration <ul style="list-style-type: none"> - Attractive Appearance - Efficient Plan - Good location - Suitable material - Good workmanship - Sound financing - Competent Management 	04	10%
02	FACILITIES PLANNING The systematic layout planning pattern (SLP)	02	05%

	<p>Planning consideration</p> <p>A. Flow process & Flow diagram B. Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel</p> <p>Architectural consideration</p> <p>A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas) B. Approximate cost of construction estimation C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room D. Approximate requirement and Estimation of water/electrical load gas, ventilation</p>	04	05%
03	<p>STAR CLASSIFICATION OF HOTEL</p> <p>Criteria for star classification of hotel (Five, four, three, two, one & heritage)</p>	04	05%
04	<p>KITCHEN</p> <p>A. Equipment requirement for commercial kitchen</p> <ul style="list-style-type: none"> • Heating - gas/electrical • Cooling (for various catering establishment) <p>B. Developing Specification for various Kitchen equipments</p> <p>C. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)</p>	02 02 02	05% 05% 05%
05	<p>KITCHEN LAY OUT & DESIGN</p> <p>A. Principles of kitchen layout and design</p>	10	15%
	<p>B. Areas of the various kitchens with recommended dimension C. Factors that affect kitchen design D. Placement of equipment E. Flow of work F. Space allocation G. Kitchen equipment, manufacturers and selection H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen) I. Budgeting for kitchen equipment</p>		
06	<p>KITCHEN STEWARDING LAYOUT AND DESIGN</p> <p>A. Importance of kitchen stewarding B. Kitchen stewarding department layout and design C. Equipment found in kitchen stewarding department</p>	04	05%
07	<p>STORES – LAYOUT AND DESIGN</p> <p>A. Stores layout and planning (dry, cold and bar)</p>	04	05%

	B. Various equipment of the stores C. Work flow in stores		
08	ENERGY CONSERVATION A. Necessity for energy conservation B. Methods of conserving energy in different area of operation of a hotel C. Developing and implementing energy conservation program for a hotel	01 01 02	05%
09	CAR PARKING Calculation of car park area for different types of hotels	01	02%
10	PLANNING FOR PHYSICALLY CHALLENGED	02	03%
11	PROJECT MANAGEMENT A. Introduction to Network analysis B. Basic rules and procedure for network analysis C. C.P.M. and PERT D. Comparison of CPM and PERT E. Classroom exercises F. Network crashing determining crash cost, normal cost	01 02 02 01 02 02	15%
TOTAL		60	100%

Research Project III

Course Title	Code	Type of Course	T-P-P	Prerequisite
Research Project III	BHHA3207	Project	2-0-0	Nil

Objective

- 2nd part of research project

Learning Outcome

- Students will get wide knowledge on the researched hostility sector project.

Evaluation Systems

Internal Examination	Component	% of Marks	Method of Assessment
	Project	80	Report and Presentation
	Quiz	20	Surprise/Preannounced Ones
Total		<i>100</i>	

Course outline

RESEARCH PROJECT (PRACTICAL)

HOURS ALLOTTED: 45

MAXIMUM MARKS: 100

Once you have finalised the first draft or synopsis in consultation with your supervisor during SEM-V, plan to writing the final research paper during SEM-VI. Keep in mind the following:

- A. Statement of purpose: tell the reader what you're going to say.
- B. Main body of the paper: say it
- C. Summary and conclusion: tell the reader what you've said.
- D. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
- E. Include concrete examples, illustrations, and factual details to back up your generalizations.

- F. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
- G. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
- H. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
- I. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
- J. Find alternate words for ones you are using too often (check a Thesaurus).
- K. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
- L. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
- M. Revise and polish your tentative draft for final project
- N. Type the final version of your report. Double space and allow for proper margins.
- O. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
- P. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
- Q. After typing, be sure to proofread for typos and other errors.
- R. Hand your paper in!!

Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline / Session Plan

HOURS ALLOTTED: 30

MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	Understanding Tourism Market A. Introduction to Tourism Marketing – Approaches, Relevance and Role B. Market Segmentation C. Tourism Markets: International and Domestic	3	10%
02	Market Analysis A. Marketing Research B. Competitive Analysis and Strategies C. Forecasting for Tourism and its Products D. Role of Technology in Tourism Marketing	4	15%
03	Developmental Role of Marketing A. Role of Public Organisations B. Role of Local Bodies C. Role of NGOs D. Socially Responsible Marketing E. Social Marketing	5	15%
04	Marketing Mix A. Product Designing B. Pricing Strategies C. Promotion Strategies	3	10%

	D. Distribution Strategies E. The Fifth P: People, Process and Physical Evidence		
05	Marketing Mix: Specific Situations A. Familiarisation Tours B. Seasonal Marketing C. Tourism Fairs and Travel Markets	3	10%
06	Destination Marketing A. Regions, Cities, Leisure Spots B. Events, Activities, Individuals C. Shopping, Education and Culture D. Marketing Local Foods	3	10%
07	Accommodation Marketing F. Star Category Hotels	5	15%
	G. Alternate Accommodation C. Supplementary Accommodation D. Linkages in the Trade		

08	Transport and Travel Services Marketing A. Airlines Marketing B. Tourist Transport Marketing C. Travel Agency Marketing D. Tour Operators Marketing	4	15%
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Communication – III

Course Title	Code	Type of course	T-P-P	Prerequisite
Communication - III	BHHA3209	Theory	2-0-0	Nil

Objective

- Polishing verbal and nonverbal communication.
- One foreign language communication.

Learning outcome

- Student will have good communication skill both verbal and nonverbal in English, and verbal in one foreign language.

Evaluation Systems

	Component	% of Marks	Method of Assessment
Internal Examination	Internal Theory	30	Written examination
	Assignment	5	Report or Presentation + Learning Record
	Attendance	5	Based on class attended
External Examination	External Theory	60	Written examination
Total		100	

Course Outline / Session Plan

COMMUNICATION SKILLS IN ENGLISH HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	Letters A. Some Concepts in Communication B. Formal Letters – 1 C. Formal Letters – 2 D. Informal Letters – 1 E. Informal Letters – 2	3	20%
02	Conversation A. Formal Conversation: Face-to-Face – 1 B. Formal Conversation: Face-to-Face – 2 C. Informal Conversation: Face-to-Face – 1 D. Informal Conversation: Face-to-Face – 2 Discussions E. Telephone Conversation	4	20%
03	Other Forms of Official Communication A. Memoranda B. Reports – 1	4	20%

	<ul style="list-style-type: none"> C. Reports – 2 D. Minutes of Meetings E. Telegrams and Telexes 		
04	Interviews and Public Speaking <ul style="list-style-type: none"> A. Interviews B. Debates C. Discussions D. Speeches E. Seminar Talks 	3	15%
05	Diaries, Notes, Tables and Figures <ul style="list-style-type: none"> A. Diaries: Private B. Diaries: General C. Travelogues D. Notes E. Tables, Charts and Graphs 	4	15%
06	Mass Media: Print <ul style="list-style-type: none"> A. Writing for Newspapers – 1 B. Writing for Newspapers – 2 C. Articles for Journals D. Advertising – 1 E. Advertising – 2 	3	10%
07	Writing for Radio <ul style="list-style-type: none"> A. Writing for Radio – 1: The Movement of Sounds B. Writing for Radio – 2: The Movement of Ideas C. Writing for Radio – 3 D. Radio Drama – 1 E. Radio Drama – 2 	5	
08	Mass Media: Television <ul style="list-style-type: none"> A. A Television Script B. Television Drama C. Documentary and Feature Programmes D. Interviews E. Media, Contexts and Words 	4	20%

SEC-3: Foreign Language Skills –I (French/ Spanish/ German)

Theory: 2 Credits; Total Hours 30

Unit - 1: Pronunciation - The Alphabet - The Accents; ‘Formules de politesse’; The numbers: Cardinal – Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliary verbs : etre and avoir

Unit - 2: Self introduction; presenting and introducing other person; Name of vegetables and fruits; Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles

Unit - 3: Name of the Countries and their Nationalities; Conjugation of second group of verbs; Adjectives of place; Preposition of place; Describing a place (your city/ tourist place)

Unit - 4 : Vocabulary describing family; Describe your family; Name of dairy products and Cereals; Negation; Conjugation of irregular verbs : venir, aller; Demonstrative Adjectives Simple translation

(Oral) Role-playing of different situations Understanding questions Conversation Picture composition

Suggested Readings:

- Larousse compact Dictionary: French-English/ English-French .
- Conjugaison - Le Robert & Nathan .
- Larousse French Grammar .
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant .
- Parlez à l’hotel by A. Talukdar .
- A Votre Service 1 .
- French for Hotel and Torism Industry by S.Bhattacharya .
- Jumelage 1 by Manjiri Khandekar and Roopa Luktuke .
- Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav The Institution/ University may offer the modules in French/ Spanish/German or Other Foreign Languages and add list of suggested readings accordingly.

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