

***DETAILED SYLLABUS***

***FOR***

***DISTANCE EDUCATION***

**Under - Graduate In Degree Programme**

**Bachelor of Science in Hotel Management**

**(BSCHM)**

**(SEMESTER SYSTEM)**

**(Degree in Hotel Administration & Hospitality)**

**COURSE TITLE** : B.SC. IN HOTEL MANAGEMENT  
**DURATION** : 3 YEARS  
**TOTAL DEGREE MARKS** : (900 + 800 + 700 + 600 + 500 + 700) = 4200  
**MODE** : SEMESTER

**FIRST SEMESTER**

<i>COURSE TITLE</i>	<i>Paper Code</i>	<i>MARKS</i>				<i>TOTAL MARKS</i>
		<i>THEORY</i>		<i>PRACTICAL</i>		
		<i>IN T</i>	<i>EXT</i>	<i>INT</i>	<i>EXT</i>	
Foundation Course in Food Production	BSCHM/S/110	40	60	00	00	100
Foundation Course in Food Production Pr	BSCHM/S/120	00	00	40	60	100
Basic Food & Beverage Service	BSCHM/S/130	40	60	00	00	100
Basic Food & Beverage Service Pr	BSCHM/S/140	00	00	40	60	100
Introduction to Front Office Operations	BSCHM/S/150	40	60	00	00	100
Introduction to Front Office Operations Pr	BSCHM/S/160	00	00	40	60	100
Introduction to House Keeping	BSCHM/S/170	40	60	00	00	100
Introduction to House Keeping Pr	BSCHM/S/180	00	00	40	60	100
Introduction to Computers Pr.	BSCHM/S/190	00	00	40	60	100

**SECOND SEMESTER**

<i>COURSE TITLE</i>	<i>Paper Code</i>	<i>MARKS</i>				<i>TOTAL MARKS</i>
		<i>THEORY</i>		<i>PRACTICAL</i>		
		<i>IN T</i>	<i>EXT</i>	<i>INT</i>	<i>EXT</i>	
Food Production and Bakery I	BSCHM/S/210	40	60	00	00	100
Food Production and Bakery I Pr	BSCHM/S/220	00	00	40	60	100
Bar & Beverage Service I	BSCHM/S/230	40	60	00	00	100
Bar & Beverage Service I Pr	BSCHM/S/240	00	00	40	60	100
Front Office Operations	BSCHM/S/250	40	60	00	00	100
Front Office Operations Pr	BSCHM/S/260	00	00	40	60	100
House Keeping Services	BSCHM/S/270	40	60	00	00	100
House Keeping Services Pr	BSCHM/S/280	00	00	40	60	100

**THIRD SEMESTER**

<i>COURSE TITLE</i>	<i>Paper Code</i>	<i>MARKS</i>				<i>TOTAL MARKS</i>
		<i>THEORY</i>		<i>PRACTICAL</i>		
		<i>IN T</i>	<i>EX T</i>	<i>INT</i>	<i>EXT</i>	
Food Production & Bakery II	BSCHM/S/310	40	60	00	00	100
Food Production & Bakery II Pr.	BSCHM/S/320	00	00	40	60	100
Bar & Beverage Service II	BSCHM/S/330	40	60	00	00	100
Bar & Beverage Service II Pr.	BSCHM/S/340	00	00	40	60	100
House Keeping Operations	BSCHM/S/350	40	60	00	00	100
House Keeping Operations Pr	BSCHM/S/360	00	00	40	60	100
Hotel Law	BSCHM/S/370	40	60	00	00	100

**FOURTH SEMESTER**

<i>COURSE TITLE</i>	<i>Paper Code</i>	<i>MARKS</i>				<i>TOTAL MARKS</i>
		<i>THEORY</i>		<i>PRACTICAL</i>		
		<i>IN T</i>	<i>EXT</i>	<i>IN T</i>	<i>EXT</i>	
Industrial Training (Training Report + Log Book & Certificate from Hotel +Viva & Presentation)	BSCHM/S/410	00	00	40	60	100
Hotel Accounts	BSCHM/S/420	40	60	00	00	100
Food Science & Nutrition	BSCHM/S/430	40	60	00	00	100
Communication skills	BSCHM/S/440	40	60	00	00	100

**FIFTH SEMESTER**

<i>COURSE TITLE</i>	<i>Paper Code</i>	<i>MARKS</i>				<i>TOTAL MARKS</i>
		<i>THEORY</i>		<i>PRACTICAL</i>		
		<i>INT</i>	<i>EX T</i>	<i>INT</i>	<i>EX T</i>	
Food Production & Bakery III	BSCHM/S/510	40	60	00	00	100
Food Production & Bakery III Pr.	BSCHM/S/520	00	00	40	60	100
Food & Beverage Management	BSCHM/S/530	40	60	00	00	100
Front Office Management	BSCHM/S/540	40	60	00	00	100
Accommodation Management	BSCHM/S/550	40	60	00	00	100

**SIXTH SEMESTER**

<i>COURSE TITLE</i>	<i>Paper Code</i>	<i>MARKS</i>				<i>TOTAL MARKS</i>
		<i>THEORY</i>		<i>PRACTICAL</i>		
		<i>INT</i>	<i>EX T</i>	<i>INT</i>	<i>EXT</i>	
Computer Application in Hospitality Industry	BSCHM/S/620	40	60	00	00	100
Hygiene & Sanitation Concerns of the Hospitality Industry	BSCHM/S/610	40	60	00	00	100
Computer Application in Hospitality Industry Pr.	BSCHM/S/630	00	00	40	60	100
Tourism	BSCHM/S/640	40	60	00	00	100
Human Resource Development and Training	BSCHM/S/650	40	60	00	00	100

## **FIRST SEMESTER**

### **FOUNDATION COURSE IN FOOD PRODUCTION**

**Subject Code: BSCHM/S/110**

#### **SECTION A**

##### **1 FOOD SERVICE INDUSTRY**

- 1.1 CULINARY HISTORY
- 1.2 MODERN TREND IN FOOD CONCEPT

##### **2 STANDARDS OF PROFESSIONALISM**

- 2.1 LEVELS OF SKILLS
- 2.2 ATTITUDE AND PROFESSIONALISM IN KITCHEN

#### **SECTION B**

##### **3 KITCHEN ORGANIZATION**

- 3.1 SECTIONS IN THE KITCHEN
- 3.2 KITCHEN BRIGADE & WORK FLOW

##### **4 KITCHEN EQUIPMENT**

- 4.1 INTRODUCTION TO DIFFERENT EQUIPMENTS

##### **5 BASIC COOKERY PRINCIPLES**

- 5.1 AIMS & OBJECTIVE OF COOKING
- 5.2 EFFECT OF COOKING
- 5.3 PREPARATION OF INGREDIENTS
- 5.4 COOKING TIMES
- 5.5 METHODS OF COOKING
- 5.6 REHEATING OF FOOD
- 5.7 CULINARY TERMS

#### **SECTION C**

##### **6 STOCKS**

- 6.1 DEFINITION, ELEMENTS OF STOCK, PRINCIPLES OF PREPARING STOCK.
- 6.2 COURTBOUILLON

##### **7 SAUCES**

- 7.1 DEFINITION
- 7.2 CLASSIFICATION OF MOTHER SAUCES
- 7.3 DERIVATIVES

##### **8 SOUPS**

- 8.1 DEFINITION
- 8.2 CLASSIFICATION
- 8.3 METHODS OF PREPARATION
- 8.4 GARNISHING OF SOUPS

#### **SECTION D**

##### **9 VEGETABLE COOKERY**

- 9.1 BASIC KNOWLEDGE, IDENTIFICATION, VARIOUS CUTS.
- 9.2 PREPARATION, STORAGE, NUTRITIONAL ASPECTS
- 9.3 VARIOUS GROUPS OF VEGETABLES USED IN THE KITCHEN.
- 9.4 FACTORS AFFECTING PREPARATION OF VEGETABLES.

##### **10 FRUITS**

- 10.1 TYPES, CLASSIFICATION

- 10.2 PREPARATION, HANDLING, STORAGE
- 10.3 NUTRITIONAL ASPECTS
- 10.4 FRUITS AS A PRIMARY INGREDIENTS IN CULINARY PREPARATION

#### **11 EGG COOKERY**

- 11.1 STRUCTURE, COMPOSITION, VARIETIES, STORAGE
- 11.2 NUTRITIONAL ASPECTS
- 11.3 PREPARATION

#### **12 COMMODITIES**

- 12.1 CEREALS TYPES & FORMS IN WHICH THE PRODUCTS ARE AVAILABLE IN THE MARKET, & USES WHEAT, RICE, MAIZE, OATS, BARLEY, RAGI, BAJRA & OTHER MILLETS
- 12.2 PULSE IDENTIFICATION OF THE WIDE RANGE OF PULSES AVAILABLE IN THE MARKET AND USES.
- 12.3 HERBS, SPICES & CONDIMENTS CLASSIFICATION & IDENTIFICATION.
- 12.4 FATS & OILS SOURCES, PROCESSING, VANASPATHI, MARGARINE, REFINED, DOUBLE REFINED, UNREFINED & USES.
- 12.5 BUTTER TYPES & FORMS IN WHICH AVAILABLE

#### **References:**

Theory of Cookery	–	K. Arora
Modern Cookery	–	Thangam E. Phillip
Theory of Catering	–	Kinton & Ceserani
Practical Cookery	–	Kinton & Ceserani
Basic Baking	–	S. C. Dubey
Larousse Gastronomique.		
Professional Baking	–	Wayes Gissler
Indian Cookery	–	Prasad.
A Taste of India	–	Madhur Jaffrey.

#### **FOUNDATION COURSE IN FOOD PRODUCTION PRACTICAL BSCHM/S/120**

**Subject Code :**

- Ø Identification of Kitchen Equipments
- Ø Identification of raw materials
- Ø Preparing & Cooking Vegetables
- Ø Preparing & Cooking Eggs
- Ø Preparing stocks, sauces & soups
- Ø Preparing salad dressing & salads
- Ø Preparing & Cooking starch Products
- Ø Demonstration of various Cooking Methods
- Ø Preparing & Cooking for Breakfast

#### **BASIC FOOD & BEVERAGE SERVICE /S/130**

**Subject Code : BSCHM**

#### **SECTION A**

- 1.0 INTRODUCTION TO THE WORLD OF HOSPITALITY, FOOD & BEVERAGE
- 1.1 SECTORS OF HOSPITALITY INDUSTRY
  - 1.1.1 RAILWAY
  - 1.1.2 AIRLINE
  - 1.1.3 CRUISE LINERS
  - 1.1.4 INDUSTRIAL CATERING
  - 1.1.5 INSTITUTIONAL CATERING
- 1.2 MAJOR HOSPITALITY ORGANISATIONS INTERNATIONAL & NATIONAL
  - 1.2.1 OBEROI, TAJ GROUPS & OTHERS
- 2.0 INTRODUCTION TO THE HOTEL INDUSTRY

- 2.1 CLASSIFICATION OF CATERING ESTABLISHMENTS
- 2.2 TYPES OF F&B OUTLETS
- 2.3 FOOD & BEVERAGE DEPARTMENTAL ORGANIZATION
- 2.4 DUTIES & RESPONSIBILITIES OF F&B STAFF AT VARIOUS LEVELS
- 2.5 ATTRIBUTES OF A HOTELIER

#### **SECTION B**

- 3.0 ANCILLARY DEPARTMENTS
- 3.1 STILL ROOM / PANTRY
- 3.2 WASH UP (KITCHEN STEWARDING)
- 3.3 PLATE ROOM
- 4.0 RESTAURANT EQUIPMENT
- 4.1 GLASSWARE
- 4.2 CROCKERY
- 4.3 SILVERWARE
- 4.4 FURNITURE
- 4.5 LINEN

#### **SECTION C**

- 5.0 MEALS & MENU
- 5.1 TYPES OF MEALS
  - 5.1.1 EMT 5.1.5 BRUNCH
  - 5.1.2 BREAKFAST 5.1.6 HIGH TEA
  - 5.1.3 LUNCH 5.1.7 AFTERNOON TEA
  - 5.1.4 DINNER 5.1.8 ELEVENSES
- 5.2 TYPES OF MENU
  - 5.2.1 A LA CARTE & TABLE D'HOTE
- 5.3 COURSES OF MENU
  - 5.3.1 COURSE ITEM EXAMPLES WITH ACCOMPANIMENTS
  - 5.3.2 COVERS FO EACH COURSE

#### **SECTION D**

- 6.0 SERVICE PROCEDURES
- 6.1 TYPES OF SERVICES
  - 6.1.1 ASSISTED
    - 6.1.1.1 PLATTER TO PLATE / SILVER
    - 6.1.1.2 PREPLATED
    - 6.1.1.3 HOST
    - 6.1.1.4 GUERIDON
  - 6.1.2 NONASSISTED
    - 6.2.1.1 BUFFET SITDOWN, STANDING
    - 6.2.1.2 SINGLE SERVICE
    - 6.2.1.3 COUNTER SERVICE
- 6.2 RULES TO BE OBSERVED FOR TABLE LAYING
- 6.3 SEQUENCE OF SERVICE OF A MEAL
- 7.0 CIGARS & CIGARETTES
  - 7.1 TYPES, BRANDS

#### **Reference:**

F&B Service Manual	–	Sudhir Andrews
F&B Service	–	Lilicarp
The Waiter	–	John Füller
Wine Encyclopedia	–	Grossmann
Wine Guide	–	Larousse
F&B Operations & Management	–	Brian Verghese
Bar Attendants Handbook	–	Bar Tenderer

**BASIC FOOD & BEVERAGE SERVICE PRACTICAL**

**Subject Code : BSCHM /140**

Ø Service Grooming and Restaurant Etiquettes.

- Ø Misenplace and Misenscene
- Ø Writing a Menu in French
- Ø Identification of equipments
- Ø Food and Beverage service sequence
- Ø Water pouring and seating a guest.
- Ø Laying and relaying of Tablecloth
- Ø Napkin folds
- Ø Carrying a Salver or Tray
- Ø Rules for laying table Laying covers as per menus
- Ø TDH and A la carte cover Layout
- Ø Handling service gear
- Ø Carrying plates, Glasses and other Equipment
- Ø Clearing an ashtray
- Ø Crumbing, Clearance and presentation of bill
- Ø Sideboard setup
- Ø Silver service
- Ø American service
- Ø Situation handling
- Ø Breakfast table layup
- Ø Restaurant reservation system
- Ø Hostess desk functions
- Ø Order taking – writing a food KOT, writing a BOT

## **INTRODUCTION TO FRONT OFFICE OPERATIONS**

**Subject Code : BSCHM /S/150**

### **SECTION A**

- 1.0 INTRODUCTION TO THE HOSPITALITY INDUSTRY
- 2.0 CLASSIFICATION OF HOTELS
- 2.1 SIZE AND TYPES OF HOTEL
- 2.2 LEVELS OF SERVICE
- 2.3 OWNERSHIP AND AFFILIATION
- 2.4 BASIC CRITERIA OF STAR CATEGORIZATION OF HOTELS
- 2.5 CLASSIFICATION OF HOTELS ON THE BASIS OF REVENUE GENERATION

### **SECTION B**

- 3.0 HOTEL ORGANISATION
- 3.1 ORGANIZATION CHART
- 4.0 FRONT OFFICE ORGANISATION
- 4.1 DIFFERENT SECTIONS OF FRONT OFFICE DEPARTMENT & THEIR BRIEF FUNCTIONS
- 4.2 STAFF ORGANISATION OF FRONT OFFICE DEPARTMENT
- 4.3 DUTIES & RESPONSIBILITIES OF FRONT OFFICE STAFF
- 4.4 JOB DESCRIPTION AND JOB SPECIFICATIONS OF FRONT OFFICE DEPT

### **SECTION C**

- 5.0 FRONT DESK LAYOUT AND EQUIPMENT
- 5.1 LAYOUT
- 5.2 EQUIPMENT AND ITS UTILITY
- 5.3 TELECOMMUNICATION EQUIPMENTS
- 6.0 THE ACCOMMODATION PRODUCT
- 6.1 TYPES OF GUEST ROOMS
- 6.2 BASIS OF CHARGING ROOM RATES
- 6.3 MEAL PLANS
- 6.4 TARIFF CARD
- 6.5 TYPES OF GUEST FIT, BUSINESS TRAVELLERS, GIT, SPECIAL INTEREST TOURS, DOMESTIC, FOREIGN

### **SECTION D**

- 7.0 FRONT OFFICE OPERATIONS



- 7.1 THE GUEST CYCLE
- 7.2 FRONT OFFICE SYSTEMS
- 8.0 RESERVATION ACTIVITIES
- 8.1 RESERVATION AND ROOM SALES
- 8.2 TYPES OF RESERVATION
- 8.3 RESERVATION INQUIRIES
- 8.4 GROUP RESERVATIONS
- 8.5 RESERVATION AVAILABILITY
- 8.6 RESERVATION RECORD
- 8.7 CONFIRMATION OF RESERVATION
- 8.8 CANCELLATION OF RESERVATION
- 8.9 AMENDMENTS / MODIFICATION OF RESERVATION
- 8.10 TOOLS OF RESERVATION
  - 8.10.1 ROOM STATUS BOARD
  - 8.10.2 ADVANCE LETTING CHART
  - 8.10.3 DENSITY CONTROL CHART
  - 8.10.4 MOVEMENT LIST / EXPECTED ARRIVAL LIST
- 8.11 SYSTEMS OF RESERVATION
  - 8.11.1 DIARY SYSTEM
  - 8.11.2 WHITNET SYSTEM
- 8.12 DIFFERENT REPORTS OF RESERVATION
- 8.13 SPECIAL CONSIDERATION OF RESERVATION
- 8.14 UP SELLING TECHNIQUES.
- 8.15 OVERBOOKING

**Reference:**

- |  |                                  |
|--|----------------------------------|
| Front Office Training manual               | – Sudhir Andrews.                |
| Managing Front Office Operations           | – Kasavana & Brooks              |
| Front Office – operations and management   | – Ahmed Ismail (Thomson Delmar). |
| Managing Computers in Hospitality Industry | – Michael Kasavana & Cahell.     |
| Front Office Operations                    | – Colin Dix & Chris Baird.       |
| Front Office Operations & Management       | – S. Bhatnagar                   |

**I**

**INTRODUCTION TO FRONT OFFICE OPERATIONS PRACTICAL Subject Code : BSCHM /S/160**

**Front Office – Sem I**

- Ø Basic Manners & Attributes for Front Office Operations.
- Ø Communication Skills – Verbal & Non Verbal
- Ø Forms & Formats related to 1 st Semester
- Ø Identification of equipment, Work Structure & Stationery
- Ø Procedure of taking Reservations – in Person & over Telephone
- Ø Converting enquiry into valid reservation
- Ø Suggestive Selling

**INTRODUCTION TO HOUSE KEEPING  
/S/170**

**Subject Code : BSCHM**

**SECTION A**

- 1.0 IMPORTANCE OF HOUSEKEEPING
  - 1.1 IN THE HOTEL
  - 1.2 IN GUEST SATISFACTION
- 2.0 FUNCTION OF HOUSEKEEPING DEPARTMENT
- 3.0 SERVICES & FACILITIES OFFERED BY VARIOUS HOTELS

**SECTION B**

- 4.0 TYPES OF ROOMS
- 5.0 ORGANISATIONAL STRUCTURE OF HOUSEKEEPING DEPARTMENT
  - 5.1 SMALL HOTEL

- 5.2 MEDIUM HOTEL
- 5.3 LARGE HOTEL
- 5.4 CLUBS
- 6.0 DUTIES & RESPONSIBILITIES OF HOUSEKEEPING STAFF
- 6.1 EXECUTIVE HOUSEKEEPER 6.6 ROOM ATTENDANTS
- 6.2 DEPUTY/ASSISTANT HOUSEKEEPER 6.7 STOREKEEPER
- 6.3 FLOOR SUPERVISOR 6.8 HOUSEMAN
- 6.4 DESK SUPERVISOR 6.9 LAUNDRY SUPERVISOR
- 6.5 PUBLIC AREA SUPERVISOR 6.10 FLORIST

### **SECTION C**

- 7.0 CLEANING EQUIPMENTS
- 7.1 GENERAL CONSIDERATION FOR SELECTION
- 7.2 CLASSIFICATION & TYPES OF EQUIPMENTS
- 7.3 METHOD OF USE AND MECHANISM FOR EACH TYPE
- 7.4 CARE AND MAINTENANCE
- 8.0 CLEANING AGENTS
- 8.1 CLASSIFICATION
- 8.2 GENERAL CRITERIA FOR SELECTION
- 8.3 USE, CARE & STORAGE
- 8.4 DISTRIBUTION & CONTROL
- 9.0 CLEANING OF ROOMS
- 9.1 DAILY CLEANING
- 9.1.1 CHECKOUT ROOM
- 9.1.2 OCCUPIED ROOM
- 9.1.3 VACANT ROOM
- 9.1.4 EVENING SERVICES
- 9.2 SPRING CLEANING

### **SECTION D**

- 10.0 HOTEL GUEST ROOM
- 10.1 STANDARD LAYOUT (SINGLE/DOUBLE/TWIN/SUITE)
- 10.2 DIFFERENCE BETWEEN SMOKING AND NONSMOKING ROOMS
- 10.3 BARRIER FREE ROOMS
- 10.4 FURNITURE, FIXTURES, FITTINGS, SOFT FURNISHINGS, ACCESSORIES
- 10.5 GUEST SUPPLIES
- 11.0 CHAMBER MAID'S SERVICE ROOM
- 11.1 LOCATION
- 11.2 LAYOUT & ESSENTIAL FEATURE
- 11.3 CHAMBER MAIDS' TROLLEY
- 12.0 GUEST ROOM INSPECTION
- 12.1 CRITERIA FOR EVALUATION
- 12.2 SUPERVISORS CHECK LIST & JOB ORDER

### **Reference:**

- |  |   |  |
|--|---|--|
| Hotel Hostel and Hospital Housekeeping | – | Joan C Branson & Margaret Lennox (ELST). |
| Managing Housekeeping Operations       | – | Margaret Kappa & Aleta Nitschke          |
| Hotel House Keeping                    | – | Sudhir Andrews (Tata McGraw Hill).       |
| The Professional Housekeeper           | – | Tucker Schneider, VNR                    |

### **INTRODUCTION TO HOUSEKEEPING PRACTICAL**

**Subject Code : BSCHM /S/180**

#### **House Keeping Sem I**

- Ø Identifying Cleaning Equipment & Agents
- Ø Cleaning of Guest Room & Bathroom – Occupied / Vacant
- Ø Identifying Guest Supplies
- Ø Cleaning of Various Surfaces
- Ø Bed Making

Ø Standard Supplies Provided

## **INTRODUCTION TO COMPUTERS PRACTICAL**

**Subject Code : BSCHM /S/190**

- 1.0 FUNDAMENTALS OF COMPUTERS.
  - 1.1. DEFINITION OF COMPUTER, ADVANTAGES AND CHARACTERISTICS.
  - 1.2. DATA AND INFORMATION.
    - 1.2.1. DATA REPRESENTATION.
    - 1.2.2 BITS AND BYTES.
    - 1.2.3 ASCII AND EBCDIC.
    - 1.2.4 NUMBER SYSTEMS CONVERSION (DÀB, BÀD).
    - 1.2.5 BINARY ARITHMETIC (ADD, SUB, MUL).
  - 1.3. CLASSIFICATION OF COMPUTERS.
    - 1.3.1 MICRO
    - 1.3.2 MINI
    - 1.3.3 MAIFRAMES
    - 1.3.4 SUPER
    - 1.2.5 PORTABLE
  - 1.4. GENERATION OF COMPUTERS.
    - 1.4.1 FIRST GENERATION
    - 1.4.2 SECOND GENERATION
    - 1.4.3 THIRD GENERATION
    - 1.4.4 FOURTH GENERATION
    - 1.4.5 FIFTH GENERATIONS
- 2.0 ESSENTIALS OF COMPUTER SYSTEMS.
  - 2.1. COMPONENTS OF PC.
    - 2.1.1. HARDWARE.
    - 2.1.2. SOFTWARE.
  - 2.2. BLOCK DIAGRAM OF PC AND ITS WORKING.
  - 2.3. INPUT/OUTPUT DEVICES.
  - 2.4. MEMORY TYPES.(PRIMARY,SECONDARY)
  - 2.5. STORAGE DEVICES.( HDD, PEN DRIVE, EXTERNAL HDD)
- 3.0 SOFTWARE AND ITS CLASSIFICATIONS.
  - 3.1. TYPES OF SOFTWARE.
    - 3.1.1. SYSTEM SOFTWARE.
      - 3.1.1.1.INTRODUCTION TO CLI/GUI.
      - 3.1.1.2.INTRODUCTION TO MSDOS/ WINDOWS XP (PROF/HOME)
    - 3.1.2. APPLICATION SOFTWARE.
      - 3.1.2.1. INTRODUCTION TO MSWORD.
      - 3.1.2.2. INTRODUCTION TO MSEXCEL.
      - 3.1.2.3. INTRODUCTION TO MSPOWERPOINT.
      - 3.1.2.3 INTRODUCTION TO MSACCESS
  - 3.2. PROGRAMMING LANGUAGES.
    - 3.2.1 LOW LEVEL LANGUAGES (MACHINE, ASSEMBLY)
    - 3.2.2 HIGH LEVEL LANGUAGES.
    - 3.2.3 TRANSLATORS (ASSEMBLER, COMPILER, INTERPRETER)
  - 3.3. UTILITIES.
    - 3.3.1 SOFTWARE UTILITIES (ZIP, RECOVERY, PDFS ETC.)
    - 3.3.2 HARDWARE UTILITIES (HARDWARE DIAGNOSIS, PARTITION MANAGERS ETC)
- 3.4. VIRUSES, DEFINITION AND TYPES.
- 4.0 NETWORK AND COMMUNICATIONS
  - 4.1 WHAT IS A NETWORK?
  - 4.2 TCP / IP
  - 4.3 COMMUNICATION CHANNEL
  - 4.4 NETWORK TOPOLOGY (BUS, STAR, RING, HYBRID)
  - 4.5 TYPES OF NETWORK (LAN / MAN / WAN)

- 4.6 INTERNET, INTRANET & EXTRANET
- 4.7 TRANSMISSION MODE (SIMPLEX, HALFDUPLEX, FULLDUPLEX)
- 5.0 BLUETOOTH AND INTRANET TECHNOLOGY
- 5.1 IMPORTANCE & FEATURES
- 5.2 TECHNIQUES OF USING BLUETOOTH AND INTRANET
- 6.0 WAP (WIRELESS APPLICATION PROTOCOL)
- 6.1 DEFINITION OF WAP
- 6.2 IMPORTANCE OF WAP
- 7.0 WIFI (WIRELESS FIDELITY)
- 7.1 DEFINITION, IMPORTANCE
- 7.2 WORKING MECHANISM OF WIFI (WIRELESS ACCESS POINT, TCP/IP, WIRELESS NIC CARD)

**Reference:**

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie.E.Moseley, BPB Publication.

**FOOD PRODUCTION & BAKERY I  
IS/210**

**Subject Code : BSCHM**

**SECTION A**

**FOOD PRODUCTION**

**1 COMMODITIES**

- 1.1 ELEMENTARY PASTAS METHOD OF MANUFACTURE. RANGE AVAILABLE IN THE MARKET  
TYPES OF PASTAS: MACARONI, SPAGHETTI, NOODLE ETC. & THEIR USES.
- 1.2 MILK & CREAM FORMS IN WHICH AVAILABLE. PROCESSING PASTEURIZED, STERILISED , DEHYDRATED ETC. MILK PRODUCTS PROCESS OF MAKING CREAM  
TYPES OF CREAM
- 1.3 CHEESE PRODUCTION OF CHEESE; TYPES; EXAMPLES, LIST OF INTL CHEESE.
- 1.4 MUSHROOMS DIFFERENT TYPES, QUALITY, STORAGE USES
- 1.5 CONVENIENCE FOOD ROLE, TYPES & ADVANTAGES
- 1.6 TEA / COFFEE / COCOA TYPES, PREPARATION, POINTS TO KEEP IN MIND
- 1.7 GELATIN COMPOSITION, USES

**2 MEAT COOKERY**

- 2.1 COMPOSITION, SELECTION, GRADING OF MUTTON, LAMB, PORK, BEEF, VEAL
- 2.2 CUTS OF DIFFERENT MEATS, COOKING TIMES, & HANDLING
- 2.3 NUTRITIONAL AND STORAGE POINTS
- 2.4 STORAGE OF FRESH & FROZEN MEATS.

**SECTION B**

**3 POULTRY/GAME COOKERY**

- 3.1 TYPES/CLASSIFICATION
- 3.2 FOOD VALUE, STORAGE & NUTRITIONAL VALUE

**4 FISH COOKERY**

- 4.1 CLASSIFICATION, SOURCE
- 4.2 STORAGE, FOOD VALUE PRESERVATION
- 4.3 VARIOUS CUTS
- 4.4 PREPARATION TECHNIQUES FOR FISH & SEAFOOD.

**SECTION C**

**BAKERY & PATISSERIE**

**1 INTRODUCTION TO BAKERY AND PATISSERIE**

- 1.1 HISTORY OF BAKING
- 1.2 BAKING AS AN ART AND SCIENCE

## **2 BASIC PRINCIPLES OF BAKERY**

- 2.1 FORMULAS AND MEASUREMENTS
- 2.2 BAKING PROCESS

## **3 EQUIPMENT USED IN BAKERY**

- 3.1 USE, CARE, CLEANING, STORAGE

## **SECTION D**

### **4 INGREDIENTS USED IN BAKERY**

- 4.1 FLOUR 4.4 LIQUID 4.7 SALT, FLAVOURINGS, SPICES
- 4.2 FAT 4.5 EGG
- 4.3 SUGAR 4.6 LEAVENING AGENT

### **5 DEFINITION AND TERMS USED IN BAKERY**

- 5.1 BASICS SYRUPS, CREAMS AND SAUCES

### **6 BREAD MAKING**

- 6.1 FUNCTIONS OF INGREDIENTS USED
- 6.2 STEPS IN BREAD MAKING
- 6.3 METHODS OF BREAD MAKING
- 6.4 BREAD DISEASES, FAULTS AND REMEDIES
- 6.5 QUICK BREADS.

#### **References:**

Theory of Cookery	–	K. Arora
Modern Cookery	–	Thangam E. Phillip
Theory of Catering	–	Kinton & Ceserani
Practical Cookery	–	Kinton & Ceserani
Basic Baking	–	S. C. Dubey
Larousse Gastronomique.		
Professional Baking	–	Wayes Gissler
Indian Cookery	–	Prasad.
A Taste of India	–	Madhur Jaffrey.

## **FOOD PRODUCTION & BAKERY – I PRACTICAL**

**Subject Code : BSCHM/S/220**

### **Cookery**

- Ø Preparing & Cooking Fish & Shellfish
- Ø Preparing & Cooking Poultry
- Ø Preparing & Cooking Meat
- Ø Preparing for Continental Menu Patisserie
- Ø Preparation of Breads using different Methods
- Ø Identification & Understanding of Bread Ingredients
- Ø Preparation of Various Quick Breads – Muffins, Pancakes

## **BAR & BEVERAGE SERVICE I**

**Subject Code : BSCHM /S/230**

### **SECTION A**

#### **1 NONALCOHOLIC BEVERAGES**

- 1.1 TYPES OF WATERS
- 1.2 SOFT DRINKS
- 1.3 JUICES / SYRUPS / CRUSHES
- 1.4 TEA COFFEE

## **SECTION B**

### **2 ALCOHOLIC BEVERAGES**

- 2.1 SERVICE OF ALCOHOLIC BEVERAGES
  - 2.1.1 INTRODUCTION
  - 2.1.2 BEER
  - 2.1.3 SPIRITS STYLES OF PRODUCTION
  - 2.1.4 WHISKY
  - 2.1.5 BRANDY
  - 2.1.6 RUM
  - 2.1.7 GIN
  - 2.1.8 VODKA
  - 2.1.9 TEQUILA
  - 2.1.10 OTHER SPIRITS (PERNOD, MARC, GRAPPA ETC.)
- 2.2 RESPONSIBLE ALCOHOLIC SERVICE
  - 2.2.1 ALCOHOL AND ITS EFFECT ON HUMAN HEALTH
  - 2.2.2 HUMAN PSYCHOLOGY AND ALCOHOL

## **SECTION C**

### **3 LIQUEURS & BITTERS**

- 3.1 TYPES
- 3.2 PRODUCTION
- 3.3 BASES & BRANDS

## **SECTION D**

### **4 MIXED DRINKS & COCKTAILS**

- 4.1 TYPES OF MIXED DRINKS
- 4.2 INGREDIENTS & METHODS OF PREPARATION
- 4.3 MOCKTAILS
- 4.4 COCKTAILS

### **5 BAR OPERATIONS**

- 5.1 BAR SET UP
- 5.2 EQUIPMENTS
- 5.3 BAR CONTROL

### **Reference:**

F&B Service Manual	–	Sudhir Andrews
F&B Service	–	Lilicarp
The Waiter	–	John Füller
Wine Encyclopedia	–	Grossmann
Wine Guide	–	Larousse
F&B Operations & Management	–	Brian Verghese
Bar Attendants Handbook	–	Bar Tenderer

## **BAR & BEVERAGE SERVICE I PRACTICAL**

**Subject Code : BSCHM /S/240**

- Ø Room service tray and trolley lay – up and service
- Ø Room service amenities, Setup in rooms
- Ø Functional and floor layouts for room service
- Ø Conducting briefing and debriefing for F&B Outlets
- Ø Beverage ordertaking
- Ø Service of Beer, Sake, and Other fermented and brewed beverages
- Ø Service of spirits and liqueurs
- Ø Bar setup and operations
- Ø Cocktail and Mocktail preparations, presentation and service

- Ø Service of Cigars and cigarettes
- Ø Glassware used for different spirits, non alcoholic drinks offered with different
- Ø Spirits service procedure.
- Ø Order taking –writing a BOT
- Ø Service of hot and cold nonalcoholic beverages

**FRONT OFFICE OPERATIONS**  
/250

**Subject Code : BSCHM/S**

**SECTION A**

- 1.0 REGISTRATION ACTIVITIES
  - 1.1 DETERMINING ROOM POSITION
  - 1.2 PRE REGISTRATION ACTIVITY
  - 1.3 ON ARRIVAL PROCEDURES
    - 1.3.1 RECEIVING , GREETING, WELCOMING A GUEST
    - 1.3.2 ASSESSING THE GUEST REQUIREMENTS
    - 1.3.3 CREATING THE REGISTRATION RECORD
    - 1.3.4 ROOM AND RATE ASSIGNMENT
  - 1.4 REGISTRATION & ROOMING PROCEDURE
    - 1.4.1 FIT 1.4.3 GROUP
    - 1.4.2 VIP 1.4.4 FOREIGNER
  - 1.5 POST ARRIVAL PROCEDURE
    - 1.5.1 ARRIVALDEPARTURE REGISTER
    - 1.5.2 INTERDEPARTMENTAL COMMUNICATION
    - 1.5.3 REGISTRATION OF FOREIGNERS,CFORM
- 2.0 BELL DESK SERVICE
  - 2.1 BELL DESK LAYOUT, EQUIPMENT
  - 2.2 STAFF ORGANISATION, DUTY ROTAS & WORK SCHEDULE
  - 2.3 LUGGAGE HANDLING PROCEDURES
  - 2.4 LEFT LUGGAGE PROCEDURES
  - 2.5 OTHER FUNCTIONS OF BELL DESK

**SECTION B**

- 3.0 FRONT OFFICE COMMUNICATION
  - 3.1 IMPORTANCE OF INTERDEPARTMENTAL COMMUNICATION
  - 3.2 TYPES & METHODS OF COMMUNICATION
- 4.0 GUEST SERVICES
  - 4.1 HANDLING GUEST REQUESTS
  - 4.2 HANDLING GUEST COMPLAINTS
  - 4.3 MAIL HANDLING PROCEDURES
    - 4.3.1 IMPORTANCE OF HANDLING MAIL WITHOUT DELAY, SORTING OF MAIL
    - 4.3.2 CATEGORIES OF GUEST MAIL: RESIDENT GUEST, DEPARTED GUEST & GUEST STILL TO ARRIVE
    - 4.3.3 SPECIAL HANDLING OF REGISTERED MAIL AND PARCELS
  - 4.4 MESSAGE HANDLING PROCEDURE
    - 4.4.1 IMPORTANCE, PROCEDURE, METHOD OF RECEIVING AND TRANSMITTING MESSAGES FOR GUEST, LOCATION FORM, PAGING PROCEDURE
  - 4.5 ROOM CHANGE PROCEDURE
- 5.0 HANDLING OF SPECIAL SITUATIONS LIKE
  - 5.1 DNS
  - 5.2 DNA
  - 5.3 RNA
  - 5.4 NI (NO INFORMATION)
  - 5.5 VIP / SPAT / DG GUESTS
  - 5.6 SCANTY BAGGAGE GUEST
  - 5.7 REFUSING ACCOMMODATION
    - 5.7.1 BLACK LISTED GUEST
    - 5.7.2 WALKING A GUEST

## SECTION C

- 6.0 CHECKOUT & SETTLEMENT
- 6.1 DEPARTURE PROCEDURES AT RECEPTION, CASH SECTION, BELL DESK
- 6.2 EXPRESS CHECKOUT  
& SELF CHECKOUT
- 6.3 REDUCTION OF LATE CHARGES
- 6.4 EFFECTIVE BILLING & COLLECTION
- 6.5 FRONT OFFICE RECORDS
- 7.0 FRONT OFFICE ACCOUNTING SYSTEMS
- 7.1 ACCOUNTING FUNDAMENTALS (FOLIOS, VOUCHERS, LEDGER, POS)
- 7.2 CREATION & MAINTENANCE OF ACCOUNTS , RECORD KEEPING SYSTEM
- 7.3 AUDITS & INTERNAL CONTROL
- 7.4 SETTLEMENT OF ACCOUNTS
- 7.5 CASH CONTROL
- 7.6 CREDIT CONTROL

## SECTION D

- 8.0 NIGHT AUDIT
- 8.1 NIGHT AUDIT PROCESS
- 8.2 FUNCTION OF NIGHT AUDITOR
- 8.3 NIGHT AUDIT REPORTS
- 8.4 AUDIT POSTING FORMULAE
- 9.0 HOTEL / FRONT OFFICE SECURITY SYSTEM
- 9.1 MANAGEMENT'S ROLE IN SECURITY
- 9.2 SECURITY PROGRAMME IN HOTEL
- 9.3 SECURITY AND THE LAW
- 9.4 EQUIPMENTS USED
- 9.5 EMERGENCY PROCEDURE

### Reference:

- |  |   |                                |
|--|---|--------------------------------|
| Front Office Training manual               | – | Sudhir Andrews.                |
| Managing Front Office Operations           | – | Kasavana & Brooks              |
| Front Office—operations and management     | – | Ahmed Ismail (Thomson Delmar). |
| Managing Computers in Hospitality Industry | – | Michael Kasavana & Cahell.     |
| Front Office Operations                    | – | Colin Dix & Chris Baird.       |
| Front Office Operations & Management       | – | S. Bhatnagar                   |

## FRONT OFFICE OPERATIONS PRACTICAL

Subject Code : BSCHM /S/260

- Ø Preparation & Study of Countries – Capitals & Currency, Airlines, Flag Charts, Credit Cards, Travel Agency etc.
- Ø Telecommunication Skills
- Ø Role Play – Checkin / Checkout / Walkin / FIT / GIT / VIP / CIP / HG etc.
- Ø Preparation of Guest Folio
- Ø Guest Complaint Handling
- Ø Mock Situations – Role – Plays
- Ø Preparation of Guest History Cards
- Ø Filling up of C – Forms
- Ø Preparation & Filling up of Guest Registration Card
- Ø Role Play – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain etc.

## HOUSEKEEPING SERVICES /S/270

Subject Code : BSCHM

### SECTION A

- 1.0 COMPOSITION , CARE AND CLEANING OF



- 1.1 METALS BRASS , COPPER, SILVER, EPNS, BRONZE, CHROMIUM, ALUMINIUM, STAINLESS STEEL & PROTECTIVE FINISHES OF VARIOUS KINDS
- 1.2 GLASSVARIOUS TYPE
- 1.3 LEATHER, REXINE
- 1.4 PLASTIC
- 1.5 CERAMICVARIOUS TYPES
- 1.6 WOODVARIOUS TYPES & THEIR PROTECTIVE FINISHES
- 2.0 FLOOR FINISHES
- 2.1 TYPES
- 2.2 MAINTENANCE & CARE
- 2.3 SELECTION
- 3.0 WALL FINISHES & WALL COVERINGS
- 3.1 TYPES
- 3.2 MAINTENANCE & CARE
- 3.3 SELECTION

## **SECTION B**

- 4.0 PERIODICAL CLEANING
- 4.1 TASKS CARRIED OUT
- 4.2 SCHEDULE RECORDS
- 5.0 SPECIAL CLEANING PROGRAMMES
- 5.1 TASKS CARRIED OUT
- 5.2 SCHEDULES & RECORDS
- 6.0 CLEANING OF PUBLIC AREAS
- 6.1 LOBBY RESTAURANTS 6.4 CORRIDORS
- 6.2 RESTAURANTS 6.5 CAR PARK AREA
- 6.3 PUBLIC AREA TOILETS 6.6 ELEVATORS

## **SECTION C**

- 7.0 KEYS & KEY CONTROL
- 7.1 TYPES OF KEYS
- 7.2 COMPUTERISED KEY CARDS
- 7.3 CONTROL OF KEYS
- 8.0 LOST & FOUND PROCEDURE
- 8.1 DEFINITION
- 8.2 PROCEDURE FOR LOST AND FOUND
- 9.0 INTERDEPARTMENTAL COOPERATION
- 9.1 WITH FRONT OFFICE 9.6 WITH PERSONNEL
- 9.2 WITH FOOD PRODUCTION & SERVICE AREAS 9.7 WITH MAINTENANCE
- 9.3 WITH PURCHASE, RECEIVING & STORES 9.8 WITH LAUNDRY
- 9.4 WITH COMPUTER CENTRE 9.9 WITH SECURITY
- 9.5 WITH ACCOUNTS & CREDIT 9.10 OTHER DEPTS.
- 10.0 PLANNING WORK OF HOUSEKEEPING DEPARTMENT
- 10.1 IDENTIFYING HOUSEKEEPING DEPARTMENT
- 10.2 BRIEFING & DEBRIEFING
- 10.3 CONTROL DESK (IMPORTANCE, ROLE, COORDINATION)
- 10.4 ROLE OF CONTROL DESK DURING EMERGENCY
- 10.5 DUTY ROTA AND WORK SCHEDULE
- 10.6 FILES AND FORMATS USED IN HOUSEKEEPING DEPARTMENT

## **SECTION D**

- 11.0 PEST CONTROL
- 11.1 DEFINITIONS OF PESTS & CONTROL
- 11.2 AREAS OF INFESTATIONS
- 11.3 PREVENTION & CONTROL OF PESTS
- 11.4 RESPONSIBILITY OF HOUSEKEEPING IN PESTS CONTROL
- 12.0 FIRE
- 12.1 TYPES OF FIRES & CAUSES
- 12.2 FIRE EXTINGUISHERS & FIRE FIGHTING PROCEDURES
- 13.0 FIRST AID TRAINING

**Reference:**

Hotel Hostel and Hospital Housekeeping	–	Joan C Branson & Margaret Lennox (ELST).
Managing Housekeeping Operations	–	Margaret Kappa & Aleta Nitschke
Hotel House Keeping	–	Sudhir Andrews (Tata McGraw Hill).
The Professional Housekeeper	–	Tucker Schneider, VNR.

**HOUSEKEEPING SERVICES PRACTICAL****Subject Code : BSCHM/S/280**

- Ø Cleaning of Various Surfaces
- Ø Bed Making (Variations)
- Ø Washing & Finishing of various Fibres & Fabrics
- Ø Stain Removal

**THIRD SEMESTER****FOOD PRODUCTION & BAKERY II****Subject Code : BSCHM /S/310****SECTION A****FOOD PRODUCTION****1 INDIAN REGIONAL COOKERY & MODERN TRENDS**

- 1.1 INDIAN MASALAS
- 1.2 REGIONAL CUISINES OF INDIA : NORTH, SOUTH , EAST & WEST
- 1.3 TRADITIONAL INDIAN BREADS & MITHAIS
- 1.4 INDIAN SNACKS, VARIETY OF KEBABS

**2 QUANTITY FOOD PRODUCTION**

- 2.1 INTRODUCTION TO INDUSTRIAL & INSTITUTIONAL CATERING
- 2.2 MOBILE CATERING
- 2.3 OUTDOOR CATERING
- 2.4 EQUIPMENTS FOR FOOD TRANSPORTATION

**SECTION B****3 FAST FOODS**

- 3.1 HISTORY, OUTLETS, INDIAN FAST FOOD

**4 MODERN COOKERY TECHNIQUES**

- 4.1 COOK FREEZE
- 4.2 COOKCHILL
- 4.3 FOOD TRANSPORTATION TECHNIQUES

**5 BREAKFAST COOKERY**

- 5.1 INDIAN & WESTERN

**6 SANDWICHES**

- 6.1 DEFINITION, CLASSIFICATION, PREPARATION & USE

**SECTION C****7 INTERNATIONAL CUISINE**

- 7.1 ENGLISH 7.4 MEXICAN

7.2 FRENCH 7.5 SPANISH  
7.3 ITALIAN 7.6 ORIENTAL VARIETIES

## **BAKERY & PÂTISSERIE**

### **1 COOKIES**

1.1 INGREDIENTS USED & THEIR FUNCTIONS  
1.2 DIFFERENT METHODS OF MIXING WITH EXAMPLES

### **2 CAKES**

2.1 INGREDIENTS USED IN CAKEMAKING  
& THEIR FUNCTIONS  
2.2 MIXING METHODS, FAULTS & REMEDIES  
2.3 HIGH RATIO CAKES, POUND CAKES DEFINITIONS  
2.4 CAKE DECORATIONS ICINGS; DECORATIVE ITEMS

## **SECTION D**

### **3 PASTRIES**

3.1 INGREDIENTS USED  
3.2 CLASSIFICATION  
3.3 METHODS OF MIXING & USAGE  
3.4 FAULTS & REMEDIES  
4 COLD & FROZEN DESSERTS  
4.1 PUDDINGS; SOUFFLES, MOUSSES; BAVARIAN CREAM INGREDIENTS USED,  
EXAMPLES  
4.2 FROZEN DESSERTS : SHERBETS, ICECREAMS INGREDIENTS; TYPES  
5 DESSERT PREPARATIONS

### **References:**

Theory of Cookery	–	K. Arora
Modern Cookery	–	Thangam E. Phillip
Theory of Catering	–	Kinton & Ceserani
Practical Cookery	–	Kinton & Ceserani
Basic Baking	–	S. C. Dubey
Larousse Gastronomique.		
Professional Baking	–	Wayes Gissler
Indian Cookery	–	Prasad.
A Taste of India	–	Madhur Jaffrey.

## **FOOD PRODUCTION & BAKERY – II PRACTICAL**

**Subject Code : BSCHM /S/320**

### **Cookery**

Ø Preparing Indian Masalas & Gravies  
Ø Preparing & Cooking Indian Vegetables  
Ø Preparing Rice, Dal, Breads  
Ø Preparing for Indian Menus  
Ø Preparing for Indian Desserts  
Patisserie  
Ø Different methods & Types Cookie making  
Ø Different methods & Types Cake making  
Ø Icing – Types & Applications  
Ø Different Types of Pastries & their applications  
Ø Different Types of Frozen Desserts – Preparations & Presentations

## **BAR & BEVERAGE SERVICE II**

**Subject Code : BSCHM /S/330**

## **SECTION A**

### **1 WINES**

- 1.1 INTRODUCTION TO WINES
- 1.2 CLASSIFICATION OF WINES
- 1.3 GRAPES & FACTORS AFFECTING WINE QUALITY
- 1.4 VINIFICATION
- 1.5 PRODUCTION OF RED/ WHITE/ ROSZE WINES
- 1.6 PRODUCTION OF FORTIFIED & AROMATISED WINES
- 1.7 PRODUCTION OF SPARKLING WINE

## **SECTION B**

### **2 WINE PRODUCING REGIONS OF THE WORLD**

- 2.1 FRANCE
- 2.2 GERMANY
- 2.3 ITALY
- 2.4 SPAIN
- 2.5 PORTUGAL
- 2.6 USA
- 2.7 AUSTRALIA & INDIA

## **SECTION C**

### **3 FOOD & WINE HARMONY**

## **SECTION D**

### **4 BANQUETS**

- 4.1 HISTORY OF BANQUETS
- 4.2 TYPES OF BANQUETS
- 4.3 ORGANIZATION OF A BANQUET DEPARTMENT
- 4.4 BANQUET PROCEDURES
- 4.5 BUFFETS
- 4.6 BANQUET PROTOCOLS
- 4.7 CONFERENCES
- 4.8 BOOKING AND PLANING OF FUNTIONS

### **5 GUERIDON SERVICE**

- 5.1 TYPES OF TROLLEYS
- 5.2 SEQUENCE OF SERVICE

### **6 ROOM SERVICE**

- 6.1 ROOM SERVICE ISSUES
- 6.2 MARKETING
- 6.3 MENUS
- 6.4 VARIATIONS AND ALTERNATIVES
- 6.5 STAFF REQUIREMENTS
- 6.6 DELIVERING ROOM SERVICE

### **Reference:**

F&B Service Manual	–	Sudhir Andrews
F&B Service	–	Lilicarp
The Waiter	–	John Füller
Wine Encyclopedia	–	Grossmann
Wine Guide	–	Larousse
F&B Operations & Management	–	Brian Verghese
Bar Attendants Handbook	–	Bar Tenderer

- Ø Service of sparkling, aromatized, fortified, still wines.
- Ø Table setup with wines on the menu
- Ø Restaurant setups of different types
- Ø Service of Afternoon and High Teas
- Ø Buffet Layups, theme Buffet setups
- Ø Service of Cheese
- Ø Cocktail Parties
- Ø Preparation of Flambé dishes

## **HOUSEKEEPING OPERATIONS**

**Subject Code : BSCHM/S/350**

### **SECTION A**

- 1.0 HOTEL LINEN
- 1.1 CLASSIFICATION OF LINEN
- 1.2 ITEMS CLASSIFIED AS BED AND BATH LINEN, THEIR SIZES
- 1.3 ITEMS CLASSIFIED AS TABLE LINEN, THEIR SIZES
- 1.4 MATERIALS USED FOR MAKING FABRIC & THEIR CLASSIFICATION
- 1.5 SELECTION CRITERIA FOR THE LINEN ITEMS ( BED SHEETS PILLOWCASES, TOWELS AND BATH MATS, TABLE CLOTHS, SERVIETTES)
- 1.6 SELECTION CRITERIA & CALCULATING MATERIAL REQUIRED FOR SOFT FURNISHINGS (CURTAINS, BEDSPREADS, UPHOLSTERY & CUSHIONS)

### **SECTION B**

- 2.0 LINEN ROOM
- 2.1 ACTIVITIES OF LINEN ROOM
- 2.2 LOCATION , EQUIPMENT & LAYOUT OF A LINEN ROOM (BASIC RULES)
- 2.3 PURCHASE OF LINEN / LINEN HIRE / QUALITY & QUANTITY
- 2.4 STORAGE & INSPECTION
- 2.5 ISSUING OF LINEN TO FLOORS & DEPARTMENTS (PROCEDURE & RECORDS)
- 2.6 DESPATCH & DELIVERY FROM LAUNDRY ( PROCEDURE & RECORDS ) STOCK TAKING PROCEDURE & RECORDS CONDEMNED LINEN & CUTDOWNPROCEDURE AND RECORDS
- MARKING & MONOGRAMMING

### **SECTION C**

- 3.0 UNIFORMS & UNIFORM ROOM
- 3.1 PURPOSE OF UNIFORMS
- 3.2 NUMBER OF SETS, ISSUING PROCEDURE & EXCHANGE OF UNIFORMS
- 3.3 DESIGNING A UNIFORM FUNCTIONAL AESTHETIC CONSIDERATIONS
- 3.4 LAYOUT & PLANNING OF THE UNIFORM ROOM (BASIC CONSIDERATIONS)

### **SECTION D**

- 4.0 LAUNDRY OPERATION
- 4.1 DUTIES & RESPONSIBILITIES OF LAUNDRY STAFF (LAUNDRY MANAGER AND SHIFTLINLEADER, DRY CLEANING, SUPERVISOR, SPOTTER CUM PRESSER, LAUNDRY CLERK, ATTENDANTS VALET RUNNER, LAUNDRY)
- 4.2 IMPORTANCE AND PRINCIPLES OF LAUNDRY OPERATIONS
- 4.3 FLOW PROCESS OF INDUSTRIAL LAUNDERING (COLLECTION, TRANSPORTATION ARRIVALS, SORTING, WEIGHING, LOADING, WASHING, RINSING, STARCHING, HYDROEXTRACTION, UNLOADING, TUMBLING, FINISHING (CALENDER/SYSTEM PRESS) FOLDING, DIRING& STORING TRANSFER & USE)
- 4.4 STAGES IN WASH CYCLE (FLUSHSUDS BLEACH RINSESOUR & SOFTEXTRACT, BREAK & SOAKING)
- 4.5 EQUIPMENT, LAYOUT & PLANNING & LAUNDRY (BASIC RULES)
- 4.6 ROLE OF LAUNDRY AGENTS
- 4.7 CLASSIFICATION OF LAUNDRY AGENTS (SYNTHETIC, DETERGENT,
- 4.8 BUILT SOAP DETERGENTS, ENZYME ACTIONDETERGENTS, EXPLAIN BRIEFLY)
- 4.9 STAIN REMOVAL

**Reference:**

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).  
Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke  
Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).  
The Professional Housekeeper – Tucker Schneider, VNR.

**HOUSEKEEPING OPERATIONS – PRACTICAL****Subject Code : BSCHM/S/360**

- Ø Layout of Linen Room
- Ø Layout of Uniform Room
- Ø Identifying Laundry Machinery
- Ø Washing of Bed Sheets
- Ø Washing of Curtains
- Ø Washing of Bed Cover
- Ø Washing of Napkins
- Ø Washing of Chef Coat
- Ø Washing of Staff Uniforms
- Ø Handling Different Types of Fabric in Manual and Mechanical Laundry.
- Ø Selection of Different Types of Uniform.

**HOTEL LAW  
/S/370****Subject Code : BSCHM****SECTION A****1 INTRODUCTION**

- 1.1 LAW & SOCIETY
- 1.2 SOURCES OF INDIAN LAW
- 1.3 CLASSIFICATION OF LAW
- 1.4 LIST OF LICENSES & PERMITS REQUIRED TO OPERATE HOTELS, RESTAURANTS & OTHER CATERING ESTABLISHMENTS
- 1.5 PROCEDURE OF PROCUREMENT, RENEWAL, SUSPENSION & TERMINATION OF LICENSES

**2 MERCANTILE LAW**

- 2.1 LIST OF VARIOUS ACTS
- 2.2 INDIAN CONTRACT ACT 1872
  - 2.2.1 DEFINITION OF CONTRACT
  - 2.2.2 KINDS OF CONTRACT
  - 2.2.3 THE AGREEMENT, OFFER, ACCEPTANCE, CONSIDERATION, ACCORD AND SATISFACTION
  - 2.2.4 FLAWS, MISREPRESENTATION, FRAUD, UNLAWFUL CONTRACTS
  - 2.2.5 DISCHARGE OF CONTRACT
  - 2.2.6 REMEDIES FOR BREACH OF CONTRACT
- 2.3 SALE OF GOODS ACT 1930
  - 2.3.1 CONTRACT OF SALE OF GOODS
  - 2.3.2 FORMATION OF A CONTRACT
  - 2.3.3 PRICE, CONDITION, WARRANTIES, GUARANTEES
  - 2.3.4 DUTIES AND RIGHTS OF SELLERS AND BUYERS
  - 2.3.5 RIGHTS OF UNPAID SELLERS
  - 2.3.6 AUCTION SALES
- 2.4 NEGOTIABLE INSTRUMENTS ACT 1881
  - 2.4.1 OVERVIEW OF THE ACT
  - 2.4.2 CREDIT INSTRUMENTS
  - 2.4.3 CHEQUES
  - 2.4.4 IOUS
  - 2.4.5 TRAVELLERS CHEQUES
  - 2.4.6 CREDIT CARDS
  - 2.4.7
  - 2.4.8

- 2.4.4 BILLS OF EXCHANGE
- 2.4.5 PROMISSORY NOTES 2.4.9 DISHONOUR OF CHEQUE AND ITS LIABILITY
- 2.5 CONSUMER PROTECTION ACT, 1986
- 2.5.1 OVERVIEW OF THE ACT
- 2.5.2 CONSUMER PROTECTION COUNCILS
- 2.5.3 CONSUMER DISPUTES REDRESSAL AGENCIES
- 2.5.4 DEFINITION OF CONSUMERS, THEIR RIGHTS, PROCEDURES FOR REDRESSAL
- 2.6 ENVIRONMENT PROTECTION ACT 1986
- 2.6.1 OVERVIEW OF THE ACT
- 2.6.2 LAW RELATING TO ENVIRONMENT PROTECTION
- 2.6.3 ENVIRONMENT CLEARANCE PROCEDURE

## **SECTION B**

### **3 INDUSTRIAL LAW**

- 3.1 LIST OF VARIOUS ACTS DEALING WITH INDUSTRIAL LAW
- 3.2 SHOPS & ESTABLISHMENT ACT DEALING WITH HOTELS & CATERING ESTABLISHMENTS
- 3.3 FACTORIES ACT 1948
- 3.4 INDUSTRIAL DISPUTE ACT 1947
- 3.5 PAYMENT OF WAGES ACT 1936
- 3.6 MINIMUM WAGES ACT 1948
- 3.7 PROVIDENT FUND ACT 1952
- 3.8 GRATUITY ACT 1972
- 3.9 BONUS ACT 1965
- 3.10 TRADE UNION ACT 1926
- 3.11 DISCIPLINARY ACTION PROCEDURE

## **SECTION C**

### **4 HOTEL & LODGING RATES CONTROL**

- 4.1 FAIR RATE
- 4.2 TENANT & TENEMENT
- 4.3 APPOINTMENT OF CONTROLLER FOR HOTEL & LODGING HOUSES
- 4.4 FIXATION OF FAIR RATES ; REVISION
- 4.5 NO EVICTION TO BE MADE IF FAIR RATE PAID WITHIN CONTRACT PERIOD
- 4.6 WHEN MANAGER OF HOTEL OR OWNER OF LODGING HOUSE MAY RECOVER POSSESSION
- 4.7 PENALTIES FOR DEFAULT
- 4.7 INN KEEPER'S LIEN

## **SECTION D**

### **5 FOOD LEGISLATION**

- 5.1 SHORT TITLE; EXTENT & COMMENCEMENT; DEFINITIONS
- 5.2 CENTRAL COMMITTEE FOR FOOD STANDARDS
- 5.3 CENTRAL FOOD LABORATORY
- 4.10 FOOD INSPECTORS & THEIR POWERS & DUTIES; PROCEDURES TO BE FOLLOWED
- 5.5 FOOD ANALYSIS BY PURCHASER
- 5.6 REPORT OF PUBLIC ANALYST

### **Reference :**

Hospitality Law – Dr. Jagmohan Negi

## **FOURTH SEMESTER**

**INDUSTRIAL TRAINING (Training Report + Log Book & Certificate from Hotel + Viva & Presentation)**

**Subject Code : BSCHM/S/410**

**SECTION A**

- 1.0 INTRODUCTION TO HOTEL ACCOUNTANCY
- 1.1 INTRODUCTION TO ACCOUNTACY
- 1.2 MEANING OF ACCOUNT
- 1.3 ORIGIN OF ACCOUNTING
- 1.4 INTRODUCTION TO HOTEL ACCOUNTS AND ITS IMPORTANCE
- 1.5 FEATURES
- 1.6 PURPOSES
- 1.7 CONCEPTS
- 1.8 CONVENTIONS
- 1.9 TYPES OF ACCOUNTS
- 2.0 PRINCIPLES OF DOUBLE ENTRY SYSTEM
- 2.1 BASIC BOOKS OF ACCOUNTS AND THEIR IMPORTANCE, MEANING AND DEFINITIONS.
- 2.2 GOLDEN RULES OF ACCOUNTS
- 3.0 JOURNAL ENTRIES
- 3.1 MEANING, DEFINITION, IMPORTANCE AND ADVANTAGES OF JOURNALISATION
- 3.2 RULES OF JOURNALS
- 3.3 NUMERICALS & PRACTICE
- 4.0 LEDGER
- 4.1 MEANING, IMPORTANCE AND ADVANTAGES OF LEDGER
- 4.2 RULES OF POSTING AND NUMERICALS
- 5.0 TRIAL BALANCE
- 5.1 INTRODUCTION
- 5.2 MEANING, DEFINITION AND IMPORTANCE
- 5.3 METHODS OF TRAIL BALANCE AND PRACTIAL PROBLEMS.

**SECTION B**

- 6.0 SUBSIDIARY BOOKS
- 6.1 PURStHASE BOOK(MEANING, ADVANTAGES AND RULES OF RECORDING THE TRANSACTION IN PURCHASE BOOK
- 6.2 PURCHASE RETURN BOOK (MEANING, ADVANTAGES AND PRACTICALS)
- 6.3 SALES AND SALES RETURN BOOK (MEANING, ADVANTAGES AND PRACTICALS)
- 6.4 CASH BOOK – MEANING, IMPORTANCE AND TYPES: SINGLE, DOUBLE & TRIPLE COLUMN CASH BOOK, CONTRA ENTRIES
- 6.0 BANK RECONCILIATION STATEMENT
- 6.1 MEANING OF BRS, IMPORTANCE, REASON OF MAINTAINING BRS
- 6.2 REASON OF DIFFERENCES IN PASS BOOK AND CASH BOOK
- 6.5 B.R.S. CASH BOOK TO PASS BOOK
- 6.6 B.R.S. PASS BOOK TO CASH BOOK

**SECTION C**

- 7.0 FINAL ACCOUNTS
- 7.1 MEANING, DEFINITION AND IMPORTANCE
- 7.2 RULES OF RECORDING
- 7.3 PROFIT & LOSS ACCOUNT
- 7.4 BALANCE SHEET
- 7.5 INCOME STATEMENT
- 8.0 COSTING
- 8.1 COST ANALYSIS
- 8.2 DIFFERENT TYPES OF COSTS
- 8.3 ELEMENT OF COST
- 8.4 COST SHEET OR STATEMENT OF COST
- 9.0 MATERIAL CONTROL
- 9.1 MEANING



- 9.2 DIMENSIONS
- 9.3 ASPECTS OF MATERIAL CONTROL
- 9.4 ESSENTIAL OF MATERIAL CONTROL
- 9.5 PURCHASE DEPARTMENT AND PURCHASE REQUISITION
- 10.0 TECHNIQUES OF MATERIAL CONTROL
- 10.1 LEVEL SETTING
- 10.2 ECONOMIC ORDER QUANTITY
- 10.3 METHODS OF VALUING MATERIAL ISSUES.
- 11.0 COST CONCEPT IN DECISION MAKING
- 11.1 MARGINAL COST AND MARGINAL COSTING
- 11.2 NEED FOR MARGINAL COSTING
- 11.3 FEATURES OF MARGINAL COSTING
- 12.0 PROFIT VOLUME COST ANALYSIS
- 12.1 OBJECTIVE OF COST VOLUME PROFIT ANALYSIS
- 12.2 ELEMENTS OF COST VOLUME PROFIT ANALYSIS
- 12.3 MARGINAL COST EQUATION
- 12.4 CONTRIBUTION
- 12.5 MARGIN OF SAFETY
- 12.6 BREAK –EVEN ANALYSIS (BOTH ON UNIT AND ON VOLUME)
- 12.7 P/V RATIO
- 13.0 BASIC STANDARD COSTING
- 13.1 STANDARD COST AND STANDARD COSTING
- 13.2 DIFFERENCE BETWEEN STANDARD COST AND MARGINAL COSTING

#### **SECTION D**

- 6.0 BUDGETING
- 6.1 MEANING, NEED FOR BUDGETING
- 6.2 MEANING OF BUDGET AND TYPES OF BUDGETS AND CASH BUDGET
- 7.0 DEPARTMENTAL ACCOUNTING IN HOTELS
- 7.1 MEANING AND PURPOSE
- 7.2 METHODS
- 7.3 ALLOCATION AND APPORTIONMENT

#### **Reference :**

- |                             |   |                 |
|-----------------------------|---|-----------------|
| 1. Principles of Accounting | – | N. Vinayakan    |
| 2. Advanced Accounting      | – | Shukla – Grewal |
| 3. Double Entry Bookkeeping | – | T.S. Grewal     |

#### **FOOD SCIENCE AND NUTRITION /S/430**

**Subject Code : BSCHM**

#### **SECTION A**

##### **FOOD MICROBIOLOGY**

- 1.0 FOOD MICROBES
- 1.1 INTRODUCTION , ITS IMPORTANCE IN RELATION TO FOOD HANDLING, PREPARATION & SERVICE
- 2.0 MICROBES
- 2.1 CLASSIFICATION
- 2.2 BACTERIA ( MORPHOLOGICAL, CULTURAL & PHYSIOLOGICAL CHARACTERISTICS )
- 2.3 GROUPS OF BACTERIA IMPORTANT IN FOOD BACTERIOLOGY
- 2.4 FACTORS AFFECTING GROWTH PH , OSMOTIC PRESSURE , LIGHT, MOISTURE & TIME
- 2.5 BENEFICIAL EFFECTS OF BACTERIA
- 2.6 HARMFUL EFFECTS OF BACTERIAL ACTIVITYFOOD SPOILAGE, PUTREFACTION & DECAY, TOXINS & INFECTIONS, FOOD POISONING, METHOD OF CONTROL
- 3.0 YEAST
- 3.1 CLASSIFICATION
- 3.2 GENERAL CHARACTERISTICS OF YIEST

### 3.3 IMPORTANCE OF YEAST IN FOOD INDUSTRY

#### SECTION B

##### 4.0 MOULD

##### 4.1 CLASSIFICATION AND IDENTIFICATION

##### 4.2 GENERAL CHARACTERISTICS OF MOULDS

##### 4.3 MORPHOLOGY MUCUS, RHIZOPUS, PENICILIUM & ASPERGILLES

##### 4.4 BENEFICIAL EFFECTS OF MOULDS CHEESE RIPENING, ENZYMES, ANTIBIOTICS

##### 4.5 HARMFUL EFFECTS OF MOULDS MICROTOXINS & SPOILAGE

##### 5.0 STERILIZATION & PASTEURIZATION

##### 5.1 STERILIZATION BY: HEAT (DRY & MOIST); LIGHT; DESSICATION; RADIATION

##### 5.2 PASTEURIZATION OF MILK LTST & HTST METHOD, BUTTER, CREAM CHEESE, FRUIT JUICES ETC. STERILIZATION OF MILK & WATER

##### 6.0 PRESERVATION OF FOOD

##### 6.1 PRINCIPLES OF PRESERVATION 6.5 IRRADIATION PRINCIPLE

##### 6.2 CANNING OF FOOD 6.6 CHEMICAL PRESERVATION

##### 6.3 HIGH TEMPERATURE (STERILIZATION & PASTEURIZATION)

##### 6.4 PRESERVATION BY MEANS OF LOW TEMPERATURE

#### SECTION C

##### NUTRITION

##### 1.0 INTRODUCTION

##### 1.1 DEFINITION & IMPORTANCE OF NUTRITION

##### 1.2 FUNCTION OF FOOD

##### 1.3 CLASSIFICATION OF NUTRIENTS & FOOD

##### 2.0 FATS

##### 2.1 FUNCTIONS OF FAT & ESSENTIAL FATTY ACID

##### 2.2 DAILY REQUIREMENTS, EXCESS & DEFICIENCY

##### 2.3 FOOD SOURCES

##### 3.0 PROTEINS

##### 3.1 FUNCTIONS

##### 6.7 DAILY REQUIREMENTS, EXCESS & DEFICIENCY

##### 6.8 FOOD SOURCES

##### 4.0 CARBOHYDRATES

##### 4.1 FUNCTIONS

##### 4.2 DAILY REQUIREMENTS, EXCESS & DEFICIENCY

##### 4.3 FOOD SOURCES

##### 5.0 VITAMINS

##### 5.1 CLASSIFICATION

##### 5.2 FUNCTIONS

##### 5.3 DAILY REQUIREMENTS, EXCESS & DEFICIENCY

##### 5.4 FOOD SOURCES

#### SECTION D

##### 6.0 MINERAL ELEMENTS

##### 6.1 CLASSIFICATION

##### 6.2 FUNCTIONS

##### 6.3 DAILY REQUIREMENTS, EXCESS & DEFICIENCY

##### 6.4 FOOD SOURCES

##### 7.0 WATER

##### 7.1 IMPORTANCE

##### 7.2 WATER BALANCE

##### 7.3 DEFICIENCY & ORAL REHYDRATION

##### 8.0 ENERGY REQUIREMENTS FOR HUMAN BODY

##### 8.1 CALORIE DEFINITION

##### 8.2 ENERGY REQUIREMENTS FACTORS AFFECTING IT

##### 8.3 ENERGY REQUIREMENTS FOR VARIOUS AGE GROUPS

##### 9.0 NUTRITIONAL DISORDERS & DEFICIENCIES

##### 9.1 OVERWEIGHT & OBESITY ILL EFFECT

- 9.2 UNDERNUTRITIONVARIOUS DISEASES
- 10.0 BALNCED DIET
- 10.1 MEANING & IMPORTANCE OF BALANCED DIET / MENU PLANNING
- 10.2 FOUR FOOD GROUPS PLANS AS THE BASIS
- 10.3 FACTORS EFFECTING MENU PLANNING
- 10.4 DAILY REQUIREMENTSRECOMMENDED FOOD TABLE FOR SCHOOL CHILDREN, ADOLESCENTS & ADULT MAN & WOMAN TO FORM A BASIS FOR MEAL PLANNING

**Reference :**

- Food and Nutrition – Dr. M. Swaminathan.
- Food Microbiology – P. N. Mishra
- Food Science – Potter & Hotchkiss.
- Fundamentals of food and nutrition – Mudambi & Rajgopal 4 th edition 2001

**COMMUNICATION SKILLS**

**Subject Code : BSCHM/S/440**

**SECTION A**

**1 COMMUNICATION**

- 1.1 COMMUNICATION DEFINED
- 1.2 NATURE & IMPORTANCE OF COMMUNICATION
- 1.3 PURPOSE OF COMMUNICATION IN A BUSINESS ENTERPRISE

**2 THE COMMUNICATION PROCESS**

- 2.1 THE IMPORTANT "C"S IN COMMUNICATION
- 2.2 PATTERNS OF COMMUNICATION IN AN ORGANIZATION
- 2.5 GRAPEVINE THE INFORMATION COMMUNICATION; ITS EFFECTIVE USAGE
- 2.6 DIFFERENCE BETWEEN "FACE TO FACE" AND "ORAL" COMMUNICATION

**SECTION B**

**3 MANAGEMENT COMMUNICATION**

- 3.1 MEANING; IMPORTANCE
- 3.2 UPWARD AND DOWNWARD COMMUNICATION
- 3.3 COMMUNICATION IN SPECIALISED GROUPS

**4 BARRIERS TO EFFECTIVE COMMUNICATION**

- 4.1 INTRODUCTION; TYPES OF BARRIERS
- 4.2 EXTERNAL BARRIERS
- 4.3 ORGANIZATIONAL BARRIERS
- 4.4 PERSONAL BARRIERS
- 4.5 STEPS TO MAKE COMMUNICATION EFFECTIVE

**SECTION C**

**5 BUSINESS CORRESPONDENCE**

- 5.1 WRITING AN APPLICATION
- 5.2 WRITING A CURRICULUM VITAE
- 5.3 WRITING OF LETTERS IN HANDLING HOTEL RESERVATION REQUEST, HANDLING GUEST COMPLAINT
- 5.4 MEMORANDUMS
- 5.5 NOTICES
- 5.6 TENDERS
- 5.7 QUOTATIONS
- 5.8 INVOICES

**6 REPORT WRITING**

- 6.1 BASIC FORMAT OF REPORTS
- 6.2 EVALUATION & APPRAISAL REPORTS
- 6.3 REPORTS CONNECTED WITH HOTEL INDUSTRY
- 6.4 WRITING PROJECT REPORTS

## **SECTION D**

### **7 PRACTICAL COMMUNICATION SKILLS**

- 7.1 GROUP DISCUSSIONS
- 7.2 QUIZ CONTESTS, ELOCUTIONS, DEBATES, JAM
- 7.3 MOCK INTERVIEW SESSIONS

### **8 NONVERBAL COMMUNICATION**

### **9 TYPES OF INTERVIEW**

### **10 LISTENING SKILLS**

### **11 PERSONALITY DEVELOPMENT**

#### **Reference :**

- |                           |   |                   |
|---------------------------|---|-------------------|
| 1. Business Communication | – | K. K. Sinha.      |
| 2. Business Communication | – | Pal & Korlahalli. |
| 3. Basic Grammar          | – | Wren & Martin     |

## **FIFTH SEMESTER**

### **FOOD PRODUCTION & BAKERY III**

**Subject Code BSCHM/S/510**

#### **SECTION A**

#### **FOOD PRODUCTION**

##### **1 RECHAUFFÉ COOKERY**

- 1.1 CHANGES IN FOOD ITEMS
- 1.2 OPTIMUM UTILIZATION

##### **2 FORCEMEAT**

- 2.1 TYPES
- 2.2 MEAT USED
- 2.3 BASIC STRUCTURE

##### **3 PATE ,TERRINE AND OTHER GARDEMANGER PRODUCTS.**

- 3.1 TYPES AND USES

##### **4 FARINACEOUS COOKERY**

- 4.1 ITEMS INCORPORATED IN FARINACEOUS COOKERY ( NOODLES, RICE, CEREALS, GRAINS)

#### **SECTION B**

##### **5 FOOD PRESENTATION & GARNISH**

- 5.1 VARIOUS ASPECTS OF PRESENTATION; MATERIALS USED

##### **6 STANDARDIZATION OF RECIPES**

- 6.1 STRUCTURE OF RECIPE
- 6.2 STANDARD RECIPE

##### **7 PURCHASING**

- 7.1 RECEIVING
- 7.2 ORDERING
- 7.3 MOVEMENTS OF GOODS
- 7.4 PURCHASING TECHNIQUES

## SECTION C

### 8 FOOD COST & CONTROL

- 8.1 COSTING OF DISH
- 8.2 CONTROL CYCLE
- 8.3 VARIOUS REPORTS

### BAKERY & PATISSERIE

- 1.0 CREAMS & CUSTARDS
- 1.1 INGREDIENTS, TYPES, EXAMPLES
- 2.0 FILLINGS
- 2.1 INGREDIENTS, TYPES, EXAMPLES

## SECTION D

- 3.0 MERINGUES
- 3.1 DIFFERENT METHODS OF MAKING, FUNCTIONS, PRECAUTIONS
- 4.0 SUGAR COOKERY
- 4.1 MANUFACTURING, SYRUPS, TYPES, STAGES OF COOKING WITH TEMPERATURES; USAGE
- 5.0 CHOCOLATE COOKERY
- 5.1 ORIGIN OF CHOCOLATE
- 5.2 MANUFACTURING
- 5.3 TYPES
- 5.4 TECHNIQUES OF WORKING WITH CHOCOLATE
- 5.4 USAGE
- 6.0 FROSTINGS AND TOPPINGS
- 7.0 BASIC DECORATIVE ITEMS

### References:

- |                         |   |                   |
|-------------------------|---|-------------------|
| Theory of Cookery       | – | K. Arora          |
| Modern Cookery          | – | hangam E. Phillip |
| Theory of Catering      | – | Kinton & Ceserani |
| Practical Cookery       | – | Kinton & Ceserani |
| Basic Baking            | – | S. C. Dubey       |
| Larousse Gastronomique. |   |                   |
| Professional Baking     | – | Wayes Gissler     |
| Indian Cookery          | – | Prasad.           |
| A Taste of India        | – | Madhur Jaffrey.   |

## FOOD PRODUCTION & BAKERY – III PRACTICAL

Subject Code : BSCHM/S/520

### Cookery

- Ø Preparing for French Menus
- Ø Preparing for Italian Menus
- Ø Preparing for Chinese Menus
- Ø Preparing for Mexican Menus
- Ø Preparing for Thai Menus
- Ø On Plate presentation of Above Menus. Patisserie
- Ø Preparation & Application of Cream, Filling & Custards & Their uses
- Ø Sugar Products
- Ø Chocolate Confectionery

## FOOD & BEVERAGE MANAGEMENT

Subject Code : BSCHM/S/530

### SECTION A

- 1.0 RESTAURANT PLANNING & LAYOUT

- 1.1 CHOOSING OF LOCATION
- 1.2 LAYOUT PLANNING
- 1.3 DÉCOR
- 1.4 FURNISHING, FIXTURES & FITTINGS
- 1.5 EQUIPMENT SELECTION

#### **SECTION B**

- 2.0 MENU PLANNING
- 2.1 OBJECTIVES & PROCEDURES
- 2.2 MENU PLANNING CONSIDERATIONS & CONSTRAINTS
- 2.3 MENU DESIGNING
- 2.4 MENU MERCHANDISING

#### **SECTION C**

- 3.0 CYCLES OF CONTROL
- 3.1 PURCHASING
- 3.2 RECEIVING
- 3.3 STORING
- 3.4 ISSUING
- 3.5 PREPARATION
- 3.6 COSTING & SELLING
- 3.7 CONTROL
- 4.0 LIQUOR CONTROL
- 4.1 PURCHASE PROCEDURES
- 4.2 ASSESSMENT OF QUALITY
- 4.3 STOCK CONTROL
- 4.4 BEVERAGE SALES CONTROL

#### **SECTION D**

- 5.0 BUDGETS & BUDGETARY CONTROL
- 5.1 DEFINITION, DIFFERENT TYPES OF BUDGETING
- 5.2 DIFFERENT STEPS OF PREPARING DIFFERENT BUDGETS
- 5.3 BUDGETARY CONTROL
- 5.4 FORMATS FOR BUDGETING
- 6.0 MANPOWER PLANNING
- 6.1 JOB DESCRIPTION
- 6.2 JOB SPECIFICATION
- 6.3 RECRUITMENT
- 6.5 INDUCTION & TRAINING

#### **Reference:**

F&B Service Manual	–	Sudhir Andrews
F&B Service	–	Lilicarp
The Waiter	–	John Füller
Wine Encyclopedia	–	Grossmann
Wine Guide	–	Larousse
F&B Operations & Management	–	Brian Verghese
Bar Attendants Handbook	–	Bar Tenderer

#### **FRONT OFFICE MANAGEMENT**

**Subject Code : BSCHM /S/540**

#### **SECTION A**

- 1.0 ESTABLISHING ROOM RATES
- 1.1 MARKET CONDITION APPROACH
- 1.2 RULEOFTHUMB APPROACH
- 1.3 HUBBART FORMULA
- 2.0 FORECASTING ROOM AVAILABILITY
- 2.1 FORECASTING DATA

- 2.2 FORECAST FORMULA
- 2.3 SAMPLE FORECAST FORMS

## **SECTION B**

- 3.0 BUDGETING FOR OPERATIONS
- 3.1 FORECASTING ROOMS REVENUE
- 3.2 ESTIMATING EXPENSES
- 3.3 REFINING BUDGET PLANS
- 4.0 EVALUATING FRONT OFFICE OPERATIONS
- 4.1 DAILY OPERATIONS REPORT
- 4.2 OCCUPANCY RATIOS
- 4.3 ROOMS REVENUE ANALYSIS
- 4.4 HOTEL INCOME STATEMENTS
- 4.5 ROOM SCHEDULE
- 4.6 ROOMS DIVISION BUDGET REPORTS
- 4.7 OPERATING RATIOS

## **SECTION C**

- 5.0 YIELD MANAGEMENT
- 5.1 CONCEPT OF YIELD MANAGEMENT
- 5.1.1 OCCUPANCY PERCENTAGE
- 5.1.2 AVERAGE ROOM RATE
- 5.1.3 REVENUE PER AVAILABLE ROOM
- 5.1.4 HISTORY OF YIELD MANAGEMENT
- 5.1.5 COMPONENTS OF YIELD MANAGEMENT
- 5.1.6 APPLICATION OF YIELD MANAGEMENT
- 6.0 MEASURING YIELD
- 6.1 POTENTIAL AVERAGE SGL / DBL RATE
- 6.2 MULTIPLE OCCUPANCY PERCENTAGE
- 6.3 RATE SPREAD
- 6.4 POTENTIAL AVERAGE RATE
- 6.5 ROOM RATE ACHIEVEMENT FACTOR
- 6.6 YIELD STATISTIC
- 6.7 EQUIVALENT OCCUPANCY
- 6.8 REQUIRED NONROOM REVENUE PER GUEST

## **SECTION D**

- 7.0 ELEMENTS OF YIELD MANAGEMENT
- 7.1 GROUP ROOM SALES
- 7.2 TRANSIENT ROOM SALES
- 7.3 FOOD & BEVERAGE ACTIVITY
- 7.4 SPECIAL EVENTS
- 7.5 USING YIELD MANAGEMENT
- 8.0 HUMAN RELATIONS MANAGEMENT
- 8.1 RECRUITMENT
- 8.1.1 INTERNAL
- 8.1.2 EXTERNAL
- 8.2 SELECTION
- 8.2.1 SELECTION TOOLS
- 8.2.2 SCREENING APPLICATIONS
- 8.2.3 INTERVIEW
- 8.3 HIRING
- 8.3.1 JOB OFFERS
- 8.3.2 PROCESSING PERSONNEL RECORDS
- 8.4 ORIENTATION / INDUCTION
- 8.5 SKILL TRAINING
- 8.6 STAFF SCHEDULING
- 8.7 STAFF MOTIVATION
- 8.7.1 TRAINING
- 8.7.2 CROSSTRAINING
- 8.7.3 RECOGNITION

- 8.7.4 COMMUNICATION
- 8.7.5 INCENTIVE PROGRAMES
- 8.7.6 PERFORMANCE APPRAISALS

**Reference:**

- |  |                                  |
|--|----------------------------------|
| Front Office Training manual               | – Sudhir Andrews.                |
| Managing Front Office Operations           | – Kasavana & Brooks              |
| Front Office – operations and management   | – Ahmed Ismail (Thomson Delmar). |
| Managing Computers in Hospitality Industry | – Michael Kasavana & Cahell.     |
| Front Office Operations                    | – Colin Dix & Chris Baird.       |
| Front Office Operations & Management       | – S. Bhatnagar                   |

**ACCOMODATION MANAGEMENT**

**Subject Code : BSCHM /S/550**

**SECTION A**

- 1.0 RECRUITMENT OF STAFF
- 1.1 JOB SPECIFICATIONS & JOB DESCRIPTIONS
- 1.2 DUTY ROTAS, MANUAL FOR STANDARD HOUSEKEEPING PROCEDURES OF COMMERCIAL ESTABLISHMENTS
- 2.0 INDUCTION & TRAINING OF HOTEL HOUSEKEEPING STAFF
- 3.0 WORKING METHODS
- 3.1 OPTIMUM TIME REQUIREMENT
- 3.2 PLANNING OF WORK METHODS

**SECTION B**

- 4.0 BUDGETING
- 4.1 DEFINITION
- 4.2 CAPITAL & OPERATIONAL BUDGET
- 4.3 ADVANTAGES
- 4.4 PREPARATION OF A BUDGET
- 4.5 BUDGETARY CONTROL
- 5.0 PURCHASING
- 5.1 DEPARTMENT REQUIREMENTS
- 5.2 METHODS OF PURCHASING

**SECTION C**

- 6.0 FLOWER ARRANGEMENT
- 6.1 PURPOSE OF FLOWER ARRANGEMENT, PLACEMENT & LEVEL OF PLACEMENT WITH RELEVANT EXAMPLES
- 6.2 EQUIPMENT & MATERIALS REQUIRED
- 6.3 CONDITIONING OF PLANT MATERIAL
- 6.4 STYLES OF FLOWER ARRANGEMENT ( WESTERN, JAPANESE, FREESTYLE & ABSTRACT )
- 6.5 PRINCIPLE OF FLOWER ARRANGEMENT (DESIGN, SCALE, BALANCE, FOCAL POINT, RHYTHM, TEXTURE, REPETITION , UNITY & HARMONY)
- 7.0 INTERIOR DECORATION
- 7.1 ROLE OF COLOUR, TEXTURE, PATTERN, LIGHTING, HEATING & VENTILLATION
- 7.2 THEME DECORATION SUSPENDED, FLOOR, WALL, CENTRE PIECE
- 7.3 OCCASIONS FOR SPECIAL DECORATIONS
- 7.4 MATERIALS USED AND COST INCURRED
- 8.0 FURNITURE
- 8.1 TYPES
- 8.2 CARE AND CLEANING

**SECTION D**

- 9.0 CONTRACT CLEANING
- 9.1 TYPES OF CONTRACT CLEANING
- 9.2 METHODS OF PRICING OF CONTRACT CLEANING
- 9.3 ADVANTAGES AND DISADVANTAGES OF CONTRACT CLEANING



- 10.0 CONTROLS IN HOUSEKEEPING DEPARTMENT
- 10.1 PURPOSE
- 10.2 EXPENSES
- 10.3 FUNCTIONING
- 10.3 FORMS

**Reference:**

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
- The Professional Housekeeper – Tucker Schneider, VNR.

## **SIXTH SEMESTER**

### **HYGIENE & SANITATION CONCERNS OF THE HOSPITALITY INDUSTRY**

**Subject Code : BSCHM/S/610**

#### **SECTION A**

- 1.0 INTRODUCTION
- 1.1 MEANING,& DEFINITION OF HYGIENE & SANITATION
- 1.2 IFICANCE OF HYGIENE AND SANITATION IN THE CATERING INDUSTRY
- 2.0 FOOD CONTAMINATION AND SPOILAGE
- 2.1 SOURCES OF CONTAMINATION
- 2.2 CONDITIONS THAT LEAD TO FOOD SPOILAGE
- 2.3 SIGNS OF SPOILAGE IN FRESH, DRY AND PRESERVED FOODS
- 3.0 FOOD STORAGE
- 3.1 GENERAL GUIDELINES FOR FOOD STORAGE
- 3.2 STORAGE OF SPECIFIC FOODS MEAT; POULTRY; EGGS; SEAFOOD; DAIRY PRODUCTS; VEGETABLES
- 3.3 STORAGE OF FOOD AT HIGH TEMPERATURES
- 3.4 COLD STORAGE OF FOOD.

#### **SECTION B**

- 4.0 SANITARY PROCEDURES WHILE PREPARING, SERVING & DISPLAYING FOOD
- 4.1 BASIC RULES TO BE OBSERVED DURING FOOD PREPARATION
- 4.2 BASIC RULES TO BE OBSERVED DURING FOOD SERVICE
- 4.3 PROTECTIVE DISPLAY OF FOOD
- 4.4 RULES TO BE OBSERVED WHILE HANDLING FOOD IN:
  - 4.4.1 MOBILE FOOD UNITS
  - 4.4.2 OUTDOOR CATERING
  - 4.4.3 STREET SIDE CATERING UNITS
- 5.0 PERSONAL HYGIENE
- 5.1 NECESSITY FOR PERSONAL HYGIENE
- 5.2 GUIDELINES FOR PERSONAL HYGIENE
- 5.3 SANITARY PRACTICES
- 5.4 DOS AND DON'TS WHILE HANDLING FOOD
- 6.0 CLEANING PROCEDURES FOR HOSPITALITY PREMISES & EQUIPMENT
- 6.1 CLEANING AND SANITISING
- 6.2 GENERAL GUIDELINES FOR CLEANING EQUIPMENT
- 6.3 DEVELOPMENT AND IMPLEMENTATION OF EFFICIENT CLEANING PROGRAMMES
- 6.4 CLEANING PROCEDURES IN FOOD PREPARATION & SERVICE AREAS
- 6.5 CLEANING OF PREMISES AND SURROUNDINGS

#### **SECTION C**

- 7.0 WATER SUPPLY
- 7.1 RESOURCES OF WATER
- 7.2 CONTAMINATION OF WATER

- 7.3 HAZARDS OF WATER POLLUTION
- 7.4 WATER QUALITY STANDARDS
- 7.5 PURIFICATION OF WATER
- 7.6 CONTAMINATION OF WATER SUPPLY
- 7.7 WATER MANAGEMENT
- 7.8 RECYCLING OF WATER
- 8.0 WASTE DISPOSAL
- 8.1 SOLID WASTES AND THEIR DISPOSAL
- 8.2 LIQUID WASTES (SEWAGE) AND THEIR DISPOSAL
- 8.3 GASEOUS WASTES AND THEIR DISPOSAL
- 9.0 ENVIRONMENTAL POLLUTION
- 9.1 DEFINITION OF POLLUTION AND POLLUTANTS
- 9.2 AIR POLLUTION
- 9.2 WATER POLLUTION
- 9.3 NOISE POLLUTION
- 9.4 MEASURES TO CHECK POLLUTION (POLLUTION CONTROL)
- 9.5 REGULATION FOR POLLUTION IN INDIA

#### **SECTION D**

- 10.0 MANAGEMENT AND SANITATION
- 10.1 SANITATION TRAINING AND EDUCATION
- 10.2 STEPS IN PLANNING AND IMPLEMENTING A TRAINING PROGRAMME
- 10.3 HAZARD ANALYSIS & CRITICAL CONTROL POINT (HACCP)
- 11.0 SANITATION REGULATIONS AND STANDARDS
- 11.1 REGULATORY AGENCIES IN INDIA
- 11.2 CONTROL OF FOOD QUALITY
- 11.3 LOCAL HEALTH AUTHORITY

**Reference : Hygiene & Sanitation Hodder**

**COMPUTER APPLICATIONS IN THE HOSPITALITY INDUSTRY      Subject Code : BSCHM/S/620**

#### **SECTION A**

- 1.0 COMPUTER BASED RESERVATION SYSTEMS MODULE
- 1.1 CENTRAL RESERVATION SYSTEMS
- 1.1.1 AFFILIATE & NONAFFILIATE SYSTEMS
- 1.1.2 CENTRAL RESERVATION SYSTEM FUNCTIONS AND DISTRIBUTED RESERVATION SYSTEM
- 1.2 PROPERTY LEVEL RESERVATION SYSTEMS
- 1.2.1 RESERVATION INQUIRY
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9.0 CRM (CUSTOMER RELATION MANAGEMENT)  
9.1 MEANING  
9.2 IMPORTANCE OF CRM  
9.3 ELEMENTS OF CRM

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**APPLICATION OF COMPUTERS IN HOSPITALITY I  
INDUSTRY PRACTICAL**

**Subject Code : BSCHM/S/630**

**Section A**

Basic Component of General Hotel Management Software

**Section B**

Exposure in Computer Based Reservation System Module

1. Central Reservation Systems
2. Property Level Reservation Systems

**Section C**

1. Room Management & Guest Accounting Applications
2. Guest Accounting Module
3. Food & Beverage Service Applications

**TOURISM**

**Subject Code : BSCHM/S/640**

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- 1.2 EARLY HISTORY
- 1.3 DEVELOPMENT OF TOURISM
- 1.4 FORMS & TYPES OF TOURISM
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- 1.6 GEOGRAPHICAL RESOURCES FOR TOURISM
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- 9.6 SOCIO ECONOMIC SIGNIFICANCE OF TOURISM

### **10 VARIOUS TOURIST ATTRACTIONS OF INDIA**

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- 1.0 DEFINITION & ROLE OF HUMAN RESOURCE DEVELOPMENT
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GOOD INDUSTRIAL RELATIONS

10.7 LABOUR WELFARE MEASURES

12.4 DISCIPLINARY PROCEDURES

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