

**MADURAI KAMARAJ UNIVERSITY
PALKALAI NAGAR, MADURAI-21**

**REGULATIONS AND SYLLABUS(CBCS) FOR
B.Sc., DEGREE IN HOTEL MANAGEMENT AND CATERING SCIENCE**

1. INTRODUCTION OF THE PROGRAMME:

Learn about the basic skills and competencies involved in working within the hospitality industry and an understanding of how the industry operates in its different forms by studying the course Introduction to Hospitality Management Studies. The course first introduces you to the main characteristics of the hospitality industry such as products and services, communication with customers and with staff, relationship building such as developing repeat customers, cultural diversity and labour. You will also gain an understanding of the relationship between the hospitality industry and the tourism sector, as well as an overview of the different career prospects and opportunities available in the hospitality industry. Next, you will learn about the accommodation sector and the different types of accommodation, from city centre hotels to villas and chalets, as well as the different types of specialized hotels. You will then learn about hotel rating systems, the criteria involved, and the organizations that develop and apply the systems to hotels. Finally, you will learn about the accommodation product which refers to rooms and related products and services that hotel guests will utilize. You will learn about the various types of hotel rooms, their grading systems as well as the different types of bed associated with each room type. You will also learn about the different types of hotel guest and how to interpret and evaluate the different types of requests that are made by guests. This course will be of great interest to professionals working in the hospitality industry who would like to learn more about the main characteristics of the hospitality industry. The course will also be of great interest to people who wish to gain employment or a career in the hospitality sector, and to owners of hospitality focused businesses.

2. ELIGIBILITY FOR ADMISSION:

A candidate for admission to B.Sc., Hotel Management and Catering Science shall be required to have passed the Higher Secondary Examination or 10 + 2 or an Examination accepted as equivalent there to by the Madurai Kamaraj University with a minimum of 35% of marks in Aggregate.

AGE LIMIT: The maximum age limit to admit a candidate in B.Sc., Hospitality and Airline Catering Management is 25 years and for SC/ST students 3 years of relaxation can be given.

3. OBJECTIVES OF THE PROGRAMME

The main objectives of the programme are to:

- Provide the student with an introduction to the world of hospitality particularly to business as it applies to the hotel industry. More specifically, the course will provide an opportunity for you.
- Become acquainted with the social, economic and environmental context within which the hospitality industry operates.

- Understand the structure, nature and operating characteristics of the different sectors of the hospitality industry: food service, lodging and tourism, cruise line, airline and other welfare sectors also.
- Obtain an appreciation of the various functions of management and their interrelationships with other key concerns of managers such as accounts, marketing, finance and human resource management and to identify the role of managers in the hospitality industry and to highlight their principal responsibilities.
- Provide an opportunity for further developing those skills which are important to learning, e.g. library skills, study skills, and so forth
- Be able to judge whether the hospitality profession suits your abilities, tastes, and career interests.

4. OUTCOME OF THE PROGRAMME

Learning Outcomes: After completion of the course students will be expected to be able to: Explain the relation of lodging and food service operations to the travel and tourism industry. Describe the role of the travel and tourism industry and its economic impact on the local, national and international levels. Cite opportunities for education, training and career development in the hospitality industry. Demonstrate knowledge of the history of the lodging and food service industry. Analyze, evaluate and discuss several aspects, development and trends which have affected lodging and food service operations in recent years and which will continue to have an impact on the industry in the future. Endorse the general classifications of hotels and describe the most distinctive features of each. Describe the seven common divisions or functional areas of the hotel organization (Rooms, Food and Beverage, Engineering and Maintenance, Marketing and Sales, Accounting, Human Resources, and Security) and explain the responsibilities and activities of each. Outline and explain the main classifications of food service. Describe the organization, structure and functional areas in commercial and institutional food service operation. Aspects of food and beverage controls, which pertain to food and beverage sales, payroll planning and production standards.

5. CORE SUBJECT PAPER:

All the core papers are mentioned inside the course structure.

6. SUBJECT ELECTIVE PAPER:

The subject elective papers are mentioned inside the course structure.

7. NON – MAJOR ELECTIVE PAPER:

Non Major Elective paper as prescribed by the Department of Hotel Management

8. UNITIZATION:

Each Subject is segregated into five units with each unit consisting of equal distribution of major concepts.

9. PATTERN OF SEMESTER EXAM:

Examination will be conducted at the end of each semester. Each Semester has two patterns of examination namely Internal (25 marks) and external (75marks).

10. SCHEME FOR INTERNAL ASSESSMENT:

The Internal assessment will be as follows:

Test	=	10Marks (Average of the best two tests)
Assignment	=	5 marks
Seminar / Group Discussion	=	5 marks
Peer- team – teaching	=	5 marks
Total	=	25 marks

11. EXTERNAL EXAM:

External Examination will be conducted as semester exams as per University norms with common question paper for all affiliated colleges.

12. QUESTION PAPER PATTERN:

The existing pattern of Question paper will be as follows:

Time: 3 hrs

Max. Marks: 75

Section A: (10 X1 = 10 marks)

Question No. 1 to 10 (Multiple Choice)

- 1) Two Questions from each unit.
- 2) Four Choices in each question
- 3) No “None of These’ Choice should be given.

Section B: (5 x 7 = 35 marks)

Answer all the questions choosing either (a) or (b)

Answers not exceeding two pages

(One question from each unit)	11 (a) or 11 (b)
	12 (a) or 12 (b)
	13 (a) or 13 (b)
	14 (a) or 14 (b)
	15 (a) or 15 (b)

Section C: (3x10=30 marks)

Answer not exceeding four pages

Answer any three out of five (one question from each unit)

Question 16 – 20

13. SCHEME FOR EVALUATION:

External Evaluation is done at the University level by Central Evaluation Procedure.

14. PASSING MINIMUM:

Passing Minimum for the PG Course is 50 marks in Internal and External Separately.

15. MODEL QUESTIONS:

**MADURAI KAMARAJ UNIVERSITY THEORY EXAMINATIONS
MODEL QUESTION PAPER**

FOOD PRODUCTION AND PATISEERIE - I

Time: three hours

maximum: 75marks

SECTION A- (10 x 1=10)

Answer ALL questions.

1. Marzipan is made from _____

- a) Cashew paste b) Almond paste
- c) Coconut paste c) Pista paste

2. Yeast derived from _____

- a) Molasses b) Grapes
- c) Orange d) Corn

3. Which is the Bread diseases.

- a) Salmonilla b) fungus
- c) F1 N1 d) Rope

4.1 C = _____ F

- a) 46 F b) 32 F
- c) 36 F d) 38 F

5. Which one is called Bread rolls

- a) Croissants b) Coconut bread
- c) Cookies d) Cheese sticks

6. The protein in flour is _____

- a) Albumin b) Riboflavin
- c) Flam bin d) Gluten

7. In the rolls which one is stuffed (or) topped with Jams and Fruits

- a) French loafs b) Swiss rolls
- c) Pancake d) Bread rolls

8. What flour is ideal for making pastry

- a) Soft flour
- b) Strong flour
- c) Corn flour
- d) Rice flour

9. Which one is main ingredient for butter cream

- a) Margarine
- b) fat and sugar
- c) Baking soda
- d) Essence

10. Who is the pioneer of bread baking in to art

- a) The Greeks
- b) the England
- c) The France
- d) The China

SECTION-B

(5 x 7=35)

11. a) Explain the parts of wheat with diagram

Or

b) What are the bread making methods

12. a) What is yeast? Write the functions of yeast in bread making.

Or

b) What are the faults comes in cake making.

13. a) Explain the different types of sponge

Or

b) Write any two name of cookies with recipe

14. a) Define the role of sugar in bakery products

Or

b) Define the role of eggs

15. a) Explain the frozen desserts with example

Or

b) Define the different types of icings

SECTION-C

(3 x 10=30)

16. What are the Raising agents? Explain its functions.

17. Explain the different types of pastry.

18. Explain the making process of muffins and croissants.
19. Draw the diagram of egg and explain its role
20. Elucidate the different types of ovens and its functions.

16. TEACHING METHODOLOGY:

To enhance the quality of students through creative and effective teaching the following teaching methodologies by classroom teaching methods, Practical training, Power Point Presentation classes, Guest lectures, Demonstrations and Internship for 22 weeks and study tour programmes.

17. TEXT BOOKS:

The text books are mentioned below each individual paper.

18. REFERENCE BOOKS:

The reference books are mentioned below each individual paper.

19. RETOTALLING AND REVALUATION PROVISION:

Revaluation and re totalling shall be pursued by submission of respective application forms duly filled and authorised by the head of the Institution as per University norms. The applications must reach the University within the stipulated time frame as set by University.

20. TRANSITORY PROVISION:

The revision of syllabus shall be done once in three years for better enhancement and updations.

21. SUBJECT AND PAPER RELATED WEBSITE:

The websites are mentioned below the reference books column for every subject.

**COURSE STRUCTURE
FIRST YEAR**

FIRST SEMESTER

<i>Subject</i>	<i>Course</i>	<i>Hour</i>	<i>Credit</i>
Part I: Hotel French-I			
OR	1	6	3
Part I : Tamil - I			
Part II: English – I	1	6	3
Part III Core- Major			
Food Production & Patisserie	1	2	4
Food Production & Patisserie Practical	--	4	--
Part III Allied I:			
Food & Beverage Service – I	1	2	4
Food & Beverage Service Practical – I	--	4	--
Part IV Skill Based Subject			
Basic Front Office Operation	1	2	4
Basic Accommodation Operation	1	2	4
Part IV Non Major Elective			
Basic Catering Service	1	2	2
Total	7	30	24

SECOND SEMESTER

Part I: Hotel French-II			
OR	1	6	3
Part I : Tamil II			
Part II: English-II	1	6	3
Part III Core Major			
Food Production & Patisserie Practical	1	4	4
Food & Beverage Service Practical – I	1	4	4
Part III Allied I			
Basic Front Office Operation Practical	1	2	2
Basic Accommodation Operation Practical	1	2	2
Part IV Skill Based Subject			
Hotel Accounts	1	2	2
Hygiene& Sanitation	1	2	2
Part IV Non Major Elective			
Basic Rooms Division Management	1	2	2

Total	9	30	24
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SECOND YEAR

THIRD SEMESTER

<i>Subject</i>	<i>Course</i>	<i>Hour</i>	<i>Credit</i>
Industrial Exposure Training (90 Days)			
Training Report& Viva - Voce	1	--	8
Total	1	--	8

Students of B.Sc Hotel Management & Catering Science have to undergo Industrial Exposure Training at various Star Category Hotels for One Semester (90 Days) and have to submit a detailed report on Training and Viva- Voce will be conducted for the same.

FOURTH SEMESTER

<i>Subject</i>	<i>Course</i>	<i>Hour</i>	<i>Credit</i>
Part III Core-Major			
Quantity Food Production	1	3	4
Quantity Food Production Practical	1	4	4
Food and Beverage Service – II	1	3	4
Food and Beverage Service Practical – II	1	4	4
Part III Allied I:			
Front Office Operation	1	2	2
Front Office Operation Practical	1	4	2
Accommodation Operation	1	2	2
Accommodation Operation Practical	1	4	2
Part III Allied II:			
Food and Beverage Management –I	1	2	2
Hospitality Marketing	1	2	1
Part IV			
Extension Activities	1	-	1
Total	11	30	28

**THIRD YEAR
FIFTH SEMESTER**

<i>Subject</i>	<i>Course</i>	<i>Hour</i>	<i>Credit</i>
Part III Core-Major			
Advanced Food Production	1	2	4
Advanced Food Production Practical	1	6	--
Food & Beverage Service – III	1	2	4
Food and Beverage Service Practical – III	1	6	--
Part III Allied I			
Front Office Management	1	3	4
Accommodation Management	1	3	4
Part III Allied II:			
Food and Beverage Management –II	1	2	3
Principles of Management	1	2	3
Skill Based Subject			
Hotel Law	1	2	2
Event Management	1	2	2
Part IV			
Environmental Studies	1	--	2
Total	11	30	28

SIXTH SEMESTER

Part III Core-Major			
Advanced Food Production Practical	1	6	4
Food and Beverage Service Practical - III	1	6	4
Part III Allied I			
Front Office Management Practical	1	3	4
Accommodation Management Practical	1	3	4
Part III Allied II:			
Hotel Economics & Entrepreneurship	1	2	2
Human Resource Management	1	2	2
Skill Based Subjects			
Canning and Preservation	1	2	2
Hotel Information Technology	1	2	2
Hotel Information Technology Practical	1	2	2
Part IV			

Value Education

1

2

2

Total10

30

28

SCHEME OF EXAMINATIONS

SUBJECT	Exam Duration	External Marks	Internal Marks	Total Marks
FIRST SEMESTER				
Hotel French-1 (OR) Tamil I	3	75	25	100
English-1	3	75	25	100
Core- Major Food Production & Patisserie	3	75	25	100
Allied I Food & Beverage Service - I	3	75	25	100
Skill Based Subject Basic Front Office Operation	3	75	25	100
Basic Accommodation Operation	3	75	25	100
Non Major Elective Basic Catering Service	3	75	25	100

SECOND SEMESTER				
Hotel French II (OR) Tamil II	3	75	25	100
English II	3	75	25	100
Core Major Food Production & Patisserie Practical	6	60	40	100
Food & Beverage Service Practical - I	3	60	40	100
Allied I Basic Accommodation Operation Practical	3	60	40	100
Basic Front Office Operation Practical	3	60	40	100
Skill Based Subject Hotel Accounts	3	75	25	100
Hygiene & Sanitation	3	75	25	100
Non Major Elective Basic Room Division Management	3	75	25	100

SECOND YEAR				
THIRD SEMESTER				
Subject	Exam Duration	Training Report	Viva – Voce	Total Marks
Industrial Exposure Training (90 days)	3	75	25	100
Students of B.Sc Hotel Management & Catering Science have to undergo Industrial Exposure Training at various Star Category Hotels for One Semester (90 Days) and have to submit a detailed report on Training and Viva- Voce will be conducted for the same.				

FOURTH SEMESTER				
SUBJECT	Exam Duration	External Marks	Internal Marks	Total Marks
Core-Major				
Quantity Food Production	3	75	25	100
Quantity Food production Practical	6	60	40	100
Food & Beverage Service - II	3	75	25	100
Food & Beverage Service Practical - II	3	60	40	100
Allied I				
Front Office Operation	3	75	25	100
Front Office Operation Practical	3	60	40	100
Accommodation Operation	3	75	25	100
Accommodation Operation Practical	3	60	40	100
Allied II				
Food and Beverage Management- I	3	75	25	100
Hospitality Marketing	3	75	25	100
Extension Activities	3	75	25	100

THIRD YEAR				
FIFTH SEMESTER				
SUBJECT	Exam Duration	External Marks	Internal Marks	Total Marks
Core Major				
Advanced Food Production	3	75	25	100
Food & Beverage Service - III	3	75	25	100
Allied I				
Front Office Management	3	75	25	100
Accommodation Management	3	75	25	100
Allied II				
Food and Beverage Management-II	3	75	25	100
Principles of Management	3	75	25	100
Skill Based Subject				
Hotel Law	3	75	25	100
Event Management	3	75	25	100
Environmental Studies	3	75	25	100

SIXTH SEMESTER				
SUBJECT	Exam Duration	External Marks	Internal Marks	Total Marks
Core Major				
Advanced Food Production Practical	6	60	40	100
Food and Beverage Service Practical - III	3	60	40	100
Allied I				
Front Office Management Practical	3	60	40	100
Accommodation Management Practical	3	60	40	100
Allied II				
Hotel Economics & Entrepreneurship	3	75	25	100
Human Resource Management	3	75	25	100
Skill Based Subject				
Canning and Preservation	3	75	25	100
Hotel Information Technology	3	75	25	100
Hotel Information Technology Practical	3	60	40	100
Value education	3	75	25	100

DETAILED SYLLABUS

Semester I

PART I HOTEL FRENCH

Revised Syllabus for Hotel French

B.Sc. (Hotel Management and Catering Science),

Prescribed Text Book: N.C. Mirakamal,

R. Venguattaramane

L'Hôtellerie et le tourisme

Samhitha Publications (2015), Chennai.

Lessons 1-5

SCHEME OF EXAMINATION

Question paper pattern for Hotel French (B.Sc., Hotel management)

Paper I:Hotel French I

75 marks

Section A (10 marks)

- I) Question Nos. 1-10:
Multiple choice questions from civilization part of the prescribed text book

Section B (5x7=35 marks)

- II) Questions Nos 11-15:
Grammar exercises from the prescribed text book

Choice A or B to be given in each exercise (11 a or b, ...)7 sentences to be given in each exercise

Section C (3x10=30 marks)

- III) Answer any three of the following questions:
Question No. 16: One seen text for comprehension from civilization–5 questions to be asked

Question No. 17: One seen text for translation

Question Nos. 18: One dialogue to be written based on the prescribed text book

Question Nos. 19: 10 sentences for translation from French to English

Question Nos. 20: 10 sentences for translation from English to French

(OR)

PART I TAMIL - I

மரபுக்கவிதையும்புதுக்கவிதையும்கதைஇலக்கியம்

(அல்லது)

கவிதையும்சிறுகதையும்இலக்கியமும்

1st semester

கூறு: 1

பாரதியார்கவிதைகள்

பாரதிதாசன்

பட்டுக்கோட்டை

கண்ணதாசன்

கூறு: 2

மீரா

வைரமுத்து

இன்குலாப்

கூறு: 3

சிறுகதைகள் - 5கதைகள்

கூறு: 4

இலக்கணம் :எழுத்து, சொல்

கூறு: 5

ஒரெழுத்துஒருமொழி

ஒருமை - பன்மை

ழ ,ள , லவேற்றுமை

ற ,ரவேற்றுமை

ந ,ண , னவேற்றுமை

Note: Part I Tamil or Hotel French can be selected on their choice

PART II ENGLISH - I (CREDITS 3)

COMMUNICATIVE ENGLISH – I

Objectives:

- **To impart knowledge about the basic grammar**
- **To get practiced to write the sentences without grammatical mistakes.**

UNIT I – Grammer I

Parts of speech – An introduction (Subject, Verb, Adjectives, Adverb, Pronoun, Preposition, Conjunction, Interjection.

Articles, Tenses, Voices(Active and Passive voices)

UNIT II – Grammer II

Common errors in English

1. Using conditional clauses
2. Articles
3. Subject and verb agreement
4. Usage of adverbs

UNIT III – Composition I

Precise writing – Note making – developing the hints – usage of punctuations.

UNIT IV – Composition II

Paragraph writing, Essay writing, story construction, defining the proverbs.

UNIT V- Conversation Practice

At Front desk – At rooms – while travelling – at restaurant

Reference books:

1. English grammar and composition – Mc Milan.
2. English conversation practice by Grand Taylor

3. Communication skills 1 and 2 – Mainspring publishers
4. Lets speak English fluently and accurately – Dr. C. Rajappan – NCBH publications

CORE MAJOR 1: FOOD PRODUCTION AND PATISSERIE (CREDITS 4)

Objectives:

- To impart knowledge on the basic concepts of food production
- To study the basic concepts of Bakery

UNIT -1

Origin Of Cooking. Aims And Objectives Of Cooking Food; Food Commodities Cereals – Meaning And Examples; Pulse- Meaning And Examples; Fats And Oils - Meaning, Classification And Examples; Vegetables, Fruits – Classification And Examples; Nuts – Examples And Uses; Spices And Condiments – Meaning, Example And Uses; Raising Agents – Functions, Types And Examples; Sweetening Agents, Thickening Agents, Colouring And Flavouring Agents – Examples And Uses.

UNIT -2

Kitchen Equipment and Tools. Different Metals- Equipments, Uses of Receiving&Storage Equipments- Preparation Of Equipment, Knife /Hand Tools- Equipments and Its Uses, Varieties, Care, Maintenance and Precautions; Mise-En-Place – Preparation of Ingredients. Methods of Mixing. Texture of Food – Various Correct Textures and Incorrect Textures.

UNIT -3

Cooking Fuels – Various Fuels Used In the Kitchen – Advantages And Disadvantages Transfer Of Heat To Food. Method Of Cooking Food, Microwave Cooking. Stocks – Definition, Types, Preparation, Storage And Uses; Points To Be Remembered While Preparing Stock. Glazes – Meaning and Uses. Sauces – Meaning, Types of MotherSaucer, Proprietary Sauces; Recipe for Basic Sauces; Derivatives of Mother Sauces. Miscellaneous Sauces – soups – meat cookery(egg, poultry, fish, lamb, beef, pork etc.)

UNIT -4

Kitchen Organization – Classical Brigade Of A Kitchen Of 5 Star Hotel; Duties And Responsibilities Of Each Staff; Co-Ordination With Other Departments; Kitchen Designing – Location Of Kitchen, Work Place Design, Work Place Environment, Layout , Principles Followed In Planning Layout, Layout Of A Well Planned Kitchen. Culinary Terms- Culinary Glossaries – English, French and Hindi.

UNIT -5

Baking- Definition, Baking Equipments; Types of Flour and its Composition; Dough Products – Bread – Methods, Improvers, Process, Faults, Remedies; Basic Pastries – Short Crust, Puff, Choux; Frozen Desserts – Bavarois, soufflés, Mousse, Puddings.

REFERENCE BOOKS:

- Ronald Kinton, Victor Caserani And David Fosket, Theory Of Catering: London. ELST Publishers. 9th Edition. 2005.
- Krishna Arora. Theory Of Cookery: New Delhi. Frank Bros. And Co Publishers. 4th Edition 2001

- Thangam.E.Philip. Modern Cookery For Teaching And Trade (Volume I): New Delhi. Orient Longman Publishers.5th Edition. 2003.
- Roy Hayter. Safety In Catering: London. Macmillan Publishers. 4th Edition. 1994

CORE MAJOR: FOOD PRODUCTION AND PÂTISSERIE PRACTICAL (CREDITS 4)

Objectives :

- To gain knowledge on food commodities and basics of food preparation
- To develop skills in the preparing and presentation of menus of continental cuisine

Identification of

- | | |
|-----------------------|--------------------------|
| 1. Cooking Equipment | 4. Vegetables And Fruits |
| 2. Cereals And Pulses | 5. Spices And Condiments |
| 3. Fats And Oils | 6. Herbs |

Demonstration

1. Stocks
2. Basic Sauces, Derivative Sauces, Miscellaneous Sauces
3. Breakfast Egg Preparations-Boiled, Poached, Scrambled, Fried
4. Cuts Of Vegetables
5. Cuts Of Fish And Poultry

Continental cuisine (5 course menu)

- | | |
|-------------------------------|-------------------|
| 1. Consommé / Cream Soup | 7. Cookies |
| 2. Pasta / Fish | 8. Basic Pastries |
| 3. Chicken/Meat /Beef | 9. Tarts |
| 4. Potato | 10. Pies |
| 5. Pudding /Soufflé /Mousse | 11. Basic Syrups |
| 6. Basic Yeast Dough Products | |

REFERENCE BOOKS:

- Thangam.E.Philip. Modern Cookery For Teaching And Trade (Volume I) New Delhi. Orient Longman Publishers.5th Edition. 2003
- Wayne Gisslen. Professional Baking: New Jersey. John Wiley And Sons Publishers. 4th Edition. 2005.
- Ronald Kinton, Victor Ceserani And David Fosket. Practical Cookery: London. Hodder And Staughton. ELST Publishers.9th Edition.2000.
- Aravind Saraswat. Professional Chef: New Delhi. USB Publishers And Distributors.2nd Edition.2004

ALLIED I: FOOD AND BEVERAGE SERVICE – I (CREDITS-4)

OBJECTIVES:

- To Study About The Types Of Catering Establishment And The Attributes Of Food And Beverage Service Personnel
- To Gain Basic Knowledge On The Equipment, Menu And Skills Necessary For Food And Beverage Service

UNIT-1

Introduction- F&B Service Department- Its Role in a Hotel In Relation To Its Co-Ordination And Its Contribution To The Hotel Revenue. Growth of the Catering Industry And Its Evolution. Types of Catering Establishments – Commercial& Welfare and Career Opportunities.Different Types of Food and Beverage Service, Banquets.Bar/Pub, Barbeque, Discotheque, Off Premises Catering and Take Away/ Home Delivery.Departmental Organization And Staffing – Staffing Hierarchy Of The Food And Beverage Service Department – Their Duties And Responsibilities; Attributes Of Food And Beverage Service Personnel; Inter-Departmental Relationship-Co-Operation, Co-Ordination And Communication

UNIT -2

Enumeration And Classification Of F&B Service Equipment- Cutlery, Crockery, Flatware, Glassware, Hollow-Ware, Ancillary Department – Floor Pantry; Still Room –Layout, Equipment Used; Silver Room/ Plate Room – Layout, Equipment Used; Hot Section; Wash Up And Linen Store

UNIT -3

Types Of Menu- Origin Of Menu, Table d' Hote Menu, Ala Carte Menu, French Classical Menu, Planning A Simple Menu. Service Sequence Of French Classical Menu –Service Of Each Course With Appropriate Accompaniment. Cheese-History-Production – Classification-Name Of Famous Cheese And Origin-Service. Types Of Meals-Breakfast (Continental,English,American,Indian, South Indian –Cover Laying For English And Continent Breakfast) Brunch, Lunch, Afternoon Tea, Hi-Tea, Dinner, Supper, Late Night Menu.

UNIT -4

Mise-en-Scene, Mise-en-Place,Type Of Service – American, English, French, Russian, Indian Service- Laying Cover for different Meals and Menu(Relaying Table Cloths & Serviette Folds); Room Service- Meaning, Full And Partial Room Service, Breakfast Service In The Room, Tray Set Up For Room Service Order Taking Procedure-In Person, Telephone And Door Hangers. Procedure For Afternoon Tea Service – Menu For High Tea And Afternoon Tea.

UNIT -5

Classification of Non-Alcoholic Beverages – Stimulating, Refreshing & Nourishing; Juices; Squash; Syrups; Tobacco – Cigars & Cigarettes.KOT – Types, Procedure for Taking Orders, Control System – Triplicate KOT Control System.

REFERENCE BOOKS :

1. Dennis.R.LillicrapAndJohn.A.Cousins. Food And Beverage Service: Great Britain.ELBS Publishers.6th Edition.2002.
2. John Fuller. Modern Restaurant Service, A Manual For Students And Practitioners: Cheltenham. Stanley Thrones Publishers. 1st Edition.1999.
3. Sudhir Andrews. Food And Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers.4th Edition.2004.

ALLIED 1: FOOD AND BEVERAGE SERVICE PRACTICAL – I (CREDIT 4)

Objectives :

- To gain practical knowledge on food and beverage service equipment and basic cover laying
- To compile five French classical menu and service procedure of courses

1. Appraising and drawing of cutlery, crockery, glassware and miscellaneous equipment.
2. Serviette folding.
3. Laying and relaying of table cloth.
4. Cleaning, wiping and polishing of cutlery, crockery and glassware
5. Carrying glasses.
6. Manipulation of cutlery and crockery; service spoon and fork
7. Arrangement of sideboard.
8. Cover laying for Table d hote menu.
9. Cover laying for A la carte menu.
10. Receiving the guest, presenting the menu, taking orders.
11. French classical menu- courses with examples.
12. Menu compilation (five course French classical menu)
13. Service of courses of French classical menu

REFERENCE BOOKS:

- Dennis.R.LillicrapAndJohn.A.Cousins. Food And Beverage Service: Great Britain. ELBS Publishers. 6th Edition.2002
- Sudhir Andrews. Food And Beverage Service Training Manual: New Delhi. Tata Mcgraw Hill Publishers.4th Edition.2002.

SKILL BASED SUBJECT: BASIC FRONT OFFICE OPERATION (CREDIT 4)

Objectives:

- To educate on the procedures and practices adopted for the co-ordination between guests and hotel service.
- To impart knowledge on sales promotion activities and credit control measures adopted in hotels.

UNIT-1

Introduction To The Hospitality Industry:The Hospitality Industry Origin and Growth, Evolution and Growth of the Hotel Industry in the World, Ancient Era, Grand Tour, Modern Era, Evolution and Growth of the Hotel Industry in India.

UNIT-2

The Need for Classification, Classification of Hotel and Other Types of Lodging; Standard Classification, Heritage Hotels, Classification on the Basis of Size, Location, Clientele, Duration of Guest stay, Service, Ownership; Alternative accommodation, Hotel Tariff Plans, Types of Guest Rooms.

UNIT-3

Hotel Organization:The Need for Organization, Vision, Mission – Mission Statement, Objective, Goals and Strategy. Hotel Organization – Organization charts. Major Department of a Hotel – Front Office, Housekeeping, Food and Beverage Service, Kitchen, Engineering and Maintenance, Accounts, Human Resource, Security, Sales and Marketing, Purchase.Night auditor duties and responsibilities.

UNIT-4

Front Office Organization:Function Area, Section and Layout of Front Office, Reservation, Reception, Information Desk, Cash and Bills, Travel Desk, Communication Section, Uniformed Services. Organization of Front Office staff, Duties and Responsibilities of Some Front Office Personnel, Front Office Manager, Reservation Assistant, Receptionist, Information Assistant, Cashier, Telephone Operator, Bell boy, Door Attendant, Qualification of Front Office Personnel.

UNIT-5

Front Office Communication:the Communication Process, The Seven Cs of Communication, The Importance of Communication. Types of Communication, Oral Communication, Written Communication, Non Verbal Communication, Flow of Communication, Downward Communication, Upward Communication, Lateral or Horizontal Communication, Diagonal or Cross Wise Communication, Barriers, Psychological Barriers, Personal Barriers. Interdepartmental Communication, Housekeeping, Food and Beverage Department, Sales and Marketing Department, Engineering and Maintenance, Security, Finance Controller, Human Resource, Banquets,

REFERENCE BOOKS:

1. Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd.,32nd Reprint. 2004.
2. Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2004.
3. Ahmed Ismail. Front Office Operations And Management: Delmar. Thomson Publisher.1st Reprint. 2002.
4. James A. Bardi. Hotel Front Office Management: New York. Thomson Publishing Inc., 2nd Edition. 1996.
5. S.K.Bhatnagar. Front Office Management: New Delhi. Frank Bros. And Co-Publishers Ltd., 1st Edition.2002.

SKILL BASED SUBJECT: BASIC ACCOMODATION OPERATION (CREDIT 4)

Objectives :

- To provide the knowledge backdrop required of a person working in housekeeping
- To acquire knowledge of cleaning and laundry procedure and floor operations

UNIT-I

The Hotel Industry – An overview: Classification of Hotel, Star Rating of Hotels, Hotel Departments, Types of Hotel and Their Categorization, Hotel Guest Rooms, Importance of The Guest Rooms to a Guest, Types of Guest Rooms, Guest Room Status, Guest Floor Rules.

UNIT-II

The Housekeeping Department: Importance of Housekeeping, Responsibilities of Housekeeping Department, Organizational Structure, Housekeeping Personnel, Personal Attributes of Housekeeping Staff, Layout of the Department, Coordination with other Departments, The Professional Housekeeper.

UNIT-III

Cleaning – knowledge and Practice: Cleaning Equipment, Cleaning Methods, Cleaning Agents, and Cleaning Guest Rooms: Types of Soil, Nature of Soil, Standards of Cleaning, The Cleaning Process; Cleaning Public Area: Entrances, Lobbies, Front Desk, Elevators, Staircases, Guest Corridors, Public Restrooms, Banquet Halls, Dining Rooms, Leisure Areas.

UNIT-IV

Housekeeping Control Desk: Forms, Records, and Registers, Handling Telephone Calls, Handling difficult Situations, Handling Room Transfers. Housekeeping Inventories, Daily Routines and System, the Housekeeping Day, Leave Application Procedure, Gate Pass Procedures.

UNIT-V

Planning Housekeeping Operation: The Planning Process, Composition, Care, and Cleaning of Different Surfaces: Metals, Glass, Ceramics, Wood, Satin, Leather, and Rubber, Polishing Hard Surfaces, Marble, Granite, Sun Mica, terrazzo.

REFERENCE BOOKS:

1. Hotel, Hostel & Hospital Housekeeping – Joan c. Branson & Margaret Lennox.
2. Housekeeping Supervision Volume 1 &2 – Jane Fellows.
3. The Professional Housekeeper – Georgina trucker &Modeleri Schneider.
4. Professional Management of Housekeeping Operations – Rebert J .Marti.
5. Hotel House- Keeping Training Manual – Sudhir Andrews (TataMc.Graw Hill Publications).
6. Accommodation and cleaning Services – David M.Allen.

NON MAJOR ELECTIVE: BASIC CATERING SERVICE (CREDIT 2)

Objectives: To familiarise and to understand the structure of Catering Industry for non-catering students.

UNIT I

Evolution of Catering Industry – Various types of Catering Establishments – Classification of Hotels – Various Functional Departments of a Hotel.

UNIT II

Aims and Objectives of Cooking – Methods of Cooking – Selection of Raw materials – Types of Fuels and Equipments – Organisation Structure – Preservation and Storage methods.

UNIT III

Importance of Front Office – Organisation Structure – Types of Rooms – Reservation methods – Different Types of Tariff and Plans – Importance of House Keeping – Functions and Structure of House Keeping – Cleaning Agents and Equipments – Room Cleaning Procedure.

UNIT IV

Functions of Food and Beverage Service Department – Organisation Structure – Restaurant Equipments – Types of Menu, Meals, Services.

UNIT V

Career Opportunities in Catering Industry – Grooming and Etiquettes of Hotel Personnel – Star Classification.

REFERENCE BOOKS:

Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd.,32nd Reprint. 2004.

Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers.2nd Edition 2004.

Hotel, Hostel & Hospital Housekeeping – Joan c. Branson & Margaret Lennox.
Housekeeping Supervision Volume 1 &2 – Jane Fellows.

SECOND SEMESTER

PART I: HOTEL FRENCH - II (CREDITS 3)

Semester II

Paper II: Hotel French II

Prescribed Text Book: N.C. Mirakamal,

R. Venguattaramane

L'Hôtellerie et le tourisme

Samhitha Publications (2015), Chennai.

Lessons 6-10

Note: Part I Tamil or Hotel French can be selected on their choice

(OR)

Tamil II

பழந்தமிழ்இலக்கியமும்உரைநடையும்

2nd semester

கூறு : 1

நற்றிணை -3

குறுந்தொகை -3

கலித்தொகை - 3

ஐங்குறுநூறு -3

கூறு : 2

திருக்குறள் - 10 குறள்

ஆத்திசூடி ,கொன்றைவேந்தன் .

கூறு : 3

உரைநடை : 5 கட்டுரைகள்

கூறு: 4

இலக்கணம் :பொருள் , அணி -5 அணிகள்

கூறு: 5

படைப்பாற்றல்

கவிதை ,கட்டுரை , கடிதம்எழுதுதல் .

Prescribed Text book: RajeswariChandrasekar, RekhaHangal,
Chitra Krishnan, Le Ninan, Ashamokashi
A Votre Service, Tome I General Book Depot,
New Delhi 1999 (with Audio – Cassettes)
Lesson 7 - 12 (includingInformationsculturelles)

PART II: ENGLISH - II (CREDITS 3)

COMMUNICATIVE ENGLISH – II

OBJECTIVES:

- To impart knowledge in communication in English, preparation of resume and report writing.

UNIT I - COMMUNICATION

Barriers of communication – overcoming the barriers, listening barriers, guidelines for effective listening.

UNIT II – EFFECTIVE SPEAKING

English or restaurant & hotels, polite and effective enquires and responses, addressing a group – Essential qualities of a good speaker. Delivering the speech, pronunciation, importance of speech in hotels

UNIT III –USING THE TELEPHONE

The nature of telephone activity in the hotel Industry – the need for developing the telephone skills

UNIT IV – JOB SEARCH

Planning the search for career employment/ preparing resume / applying for the job. Interview guidelines and performances.

UNIT V – REPORT WRITING

Definition – types of reports, writing the report/ specific report, writing tasks relevant to hotels such as (a) Important proposals (Rearrangements, expansions, refreshing etc., (b) Disputes brawls mishaps complaints.

Reference books:

1. Rajendrapal&Korlahalli J.S- Essentials of business – English. Correspondance – Sultan chand&sons
2. Rc publications – Ramesh M.S and Pattanshetty – Effective business – English – Correspondance
3. Monipally and Bahl – Basic Business Correspondance

**CORE MAJOR: FOOD PRODUCTION AND PATISSERIE PRACTICAL
(CREDIT- 4)**

***REFER FIRST SEMESTER SYLLABUS**

CORE MAJOR: FOOD AND BEVERAGE SERVICE PRACTICAL – I (CREDIT 4)

***REFER FIRST SEMESTER SYLLABUS**

ALLIED I: BASIC FRONT OFFICE OPERATION PRACTICAL (CREDIT 2)

1. Knowledge Unit-1- Industry Knowledge
2. Knowledge Unit-2 - Personal Hygiene
3. Knowledge Unit-3 - Using the English Languages & Other Customer Related Foreign Language
4. Knowledge Unit-4 - Front Office System
5. Knowledge Unit-5 - Preparing for Work
6. Knowledge Unit-6 - Effective Communication
7. Knowledge Unit-7 - Caring for Customers

REFERENCE BOOKS:

Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32nd Reprint. 2004.

Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2004.

Ahmed Ismail. Front Office Operations And Management: Delmar. Thomson Publisher. 1st Reprint. 2002.

James A. Bardi. Hotel Front Office Management: New York. Thomson Publishing Inc., 2nd Edition. 1996.

S.K.Bhatnagar. Front Office Management: New Delhi. Frank Bros. And Co-Publishers Ltd., 1st Edition. 2002.

ALLIED I: BASIC ACCOMMODATION OPERATION PRACTICAL (CREDIT 2)

Objective: To impart skills in basic housekeeping operations

1. Lay-out of housekeeping department
2. Identification of cleaning equipment and cleaning agents
3. Thorough cleaning of various surfaces/ finishes
4. Polishing – metal and wood
5. Methods of stain removal
6. Guest room lay-out drawing
7. Cleaning a guest room- vacant room, occupied room, departure room
8. Bed making- day and evening service
9. Preparation of room report and room checklist

REFERENCE BOOKS:

1. John C. Branson, Margaret Lennox. Hotel, Hostel And Hospital Housekeeping: London. ELST Publications. 5th Edition. 1996.
2. Madelin Schneider, Georgina Tucker, Mary Scoviac. The Professional Housekeeper: New York. John Wiley And Sons, Inc. 4th Edition. 1999.

3. David M.Allen. Accommodation And Cleaning Services: Cheltenham. Stanley Thrones Publishers. 8th Edition.1995.
4. YouvonneJohns. Hospitality And Catering GNVQ: New York. Butter Worth AndHeinmannPublishers. 2nd Edition.1995.
5. AmritSingh Sudan. Housekeeping Management: New Delhi. AnmolPublication Pvt.Ltd. 1st Edition.2002

SKILL BASED SUBJECT: HOTEL ACCOUNTS (CREDITS 2)

Objectives:

- To give the students an insight into the practical accounting systems adopted in hotels.
- To understand how to prepare final accounts of small business organization
- To learn the basic of banking transactions

UNIT-1

Introduction To Accounting – Definition- Concepts: Entity- Duality Aspect Concept – Accounting Period Concept- Money Measurement Concept-Cost Concept – Matching Concept- Accrual Concept Objectivity Concept Going Concern Concept – Conventions: Disclosure- Materiality –Consistency- Conservatism-Journal –Ledge –Trial Balance.

UNIT-2 PREPARATION OF JOURNALS

Subsidiary Books: Purchase Book –Purchase Return Book- Sales Book – Sales Return Book – Cash Book: Single Column, Double Column and Triple Column- Petty Cash Book

UNIT -3

Preparation of Trial Balance - Rectifying Errors (simple problem only)

UNIT - 4

Hotel Accounting Methods – Revenue generation of various departments – Preparation of hotel service cost – cost sheet (simple problems only)

UNIT-5

Preparation Of Final Accounts: Trading, Profit And Loss Accounts And Balance Sheet With Adjustment (Closing Stock, Depreciation, Outstanding Expenses

REFERENCE BOOKS:

1. S.P.JainAndK.L.Narang. Principles Of Accountancy: New Delhi. KalyaniPublishers.2nd Revised Edition.2004.
2. Ratwat.G.S. Elements Of Hotel Accountancy: New Delhi. AmanPublication. 5th Edition.2004.
3. Peter.J. Harris And Peter. A.Hazzard. Accounting In The Hotal And Catering Industry (Vol.I): Great Britain. ELBS. 1st Edition. 1992
4. T.S.Grewal. Double Entry Bookkeeping: New Delhi. Sultan Chand & Sons 5threvised Edition.1998.
5. S.P.JainAndK.L.Narang. Advanced Accountancy: New Delhi, Kalyani Publishers. 12th Edition.2001

SKILL BASED SUBJECT:HYGIENE & SANITATION (CREDIT 2)

Objectives: To impart importance of Hygiene and Sanitation in Food Industry.

UNIT I

Personal Hygiene- Standards Of Personal Health & Hygiene (Hands And Skin, Hair, Nose, Mouth And Ears, Cuts, Boils Etc. Jewellery And Perfume, Smoker.General Health And Reporting Of Illness. Protective Clothing (Clothes, Aprons, Head Coverings, Gloves, Foot Wear) Equipment For Personal Hygiene (Taps. Shower, Soap Dispensers, Nail Brushes, Hand Dryers)

Dish Washing And Garbage Disposal- Manual Dish Washing. Mechanical Dish Washing. Classification Of Garbage. Generation Points.Storage Of Garbage.Disposal Of Garbage. .

UNIT II

Hygiene In The Kitchen- HygienicStorage Of Raw And Cooked Foods – Food Storage Conditions For Dry Foods Canned Foods And Perishables, Correct Usage Of Refrigerators, Freezers- Thawing Of Frozen Food, Importance Of Stock Rotation FIFO

UNIT III

Food Contamination, Poisoning And Food Borne Diseases– Bacterial Contamination Physical Contamination, Chemical Contamination, (Sources, Routes & Vehicles Of Contamination); Food Poisoning – Definition: Common Food Poisoning Bacteria (Salmonella, Clostridium PerfringersBotulis) Staphylococcus.Prevention Of Food PoisoningFood Borne Diseases (The Sources, Causes & Symptom)

UNIT IV

Hygiene In Building And Pest Control- Planning Consideration Include Work Flow, Interaction Between Work Centers, Separation Of Functional Areas, Economy Of Movement. Design Principles To be Followed For Better Hygiene.Pest – 7 Common Pests Found In Food Industry

UNIT – V

Food Safety – HACCP System – Meaning, Steps Of HACCP System, The Flow Of Food, Hazards And Critical Points (CCP); First Aid- Definitions, Importance & Basic Rules Role Of The First Aider.The First Aid - Kit Types Of Dressings & Their Use. First Aid For Bleedings, Burns & Scalds, Electric Shocks, Fractures.

REFERENCE:

Managing Food Hygiene ByNicholas Johns, Publishers: Macmillan.

The Food Hygiene Handbook By Richard A S Prenger, Publishers: High Field Publications.

Social &Preventive Medicine ByYash Pal Bedi, Publishers: Atma& Sons

Parks Textbook Of Preventive & Social Medicine 13th Edition By J.E.Park, Publishers: M/S BanarsidasBhonot.

Catering Management An Integrated Approach 2nd Edition By MohiniSethi, SurjeetMalhan, Publishers:Wiley Eastern Ltd.

NON MAJOR ELECTIVE: BASIC ROOMS DIVISION MANAGEMENT (CREDIT 2)

Objectives: To impart management skills in Basic Rooms Division Department.

UNIT-I

Introduction Of The Hotel Industry: Classification Of Hotels, Rates And Meal Plans, Types Of Hotel Guest, Organization Of The Front Office Department, Equipment Used, Lay Out Of Front

Office Department Duties And Responsibilities Of Front Office Staff, Reservation And Registration, Room Assignments, Guest Folios, Methods Of Payments.

UNIT-II

Functions Of Front Office: Accounting Systems, Credit Controlling, Methods Of Settlements, Types Of Guest Folios, Front Office Documents, Security Functions, Emergency Situations, Safety Deposit Lockers.

UNIT-III

Front Office Procedures: Guest Service, Guest Complaints, Check Out Settlement, Night Auditing, Computer Applications, Yield Management And Forecasting.

UNIT-IV

Housekeeping Management: The Housekeeping Department, Housekeeping In Hotels-Importance, Coordination With Other Departments, Types Of Rooms, Classification Of Room Types, Room Supplies, Guest Amenities, Cleaning Agents And Equipments.

UNIT-V

House Keeping Procedures: Bed Making, Laundry Department, Machinery Used In Laundry, Key And Key Control, Pest Control, Public Areas, Supervision In Housekeeping, Safety And Security.

REFERENCE:

1. Front Office Management And Operations-Ismael, Ahmed
2. Hotel Front Office Management- Bardi, James A.
3. Hotel Front Office Operations And Management-R Tewari
4. Hotel Housekeeping Operations Management- G-Raghubalan
5. Supervisory Housekeeping – Jean Kimbell.

THIRD SEMESTER

INDUSTRIAL EXPOSURE TRAINING REPORT AND VIVA –VOCE (CREDITS 8)

Students of B.Sc Hotel Management & Catering Science have to undergo Industrial Exposure Training at various Star Category Hotels for One Semester (90 Days) and have to submit a detailed report on Training and Viva- Voce will be conducted for the same.

FOURTH SEMESTER

CORE MAJOR: QUANTITY FOOD PRODUCTION (CREDIT 4)

Objectives:

- To gain knowledge on Indian cookery and regional cuisines of India.
- To study the basics of quantity food production

UNIT-1

Indian Cookery- Introduction, Ingredients Used, Methods Of Cooking, Utensils Used; Basic Indian Masalas, Basic Indian Gravies- Dishes Prepared From The Above Gravies Indian Culinary Terms. Religious and Cultural Influences On Indian Cuisine.

UNIT-2

Indian Breads- Examples, Recipes. Tandoori Cooking – Introduction, Seasoning Of Tandoori Pot; Tandoori Marination- Objectives And Importance. Tandoori Masalas;

Tandoori Preparation-Chicken, Mutton, Fish, Prawns, Cottage, Cheese-Recipes And Methods Of Preparation.

UNIT-3

Regional Cuisine Of India-Historical Back Ground, Special Ingredients Used And Specialties Of Kerala, Tamilnadu With Special Reference To Traditional andChettinad Cuisine, Karnataka, Andhra Pradesh And Goa.

UNIT-4

Regional Cuisine Of India- Historical Back Ground, Special Ingredients Used And Specialties Of Maharashtra, Punjab, Gujarat, Rajasthan, Kashmir And Bengal, organizing culinary tour.

UNIT-5

Quantity Food Production- Banquet Cookery-Planning, Production, Holding, Portioning, Rechauffe Cookery, Systems Catering - Cook –Serve, Cook- Chill, Cook- Freeze, Sous-Vide , Paperbag cooking.

REFERENCE BOOKS:

1. Ronald Kinton, Victor Ceserani And David Fosket. Practical Cookery; London. HodderAndStoughton ELST Publisher Text. 9th Edition. 2000.
2. Ronald Kinton, VictorCeserani And David Fosket .Theory Of Catering; London. ELST Publishers. 9th Edition. 2005.
3. M.ShakunthalaManayAndShadaksharaswamy.M. Food Facts And Principles. New Delhi. New Age International Publishers. 2nd Edition.2001.
4. Krishna Arora. Theory Of Cookery; New Delhi. Frank Bros. And Co Publishers.4th Edition.2001.

CORE MAJOR: QUANTITY FOOD PRODUCTIONPRACTICAL (CREDIT 4)

Objectives:

- To gain practical knowledge on the preparation and presentation of menus of indian cuisine.
- To gain practical knowledge on the preparation and presentation of regional cuisines of india.
- To gain practical knowledge on preparation of bakery products.

Demonstration :

- | | |
|----------------------------------|-------------------------------|
| 1. Basic indian masalas | 4. Indian snacks preparations |
| 2. Basic indian gravies | 5. Indian chaats |
| 3. Indian breakfast preparations | 6. Tandoori marinations |

Indian cuisine (5 course menu from the following dishes)

- | | | |
|------------------|---|---|
| 1. Rice | - | pulao, biriyani, with variations |
| 2. Indian breads | - | naan, rotis, parathas, phulkas with variations |
| 3. Meat | - | mutton / chicken/fish recipes |
| 4. Vegetables | - | dal preparations, vegetable dishes, cuchumber, raitha etc., |
| 5. Sweets | - | carrot hulwa, coconut barfi, shahitukragulabjamun etc., |

Indian regional cuisine (5 course menu from the following states)

- | | |
|--|-------------------|
| 1. Kerala | 3. Karnataka |
| 2. Tamilnadu (with special reference to chettinad cuisine) | 4. Andhra Pradesh |
| | 5. Goa |

6. Maharashtra
7. Punjab
8. Rajasthan

9. Kashmir
10. Bengal

REFERENCE BOOKS :

1. Thangam.E.Philip. Modern Cookery For Teaching And Trade (Volume I) New Delhi. Orient Longman Publishers.5th Edition.2003.
2. Wayne Gisslen. Professional Baking New Jersey. John Wiley And Sons Publishers.4th Edition.2005.
3. Ronald Kinton, Victor CeseraniAnd David Fosket. Practical Cookery London .HodderAndStaughtonELST Publishers.9th Edition.2000.
4. AravindSaraswat. Professional Chef: New Delhi. USB Publishers And Distributors. 2nd Edition.2004.

CORE MAJOR:FOOD AND BEVERAGE SERVICE –II (CREDIT 4)

Objectives:

- To gain knowledge of wines of different countries and types of wines
- To gain knowledge of the manufacturing process and types of beer
- To gain knowledge on the service of wine and beer

UNIT-1

Alcoholic Beverage – Definition And Classification Of Alcoholic. Beverages, Wine Introduction, Classification, Grape And Its Varieties (At Least 10 Names); Basic Wine Terminology; Factors Affecting The Quality Of Wine; Wine Production – Step By Step Process Of Winemaking; Sparkling Wine Production; Fortified Wines – Sherry, Port, Marsala And Madeira-Production And Styles.

UNIT-2

Wines Of France, Spain, Italy, Portugal, Australia, Germany -Wine Producing Regions Of These And Their Wines -Label Languages-Sizes Of Bottles- Champagne Shippers - Types Of Champagne.Aromatic Wines- Meaning, Classification Alcoholic Strength In Aromatic Wines; Vermouth- Meaning, Types, Production, Styles; Cider And Perry-Meaning, Production, Styles.

UNIT-3

Service Of Wine (Red, White, Rose)- Food And Wine-Wines Served With Different Courses Of The Meal –Hors D`Oeuvre – Potage –Poisson – Pasta- Main Course (Red And White Meat) – Savoury – Entremets – Fromage –Dessert, Preparing A Wine List For Various Food And Beverage Service Outlets; Reading A Wine Label. Service of Champagne.Beer - Manufacturing Process, Types Of Beer (Top Fermented And Bottom Fermented); Draught Beer –Meaning, Container; Bottled Beer And Canned Beer, Faults In Beer. Serviceof Beer.

UNIT – 4

Spirits – Production Methods, Types of Spirits- Brandy, Whisky, Rum, Gin, Vodka.Production and Service Procedure.Brief description about Tequila, Grappa, Aquavit, Calvados, Mead, Arrack, Sake and Fenny – Liqueurs - Production process: Infusion method and Distillation method.

BITTERS – Campari and Angostura bitters – APERITIF: Hot buttered rum, Collins, Eggnog, Fizz, Irish coffee, Hi- Ball.

UNIT – 5

Cocktails: A Brief history – Definition, Methods of mixing, Instruments and equipments used in cocktail preparations. Recipe of atleast 3 cocktails of each base,– Brandy based, Whisky based Gin based, Rum based, Vodka based, Beer based.

REFERENCE BOOKS:

1. Vijay Dhawan. Food And Beverage Service: New Delhi. Frank Bros. And Co. 1st Edition.2000.
2. United Kingdom Bartenders Guild. The International Guide To Drink: London. Vermilion Publishers.1st Edition. 1994.
3. Costas Katsigiris. The Bar And Beverage Book: New York. John Wiley And Sons. 2nd Edition.1991.
4. Steven Kolpan Exploring Wines: New York. John Wiley And Sons. 1st Edition.1996.
5. Dennis.R.LillicrapAndJohn. A. Cousins. Food &Beverage Service: Great Britain. ELBS Publishers. 6th Edition. 2002.
6. Brain Glover. The Complete Guide To Beer: Hong Kong. Joannalorenz. 1st Edition. 1999.

CORE MAJOR: FOOD & BEVERAGE SERVICE PRACTICAL – II (CREDIT 4)

Objectives:

- To impart knowledge on compilation of French classical menu with wine suggestions.
- To gain skill in service procedure of wines, spirits and cocktails.

1. Compilation of 5 course French classical menu with wine suggestion for each courses.
2. Beverage order taking procedure.
3. Service of red wine, white wine, fortified wine, sparkling wine.
4. Service of Beer.
5. Service of Brandy.
6. Service of Whisky
7. Service of Gin
8. Service of Vodka
9. Service of Rum
10. Service of Tequila
11. Service of Liqueur
12. Service of Cocktails

REFERENCE BOOKS:

1. Dennis. R. Lillicrap and John. A. Cousins. Food & Beverage service: Great Britain. ELBS publishers. 6th edition. 2002.
2. John Fuller. Modern restaurant service, a manual for students and practitioners: Cheltenham. Standly Thrones publishers.1st edition. 1992.
3. Bobby George. Food & Beverage service: Noida Jaico publishing house. 1st edition. 2005.
4. United Kingdom bartenders guild. The international guide to drinks: London. Vermillion and publishers. 1st edition. 1994.
5. George Ellis. Bar attendants handbook: New Delhi. Global books and subscription service. 2nd edition. 2002
6. Jeffery Clarke: table and bar. Great Britain. Hodder and stoughte publishers. 1st edition. 1987.

ALLIED I: FRONT OFFICE OPERATION (CREDIT 2)

Objectives:

- To educate on the procedures and practices adopted for the co-ordination between guests and hotel services
- To impart knowledge on sales promotion activities and credit control measures adopted in hotels

UNIT – I

Tariff Structures - Tariff, Basis of Charging Tariff, Tariff Fixation Card Rates; Group Rate, Volume Rate, Rack Rate, Executive Business Service Rate, Tour Group Wholesale Rate, Government Rates, FIT Wholesale Rate, Discount Rates, Crew Rate, Seasonal Rates, Crib Rates, Extra Bed Rates, Family Rate, Weekday / Weekend Rate, Membership Rates, Corporate Rate Program, Student Faculty Program, Commercial Rate, Advance Purchase Rate, Package Rate.

UNIT-2

Front Office Operation - The Guest Cycle - Pre-Arrival, Arrival, Occupancy, Departure; Front Office System - Non-Automated, Semi- Automated, Fully Automated; Front Office Forms - Pre-Arrival, Arrival, Occupancy, Departure; The Front Desk - Function Organization, Design Alternatives; Front Office Equipment - Function Rack, Mail, Message and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register, Support Devices; Telecommunications - Telecommunication Equipment; Property Management Systems–Reservation Management Software, Rooms Management Software, Guest Account Management Software, General Management Software, Back Office Interface, System Interfaces.

UNIT-3

Reservations and Sales - Types of Reservation - Guaranteed Reservation, Non-Guaranteed Reservation; Reservation Inquiry - Central Reservation Systems, Global Distribution Systems, Inter Sell Agencies, Reservation through the Internet; Group Reservation; Reservation Availability - Control Book, Computerized Systems; The Reservation Record - Reservation Confirmation/ cancellation Numbers; Reservation Maintenance - Modifying Non- Guaranteed Reservation Cancellation; Reservation Reports - Expected Arrival and Departure Lists, Processing Deposits, Reservation Histories; Reservation Consideration - Legal Implications, Waiting lists, Packages, Potential Reservation Problems.

UNIT-4

Registration - Preregistration Activity, Registration Record; Room and Rate Assignment - Room Status, Room Rates, Room Location, Future Blocks; Method of Payment - Cash, Personal Checks, Credit Cards, Direct Billing, Special Programs and groups, Denying a Credit Request, Issuing the Room Key, Fulfilling Special Requests, Creative options, Self-Registration, Walk in Guests, Guest with Non- Guaranteed Reservation, Guests with Guaranteed Reservations.

UNIT-5

Front Office Responsibility - Front office Communications, Log Book, Information Directory, Mail and Package Handling, Telephone Service; Interdepartmental Communications - Housekeeping, Engineering and Maintenance, Revenue Centers, Marketing and Public Relations; Guest Relations - Complaints, Identifying Complaints, Handling Complaints, Follow up Procedures; Front Office Security Function - The Role of the Front Office, Key control, Surveillance and Access Control, Safe Deposits Boxes, Lost and Found, Emergency Procedures

REFERENCE BOOKS:

Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32nd Reprint. 2004.

Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2004.

Ahmed Ismail. Front Office Operations And Management: Delmar. Thomson Publisher. 1st Reprint. 2002.

James A. Bardi. Hotel Front Office Management: New York. Thomson Publishing Inc., 2nd Edition. 1996.

S.K.Bhatnagar. Front Office Management: New Delhi. Frank Bros. And Co-Publishers Ltd., 1st Edition. 2002.

ALLIED I: FRONT OFFICE OPERATION PRACTICAL (CREDIT 2)

Objectives:

- To groom capable, courteous and friendly personnel for front office department of a hotel.
- To impart skills in basic front office operations.

1. Knowledge unit-1 - Using the Telephone
2. Knowledge unit-2 - Using the Telex & Facsimile
3. Knowledge unit-3 - Hotel Marketing & Customers Profiles
4. Knowledge unit-4 - Welcoming Guests to the Hotel
5. Knowledge unit-5 - Sales Techniques & Product Knowledge
6. Knowledge unit-6 - Checking in Guest & Selling Rooms
7. Knowledge unit-7 - Health and Safety
8. Knowledge unit-8 - Issuing & Controlling Room Keys
9. Knowledge unit-9 - Showing Guest to Their Rooms

REFERENCE BOOKS:

Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32nd Reprint. 2004.

Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2004.

Ahmed Ismail. Front Office Operations And Management: Delmar. Thomson Publisher. 1st Reprint. 2002.

James A. Bardi. Hotel Front Office Management: New York. Thomson Publishing Inc., 2nd Edition. 1996.

S.K.Bhatnagar. Front Office Management: New Delhi. Frank Bros. And Co-Publishers Ltd., 1st Edition. 2002.

ALLIED I: ACCOMODATION OPERATION (CREDIT 2)

Objectives :

- To provide the knowledge backdrop required of a person working in housekeeping
- To acquire knowledge of cleaning and laundry procedure and floor operations

UNIT-1

Linen and Laundry Operation: The Linen and Uniform Room, Storage of Linen, Linen Exchange, Par Stock, Linen Control, Linen Quality and Life Span, Discard and their Reuse, The Laundry, Landry Equipment, Laundry Agents or Aids, The Laundry Process,

Stain Removal, Dry –Cleaning, Handling Guest Laundry, Care Labels, Preparation of Hot and Cold Face Towels.

UNIT-2

Uniforms: Selection and Design of Uniforms, Establishing Par Levels For Uniforms, Storage of Uniforms, Issuing and Exchanging of Uniforms Advantages of Providing Staff Uniforms. Sewing Room: Activities in the Sewing Room, Job Specification of a Seamstress, Tailor, Sewing Area and Equipment, Basic Hand Stitches, Fasteners.

UNIT-3

Textile: Textile terminology, Classification and Identification of Textile Fibers, Yarn, Fabric Construction, Blends and Unions, Textile Finishes, Use of Textiles in Hotels.

UNIT-4

Safety and Security: Work- Environment Safety and Job- Safety Analysis, Potential Hazards in Housekeeping, Safety Awareness and Accident Prevention, fire Preventions and Fire Fighting, First Aid, Crime Prevention, Dealing with Emergencies, Dealing with Bomb Threats, Keys and their Control, Scanty Baggage, Guest and Employee thefts, Sickness and Death, Lost-and-Found Articles.

UNIT-5

Pest Control and Waste Disposal: Pest Control, Common Pests and their Control, Integrated Pest Management, Waste Disposal, Changing Trends in Housekeeping: Hygiene, not Just Cleanliness, Outsourcing, Training and motivations, Eco-Friendly Amenities, Products, and Processes, New Scientific Techniques.

REFERENCE BOOKS:

1. Hotel, Hostel & Hospital Housekeeping – Joan c. Branson & Margaret Lennox.
2. Housekeeping Supervision Volume 1 &2 – Jane Fellows.
3. The Professional Housekeeper – Georgina trucker &Modeleri Schneider.
4. Professional Management of Housekeeping Operations – Rebert J .Marti.
5. Hotel House- Keeping Training Manual – Sudhir Andrews (TataMc.Graw Hill Publications).
6. Accommodation and cleaning Services – David M.Allen.

ALLIED I: ACCOMMODATION OPERATION PRACTICAL (CREDIT 2)

- | | |
|----------------------------|------------------------------------|
| ➤ Laundry | ➤ Types of Weaving |
| ➤ Laundry Equipment | ➤ Various Types of Room Decoration |
| ➤ Laundry Agents | ➤ Flower Arrangement |
| ➤ Guest Laundry | ➤ Pest Control |
| ➤ Stain Removal | ➤ First aid Procedures. |
| ➤ Types of Fiber | |
| ➤ Identification of Fabric | |

REFERENCE BOOKS:

1. John c. branson, Margaret lennox. Hotel, hostel and hospital housekeeping: London. ELST publications.5th edition. 1996.
2. Madelin Schneider, georgina tucker, maryscoviac. The professional housekeeper: new York. John wiley and sons, inc. 4th edition. 1999.
3. David M.Allen. Accommodation and cleaning services: Cheltenham. Stanley thrones publishers. 8th edition.1995.
4. Youvonne johns. Hospitality and catering GNVQ: new York. Butter worth and heinmannpublishers. 2nd edition.1995.

5. Amritsinghsudan. Housekeeping management: new delhi. Anmol publication pvt. Ltd. 1st edition.2002

ALLIED II: FOOD AND BEVERAGE MANAGEMENT - I (CREDIT 2)

Objectives:

- To understand the regulation of cost and revenue of operating the catering activity in hotels and food and beverage establishments.
- To formalize and update knowledge in order to improve the profitability and productivity of food and beverage service.

UNIT-1

Food And Beverage Management: Introduction, Food And Beverage Function, Responsibilities & Objectives Of Food And Beverage Management. Constraints Of Food And Beverage Management.

UNIT-2

Costing –Introduction-Definition- Scope And Advantages Of Costing, Elements Of Cost – Cost Controlling Techniques-Reasons For High Food Cost.Types of Cost – Food, Labour, Overhead.Staff Meals Calculation.

UNIT-3

Purchasing, Nature Of Purchasing, Duties Of Purchase Manager, Purchasing Procedure, Selection Of Supplier, Aids To Purchasing Of Food And Beverage, Standard Purchasing Specifications For Food And Beverage, Receiving: Objective, Receiving Procedure, Receiving Of Expensive Commodities, Returnable Containers, Blind Receiving, Dispatch To Stores Or User Department, Clerical Procedure And Forms Used.

UNIT-4

Inventory Control – Store Room Design – Dispensing With Perpetual Inventory Cards And Requisition. Store Room Inventory- Inventory Taking Procedure- Discrepancies Between Card And Actual Account – Booking Inventory Versus Actual Inventory –Use Of Inventory Control Forms-Calculation Book Inventory- Open Stock Inventory – Inventory Turnover Calculation.

UNIT-5

Introduction To Beverage Costing- Objectives Of Beverage Controls- Difference Between Food Cost And Beverage Cost-Control Tools- Measuring Devices- Corkage Liquor Control Methods – Standard Cost Control Method-Bar Procedure –Purchase Of Liquor-Malpractice In Bar- Purchasing, Receiving And Issuing Procedure- Beverage Sales Control-Legal Requirements – Maintaining Stock Register Both FromCellar And Dispense Bar.

REFERENCE BOOKS:

1. Bernard Davis, Andrew Lockwood and Sally Stone. Food & Beverage Management: Great Britain. Butterworth – Heinemann Publishers.3rd Edition. 2005
2. JagmohanNegi. Food And Beverage Management And Cost Control: New Delhi. Kanishka Publishers.1st Edition.1999.
3. MohiniSethi. Institutional Food Management: New Delhi. New Age International Publishers. 1st Edition.2004
4. Amrik Singh Sudan. Food And Beverage Management: New Delhi. Anmol Publications Pvt.Ltd.1st Edition .2002.

ALLIED II: HOSPITALITY MARKETING (CREDITS 1)

Objectives:

- To appraise the student to tackle the competitive market situation
- To have clear distinctive study on hospitality products and their marketing ways

UNIT-1

Introduction To Hospitality Sales And Marketing, Sales And Marketing Cycle, Marketing Definition, Identifying Customer Needs, Selling And Promotion, Hospitality Products. Relationship Marketing, Guest Preferences. Service Marketing Concepts – Hospitality Marketing Mix. The 8 Ps Of Marketing. Evolution Of Market – Global And Indian Tourist Market. Relevance To Hospitality Industry,

UNIT-2

The Marketing Plan- Selection Target Markets, Positioning The Property / Outlet, Development And Implementing Marketing Action Plans, Monitoring And Evaluation The Marketing Plan. Buyer Behavior – Market Segmentation And Targeting, Product Life Cycle Strategic, New Product Development, Product Mix

UNIT-3

Sales Techniques For Hotel Industry – The Marketing And Sales Division, Components Of A Sale, Types Of Sales In Different Departments Of A Hotel. Telemarketing. Internal Merchandising –In- House Sales Promotion, Sales Forecasting-Long Term And Short Term Restaurant And Lounge Sales Positioning – Merchandising Food And Beverage, Promotion Of Restaurants

UNIT -4

Advertising, Public Relations And Publicity – Effective Hotel Advertising – Brochures. Sales Material Designing. Advantages Of Advertising – Indoor And Out Door Competitive Marketing Identification And Analyzing Competitors Designing Competitive Strategies For Leaders, Challengers,

UNIT-5

Channel Decision – Nature And Types Of Marketing Channels, Channel Design Channel Management Decisions – Selection, Training, Motivation And Evaluation Of Channel Member Channel Dynamics – VMS,HMS,MMS. Marketing Information Of MIS – Accounting And Finance Management

REFERENCE BOOKS:

1. Philip Kotler. Marketing Management.
2. JagmohanNegi. Hospitality Sales And Marketing
3. RajanSaxena. Marketing Management: Tata Mcgraw Hill, 2002.
4. RamphalAnd Gupta. Case And Simulations In Marketing: Goltatia, Delhi.
5. RamasamyAndNamakumari. Marketing Management: Macmilan India.2002
6. S.Jayachandran. Marketing Management: TMH, 2003.

EXTENSION ACTIVITIES (CREDIT 1)

***Refer Madurai KamarajUniversity Syllabus**

FIFTH SEMESTER

CORE MAJOR: ADVANCED FOOD PRODUCTION(CREDIT 4)

Objectives:

- To gain a comprehensive knowledge on larder and larder preparations.
- To acquire basic knowledge on international cuisine.

UNIT-I

Larder – Importance And Functions Of Larder In Main Kitchen; Relationship Of Larder With Other Sections Of Main Kitchen: Duties And Responsibilities Of Larder Chef; Equipment And Tools Used In Larder; Layout Of Larder Room. Forcemeat-Meaning , Uses, Types, Recipes; Panada- Meaning, Uses, Recipes, Marinades – Types, Uses Brine-Types, Uses; Pickles – Vinegar And Salt Pickles, Sweet – Sour Pickles, Sweet- Raw Pickles.

UNIT-II

Compound Butter –Meaning, Uses,Types,Recipes, Examples; Cold Preparation Galantine, Ballotine, Terrine, Pate, Quenelles, Mousse, Mousseline, Soufflé Seasonings – Spices, Herbs, Condiments And Sauces. CanapésAnd Sandwiches Meaning And Types.

UNIT-III

Aspic Jelly – Uses, Preparation; Chaud-Froid – Uses, Preparation; Cold Buffet – Decoration Aids And Designs, Decoration Techniques And Method, Assembling A Cold Buffet, Scandinavian Cold Buffet Kitchen Record And Formats, Kitchen Consumption Registration, Spoilage Register, Goods Received Voucher, Request For Credit Memo, Meat Tags, Formats Used In Hotel Kitchen.

UNIT-IV

Introduction, Characteristics, Preparation And Cooking Techniques, Utensils And Ingredients Used - Regional Styles Of Chinese, Thai, Italian, Mexican, Middle Eastern, Indonesian, Srilankan cuisines -. Dishes, recipes and Preparations.

UNIT-V

Icings and Toppings – Cookies – Chocolate works – Tempering of chocolates- Decorating works and Display works.

REFERENCE BOOKS:

1. Leto, Bode. The Chef; Butterworth. Heinemann Publishers.3rd Edition.2000.
2. AravindSaraswat. Professional Chef; New Delhi. USB Publishers and Distributors .2nd Edition.2004.
3. Wayne Gisslen. Professional Cooking; New Jersey. John Wiley and Son Publishers.5th Edition.2005.
4. Ronald Kinton, Victor Caserani and David Fosket. Practical Cooker London.
5. HodderAndStaughtonELST Publishers. 9th Edition.2000.
6. Krishna Arora. Theory of Cookery; New Delhi. Frank Bros. And Co Publishers.2nd Edition.2001.

CORE MAJOR: ADVANCED FOOD PRODUCTION PRACTICAL(CREDIT 4)

Objectives:

- To learn the preparation of various larder Dishes
- To gain practical knowledge on the preparation and presentation of menus of continental cuisine and international cuisine.

Demonstration

1. Salads and salad dressings
2. Sandwiches
3. Compound butters
4. Garnishes
5. Marinades and brine
6. Aspic jelly and cold sauces
7. Carving

Continental cuisine (5 course menu)

1. Consommé / cream soup
2. Pasta / fish
3. Chicken / meat / beef
4. Potato
5. Pudding / soufflé/ mousse

International cuisine (5 course menu from the following countries)

1. China
2. Thailand
3. Mexico
4. Italy
5. Middle east
6. Indonesia
7. Sri lanka

Icings

1. Icing work
2. Cake decoration
3. Chocolate preparation
4. Preparation of syrubs

REFERENCE BOOKS:

1. AravindSaraswat. Professional Chef: New Delhi. USB Publishers And Distributors.2nd Edition.2004
2. Ronald KintonAnd Victor Ceserani And David Fosket. Practical Cookery: London. HodderAndStaughtonELST Publishers. 9th Edition.2000.
3. Rose Mary Moon. Classic French Cuisine; London. Tiger Books International Publishers.1st Edition.1999.
4. Thangam.E.Philip. Modern Cookery For Teaching And Trade (Volume II): New Delhi. Orient Longman Publishers.5th Edition.2003
5. Wayne Gisslen. Professional Baking: New Jersey. John Wiley And Sons Publishers.4th Edition.2005.

CORE MAJOR: FOOD AND BEVERAGE SERVICE – III (CREDIT 4)**Objectives:**

- To gain a comprehensive knowledge on bar and banquet operations.
- To acquire knowledge on restaurant planning, situation handling in the restaurant and guéridon service

UNIT-1

Bar Operations – Layout –Types Of Bar- Special Equipment-Service Procedure – Planning Of Bar- Allocation Of Area – Designing Of Bar – Furnishing –Atmosphere- Interior Decoration- Selection And Purchase Of Equipment (Cutlery, Crockery, Glassware, Linen, Tableware)

UNIT-2

Banquet And Conventions- Layout – Introduction, Types Of Function, Service Methods, Booking And Organization Of Functions, Function Menus, Wines, Tabling, Seating Arrangement, Banquet Layouts, Order Of Service For Formal And Informal Functions, Wedding Organization – Planning Of Types Of Buffet (Sit Down And Fork Buffets), Arrangement Of Buffet; Buffet Arrangement For Exhibitions, Seminars, Fashion Shows And Trade Fairs. Banquet Function Prospectus-Format And Purchase.

UNIT-3

General Points Of Planning A Restaurant –Needs And Demands Of Customer- Policy Of The Firm-Menu- Planning Team- Planning And Designing Of Restaurant –Fast Food – Its Concept And History And Functions.

UNIT-4

GuéridonService – Introduction , Mise En Place For Guéridon, Special Equipment Used In Guéridon Service, Care And Maintenance Of Equipment, Taking The Order , Method Of Service At The Table, Carving And Jointing Of Dishes At The Tables, Carving Trolley, Dishes Prepared At The Guéridon, Flambéing.

UNIT-5

Situation Handling –Introduction-Dealing With Different Situation And Guest In The Dining Area-Dish Served Is Spoiled – Dish Dropped Accidently – Piece Of Cutlery Is Dropped By The Guest-Spillage-Lost Property-Illness-Alcohol Over Consumption- Lost Children- Unsatisfactory Appearance-Fire Accident-Dealing With A Suspicious Item-Dealing With Bomb Threat –Dealing With Guest Special Needs

REFERENCE BOOKS:

1. Dennis. R. Lillcrap and John. A. Cousins. Food & Beverage service: Great Britain. ELBS publishers. 6th edition. 2002.
2. R.Singaravelavan. food and beverage service; oxford university press. 1st edition .2011.
3. Sudhir Andrews. Food and beverage training manual; New Delhi. Tata MC graw Hill publication. 4th edition .2004.
4. Vijay Dhawan. Food and beverage service: New Delhi. Frank bros. and co. 1st edition.2000.

CORE MAJOR: FOOD & BEVERAGE SERVICE PRACTICAL –III (CREDIT 4)

Objectives:

- To gain basic knowledge on banquet and buffet service.
- To impart knowledge on guéridon service.

Banquets

1. Booking procedure
2. Preparation of banquet menus
3. Seating arrangements

4. Informal banquet – reception, cocktail party, seminar, exhibitions, festivals show, trade fair, wedding, outdoor catering.

Buffet

1. Planning and organization of buffets
2. Area requirements
3. Sequence of food – Indian & continental
4. Types of buffet display
5. Equipment supplies

Guéridon service

1. Guéridon trolley
2. Special equipment used in guéridon service
3. Guéridon trolley set up
4. Service of various dishes from Guéridon

Bar Service

1. Setting up of various types of Bar – Cocktail, Floating, Dispense

REFERENCE BOOKS:

1. Dennis. R. Lillicrap and John. A. Cousins. Food & Beverage service: Great Britain. ELBS publishers. 6th edition. 2002.
2. John Fuller. Modern restaurant service, a manual for students and practitioners: Cheltenham. Standly Thrones publishers. 1st edition. 1992.
3. George Ellis. Bar attendants handbook: New Delhi. Global books and subscription service. 2nd edition. 2002

ALLIED I: FRONT OFFICE MANAGEMENT(CREDIT 4)

Objectives:

- To educate on the procedures and practices adopted for the co-ordination between guests and hotel services
- To impart knowledge on sales promotion activities and credit control measures adopted in hotels

UNIT-1

Front Office Accounting - Accounts, Folios, Vouchers, Points of Sale, Ledgers, Creation and Maintenance of Accounts; Recordkeeping Systems - Charge Privileges, Credit Monitoring Account Maintenance, Tracking Transactions; Cash Payment - Charge Purchase, Account Correction, Account Allowance, Account Transfer, Cash Advance; Internal Control - Front Office Cash Sheet, Cash Banks, Audit Controls, Settlement of Accounts.

UNIT-2

Check-out Procedures and Account Settlement; Departure Procedures - Methods of Settlement, Late Check Out; Check-out Option - Express Check-out, Self Check-out; Unpaid Account Balances; Account collection - Account Aging; Front Office Records - Guest Histories, Marketing Follow-through.

UNIT-3

The Night Audit - Function of the Night Auditor, Establishing An End of the Day, Cross-Referencing, Account Integrity, Guest Credit Monitoring, Audit Posting Formula, Daily and Supplemental Transcript; Operating Modes - Non-automated, Semi-automated, Fully automated; The Night Audit Process -Complete Outstanding Postings, Reconcile Room Status Discrepancies, Balance All Departments, Verify Room Rates, Verify No-Show Reservations, Post Room Rates and Taxes, Prepare Reports, Deposit Cash, Clear or Back

Up The System, Distribute Reports; Verifying the Night Audit - Pickup Errors, Transportation Errors, Missing Folios, Automated System Update

UNIT-4

Planning and Evaluating Operations - Management Functions - Planning , Organizing, coordinating, Staffing, Leading, Controlling, Evaluating; Establishing Room Rates - Marketing Condition Approach, Rules of Thumb Approach, Hubbart Formula Approach; Forecasting Room Availability - Forecasting Data, Forecast Formula, Sample Forecast Forms; Budgeting For Operations - Forecast Room Revenue, Estimating Expenses, Refining Budget Plan; Evaluating Front Office Operations - Daily Operations Report, Occupancy Ratios, Rooms Revenue Analysis, Hotel Income Statement, Rooms Divisions Income Statement, Room Division Budget Reports, Operating Ratios, Ratio Standards

UNIT-5

Revenue Management

The Concept of Revenue Management - Hotel Industry Applications; Measuring Yield - Formula 1: Potential Average Single Rate, Formula 2: Potential Average Double Rate, Formula 3: Multiple Occupancy Percentage, Formula 4: Rate Spread, Formula 5: Potential Average Rate, Formula 6: Room Rate Achievement Factor, Formula 7: Yield Statistics, Formula 8: Identical Yields, Formula 9: Equivalent Occupancy, Formula 10: Required Non- room Revenue Per Guest

Elements of Revenue Management; Group Room Sales, Transient Room Sales, Food and Beverage Activity, Local and Area- Wide Activities, Special Events, Using Revenue Management, Potential High and Low Tactics, Implementing Revenue Strategies, availability Strategies

ALLIED I: ACCOMMODATION MANAGEMENT (CREDIT 4)

Objectives :

- To provide the knowledge backdrop required of a person working in housekeeping
- To acquire knowledge of cleaning and laundry procedure and floor operations

UNIT-1

Planning Trends (with special reference to the housekeeping department): Planning in the Hotel, Different Skirting's, the Housekeeping in other the Institution in Hospitals, and Hostel, Recruitment and training of Staff, Welfare of staff, Budgeting For Housekeeping Expenses: Types of Budgets, Housekeeping Expenses, Budget- planning Process, Income Statement of the Rooms Division Controlling Expenses, Inventory Control and Stock-taking, Purchasing.

UNIT-2

Ceilings, walls, Furniture, and Fixtures: Selection Considerations, Types of Ceiling Surfaces and Wall Coverings, Types of Furniture and Fixtures, care and Considerations. Hard Flooring: Floor Finishes, Types of flooring, Non-resilient Flooring the Finishes, and Required Equipment for Total Maintenance, Polymer Finishes and Sealers, Hard Floor Care Equipment. Carpets and Floors: Carpet Construction, Carpet Problems, Carpet and Maintenance, Carpet and Floor Care Equipment, Carpet Cleaning Methods, Special Carpet Treatment, Care and Cleaning.

UNIT-3

Interior Designing: Objectives of Interior Design, Basic Types of Design, Elements of Design, Principles of Design, Designing for the Disabled, Planning Trends in Hotels colour, Floor Covering and Finishes, Types, Characteristics, and Cleaning of Floor Covering, Carpets, Importance of Floor Maintenance, Ceilings and their Maintenance, Wall Covering, Windows and Window Treatments. Hotel Renovation, Types of Renovation, Subsidiary Processes in Renovation. Soft Furnishings: Curtains, Pelmets, Valances, Swags,

and tail, Blinds, Loose Covers, Care and Cleaning, Cushions, Beds and bedding, Mattresses, Pillows, Eiderdowns and quilts, Cots, Bed Boards, Foldaway Beds, Zed Bed, Bedspreads, Care and Cleaning.

UNIT-4

Flower Arrangement: Flower Arrangement in Hotel, Flower Arrangement Basics, Designing Flower Arrangements Japanese / Oriental Flower Arrangement, Common Flower and Foliage. Horticulture: Essential Components of Horticulture, Landscaping, Indoor Plants, Bonsai in Hotel Properties.

UNIT-5

Eco-Hotels: Eco-Hotel Certification, Choosing an Eco-friendly Site, Hotel Design and Construction, Energy Conservation, Water Conservation, Environment- Friendly Housekeeping.

REFERENCE BOOKS:

1. Hotel, Hostel & Hospital Housekeeping – Joan c. Branson & Margaret Lennox.
2. Housekeeping Supervision Volume 1 &2 – Jane Fellows.
3. The Professional Housekeeper – Georgina trucker &Modeleri Schneider.
4. Professional Management of Housekeeping Operations – Rebert J .Marti.
5. Hotel House- Keeping Training Manual – Sudhir Andrews (TataMc.Graw Hill Publications).
6. Accommodation and cleaning Service – David M.Allen.

ALLIED II: FOOD AND BEVERAGE MANAGEMENT – II (CREDIT 3)

Objectives:

- To understand concepts of Menu Engineering and Menu Merchandising.
- To formalize and update knowledge in order to improve the profitability and productivity of food and beverage service.

UNIT-1

Menu - Origin of Menu, Menu Engineering, Menu Writing, Menu Merchandising, Menu Pricing, Menu Analysis, Handling Situation.

UNIT-2

BUDGETARY CONTROL

Define Budget -Define Budgetary - Objectives - Frame Work - Key Factors - Types of Budget - Budgetary Control

UNIT-3

Production Control – Planning, Setting Standards, Standard Recipe, Standard Yield, Standard Portion Size.

UNIT-4

Kitchen Stewarding, Waste Control, Cost Reducing Methods, Break-Even Concept, Variance Analysis.

UNIT-5

Sales Promotion Of Food And Beverage Facilities – Introduction: Advertising – Direct Mail, Press Advertisement, Guides, External Signs And Posters, Trade Advertising, Broadcasting, Expert Advice; Merchandising – Floor Stands, Posters, Clips-On, Children’s Menu, Other Sales Tools, Special Promotions; Public Relations. Budgeting- Methods of Budget- Types of Budget – Budgetary Control.

REFERENCE BOOKS:

1. Bernard Davis, Andrew Lockwood And Sally Stone. Food & Beverage Management: Great Britain. Butterworth – Heinemann Publishers. 3rd Edition. 2005
2. Jagmohan Negi. Food And Beverage Management And Cost Control: New Delhi. Kanishka Publishers. 1st Edition. 1999.
3. Mohini Sethi. Institutional Food Management: New Delhi. New Age International Publishers. 1st Edition. 2004
4. Amrik Singh Sudan. Food And Beverage Management: New Delhi. Anmol Publications Pvt. Ltd. 1st Edition .2002.

ALLIED II: PRINCIPLES OF MANAGEMENT (CREDIT 3)

Objectives: to make the students to understand the need and scope of management, function of a management, job description and specification for various staff working in a hotel.

UNIT-I

Management: Definition, Scope And Importance With Relevance To Hotel Industry – Management By Objectives – Decision Making Process With Reference To Hospitality Industry.

UNIT-II

Functions of a Manager – Duties And Responsibilities Of General Manager In A Five Star Deluxe Hotel- Job Description And Job Specification Of General Manager, Departmental Head And Supervisors With Reference To Hospitality Industry.

UNIT-III

Planning: Definition, Types Nature and Steps in Planning – Organizing: Functions, Departmentation, Authority And Span Of Control With Reference To Hospitality Industry.

UNIT-IV

Staffing: Definition, Process – Recruitment – Selection – Training – Industry – Career Planning. Leading: Definition, Qualities Of A Good Leader With Reference To Hospitality Industry.

UNIT-V

Controlling: Definition, Method and Techniques, Budget and Types of Budget With Reference To Hospitality Industry.

REFERENCE BOOKS:

1. Management Principles – G Gupta
2. Basic Of Management – Urarshala Jones

SKILL BASED SUBJECT :HOTEL LAW (CREDIT 2)

UNIT I :INDIAN CONTRACT ACT 1872:

Definition of a contract, kind of contracts.

Legal rules as to offer, acceptance, consideration, and capacity to contract and free consent.
Void agreements. Discharge of contract, remedies for breach of contract.

UNIT II :SALE OF GOODS ACT 1930:

Formation of a contract of sales, conditions and warranties.
Implied conditions and warranties.

UNIT III :HOTELS/ RESTAURANT LICENSE REGISTRATION:

License under the provision of the relevant state excise (sale of Indian and foreign liquors) act and rule.Permission for fixation of and sanction of room rent and charges for services under the provisions of the relevant state government rent control.

UNIT IV :LAW PERTAINING TO FOOD SERVICE

Standards weight and measures act 1956(overview).
Prevention of food adulteration act 1954(definition use of quality foods, food inspectors and their appointment)

UNIT V : THE SHOPS AND COMMERCIAL ESTABLISHMENT ACT (STATE) TAMILNADU CATERING ESTABLISHMENTS ACT 1958

REFERENCE BOOKS:

Elements of mercantile law - N.D.kapoor
Industrial law - KR.bulchandani
Mercantile law - M.C.kucchal
Industrial Law - V.K. Desai

SKILL BASED SUBJECT: EVENT MANAGEMENT (CREDIT 2)

Objectives:To make the students to gain the basic knowledge about different hotel events and the situation to handle.

Unit - I

Introduction to Event Management -Categories and Definitions-Needs and Objectives of Event Management-Creativity and implications of Events- Organization Structure of Event Management -Functions of a Multifaceted Event Management.

Unit - II

Event Management Planning-Event Planning-Arranging Chief Guest/Celebrities-Arranging Sponsors-Blue Print of the Function area-Factors affected in Event Management.

Unit - III

Different Management in Event-Back Stage Management and its Importance-Brand Management and its Characteristics-Budget management and its controlling Methods-Leadership management and its authority-Feed Back Management and its measuring tools.

Unit - IV

Basic Qualities of Event Management Person- Social and Business Etiquette-Speaking Skills and Team Spirit - Stage Decoration -Time Management – Selecting a Location.

Unit - V

Various Event Activities- Concept Exhibition-Space Planning-ITPO-Sports Planning- Tourism events and Leisure Events.

REFERENCE BOOKS:

1. Anton Shone, Successful Event Management, Cengage Learning Business Press, Edition 2, 2004.
2. Julia Tum, Management of Event Operations, Atlantic Publishing Company, Second Edition - 2007
3. Julia Ruherford Silvers and Joe Goldblatt, Professional Event Coordination, Wiley, John & Sons, Edition -2006.

ENVIRONMENTAL STUDIES (CREDIT 2)

Syllabus as prescribed by Madurai Kamaraj University

SIXTH SEMESTER

ADVANCED FOOD PRODUCTION PRACTICAL (CREDIT 4)

Refer Fifth Semester Syllabus

FOOD AND BEVERAGE SERVICE PRACTICAL – III (CREDIT 4)

Refer Fifth Semester Syllabus

ALLIED I: FRONT OFFICE MANAGEMENT PRACTICAL (CREDIT 4)

1. Knowledge unit-1 - Dealing with Guest Enquiries
2. Knowledge unit-2 - Handling Mail & Message
3. Knowledge unit-3 - Using the Public Address System
4. Knowledge unit-4 - Arranging Safe Custody of Valuables
5. Knowledge unit-5 - Handling Complaints
6. Knowledge unit-6 - Giving Basic First Aid & Responding To Emergencies
7. Knowledge unit-7 - Checking Out Guests
8. Knowledge unit-8 - Arranging Departures & Seeing Guests Off
9. Knowledge unit-9 - Handling over Work at the End of a Work shift

ALLIED I: ACCOMMODATION MANAGEMENT PRACTICAL (CREDIT 4)

- Key Control Procedures
- Respond appropriately to theft and vandalism
- Respond appropriately to fires
- Respond appropriately to medical emergencies
- Respond appropriately to natural disasters
- Utility failures
- Handle hazardous materials
- Floral art
- Fresh flower arrangements

- Everlasting arrangements

ALLIED II: HOTEL ECONOMICS AND ENTREPRENEURSHIP (CREDIT 2)

Objectives: To understand the economical aspects of hotel industry and self employment.

UNIT – I

Fundamental Concepts of Economics, Wants – Necessaries, Comforts and Luxuries, Consumption – Direct, Indirect and Wasteful Consumption; Value, Price and Wealth; Factors of Production, Kinds of Capital and Capital formation, Taxes – Direct, Indirect and Budget – Economics system – Capitalism, Socialism and mixed Economy – Balance of trade in balance of payment.

UNIT – II

Demand Analysis - Meaning of demand and demand distinctions – autonomous and derived durable goods. Industry demand and firm demand; Supply – Meaning of supply, Law of supply, determinants supply, elasticity of supply.

UNIT – III

Cost output Relationship - Cost concepts: Fixed and Variable cost, total, average and marginal costs, outlay and opportunity costs, Past and future costs – Average fixed cost curve – short run marginal cost curve – short run average cost curve – Long run average cost curve – Long run marginal cost curve – Economics of large scale production.

UNIT – IV

Economics Problems in Hotel Industry - Income generation – Employment generation – Foreign exchange earnings Factors influencing the growth of Hotel Industry – Inflation – Meaning, types of inflation – Demand pull and Cost pull inflation – effects of inflation on various segments of the society.

UNIT – V

Entrepreneur - small business – history of self-employment, Ways to get small scale business in India; Entrepreneurship: Definition, functions, goals setting and vision for business, risky time money planning and organizing, Management with reference to the customer, employees suppliers and others.

REFERENCE BOOKS:

Business Economics – ABN Kulkarni
Hotel & Tourism Development – Dr. JagmohanNegi
Economics Environment of business –Mr. Adhikary
Elements of Economics – Mr. B.S. Raman

ALLIED II: HUMAN RESOURCE MANAGEMENT (CREDITS 2)

Objectives:

- To study the management practices that directly affect human resources who work for the organization
- To enable to learn the essential concepts of Human Resource Management

UNIT-I

Strategic Importance Of HRM; Objectives Of HRM; Challenges To HR Professionals; Role Responsibilities And Competencies Of HR Professionals; HR Department- Scalar

Chain Operations; Human Resource Planning - Objectives And Process; Human Resource Information System And HR Audits- Concepts And Functions.

UNIT- II

Job Analysis, Job Description And Job Evaluation- Concepts And Methods. Meaning Of Recruitment And Selection, Methods Of Recruitment And Selection- Tests In Selection Process, Steps In Selection Process. Productivity Management- Concepts- TQM- Kaizen- Quality Circles

UNIT- III

Training And Induction- Meaning, Objectives And Purpose Of Induction, Need For Training, Benefits Of Training, Identification Of Training Needs, Methods Of Training. Concept Of Management Training. Performance Appraisal- Meaning, Objectives Of Performance Appraisal, Methods Of Performance Appraisal And Limitations.

UNIT- IV

Promotion And Transfers- Purpose Of Promotion, Basis Of Promotion, Meaning Of Transfer, Reasons For Transfer, Types Of Transfer, Right Size Of Work Forces. Need For Right Sizing. Principles And Techniques Of Wage Fixation, Compensation- Base And Supplementary. Work Environment- Meaning Of Work Environment- Importance Of Work Study. Application Of Ergonomics In Hotel Industry Regarding Safety.

UNIT- V

Employee Welfare And Benefits Measures And Types. Grievance And Grievance Handling Procedures. Employee Morale And Ethics. Trade Union Nature And Its Functions- Handling Of Collective Bargaining And Its Process- Dynamics Of Enquiry And Disciplinary Procedures.

REFERENCE BOOKS:

1. Dr C.B. Gupta. Human Resource Management: New Delhi. Sultan Chand Publications. 2nd Edition. 2003.
2. L.M. Prasad. Human Resource Management: New Delhi. Sultan Chand Publication. 3rd Edition. 2003.
3. BiswajeetPattanayak. Human ResourceManagement: New Delhi. Prentice Hall of India Private Limited. 2nd Edition. 2003.
4. P. SubbaRao. Essentials of Human Resource Management and Industrial Relations: Mumbai. Himalayan Publishing House. 2nd Edition. 2006.
5. George. T. Mikovich and john. W. Boundrew. Human Resource Management: USA. Irwin Book Team. 8th Edition. 1997.
Gary Dessler. Human Resource Management: New Delhi. Prentice Hall of India Pvt Ltd. 2nd Edition. 2003.

SKILL BASED SUBJECT: CANNING AND PRESERVATION (CREDIT 2)

Objectives: To understand preserving and canning of foods used in Food Technology.

UNIT- I

Introduction of Canning and Preservation – Definition – Basic Principles of Fruit and Vegetables Preservation – Factors Responsible for Spoilage of Fruits and Vegetables – Action of Enzymes – Growth of Microorganisms.Types and Methods of Preserving – Dehydration, Heat Processing, Preservation with Salt, Preservation with Sugar, Vinegar, Deep Freezing and Chemical Preservation.

UNIT – II

Production and Preservation of fruits and vegetable juices – Preparation of Jam, Jelly, Marmalade, Pickles, Vinegar and Tomato Products – Freezing, Canning and Drying.

UNIT -III

Canning - Definition – Methods and Types - The Basics of Canning – General Canning – Canning low acid foods - Objectives and Techniques of food preservation and Canning classification.

UNIT - IV

Introduction and Definition of Preparation and Packaging system – Preparation of Fruit Beverages and Preservation of Squash, Crush, Juices and Cordial Syrup. Preparation of Juice, Sauce, Soup and Ketchup. Preparation of milk Products Khoa, Rabri, Paneer, Kulfi, and Cheese.

UNIT - V

Packaging Techniques and Various Types – Scope for new types of Containers and Packaging Materials – Packaging Equipments and Machinery – Methods and Types of Packaging – Selection of Packaging materials for different foods – Packaging and Sealing Equipments and Labelling.

BOOKS FOR REFERENCES:

Potter, **Food Science.**

Desrosier, **Technology of Food Preservation.**

Girdharilal, Sidhapa&Tandon, **Preservation of Fruits andVegetables.**

Cruss, **Fruits and Vegetables Processing.**

Joseph H.Hotchkiss, (ACS Symposium), **Food and PackagingInteractions.**

IRRI, Preservation of Fruits & Vegetables.

SKILL BASED SUBJECT: HOTEL INFORMATION TECHNOLOGY (CREDIT 2)

Objectives: To familiarise and handle MS Office Software for making use of Word, PowerPoint, Excel, Access for day to day operations of a hotel.

UNIT-1

Introduction: Definition, History, Types of Computers, Computer Organization, Importance of Computers, Computer in Society, Computers in the Hospitality Industry.

UNIT-2

Computer Systems: Inside the Computer, Parts of the computer, Information Processing Cycle, Hardware, Software using the Keyboard, Using the Mouse, Inputting data, Input Devices, Video and sound, Printing and Devices.

UNIT-3

Processing Data: Transformation of data Into Information, Computer Representation of data, Memory, Modern CPU, Processors, Storage Devices.

UNIT-4

Operating Systems and Applications: Basic Operation Systems, Running Programs, DOS, Window XP, Networking, MS-Office(word, Excel, power point, access).

UNIT-5

Internet: History, E-mail and Internet Services, Connecting to the Internet, Spam, Outlook, E commerce, Business and online.

REFERENCES:

Introduction to computers-Peter Norton

DOS manual

**SKILL BASED SUBJECT: HOTEL INFORMATION TECHNOLOGY
PRACTICAL (CREDIT 2)**

- Working with office
- Processing with work
- Formatting in word
- Managing and customizing word
- Advanced features in word
- Computing with excel
- Starting excel
- Restricting and editing in excel
- Formatting
- Charting in excel
- Power point presentation
- Edition and arranging in power point
- Advanced features in power point
- Animating presentations
- Access basics
- Creating databases.

REFERENCE:

Microsoft Office-Pearson Publishers.

VALUE EDUCATION (CREDITS 2)

Refer Madurai Kamaraj University Syllabus