



UNIVERSITY OF CALICUT

Abstract

BSc in Hotel Management & Catering Science -CUCBCSS UG 2014-Scheme and Syllabus Approved-Implemented-w.e.f 2014 Admissions- Duplication of the content found in the Scheme and Syllabus corrected- approved - Corrigendum issued.

G & A - IV - J

U.O.No. 8543/2016/Admn

Dated, Calicut University.P.O, 13.07.2016

*Read:-*1. U.O. No. 3797/2013/CU, dated 07.09.2013 (CBCSS UG Modified Regulations)

(File.ref.no. 13752/GA IV J SO/2013/CU).

2. U.O. No. 5180/2014/Admn, dated 29.05.2014 (CBCSS UG Revised Regulations)

(File.ref.no. 13752/GA IV J SO/2013/CU).

3. UO No: 6922/2014/Admn Dt 17.7.14

4. U.O.No. 399/2015/Admn Dt 14.01.15

5. Request of the Chairman Dtd 27.06.16

6. Orders of the Vice Chancellor in the file of even number on 30.06.2016

ORDER

The Modified Regulations of Choice Based Credit Semester System for UG Curriculum w.e.f 2014 was implemented under the University of Calicut vide paper read as (1). The Revised CUCBCSS UG Regulations has been implemented w.e.f 2014 admission, for all UG programme under CUCBCSS in the University, vide paper read as (2).

As per paper read as (3) the syllabus of BSc Hotel Management & Catering Science has been issued and corrigendum has been issued as per paper read as (4)

As per paper read as (5) the chairman has reported that errors in Data has been crept in the syllabus of BSc HM&CS while doing word documentation as below.

1. Course content of 5th semester's Food & Beverage Production Theory II and Food & Beverage Service Theory II are found to be same with that of 3rd semester's Food & Beverage Production Theory I and Food & Beverage Service I.

Since the 2014 batch is entered into 5th semester now, the corrections are to be effected urgently into the syllabus. Considering the urgency the Hon'ble Vice Chancellor, exercising the powers of the Academic Council has approved the corrected syllabus forwarded by the Chairman..

Sanction has, therefore, been accorded for implementing the corrections in the syllabus. Hence the Scheme and Syllabus implemented vide paper read as (4) stands corrected to this

effect. Corrigendum is issued accordingly.

(The corrected syllabus is attached herewith and is available in the website: universityofcalicut.info)

Anuja Balakrishnan

Deputy Registrar

To

1. All Affiliated Colleges/SDE/Dept.s/Institutions under University of Calicut.
2. The Controller of Examinations, University of Calicut.
3. The Director SDE, University of Calicut.

Forwarded / By Order

Section Officer

B.Sc. Hotel Management & Catering Science (Under the Faculty of Science)

CHOICE BASED CREDIT & SEMESTER SYSTEM FOR UNDER GRADUATE CURRICULUM (2014)

I. Duration of the programme

The programme is for six semesters spread over three years. There shall be 90 working days in each semester and shall comprise of 450 teaching hours including the days for the conduct of each semester examination.

II. Course in the programme

The total number of course in Bsc. HM&CS programme could be 35, which may be spread through 120 credits. The main courses shall be divided into 4 categories as follows.

III. Common courses

1. The Four Skills for Communication.
2. Modern Prose and Drama.
3. Communication Skill in the languages other than English (French).
4. Inspiring Expressions .
5. Readings on Society.
6. Translation and communication in Language other than English (French).
7. Basic Numerical Skills.
8. General Informatics.
9. Entrepreneurship Development.
10. Banking and Insurance.

IV. Core courses

11. Accommodation Operation (Theory)
12. Accommodation Operation (Practical)
13. Advanced Food & Beverage Production – I (Theory)
14. Advanced Food & Beverage Service – I (Theory)
15. Advanced Food & Beverage Production – I (Practical)
16. Advanced Food & Beverage Service – I (Practical)
17. Advanced Food & Beverage Service – II (Theory)
18. Advanced Food & Beverage Production – II (Theory)
19. Food & Beverage Management
20. Research Methodology
21. Facility Planning and Event Management
22. Project Report (Viva Voce)
23. Hotel Report (Viva Voce)
24. Comprehensive Self Study
25. Hotel Sales and Marketing
26. Comprehensive Self Study (Viva Voce)

V. Complementary Courses

27. Food & Beverage Production – I (Theory)
28. Food & Beverage Service – I (Theory)
29. Food & Beverage Production – I (Practical)
30. Food & Beverage Service – I (Practical)
31. Front Office (Theory)
32. Nutrition Hygiene and Sanitation
33. Front Office (Practical)

34. Travel and Tourism

VI. Open Courses

35 . Hotel Accounting

VII. Semester wise distribution of courses

Semester – I

Sl. No.	Course Code	Subject	Credit	Hrs/ Week	Exam Hrs
1	A01	The Four Skills for Communication.	4	4	
2	A02	Modern Prose and Drama.	3	4	
3	FL(F)1A07	Communicative Skills in French	4	4	
4	HM1B01	Accommodation Operations (Theory)	3	5	
5	HM1C01	Food & Beverage Production – I (Theory)	3	4	
6	HM1C02	Food & Beverage Service – I (Theory)	3	4	

Semester – II

Sl. No.	Course Code	Subject	Credit	Hrs/ Week	Exam Hrs
7	A03	Inspiring Expressions .	4	4	
8	A04	Readings on Society.	3	4	
9	FL(F)2A08	Translation and communication in Language other than English (Culinary French).	4	4	
10	HM2B02	Accommodation Operations (Practical)	3	5	
11	HM2C03	Food & Beverage Production – I (Practical)	3	4	
12	HM2C04	Food and Beverage Service – 1 (Practical)	3	4	

SEMESTER – III

Sl. No.	Course Code	Subject	Credit	Hrs/Week	Exam Hrs
13	A11	Basic Numerical Skill	4	4	
14	A12	General informatics	4	4	
15	HM3B03	Advanced Food & Beverage Production – I (Theory)	3	4	
16	HM3B04	Advanced Food & Beverage Service - I (Theory)	3	4	
17	HM3C05	Front Office (Theory)	3	5	
18	HM3C06	Nutrition Hygiene and Sanitation	3	4	

Semester – IV

Sl. No.	Course Code	Subject	Credit	Hrs/Week	Exam Hrs
19	A13	Entrepreneurship Development	4	4	
20	A14	Banking & Insurance	4	4	
21	HM4B05	Advanced Food & Beverage Production – I (Practical)	3	4	
22	HM4B06	Advanced Food & Beverage Service – I (Practical)	4	4	
23	HM4C07	Front Office – (Practical)	3	4	
24	HM4C08	Travel and Tourism	3	5	

Semester – V

Sl. No.	Course Code	Subject	Credit	Hrs/Week	Exam Hrs
25	HM5B07	Advanced Food & Beverage Service – II (Theory)	4	4	
26	HM5B08	Advanced Food & Beverage Production – II (Theory)	4	4	
27	HM5B09	Food & Beverage Management	4	4	
28	HM5B10	Research Methodology	3	4	
29	HM5B11	Facility Planning and Event Management	4	5	
30	HM5D01	Hotel Accounting	2	4	

SEMESTER VI

Sl. No.	Course Code	Subject	Credit	Hrs/Week	Exam Hrs
31	HM6B12	Project Report (Viva Voce)	4	5	
32	HM6B13	Hotel Report (Viva Voce)	4	5	
33	HM6B14	Comprehensive Self Study	4	5	
34	HM6B15	Hotel sales and Marketing	4	5	
35	HM6B16	Comprehensive Self Study (Viva Voce)	2	5	

VIII. Industrial Exposure Training

Each student has to undergo Industrial Exposure Training of 22 weeks duration in the following departments of any Hotel of national or global repute.

1. F & B Production – 16 weeks
2. F & B Service – 2 weeks
3. Front Office – 2 week
4. Housekeeping – 2 week

22 weeks

Training may start from 01st November of the academic year soon after the Vth Semester Examinations. Students shall be reporting to the college by first week of April for regular classes for the VIth Semester. The VIth Semester Examinations would commence from June second week.

Hotel Report

After the completion of training the students shall immediately be submitting an industrial exposure training report within two weeks time. This Report shall also carry two hundred and fifty marks.

The marks shall be awarded by the concerned training coordinator of the college, based on the viva and the report submitted by the student. Each student has to have a certificate of successful completion of training.

IX. Project Report

Each student has to make a project report on relevant topic related to hospitality industry. This Report shall also carry two hundred marks. The marks shall be awarded by the concerned Project coordinator of the college, based on the viva and the report submitted by the student.

The Student should also carry the following during Viva Voce by the External Examiner:

- Duly signed personal copy of the project
- Examination Hall ticket
- College Identity card
- Dress code should be formal

Question Paper Pattern :

Sl: No	Category of Questions	No. of questions in the paper	No. of Questions to be answered	Marks
1	Very short Answer	12	12	12X 1 =12
2	Short Answer	9	9	9X 2 =18
3	Short Essay	7	5	5X 6 = 30
4	Essay	3	2	2X 10 = 20

TOTAL 80 Marks

Credit and Mark Distribution

As per the University Regulation for Choice Based Credit and semester system for under graduate Curriculum-2014. 80 % o of total Marks as External and 20 % o of the total marks as internal shall be considered for each course. And the pattern shall be followed as same as under (LRP) Language Reduce pattern

Credit and Mark Distribution for LRP Programmes

Sem	Common Course			General	Core Course	Complimentary Course		Open Course	Total		
	English	Additional Language				I	II				
I	4	3	4		3	3	3		20		
II	4	3	4		3	3	3		20		
III			4	4	3	3	3	3	20		
IV			4	4	3	4	3	3	21		
V					4	4	4	3	4	2	21
VI					4	4	4	4	2	18	
Total	14 Credits (400 Marks)	8 Credits (200 Marks)	16 Credits (400Marks)		56 Credits (1750 Marks)	12Credits (400 Marks)	12 Credits (400 Marks)	2 Credits (50 Marks)	120		
	38 Credits (1000 Marks)				82 Credits (2600 Makrs)				120		
								Total Marks	3600		

Note: All References shall be considered in accordance with **Calicut University Regulations for Choice based Credit and Semester System for under Graduate Curriculum 2014**

DETAILED SYLLABI

FIRST SEMESTER

ACCOMMODATION OPERATIONS – (THEORY):

THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION

Role of Housekeeping in Guest Satisfaction and Repeat Business

ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT

- A. Hierarchy in small, medium, large and chain hotels
- B. Identifying Housekeeping Responsibilities
- C. Personality Traits of housekeeping Management Personnel.
- D. Duties and Responsibilities of Housekeeping staff
- E. Layout of the Housekeeping Department

CLEANING AGENTS

- A. General Criteria for selection
- B. Classification
- C. Polishes
- D. Floor seats
- E. Use, care and Storage
- F. Distribution and Controls
- G. Use of Eco-friendly products in Housekeeping

COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES

- A. Metals
- B. Glass
- C. Leather, Leatherites, Rexines
- D. Plastic
- E. Ceramics
- F. Wood
- G. Wall finishes
- H. Floor finishes

INTER DEPARTMENTAL RELATIONSHIP

- A. With Front Office
- B. With Maintenance
- C. With Security
- D. With Stores
- E. With Accounts
- F. With Personnel
- G. Use of Computers in House Keeping department

MECHANICAL & MANUAL EQUIPMENTS

- A. Types of mechanical & Manual Equipments.
- B. Selection of equipments
- C. Maintenance of equipments.
- D. Usage procedure of equipments

AREA CLEANING

- A. Guest rooms
- B. Front-of-the-house Areas
- C. Back-of-the house Areas
- D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.

ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT

- A. Reporting Staff placement
- B. Room Occupancy Report
- C. Guest Room Inspection
- D. Entering Checklists, Floor Register, Work Orders, Log Sheet.
- E. Lost and Found Register and Enquiry File
- F. Maid's Report and Housekeeper's Report
- G. Handover Records
- H. Guest's Special Requests Register
- I. Record of Special Cleaning
- J. Call Register
- K. VIP Lists

BEDS AND MATTRESSES

- A. Types
- B. Size

PEST CONTROL

- A. Areas of infestation
- B. Preventive measures and Control measure

KEYS

- A. Types of keys
- B. Computerized key cards
- C. Key control

Reference books:

Accommodation Operations (H/K) by:

Authors:

- | | |
|----------------------|---------------------|
| 1) Joan Branson | 2) Jones Thomas, |
| 3) Manoj Madhukar | 4) Margret M Kappa, |
| 5) Sudhir Andrews | 6) Grover Goutham, |
| 7) Smriti Raghubalan | 8) Malini Singh |
| 9) Aleta A Nitschke | |

FOOD & BEVERAGE PRODUCTION– I (THEORY)

I. INTRODUCTION TO COOKERY

1. Levels of skills and Experience
2. Attitudes and Behavior in the Kitchen
3. Personal Hygiene
4. Safety Procedure in Handling Equipment
5. Aims and objectives of cooking food
6. Various textures
7. Basic Culinary terms

II. HIERARCHY AND DEPARTMENT STAFFING

1. Classical Brigade
2. Modern staffing in various category hotels
3. Role of Executive Chef
4. Duties & Responsibilities of various chef
5. Co-operation with other Departments

III. KITCHEN ORGANIZATION & LAY OUT

1. General layout of kitchen in various organization
2. Layout of Receiving Areas
3. Layout of storage Area
4. Layout of service and wash up
5. Various Fuels used
6. Advantages & Disadvantages of each

IV. BASIC MENU PLANNING

1. Types of Menu
2. Menu Planning Principle

V. BASIC PRINCIPLES OF FOOD PRODUCTION

1. Introduction, Classification of vegetables
2. Effects of heat on vegetables
3. Cuts of vegetables
4. Classification of fruits
5. Uses of Fruit in Cookery

VI. Salads & Salad dressing stocks

1. Definition of Stock
2. Types of Stocks
3. Preparation of stock
4. Storage of Stocks
5. Uses of Stocks

VII. Soups

1. Classification of soups with examples
2. Basic recipes
3. Consommés
4. Garnishes and accompaniment for Soups

VIII. Classification of Sauces

1. Recipes for mother Sauces
2. Derivatives

IX. Meat

1. Introduction
2. Cuts of Beef/Veal
3. Cuts of Lamb/Mutton
4. Cuts of Pork
5. Variety meats (Offal)

X. Fish

1. Classification of fish with examples
2. Cuts of fish
3. Selection fish and & shellfish
4. Cooking of fish

XI. Egg

1. Introduction of Egg Cookery
2. Structure of an egg
3. Selection of egg
4. Uses of egg in Cookery

XII. Rice

1. Introduction
2. Classification and Identification
3. Cooking of rice, cereals & pulses
4. Varieties of rice & other cereals

XIII. METHODS OF COOKING FOOD

1. Roasting
2. Grilling
3. Frying
4. Baking
5. Broiling
6. Poaching
7. Boiling

XIV. BASIC COMMODITIES

a. Flour

1. Types of wheat
2. Types of flour
3. Uses of flour in food production

b. Shortening

1. Role of shortening
2. Varieties of shortenings
3. Advantages & Disadvantages of using different shortenings

c. Fats & Oil - Types, varieties

d. Raising agents

1. Classification of raising agent
2. Role of raising agents

e. Sugar

1. Importance of sugar
2. Types of sugar
3. Cooking of sugar- (various stages)
4. Uses of sugar

f. Tea

1. Types of tea available
2. Preparing tea for consumption
3. Popular brand

- g. Coffee
 - 1 Types of coffee
 - 2 Preparing coffee
 - 3 Varieties of coffee
- blends h. Chocolate
 - 1. Manufacture of chocolates
 - 2. Types of chocolates
 - 3. Tempering of chocolates
- i. Milk
 - 1. Pasteurization
 - 2. Homogenization
 - 3. Types of milk. e.g. skimmed condensed
 - 4. Nutritive value
- j. Cream
 - 1. Processing of cream
 - 2. Types of cream
- k. Butter
 - 1. Processing of butter
 - 2. Types of butter
- l. Cheese
 - 1. Processing of cheese
 - 2. Types of cheese
 - 3. Classification of cheese
 - 4. Cooking of cheese
 - 5. Uses of cheese

XV. USE OF HERBS AND WINES IN

COOKERY XVI. KITCHEN

STEWARDING

FOOD & BEVERAGE SERVICE – I (THEORY)

I. Introduction to catering

1. Different types of catering establishments,
2. Attributes of a waiter: Personal hygiene, punctuality, personality, attitude towards guests, appearance, salesmanship and sense of urgency.

II. Staff organization

1. The principle staff of different types of restaurants, duties and responsibilities of a restaurant staff.
2. Types of restaurants: overview and key characteristics of coffee shop, continental restaurants, speciality restaurants, pubs, night clubs, discotheques, snack and milk bar.

III. Operating equipments

1. Classification of crockery, cutlery, glassware, hollowware, flatware, special equipments.
2. Ancillary departments: Pantry, still room, silver room, wash-up and hot-plate. 3. Restaurant service: Misen scene, Misen place. Points to be remembered while laying a table, do's and don'ts in a restaurant, dummy waiter and its uses during service.

IV. Different types of menu

1. Origin of menu, table d'hote menu, a la carte menu, French classical menu. Food and their usual accompaniments.
2. Breakfast: Types, menu for each type, terms used in the service of continental breakfast. Cover laying for continental and English breakfast.
3. Order taking procedures: In-person, telephone and door hangers.

V. Types of service

1. Different styles of service, advantages and disadvantages
2. Floor / Room service: Meaning, Full & Partial room service, Breakfast service in room, tray & trolley set-up for room service.
3. Lounge service: Meaning, organization of lounge service.
4. Tea service: Afternoon tea and high tea, order of service.

SECOND SEMESTER:

ACCOMMODATION OPERATIONS – (PRACTICAL)

01. Familiarizing with different types of Rooms, facilities and surfaces

Twin/ double

Suite

Conference etc

02. Servicing guest room(checkout/ occupied and vacant)

ROOM

Task 1- open curtain and adjust lighting

Task 2-clean ash and remove trays

if any Task 3- strip and make bed

Task 4- dust and clean drawers and replenish supplies Task

5-dust and clean furniture, clockwise or anticlockwise Task

6- clean mirror

Task 7- replenish all supplies Task

8-clean and replenish minibar Task

9-vaccum clean carpet

Task 10- check for stains and spot cleaning

BATHROOM

Task 1-disposed soiled linen

Task 2-clean ashtray

Task 3-clean WC

Task 4-clean bath and bath area

Task 5-wipe and clean shower curtain

Task 6- clean mirror Task 7-clean tooth

glass Task 8-clean vanitory unit

Task 9- replenish bath supplies

Task 10- mop the floor

03. Bed making supplies (day bed/ night bed) Step 1-

spread the first sheet(from one side)

Step 2-make miter corner (on both corner of your side) Step 3-

spread second sheet (upside down)

Step 4-spread blanket

Step 5- Spread crinkle sheet

Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)

Step 7- tuck the folds on your side

Step 8- make miter corner with all three on your side Step 9- change side and finish the bed in the same way Step 10- spread the bed spread and place pillow

04. Maid's trolley

Contents

Trolley setup

5. Public Area Cleaning (Cleaning Different Surface) A. **WOOD**

polished
painted
Laminated

B. SILVER

Plate powder method
Polivit method
Proprietary solution (Silvo)

C. BRASS

Traditional/ domestic 1 Method
Proprietary solution 1 (brasso)

D. GLASS

Glass cleanser
Economical method(newspaper)

E. FLOOR - Cleaning and polishing of different types

Wooden
Marble
Terrazzo/ mosaic etc.

F. WALL - care and maintenance of different types and parts

Skirting
Dado
Different types of paints(distemper Emulsion, oil paint etc)

06. Records

- Room occupancy report
- Checklist
- Floor register
- Work/ maintenance order]
- Lost and found
- Maid's report
- Housekeeper's report
- Log book

07. Sample Layout of Guest Rooms

Single room
Double room
Twin room
Suite

FOOD & BEVERAGE PRODUCTION – I (PRACTICAL)

1. Identification and cuts of vegetables
2. Preparation of stocks – White, Brown and Fish
3. Preparation of Sauces
4. Soups:
 - a. Cream – vegetable, spinach, tomato greenpeas
 - b. Consomme – Royale, Celestine c National – Vichyssoise, cabbage chowder
5. Eggs – boiled, fried, poached, scrambled, omelettes.
6. Fish – Fisho'rly a la nglaise, Colbert, poached, saumon grille, Florantine, mornay, pomfret meuniere, fish fingers
7. Poultry – jointing chicken, poulet roti a l anglaise, poulet sauté chasseur, poulet Maryland, roast chicken, chicken a la king
8. Meat - Fillet steak, tournedos, escalope, lamb stew, hot pots, grilled steak
9. Potatoes – French fries, lyonnaise, sauté, mashed, cream, parsley, parsienne
10. Vegetable – Veg. cooking, boiled, glazed, fried, stewed, braised
11. Salads and sandwiches – coleslaw, Russian salad, potato salad, carrot, salad nicoise , fruit salad, waldrof salad, sandwiches varieties
12. Sweets – honey comb mould, trifle, chocolate mousse, lemon soufflé, bread and butter pudding, caramel custard, albert pudding, Christmas pudding
13. Indian Dishes
 - a. Snacks – dhokla, uppama, idly, wadas, samosa, paltice, cutlets
 - b. Breads – chappaties, pookies, parathas, bhaturas, missie roti, roomali roti, baki roti
 - c. Rice – jeera pulao, veg. pulao, lime rice, alu ki thahari, yakhini pulao, prawn pulao, peas pulao, chicken biryani, muootn biryani, prawns biryani, veg. biryani, hyderabadi biryani, kashmiri pulao
 - d. Gravies (veg/ non veg) – khorma (chicken, mutton veg.) shajahani, jal fraize, rogini chicken, rogan josh, chicken / mutton do pyaz, chicken chettinad, paneer malai kofta, palak paneer, butter chicken, aloo gobi, fish moilee, goan fish curry, macher jhol, dal makhani, dal thadka, mixed veg curry, pepper chicken, kadai chicken, mutton vindaloo,
 - e. Dry (veg./ non veg.) - salads, raitas, foogath, bhaaji, bhujjia, kuchumber, fried bhindi, avail, brinjal bhurta, masala fried fish, karimeen pollichudhu
 - f. Sweets – Gajjar hulwa, sheera, gulab jamun, boondhi ladoo, semiya payasam, pal payasam, badam/carrot kheer, jangri, shahi tukra, mysore pak, kesari, rasagullas, pumpkin hulwa.
 - g. Tandoor – Naan, kulcha, roti, chicken tikka , fish tikka, sheek kebab, tandoori chicken, hariyali chicken/ fish tikka, tangdi kebab.

FOOD & BEVERAGE SERVICE – I (PRACTICAL)

1. Identification of cutlery, crockery, glassware and miscellaneous equipments.
2. Serviette folds.
3. Laying and relaying of table cloths.
4. Cleaning and polishing / wiping of cutlery, crockery and glassware.
5. Carrying a light tray.
6. Carrying a heavy tray.
7. Carrying glasses.
8. Handling cutlery and crockery.
9. Manipulating service spoon and fork.
10. Service of water.
11. Arrangement of sideboard.
12. Table d'hote cover laying.
13. A la carte cover laying.
14. Practice of simple menu compilation.
15. Receiving the guests, presenting the menu, taking orders.
16. Service of Hors d'oeuvre.
17. Service of soup, fish, pastas.
18. Service of main course.
19. Service of salads.
20. Service of sweet.
21. Service of Cheese.
22. Service of non – alcoholic drinks, tea and coffee.
23. Continental breakfast cover and tray set up.
24. English breakfast cover and tray set up.
25. Changing ashtray during service.
26. Presenting the bill.

THIRD SEMESTER:

ADVANCED FOOD & BEVERAGE PRODUCTION – I (THEORY)

I) INDIAN COOKERY

CONDIMENTS AND SPICES

1. Introduction to Indian food
2. Spices used in Indian Cookery
3. Role of spices in Indian cookery
4. Indian equivalent of spices (names)

BASIC MASALAS

1. Blending of spices and concept of masala'
2. Different masalas used in Indian Cookery
 - ◆ Wet masalas
 - ◆ Dry masalas
3. Composition of different masalas
4. Varieties of masalas available in regional areas
5. Special masala blends

THICKENING AGENTS

1. Role of thickening agents in Indian cuisine
2. Types of thickening agents

II) QUANTITY FOOD PRODUCTION

QUANTITY FOOD PRODUCTION

2.1 EQUIPMENT

Quality of equipment used
Specification of equipment
Care & maintenance of equipment
Heat and cold generating equipment
Modern developments in equipment manufacturing

2.2 MENU PLANNING

Basic menu planning –
recapitulation
Special emphasis on quantity food
production
planning of menus for various
categories, such as;
School/college students, industrial
workers
Hospitals, canteens, outdoor
party's theme dinners
Transport/mobile catering
Parameters for quantity food menu
planning

2.3 INDENTING

Principles of indenting
Quantities/portions for bulk
production
Translation of recipes for indenting
Practical difficulties involved
in indenting

2.4 COSTING

Introduction
Basic costing
Food costing
Food cost control
Problems related to food costing
Importance & relevance of food
costing

III) SANDWICHES

PARTS, FILLING, SPREADS AND
GARNISHES, TYPES,
MAKING AND STORING

IV) INTERNATIONAL CUISINE

BRITISH, MIDDLE EAST, SPANISH,
FRENCH,

ITALIAN, ORIENTAL AND
MEXICAN

V) CHARCUTIERE

- SAUSAGES
- FORCEMEATS
- MARINADES, CURES, BRINES
- BACON, HAM, GAMMON
- GALANTINES
- PATES AND TERRINES
- MOUSSES AND MOUSSELINES
- CHAUD FROID
- ASPIC JELLY
- NON EDIBLE DISPLAYS

VI) APPETIZERS AND GARNISHES

- CLASSIFICATION
 - EXAMPLES
- DIFFERENT GARNISHES

VII) BAKERY

1. Short Crust
2. Laminated
3. Choux
4. Hot Water/Rough Puff
5. Recipes and methods of preparation
6. Care to be taken while preparing pastry
7. Role of each ingredient
8. Temperature of baking pastry

BREADS

1. Principles of bread making
2. Simple yeast breads
3. Role of each ingredient in bread making
4. Baking temperature and its importance

PASTRY CREAM

1. Basic pastry creams
2. Uses in confectionery

ICING AND TOPPINGS

FORZEN DESSERTS

ADVANCED FOOD & BEVERAGE SERVICE – I (THEORY)

UNIT:I

Classification of beverages: Types of beverages, preparation of common non-alcoholic beverages.

Examples tea, coffee, milk based drinks, juice, squash and aerated water, other bar non-alcoholic drinks used in dispense and main bar.

UNIT: II

Alcoholic beverage: Meaning, classification of alcoholic beverages.

Wines : Common grape varieties used in making wines, factors

affecting the quality of wines, Manufacturing process of table wines (red, white and rose), brand names,

Beer: Manufacturing process, types of beer and popular brands.

UNIT : III

Wine producing regions of France, Grape varieties, popular red and white wines.

Champagne : Manufacturing process of
Champagne, styles, brand
names and bottle sizes
Wine producing regions of Germany and Italy,
grape varieties and
brands.

Unit IV

Fortified wines : Sherry, Port and Madiera –
Production methods,
and styles
Cider & Perry: Meaning.
Aperitifs & Digestives: Meaning
Liqueurs: Meaning, colour, flavour & country of
origin of
Absinthe, Advocaat, Abricotine,
Anisette, Aurum, Benedictine, Cointreau Crème
de menthe, crème
de mokka, all
curacaos, Dram buie, Glavya, Gold wasser,
grand marnier, Kahlua,
Sambuca, Tia Maria, etc

UNIT : V

Spirit production methods - pot still and patent
still.
Manufacturing process of Spirits (Whisky, Rum,
Gin, Brandy,
Vodka and Tequila), styles and Brand names

Unit VI

Checking, control & Billing: Introduction &
checking systems

Types of checks, copies, triplicate system and duplicate system,

checking for wines & other drinks.

The Bill - method of making a bill & settlement of accounts

Tobacco - Important tobacco producing

countries of the world,

quality of cigars & cigarettes

serviced in hotel, strength & size of cigars,

service method.

Reference Books:

Food & Beverage Service by: Authors - :

1) Dennis Lillicarp

3) Sudhir Andrew

5) Foster Dennis

7) Magris, Marzia

9) Tyagi Vijay,

11) Bobby George

2) John Cousins,

4) Jagmohan Negi,

6) Vijay Dhawan

8) John Bunyan

10) Davis Bernard,

12) S. K Bhatnagar

FRONT OFFICE (THEORY)

I. The Hospitality Industry

1. Introduction
2. Definition of Hotels
3. History of Hotels & accommodation industry
4. Development & growth in India

II Classification of Hotels

1. Based on Size
2. Based on location
3. Based on facility & level of service
4. Based on length of guest stay
5. Based on tariff & plan
6. Based on ownership
7. Based on affiliation
8. Based on market segment
9. Supplementary & alternate lodging facility

III Hotel Organisation

1. Importance of organisation
2. Purpose of organisation
3. Modals of Organisation
4. Organisation Chart
5. Areas, division, sub division & coordination with FO
6. Organisation of large hotels

IV FO Organization

1. F O & F O usages
2. Various sections of F O
3. Organizational Chart of F O – Small hotels
4. Organisational Chart of F O – Medium hotels
5. Organisational Chart of F O – large hotels
6. Lobby
7. Equipments & other things

V Lobby

1. Introduction
2. Size of the lobby
3. Bell desk
4. Travel Desk
5. Job description of bell boy
6. Job description of bell captain
7. Job description of Concierge
8. Job description of lobby manager
9. Handling of VIP
10. G.R.E

VI. F O Personal

1. Qualities of F O employee
2. Job description of F O Manager
3. Job description of Assistant F O Manager
4. Job description of Reservation assistant
5. Job description of Registration assistant
6. Job description of Information assistant

VII. F O Operations

1. Guest cycle
2. Stages of guest cycle
3. Tariff & basis of tariff charging
4. Different types of room rates
5. Different types of rooms

VIII. F O responsibility

1. Emergency situation
2. Hotel & guest security
3. Different types of complaints
4. Handling with a complaint
5. Safe deposit facility & lost & found

IX. Reservation

1. Advance room reservation
2. Reservation section of F O
3. Reservation form
4. Functions of reservation section
5. Modes of reservation
6. Types of reservation
7. Channels of reservation
8. Handling reservation requests
9. Various systems of reservation
10. Group reservation
11. Forecasting reservation
12. Over booking
13. Preventing common reservation problems
14. Cancellation

X. Registration

1. Pre registration
2. Guest arrival
3. Registration Procedure
4. G. R. C
5. Systems of registration
6. Rooming & Key issuing
7. Groups & crew
8. C form
9. No – Show
10. Guest history

XI. Information's

1. Information section
2. Duties of Information assistant
3. Paging
4. Handling mail
5. Handling message
6. Types of information

XII. Check out & account settlement

1. Departure Procedure
2. Method of settlement
3. Late check out
4. Express check out
5. Self check out
6. Duties of F O cashier
7. Presentation & settlement of bill

XIII. Telephones

1. Equipments
2. Telephone skills
3. Qualities of Telephone operator
4. Telephone manners – do's & do not's

XIV. Yield Management

1. Strategies & Techniques
2. Occupancy ratios
3. Productivity Activity
4. Market share index
5. Weekly forecasting
6. Yield Management

XV. Night auditing

1. Purpose
2. Job description of Night Auditor
3. Operating Modes
4. Night auditing process

NUTRITION HYGIENE AND SANITATION

A. Classification of microbes into bacteria, yeast, and molds I.

Bacteria

Morphology; shape, size, cell structure motility, spores Requirements;
food, temperature, time moisture, oxygen and ph on
bacterial growth
Growth characteristics: growth phases
Toxins

II. Harmful effects of bacteria

Food borne illnesses
Food poisoning
Food infection
Food spoilage, putrefaction

III. Prevention of food borne illnesses

Hygiene system to be
followed Commodity
hygiene Equipment
hygiene
Work area hygiene
Personal hygiene

IV. Molds

Morphology
Physiology & requirements for growth reproduction
Chemical changes brought about by yeast cells
Economic importance of yeast alcoholic fermentation, bread making
Harmful effects and control

VI. Role of microorganisms in the manufacture of fermented foods

Dairy products
Vegetable products
Bakery products
Alcoholic beverages
Vinegar
Indian foods - Idli, Dhokla, Bhataras

B. Disinfections

I. Cleaning and disinfections

By heat

By chemicals (used in the hospitality industry, especially in the kitchen)

II. Cleaning of food preparation area and equipment

III. Dishwashing

Manual

Mechanical

Detergents used for this

C. Food preservation

Factors conducive to food spoilage

Principles of preservation

Preservation by;

Cold temperature (refrigeration, freezing)

Heat (pasteurization, sterilizing, canning)

Drying and dehydration

Chemical preservatives

Irradiation

D. Food adulteration

Food standards Common

adulterants

Test to detect adulterants

E. Carbohydrates in foods

Uses of carbohydrates in food preparation

Change in starch on cooking Gelatinization of starch

Factors affecting stiffness of starch gels in food preparation

Pectic substances - their role in preparation of jelly and jams

F. Fats

Types of fats and oils and their uses

Chemical composition of fats and oils

Rancidity: factors affecting rancidity, prevention of rancidity

Reversion; factors affecting reversion

Refining: steam refining, alkali refining, bleaching, and steam deodorization

Hydrogenation

Shortening value of different fats

H. Emulsions

Theory of emulsification

Types of emulsions

Emulsifying agents

Their use in food emulsion with special reference to mayonnaise

I. Proteins

Effect of heat on proteins: denaturation, coagulation, and effect of heat on milk,

cheese, egg, and meat.

Egg gels: stirred custard, baked custard, pie fillings and cream puddings Gelatin

gels: properties of gelatin, hydration, sol formation, gel formation, enzymatic hydrolysis, food application as in cold puddings, moulded) salads.

Milk proteins - coagulation of milk proteins

Egg foams:

Characteristics of egg foam, different stages of egg foam formation; foam stability & factors affecting the stability of egg foams

Uses of egg foams: meringues, soufflés, omelettes, and foam cakes.

J. Meat proteins:

Effect of cooking and post mortem changes

K. Vegetables and fruits

Importance of vegetables and fruits in the diet

Pigments: effects of heat and processing on them and methods to retain the pigments
Flavor: their role in cookery and how to use it to optimum advantages

Turgor: effect of dressings, salts and sugar on the structure of vegetables, with special emphasis on salad greens

Browning reaction, causes, desirable and undesirable effects in food preparation, prevention of undesirable browning.

L. Food additives

Intentional additives

Need for additives

Types of additives

Role of these additives (natural and synthetic) in modification of appearance in food preparation

M. NUTRITION

I. Introduction

Definition of term "nutrition", nutrients

Importance of food - physiological, psychological and social function of food

Functions of nutrients in general

II. Carbohydrates

Definition, composition, classification, mono, Di and poly saccharides

Functions of carbohydrates in the body

Dietary sources

Daily requirements

Effects of deficiency and excess

III. Lipids

Definition

Functions

Classification: saturated and unsaturated fats, plant and animal fats

Importance of poly unsaturated fatty acid; rancidity, hydrogenation

Dietary sources and requirements

Dangers of increasing fat in the diet

Effects of deficiency

Cholesterol and foods containing this

Effects of increasing cholesterol contents in the diet and factors increasing its level in Blood.

IV. Energy

Need for energy for voluntary and involuntary activities, Growth and SDA

RDA for energy

Dietary sources of energy

Overweight/ obesity - their health hazards

V. Proteins

Definition

Composition

Classification based on nutritional quality (alone)

Mutual supplementation to improve the quality of vegetable proteins with low budget

Functions

Food / dietary sources
Requirements; effects of deficiency and excess.

VI Vitamins

Classification of vitamins

Functions, sources and deficiency of fat soluble vitamins – A, D, E, K

Functions, sources &- deficiency of water soluble vitamins –

Vitamin c, Thiamine, Riboflavin, Niacin, B 12, Folic acid

VII. Functions and classification of minerals in general

Functions, food sources, requirements of calcium, iron, iodine, fluorine and na
(sodium)

VIII. Water

Importance of water in health

Water balance

Dehydration, heat cramps and methods to prevent the same

IX. Nutritional losses upon cooking and the methods to prevent the same

Mechanical

Leaching

Enzymatic action

Oxidation

Heat

Acid and alkalis

X. Balanced diet

Definition

Importance of balanced diet

Quantity and quality depending on age, sex, occupation and climate

XI. Menu planning - factors affecting meal

Nutritional aspect-using five food groups.

SEMESTER – IV

ADVANCED FOOD & BEVERAGE PRODUCTION – I (PRACTICAL)

I. FRENCH MENUS

- MENU 1 Consommé Carmen
 Poulet Saute Chasseur
 Pommes Lorette
 Haricots Verts
 Salade de Betterave
 Briocce
 Baba au Rhum
- MENU 2 Bisque D'ecrevisse
 Escalope De Veau Viennoise
 Pommes Battaille
 Courge Provencale
 Epinards au Gratin.
 Gateau De Peche
- MENU 3 Crème Dubarry
 Dinde De Saumon Grille
 Sauce Poloise
 Pommes Fondant
 Petits Pois A La Flammande
 French Bread
 Tarte au fruit
- MENU 4 Veloute Dame Blanche Cote
 De Pore Charcuterie Pommes
 De Terre A La Crème Carottes
 Glace Au Gingembre Salade
 Verte
 Harlequin Bread
 Chocolate Cream Puffs
- MENU 5 Cabbage Chowder
 Poulet A La Rex
 Pommes Marquise
 Ratatouille
 Salade De Carottes et Celeri
 Clover Leaf Bread
 Savarin Des Fruits
- MENU 6 Barquettes Assorties
 Stroganoff De Boeuf

Pommes Persilles
Salade De Chou-Cru
Garlic Rolls
Crepe Suzette

MENU 7
Duchesse Nantua
Poulet Maryland
Croquette Potatoes
Salade Nicoise Brown
Dread
Pate Des Pommes

MENU 8
Kromeskies
Filet De Sole Walweska
Pommes Lyonnaise Funghi
Marirati
Bread SticksSoufflé Milanaise

MENU 9
Vol-Au-Vent De Volaille et Jambon
Homard Thermidor
Salade Waldorf Vienna
Rolls
Mousse Au Chocolate

MENU 10 Crabe En Coquille Quiche
Lorraine Salade de
Viande Pommes
Parisienne Foccacia
Crème Brulee

Few inrenational Menus including
Chinees

Spain
Italy
Germany
U K
Greece
Bakery and patisserie Demonstrations

ADVANCE FOOD & BEVERAGE SERVICE – I (PRACTICAL)

F&B Staff Organization

Class room Exercise (Case Study method)

Developing Organization Structure of various Food & Beverage
Outlets

Determination of Staff requirements in all
categories Making Duty Roster

Preparing Job Description & Specification

Supervisory Skills

Conducting Briefing & Debriefing

- Restaurant, Bar, Banquets & Special events

Drafting Standard Operating Systems (SOPs) for various F & B
Outlets

Supervising Food & Beverage operations

Preparing Restaurant Log

FRONT OFFICE – (PRACTICAL)

Suggested tasks on Fidelio

Hot function keys

Create and update guest profiles

Make FIT reservation Send

confirmation letters Printing

registration cards Make an Add-

on reservation Amend a

reservation

Cancel a reservation-with deposit and without deposit

Log onto cashier code

Process a reservation

deposit Pre-register a
guest

Put message and locator for a guest

Put trace for guest

Check in a reserved guest

Check in day use

Check –in a walk-in
guest Maintain guest

history Issue a new

key

Verify a key

Cancel a key

Issue a duplicate key

Extend a key

Program keys continuously

Re-program keys

Program one key for two rooms

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

Night audit,

Income audit,

Accounts

Situation handling – handling guests & internal
situations requiring management tactics/strategies

TRAVEL AND TOURISM

1. Economics of Tourism
 1. Origin and objectives of tourism
 2. Elements of tourism
 3. Scope of tourism
 4. Nature of tourism
 5. Travel motivations
 6. Job oppornrnities and employment generation
 7. Govt. Revenue and foreign currency exchange
 8. Economic growth based on tourists statistics
 9. Economic benefit of tourism
 2. Tourism products and resources
 1. Architectural heritage of India
 2. Islamic and inter European influence
 3. Culture and iconography Of India
 4. Planning and music of India
 5. Classical and folk arts of India
 6. Fairs and festivals of India
 7. Natural and other tourism resources
 3. Tourism planning and development
 1. Tourism Policy formation
 2. Types of tourism Planning
 3. Steps o tourism Planning
 4. Role of international organizations
- planning

- | | | |
|----|--|---|
| 4. | Tourism Marketing | <ul style="list-style-type: none"> 5. Tourism Policy of India 6. Tourism in Kerala and its policy 7. Participation of Public and private sector in Planning 1. Introduction 2. Market segmentation Of tourism 3. Marketing mix in tourism 4. Advertising and publicity 5. Selection of media 6. Travel writings 7. Sales report 8. Public relations and its importance in travel marketing 9. Marketing and its objectives 10. Types of marketing research 11. Distribution channels Of tourism |
| | | marketing |
| 5. | Socio Economic impact of tourism | <ul style="list-style-type: none"> 1. International understanding and tourism 2. National integration and tourism 3. Protection of arts and folk arts 4. Improvement of human relationships 5. Infrastructure development 6. Water pollution 7. Air pollution 8. Noise Pollution 9. Ecological destruction 10 Environmental hazards 11. Anti social activities |
| 6. | Tourism management | <ul style="list-style-type: none"> 1. Definition of tourism 2. Meaning and measurement of tourism 3. Types of tourism 4. Role of managers in tourism industry 5. Elements of managerial skill 6. Organizational chart, structure and system in tourism 7. Staffing and job designing 8. Team management and decision making 9. Financial Management in tourism 10 Development of tourism in India |
| 7. | Travel Management | <ul style="list-style-type: none"> 1. Concept of travel management 2. Travel organizations 3. Road, rail, sea and air transportation 4. Passport. visa and other travel formalities 5. Function of travel agency 6. Function of tour operator 7. Types of tour operators 8. Marketing and sales strategies in travel Management |
| 9. | Geographical perspective of tourism center | <ul style="list-style-type: none"> Geographical location and physiographic structure of India Climate and seasons Reverse and basins in India Languages in India Physical |

characteristics of people in India
Impacts of various cultural elements in
Indian society Tourism centers in
India state wise Beaches and hill
resorts in India Wild life sanctuary of
India Pilgrim and cultural tourism in
India Important tourist centers of the
world

Reference:

1. Tourism Development - A K Bhatia
2. Dimensions of Tourism - R N Kaul
3. Tourism Management - P N Seth
4. International Travel & Tourism - Jagmohan Negi

SEMESTER – V

**ADVANCED FOOD & BEVERAGE SERVICE
– II (Theory)**

Unit I

Cocktail- Meaning, types of Cocktails, Methods of making cocktails, points observed while making cocktails, Recipes of Whisky, rum, Gin, Brandy, Vodka, Tequila, Champagne based cocktails. (Given in reference text only) Mock tails-Meaning and recipes of famous mock tails. Specialty coffee – meaning and examples

Unit II

Beverage list - meaning & importance.

Dispense bar: Meaning, glassware & equipments used in the
Dispense bar, Garnishes & Kitchen
Supplies used in dispense bar.

Bar Design: Space requirement of bar, seating area and bar stools, lighting arrangements and interior designing of bar.

Unit II

Gueridon service: Introduction, Mise en place for gueridon. Special equipments used, care & maintenance of equipment, taking the order, method of serving the dish at the table, carving and jointing at &e table.

Unit IV

Function catering: Introduction, types of function, function service staff and ,
Responsibilities, booking and organization of functions,
Function menus and wines, tabling, seating arrangements, order of

Service for a formal function,
Wedding organization - procedure at a wedding buffet reception,
Family line-up, procedure for toasts.
outdoor catering: Meaning, preliminary survey to be taken for an
outdoor catering.
Specialized forms of service: Hospital tray service, Airline service,
Railway service.

Unit V

Menu Engineering: Meaning
Menu Merchandising: Methods of pricing menus, Shape & form of
menu, Size of menu, Type &
colour of paper or card, Layout, printing & reprinting.
Staff training - needs and duty rota.

ADVANCED FOOD AND BEVERAGE PRODUCTION – II (Theory)

I) LARDER

IMPORTANCE OF LARDER
CONTROL SECTIONS OF LARDER
DUTIES AND RESPONSIBILITIES OF LARDER CHEF

II) KITCHEN MANAGEMENT

PRINCIPLES OF KITCHEN LAYOUT AND DESIGN
KITCHEN EQUIPMENTS
GARBAGE DISPOSAL

III) VOLUME FEEDING

3.1. Institutional & Industrial Catering

Types of institutional & industrial catering

Menu planning for institutional & industrial catering

3.2. HOSPITAL CATERING

Diet menus importance of

3.3. OFF PREMISES CATERING

Hiring of Equipment

Menu planning

Theme parties

3.4. QUANTITY PURCHASE & STORAGE

Introduction to purchasing
Purchasing system
Purchase specifications
Purchasing
techniques Storage

IV) STORAGE MANAGEMENT

1. STORAGE LAYOUT AND PLANNING
2. STANDARD PURCHASING
3. DEALING WITH SUPPLIERS
4. STORAGE SYSTEM
5. INVENTORY
6. RECORDS AND DOCUMENTATION

FOOD AND BEVERAGE MANAGEMENT

I. Cost Dynamics

- a. Cost & Cost Accounting
- b. Elements of Cost
- c. Classification of Cost

II. Sales Concepts

- a. Various Sales Concept
- b. Uses of Sales Concept

III. Inventory Control

- a. Importance
- b. Objective
- c. Method
- d. Levels and Technique
- e. Perpetual Inventory
- f. Monthly Inventory
- g. Pricing of Commodities
- h. Comparison of Physical and
- i. Perpetual Inventory

IV. Beverage Control Purchasing

- a. Receiving
- b. Storing
- c. Issuing
- d. Sales Control Production Control
- e. Standard Recipe
- f. Standard Portion Size
- g. Bar Frauds
- h. Books maintained
- i. Beverage Control

5. Sales Control

- a. Procedure of Cash Control
- b. Machine System
- c. ECR
- d. NCR
- e. Preset Machines
- f. POS
- g. Reports
- h. Thefts
- i. Cash Handling

6. Budgetary Control

- a. Define Budget
- b. D e f i n e Budgetary Control
- c. Objectives
- d. Frame Work e.
Key Factors
- f. Types of Budget g.
Master Budget
- h. Budgetary Control

7. Variance Analysis
 - a. Standard Cost
 - b. Standard Costing
 - c. Cost Variances
 - d. Material Variances
 - e. Overhead Variances
 - f. Labor Variance
 - g. Fixed Overhead Variance
 - h. Sales Variance
 - i. Profit Variance
8. Labor Cost Control
 - a. Staffing
 - b. Payroll
 - c. Over time
9. Breakeven Analysis
 - a. Breakeven Chart
 - b. P V Ratio
 - c. Contribution
 - d. Marginal Cost
 - e. Graphs
10. Menu Merchandising
 - a. Menu Control
 - b. Menu Structure
 - c. Planning
 - d. Pricing of Menu.
 - e. Types of Menu
 - f. Menu is Marketing tool
 - g. Layout
 - h. Constraints of Menu Planning
11. MIS Reports
 - a. Calculation of actual cost
 - b. Daily Food Cost
 - c. Monthly Food Cost
 - d. Statistical Revenue Reports
 - e. Cumulative and non-cumulative

RESEARCH METHODOLOGY

MODULE I – FUNDAMENTALS OF RESEARCH

MODULE II – TYPES AND METHODS OF

RESEARCH MODULE III - STAGES IN RESEARCH

MODULE IV – DATA COLLECTION / METHODS AND TOOLS OR
DATACOLLECTION

MODULE V - RESEARCH DESIGN

Title of the Problem

Objectives of the Study

Sampling Design

Significance of the Research

Hypothesis

Data Collection

Financial & Statistical Tools for Measurement

Period of Study

Tools of Analysis

 Limitation of Study

FACILITY PLANNING AND EVENT MANAGMENT

Unit I . Introduction

- a. Trends and influences
- b. Assessments of site potential and planning team c.
- Stages in operation

Unit II. Flow pattern

Allocation of area - vegetable preparation, Pastry, Bakery, Butchery, Store, Hot kitchen

Unit III. Equipments

- a. Selection and design b.
- Services
- c. Drainage and Sewerage
- d. Gas supply
- e. Steam
- f. Ventilation

Unit IV. Facilities

- a. Provision of locker
- b. Rest rooms / Bunker
- c. Wash-up area
- d. Bathroom
- e. Toilets

Unit V. Financial institutions – Incentives and loans available

Licenses required
Designing for fire safety.

Unit VI – Computer aided Kitchen designing

HOTEL ACCOUNTING

1 INTRODUCTION TO ACCOUNTING

- A. Meaning and Definition
- B. Types and Classification
- C. Principles of accounting
- D. Systems of accounting
- E. Generally Accepted Accounting Principles (GAAP)

02 PRIMARY BOOKS (JOURNAL)

- A. Meaning and Definition
- B. Format of Journal
- C. Rules of Debit and Credit
- D. Opening entry, Simple and Compound entries
- E. Practicals

3 SECONDARY BOOK (LEDGER)

- A. Meaning and Uses
- B. Formats
- C. Posting
- D. Practicals

4 SUBSIDIARY BOOKS

- A. Need and Use
- B. Classification
 - Purchase
 - Book Sales Book
 - Purchase Returns
 - Sales Returns
 - Journal Proper
 - Practicals

05 CASH BOOK

- A. Meaning
- B. Advantages
- C. Simple, Double and Three Column
- D. Petty Cash Book with Imprest System (simple and tabular forms)
- E. Practicals

6 TRIAL BALANCE

- A. Meaning
- B. Methods
- C. Advantages
- D. Limitations
- E. Practicals

7 FINAL ACCOUNTS

- A. Meaning
- B. Procedure for preparation of Final Accounts
- C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet
- D. Adjustments (Only four)
 - Closing Stock Pre-paid
 - Expenses Outstanding
 - Expenses Depreciation

08 FOOD AND BEVERAGE ACCOUNTS

- Cost concepts
- Nature of food & beverage business, recipe costing
- Menu costing
- Cost sheet

9 UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS

- A. Introduction to Uniform system of accounts
- B. Contents of the Income Statement
- C. Practical Problems
- D. Contents of the Balance Sheet (under uniform system)
- E. Practical problems
- F. Departmental Income Statements and Expense statements (Schedules 1 to 16)
- G. Practical problems

10 INTERNAL AUDIT AND STATUTORY AUDIT

- A. An introduction to Internal and Statutory Audit
- B. Distinction between Internal Audit and Statutory Audit
- C. Implementation and Review of internal audit

11 DEPARTMENTAL ACCOUNTING

- A. An introduction to departmental accounting
- B. Allocation and apportionment of expenses
- C. Advantages of allocation
- D. Draw-backs of allocation
- E. Basis of allocation
- F. Practical problems

Note: use of calculators is permitted

SIXTH SEMESTER

PROJECT REPORT (Viva Voce)

The student will be required to undertake a research on any topic related to hospitality.

Formulating The length of the report may be 150 double spaced pages (excused appendices and annexure)

10% variation on either side is permitted.

Guidelines

List of contents of the research

Chapter I - Introduction

Chapter II Scope, Objective, Methodology, and limitation of the research

Chapter III data analysis

Chapter IV results and discussion

Chapter V recommendation

Chapter VI annexure, exhibits, and bibliography

Submission of the Project Report

Three copies of the Project Report have to be submitted before the due date as specified by the college. The original copies should be submitted to the university through the college concerned. The College copy is to be retained by the college and the personal copy should be duly signed by the faculty guide and Principal or HOD - B Sc. HM & CS Department.

The Student should also carry the following during Viva Voce by the External Examiner:

Duly signed personal copy of the project

Examination Hall ticket

College Identity card

Dress code should be formal

HOTEL REPORT (Viva Voce)

After the completion of training the students shall immediately be submitting an Industrial Exposure Training report within two weeks time. This Report shall also carry two hundred and fifty marks.

The marks shall be awarded by the concerned training coordinator of the college, based on the Viva Voce and the report submitted by the student. Each student has to have a certificate of successful completion of Training.

COMPREHENSIVE SELF STUDY

Student learning outcome during the course of 6 Semesters assessed in terms of both Practical & Theory of core subjects. The examination will consist of 120 objective type questions from all 06 Semesters core subjects. The question paper is given in the form of a Question Booklet cum answer sheet carrying questions from 1 to 120 on Comprehensive self study paper. Duration of Examination will be 3 hrs.

HOTEL SALES AND MARKETING

1. Introduction – hospitality industry – A profile – size – uniqueness – complementary role of hospitality industry with other industry – major participants in organized sector – key factors for success – contribution to Indian economy – growth potential.
2. Marketing – basic concepts – needs, wants, demand, exchange, transaction, value and satisfaction in hospitality industry – marketing process – marketing philosophies – related application of concept in hotel service industry.
3. Marketing information system – concepts and components – internal record system result area) – marketing intelligence system – scope in hospitality business – processes and characteristics – managerial use – MIS with special reference to rooms, restaurants – banquets and facilities.
4. Marketing environment – a basis for needs and trend analysis and marketing effectiveness – SWOT analysis for hospitality industry of Micro and Macro environment
5. Product – defining the hospitality products – difference between good and services product – levels of product – generic, expected, augmented, potential tangible and intangible products – product mix in hospitality business.
6. Branding – basic concepts – brand equity – branding of hotels.
7. Pricing of hospitality – concepts and methodology
8. Integrated marketing communication – SMMR model – steps in developing effective communication plan – communication mix – direct marketing – tele marketing – advertising – sales promotion and publicity.
9. Principles and practice of hospitality selling – Selling process – AIDA model – ORAM – guest as sales force.
10. Marketing arithmetic – ratio – planning AID sales.

COMPREHENSIVE SELF STUDY (Viva Voce)

Student learning outcome during the course of 6 Semesters assessed in terms of both Practical & Theory of core subjects. The examination will consist Viva conducted by a external examiner appointed by the University. The questions from all 06 Semesters core subjects will be asked.

Annexure – Reference Books

Modern Cookery – Volume 1 – Thankam Philip, Orient
Logman Theory of catering – Kinton and Cesrani
Food Preparation Theory – Eva Medwid
Practical Professional cookery – Croknell, McMillon
Prashad – Cooking with Indian Masters – Kalra, Elite
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MODEL QUESTION PAPERS

1. ACCOMODATION OPERATIONS

Time :Three hours

Maximum Marks : 80

SECTION A

Fill in the blanks(Answer all questions)

1. A room having a sofa cum bed is _____
2. _____ is the nerve centre of House Keeping department.
3. _____ key opens all the locks in the hotel.
4. _____ is in-charge of the laundry department.
5. Expand DND.
6. _____ is an intensive or specialized cleaning undertaken in Guest rooms or public areas.
7. _____ is report to find the occupancy of a hotel.
8. _____ is a cot for babies, provided to guest on request.
9. Size of a queen size bed sheet is _____ inches.
10. _____ is an example of mechanical cleaning equipment.
11. sand paper is an example for _____
12. _____ is an example for soft furnishing.

(12*1=12marks)

SECTION B

Answer all questions

13. What is a maids cart?
14. What is a floor pantry?
15. What is spring cleaning?
16. Name any five equipments used in flower arrangements
17. define abrasive.
18. What is a duvet.
19. Name any five laundry aids.
20. What is Key control?
21. List of any seven different types of Guest rooms found in a hotel.

(9*2=18 marks)

SECTION C

Answer any five of the following paragraph questions

22. Explain the personal attributes of housekeeping staff.
23. Explain cleaning of staff.
24. Write about the different types of keys found in hotel.
25. brief the paging system followed at control desk.
26. Draw the layout of linen room.
27. Explain about the types of laundry.
28. Write about the different types of Floor and Floor covering.

(5*6=30 marks)

SECTION D

Answer any two questions.

29. Write in detail about any five cleaning agents.
30. Brief about the coordination of house keeping department with other departments of the hotel.
31. Explain about linen control.

(2*10=20 marks)

2. FOOD AND BEVERAGE SERVICE

Time : Three hours
Maximum Marks : 80

SECTION A

Answer all questions.

All questions carry equal marks

Fill in the blanks

1. ----- service is host service
2. The English terminology for sommelier is -----
3. ----- service refers to transfer of food from platter to plate by manipulation of fork and spoon.
4. ----- is the course that includes poultry and game birds.

Choose the correct answer

5. Commis de brasseur :
(a) Wine waiter (b) Apprentice
(c) Head waiter (d) Floor waiter
6. The person who maintains the restaurant booking diary is :
(a) Reception head waiter (b) Station head waiter
(c) Head waiter (d) Restaurant manager
7. The accompanying source for Roast beef is :
(a) mint sauce (b) Bread sauce
(c) caper sauce (d) Linen

Match the following

- | | |
|----------------------|--------------------|
| 8. Preplated | - Room service |
| 9. Large Joints | - Fork |
| 10. In-Situ | - Russian Service |
| 11. Assisted service | - American service |
| 12. Pasta | - Buffet |
- (12X 1)

SECTION B

Answer all questions

All questions carry equal marks

Define the

- following: 13. Grill Room
14. Salesmanship
15. Milk bar 16. Baize
17. Carte de jour
18. Cyclic menu
19. Night Clubs.
20. Preserves
21. Home delivery service.

(9*2=18)

SECTION C

Answer any five questions

All questions carry equal marks

Write short notes on:

22. Types of plans.
23. Chef de Buffet.
24. Crockeries used in hotels.
25. Kitchen stewarding.

- 26.Salads.
27.Order taking for Room service through telephone. 28.English breakfast tray set up.

(5*6=30)

SECTION D

Answer any two questions

All questions carry equal marks

- 29.Distinguish between nightclub and discotheques.
30.Differentiate between misc-en-place and mise-en-scene.
31.Compile a five course English Breakfast menu.

(2*10=20)

3. FOOD PRODUCTION THEORY

Time :Three hours

Maximum Marks : 80

SECTION A

Fill in the blanks(Answer any ten)

1. milk from which butter fat has been removed is known as-----
2. ----- is an example of liquid sugar.
- 3.Whipped cream contains----- percentage of fat
4. ----- is the flour proteins which gives elasticity and mellowness to the dough
- 5.----- is a biological aerating agent.
- 6.The rind of the citrus is called-----
7. ----- is the transparent savoury jelly.
8. A boat shaped pastry case is called-----
- 9.Sugar caramelizes at ----- °C
10. Paneer is obtained from-----
11. Chinese choppers are called as-----
- 12.Fonds de cuisine means-----
13. A conical strainer is also called-----
14. The membrane which holds the egg yolk in position is known as -----
15. Gelatin is a product of-----

(10*1=10marks)

SECTION B

write notes on any five of the following.

Each question carries 5 marks.

- 16.List the composition of milk.
- 17.write different grades of flour and the protein present in flour.
- 18.Classify fats according to their sources. Gives examples of two fats obtained from each sources.
- 19.What is creme pattissier? Give the recipe. What are its uses in confectionery department?
- 20.What are the aims and objectives of bakery?
- 21.Give the recipe and method of preparing choux pastry.
- 22.give recipe and method of bread roll for 20 portion.
- 23.Discuss the steps in manufacturing black tea in orthodox method.

(5*5=25 marks)

SECTION C

write essay on any three of the following.

Each question carriers 15 marks

- 24.Make a neat diagram of wheat kernel and label it. Explain the milling process of wheat.
- 25.list the ingredients used in bread making. Explain their role in making of bread.
- 26.Classify the raising agents. Explain each in detail.
- 27.Explain the steps involved in cheese making. Classify cheese with examples.
- 28.What is laminated dough? Explain different types of laminated doughs.

(3*15=45 marks)