



S.N.R. SONS COLLEGE (Autonomous)

(Affiliated to Bharathiar University)

(Re-Accredited with 'A' Grade by NAAC)

(An ISO 9001:2008 Certified Institution)



S.N.R. College Road, Coimbatore-641 006, Tamil Nadu, India

Phone: (0422) 2562788; 2560838 Fax: (0422) 2560387 Website: www.snrsnsoncollege.org

B.Sc., Degree Course

Catering Science & Hotel Management

(For the students admitted during the academic year 2015 -2016 and onwards)

SCHEME OF EXAMINATION: CBCS PATTERN

(WITH 2 SEM LANGUAGE PAPERS)

Part	Study components	Course code & course title	Instructional Hours/Week	CIA-\$	CE	Total	Credit
SEMESTER-I							
I	Language-I	15T01/15H01/15F01/15M01: Tamil – I /Hindi – I / French – I / Malayalam – I	5	25	75	100	3
II	English-I	15E01- English for Communication – I	5	25	75	100	3
III	CORE-I	15HM101-Foundation Cookery- I	4	25	75	100	4
III	CORE-II	15HM102-Food & Beverage Service –I	4	25	75	100	4
III	Allied Paper-I	15HM103-Accommodation Operations- I	4	25	75	100	4
III	CORE-III	Practical -I: Food & Beverage Service -I	3	-	-	**	-
III	CORE-IV	Practical- II: Cookery	3	-	-	**	-
IV		15 ES01-Environmental Studies @	2	50	-	50*	2
					Total	500	20
SEMESTER- II							
I	Language-II	15T02/15H02/15F02/15M02 Tamil – II / Hindi – II /French – II / Malayalam – II	5	25	75	100	3

II	English-II	15E02- English for Communication – II	5	25	75	100	3
III	CORE-V	15HM201- Foundation Cookery- II	3	25	75	100	3
III	CORE-VI	15HM202-Food & Beverage Service- II	3	25	75	100	3
III	CORE-VII	15HM203- Hygiene, HACCP & Food Science	3	25	75	100	3
III	Allied Paper-II	15HM204-Accommodation Operations- II	3	25	75	100	3
III	CORE-III	15HM205- Practical-I: Food & Beverage Service- I	3	40	60	100	4
III	CORE-IV	15HM206- Practical-II: Cookery	3	40	60	100	4
IV		15VE01-Value Education @	2	50	-	50*	2
					Total	800	28
		SEMESTER- III					
III	CORE-VIII	15HM301-Cookery & Bakery-I	3	25	75	100	3
III	CORE-IX	15HM302-Food & Beverage Service- III	3	25	75	100	4
III	CORE-X	15HM303- Front Office Operations- I	3	25	75	100	3
III	Allied Paper-III	15HM304-Hotel Accountancy	3	25	75	100	3
III	Elective-I		3	25	75	100	3
III	Supportive Course- I		3	25	75	100	4
III	CORE- XI	Practical-III: Food & Beverage Service- II	2	-	-	**	-
III	CORE- XII	Practical-IV: Cookery & Bakery	6	-	-	**	-
III	Skill Based Course-I	15HM306- Practical-V: Computer Applications	2	40	60	100	2
IV		15BCT01-Basic Tamil I @	2	75	-	75*	2
		15AT01-Advanced Tamil I #		-	75		

		15NM01-Non Major II – Personality Development #		-	75		
					Total	700	24
		SEMESTER- IV					
III	CORE-XIII	15HM401- Cookery & Bakery II	4	25	75	100	4
III	CORE-XIV	15HM402- Food & Beverage Service IV	4	25	75	100	4
III	CORE-XV	15HM403- Front Office Operations II	3	25	75	100	3
III	CORE-XVI	15HM404-Business Mathematics & Statistics	4	25	75	100	4
III	Supportive Course-II		3	25	75	100	3
III	CORE-XI	15HM405- Practical-III : Food & Beverage Service II	2	40	60	100	3
III	CORE-XII	15HM406- Practical-IV : Cookery & Bakery	6	40	60	100	4
III	Skill Based Course-II	15HM407- Practical- VI : Accommodation & Front Office	2	40	60	100	2
IV		15BCT02-Basic Tamil II @	2	75	-	75*	2
		15AT02-Advanced Tamil II #		-	75		
		15NM02- Non Major II – General Awareness#		-	75		
					Total	800	29
		SEMESTER- V					
III	CORE-XVII	15HM501- Larder & Kitchen Administration	4	25	75	100	4
III	CORE-XVIII	15HM502-Food & Beverage Service V	4	25	75	100	4
III	CORE-XIX	15HM503-Food & Beverage Management	5	25	75	100	4
III	Allied Paper-IV	15HM504-Business Management & Economics	5	25	75	100	4
III	Elective-II		5	25	75	100	4
III	Supportive Course-III		4	25	75	100	4
III	Skill Based Course-III	15HM506- Practical-VII : Food & Beverage Service III	3	40	60	100	4
					Total	700	28

		SEMESTER- VI					
III	Skill Based Course-IV	15HM601- Industrial Training Viva-voce	-	80	20	100	10
V		15EA01-Extension Activities	-	50	-	50*	1
					Total	100	11

@ No Comprehensive Examination. Only Continuous Internal Assessment (CIA)

No Continuous Internal Assessment (CIA). Only Comprehensive End Semester Examination.

***Marks will not be included for calculation of CGPA**

**** Examination will be conducted only at the end of the academic year.**

It is compulsory for the students to undergo training for a minimum period of one month in classified hotels in the end of each year during the summer vacation. The certificate from the establishment where the student underwent training must be produced to the department at the beginning of the academic year. Each student should have undergone training for a minimum period of two months at the beginning of the 5th semester.

During the 6th semester, each student is required to undergo training in any sector of the Hospitality industry with the approval of the Department. A detailed report on Training must be presented for viva voce examinations at the end of 6th semester.

List of Supportive papers (Can choose any one of the papers)		
Supportive – I	A	Elementary Nutrition
	B	Interior Decoration
	C	Introduction to Hospitality Industry
Supportive – II	A	Travel Administration
	B	Food Preservation
	C	Costing for Catering Operation
Supportive – III	A	Fast Food & Institutional Catering
	B	Transport Catering
	C	Hotel & Tourism Law

List of Elective papers (Can choose any one of the papers)		
Elective – I	A	Food Service Facilities Planning
	B	Resort Management
	C	Casino Operations
Elective – II	A	Human Resource Management
	B	Financial Management
	C	Hotel Marketing

Summary							
Part	Subject	Papers	Credit	Total credits	Papers	Marks	Total marks
Part I	Languages	2	3	6	2	100	200
Part II	English	2	3	6	2	100	200
Part III	Core	12 + 7	4 + 3	69	19	100	1900
	Supportive	2 +1	4 +3	11	3	100	300
	Allied	2 + 2	4 + 3	14	4	100	400
	Elective	1 + 1	3 + 4	7	2	100	200
Part III	Skill Based	2 + 1+ 1	2 +4+10	18	4	100	400
Part IV	Lang. & Others	4	2	8	4	-	-
Part V	Extension	1	1	1	1	-	-
	Total	41		140	41		3600

Chairman, Board of Studies in CS&HM

Objective: To learn the objectives of cooking, Kitchen equipments and tools used, Staffing structure, types of view, Classification of raw materials, methods of cooking food, stocks, glazes, basic and proprietary sauces and salads.

UNIT 1

Introduction to cookery, Aims and objectives of cookery, Cooking Food

Equipment and tools used in kitchen and their uses.

Knife handling procedures

Importance of kitchen in food service operation

Types of kitchen- Main and Satellite kitchen-their uses

Kitchen organization- Main and Satellite kitchen- Duties and responsibilities of each

Fuels- Types, Advantages and Disadvantages of each

8Hrs

UNIT 2

Classification of raw materials

-Foundation ingredient- Meaning with examples.

-Fats and Oils- meaning of fats and oil with examples, meaning of hydrogenation of oil.

-Raising agents- Function of raising agents, types of raising agents, chemical raising agents and yeast, types of yeast.

-Eggs, Characteristics of fresh eggs, uses of eggs.

-Salt- Uses

-Liquid-Uses

-Flavoring and seasoning- meaning and examples

-Sweetening agents- Types of sweetening agents

Thickening agents- Meaning and examples

Methods of preparing ingredients

Methods of mixing ingredients

Texture

9 Hrs

UNIT 3

Methods of cooking food

-Boiling- Definition, Methods of boiling, Effects of boiling, Advantages of boiling, General rules for boiling, Examples for boiled foods

-Poaching- Definition, Methods of poaching, Examples of poaching, Examples of poached foods

-Stewing- Definition, Methods of stewing, Effects of stewing, Advantages, General rules for stewing, Examples of stewed foods

-Braising- Definition, Methods of braising, Effects of braising, Advantages, General rules for braising, Examples of braised foods

-Steaming- Definition, Methods of steaming, Effects of steaming, Advantages, Examples of steamed foods

Baking- Definition, Methods of baking, Effects of baking, Advantages of baking, General rules for baking, Examples of baked food

Roasting-Definition, Methods of roasting, Effects of roasting, Advantages of roasting,

Techniques associated with roasting, Approx. cooking time and degree of cooking of beef, lamb, mutton, veal and pork, Examples of roasted foods

-Grilling- Definition, Methods of grilling, Effects of grilling, Advantages, General rules for grilling, Examples of grilled foods
-Shallow frying- Definition, Methods of shallow frying, Effects of shallow frying, Advantages, General rules for shallow frying, Examples of shallow fried foods
-Deep frying- Definition, Methods of deep frying, Effects of deep frying, Advantages, General rules for deep frying, Examples of deep fried foods
Microwave cooking- Definition, Advantages and disadvantages of microwave cooking, Factors affecting efficient cooking in microwave oven, Examples of foods cooked in microwave oven
-Pot roasting- Definition, Methods of pot roasting, General rules for pot roasting, Examples of pot roasted foods

UNIT 4

Stocks- Meaning, Uses and types
Recipes for Brown, White, Vegetable and Fish stock
Points observed while making stock
Glazes- Meaning and uses, Preparation
Thickening agent used in continental cookery
Sauces- Meaning, Quality of good sauce, Types- Foundation and Proprietary sauces
Meaning of proprietary sauces with examples
Meaning of foundation sauces with examples
Difference between proprietary and foundation sauces
Recipe for 1 lt foundation sauces: Bechamel, Veloute, Espagnole, Tomato, Mayonnaise and Hollandaise

UNIT 5

Derivatives of mother sauce with main ingredient and their uses
Miscellaneous sauce: Mint sauce, Horseradish sauce, Cumberland sauce, Bread sauce, Roasted gravy, Cranberry sauce, Melba sauce, Peach sauce, Apple sauce, Custard sauce
Salads- Meaning, Types, Parts of salad, Various types, Salad dressing- methods of making salad dressing and dressing salads, Important salads And their dressing

Reference:

1. Practical Cookery- Victor Ceserain and Ronald Kinton_Hodder and Stoughton, 7th edition
2. Practical Professional Cookery_ H.L.Cracknell and R.J. Kaufmann Macmillan 3rd edition
3. Modern cookery for teaching and trade_ volume 1 Thangam E Philip, Orient Longman,5th edition

Objective: to impart knowledge on various types of Restaurants, Restaurant organization, Food service equipment, Importance of ancillary section of food service area, Styles of food service and non alcoholic beverages

UNIT 1

Introduction to the food service industry

Sector of food service industry with examples

Types of restaurants and their characteristics

-Bistro, Brasseri, Coffee shop, Specialty restaurant, Fine dinning restaurant, Popular restaurant organization

-Duty and responsibilities of restaurant staffs

-Designation in French, British and American system

-Qualities required for a wait staff

8 Hrs

UNIT 2

Food service equipment

- Introduction
- Furniture, table, chairs, booster chairs, side boards, reception desk
- Linen: Description and uses of table cloth, napkins, slip cloth, waiters cloth, tray cloth, and buffet cloth
- Crockery: Meaning, uses and dimension of crockery used, Selection criteria
- Glassware: Cutlery and flatware, Examples for cutleries and their uses
- Special equipment used in the restaurant and their uses
- Disposables
- Purchase, consideration for food service equipment
- Storage of service equipment

9Hrs

UNIT 3

Ancillary section

- Introduction
- Still room: Still room functions, equipments and still room control
- Silver room/Plate room: Functions, Silver cleaning method
- Wash-up: Sections of wash-up area and their functions, Manual wash, Dish washing machine
- Hot plate
- Pantry
- Linen store
- Dispense bar

UNIT 4

Styles of food service

- Introduction
- Waiter service: English, American, French, Russian, Gueridon, Tray service- Explanation of each with advantage and limitations
- Self service, Cafeteria service, Counter service and Vending explanations with advantage and limitations
- Assisted service: Buffet, Carvery- explanations with advantage and limitations

UNIT 5

Non- alcoholic beverages

- Introduction
- Categories of non alcoholic beverage
- Coffee- Various methods of making coffee-instant, sauce pan, La cafetiera, percolator, Cona, Filter, Espresso and Turkish method
- Faults in coffee and the reasons for the faults
- Service of coffee
- Tea: Methods of making tea, Service of tea, tisanes- meaning
- Milk based drinks- Hot chocolate, malted drinks, milk shake preparation and service, aerated drinks, squashes, juices, mineral water and syrups- meaning and service

Text

Food and Beverage Service: R. Singaravelavan- Oxford University Press

Reference

Food and Beverage Service: Dennis R. Illicrap, Jhon A Cousins

Food and Beverage Service Training Manual- Suhir Andrews – Tata McGraw-Hill

Unit-I

Introduction of Housekeeping-objectives of house keeping department, layout of department, organization structure of the department-small, medium and large hotels. Duties and responsibilities of housekeeping department. Attribute of house keeping and function-desk control, records and registers, lost and found.

Unit –II

Cleaning and maintenance of rooms-cleaning equipment-manual and mechanical selection uses mechanism care and maintenance-cleaning agents-classification-selection, uses care and storage, care and cleaning of various surface-Glass,metal,leather,plastic ,ceramic,wood.Types of cleaning-special cleaning programmes,periodic or spring claeaning-publuic area cleaning, making of guest room occupied and vacant. Turned down service, second service,floors,types and cleaning.

Unit-3

Linen-classification,sizes,selction criteria for linen, activities of linen room-purchase of linen,linene hire,storage,inspection,issue of linen to floor and department. Layout of linen room. Uniform-designing ,purpose, number of sets, activities of uniform, issuing procedure of uniform, exchange making and monogram of uniform ,layout of uniform room.

Unit -4

Fabric and fiber-Definition ,classification,origin,characteristic,uses on hotel industry, methods of constructing fabric,knitting,bonding,weaving,commonly used factors ,strain removal, definition-General rules ,types of strain, methods to remove and strain removal agents.

Unit-5

Laundry-Layout, Laundry staff-Laundry Manager, Dry cleaning supervisor, spotter cum presser, Laundry clerks, valet runners, duties and responsibilities ,In-house and Out-House laundry, stages in wash cycle, laundry equipment, laundry agents, classification and uses, Dry cleaning process,agents,guest laundry, service offered.

Text book:

Sudhir Andrews- Housekeeping Training Manual(29th edition)

Part IV-Environmental Studies

15ES01

UNIT 1	The multidisciplinary nature of environmental studies
UNIT 2	Ecosystems
UNIT 3	Biodiversity and its conversion
UNIT 4	Environmental pollution
UNIT 5	Social issues and the environment

Text Book

Environmental studies for undergraduate course- Bharathiar University

Reference Book:

Environmental studies –V.K.Nanda

Objective: to impart knowledge on the types of soups and the preparation of eggs, pasta, fish, meat, poultry, potatoes, vegetables, sandwiches, savory, sweets and ices

UNIT 1

Soups- Importance of soups, Classifications of soups, Explanations and examples for the following types of soups

Consommé, Bouillons, Broth, Puree, Cream, Veloute, Bisque

Cold Soup examples

International soup with their country of origin

Garnishes for soups

8Hrs

UNIT 2

Eggs-Basic egg preparation- Scrambled, In Cocotte, Boiled, Fried, Omelet, Poached, Sur le plat

Pastas- Meaning, Types, Recipe for basic pasta dough, Cooking of pasta, Pasta sauce, Gnocchi- Types, Spatzle- meaning

Fish- Cleaning and preparation of fish, Cuts of fish, Cooking of fish, Cleaning and preparation of shell fish, Cooking of shell fish

9Hrs

UNIT 3

Meat cookery- Quality points of lamb, mutton, beef, veal, pork, bacon, ham and offal

Importance of hanging of meat, period of hanging meat, beef, lamb, mutton, veal, pork

Cuts of lamb, mutton, pork, veal and beef

Cooking method

Steaks- Names of steaks obtained from sirloin of beef and their cooking methods

Terms used in cooking of steaks

Escalopes- meaning and cooking of escalopes

9Hrs

UNIT 4

Meaning of poultry

Quality points for poultry

Preparation of poultry for cooking- plucking, drawing, singeing, cleaning and trussing

Cooking methods

Game- meaning and types with examples

Hanging time for various types of game

Cooking methods

9Hrs

UNIT 5

Potatoes- Styles of presenting potatoes

Vegetables- Types of vegetables, Preparation, cooking methods

Sandwiches- meaning, types, filling, storage

Savouries- meaning of croutes, canapés, barquettes, bouchee, tartlettes, flan, pies

Sweet- Custard, bevarioies, fool, soufflé, types of ice creams

Ices- Classification of ices- freeze churned, unchurned ices

Reference:

1. Practical Cookery- Victor Ceserain and Ronald Kinton_Hodder and Stoughton, 7th edition
2. Practical Professional Cookery_ H.L.Cracknell and R.J. Kaufmann Macmillan 3rd edition
3. Modern cookery for teaching and trade_ volume 1 Thangam E Philip, Orient Longman,5th edition

Food and Beverage Service II

15HM202

Objective: To familiarize the learners with the French classical course, types of menu and menu planning process, various types of breakfast, importance of mise-en-place, and other taking and billing methods

UNIT1

French classical course- Hors d' oeuvres, Potage, Oeufs/Farineux, Poisson, Entrée, Releve, Sorbet, Roti, Legumes, Entremets, Savoureux/Fromage, Dessert, Café- explanation for each with examples

Accompaniments and cover for selected dish 9Hrs

UNIT 2

Menu- Meaning, Types of menu- Table d' hote, A la Carte, Plat du jour, Carte du jour, Cyclic menu

Characteristics of Table d' hote, A la Carte

Menu planning- points observed while compiling menu

Table d' hote, A la Carte menu planning 9Hrs

UNIT 3

Breakfast

Menu and cover for continental breakfast, English breakfast, House breakfast, American breakfast, Indian breakfast

Service of breakfast in restaurants

Breakfast buffet 9Hrs

UNIT 4

Preparing restaurant for service

Mise-en-Place

Mise-en-scene

Points observed while laying the cover

Service procedure

Rules observed while waiting at the table

General service procedure during lunch and dinner

DO's and Do not's during the service

Handling situation

Dealing with different situation and guests in the dinning area 8Hrs

UNIT 5

Order taking and billing methods

Method of taking food order: check and bill system, service with order, duplicate system, triplicate checking system

Circumstantial KOT's

Alcoholic beverage order

Billing

- Bill as separate cheque, separate bill, bill with order, prepaid voucher, deferred account 9Hrs

Text

Food and Beverage service: R. Singaravelavan- Oxford University Press

Reference

Food and Beverage Service: Dennis R. Illicrap, Jhon A Cousins

Food and Beverage Service Training Manual- Suhir Andrews – Tata McGraw-Hill

Objective: The impact knowledge on: the importance of personal hygiene and kitchen hygiene, The reason for food poisoning, the concept of HACCP, the action of heat on carbohydrates, lipids, proteins, vitamins and minerals, food additives and food preservation methods

UNIT 1

9 hrs

Hygiene- Meaning

Personal hygiene- Personal cleanliness, general health and fitness, kitchen clothing, kitchen hygiene, kitchen premises, kitchen equipment and hygiene- provision of safe food, food poisoning chemical, bacterial poisoning- causes and prevention

Control of waste and recyclable materials

UNIT 2

9 hrs

Hygiene in food production system- hygiene committees, HACCP, examples of critical control points, food hygiene audits, work flow model, cook-chill process, storage and quantity of cook-chill foods, cook freeze process and quality control, points to observe to ensure a satisfactory cook-freeze products, advantages cook-freeze over cook-chill and cook chill over cook-freeze

Vacuum cooking- meaning, advantages and disadvantages

UNIT 3

9 Hrs

Introduction to food science, pH and water, proteins-shapes, fibrous proteins, globular proteins, Denaturing proteins, effect of heat on globular fibrous proteins, types of proteins found in food, effects of acids on proteins, effects of mechanical action on proteins, effects of cooking on carbohydrates, lipids- function of lipids, factors affecting the development of rancidity in fats, spoilage of fats and oils, emulsion

Effects of cooking on minerals and vitamins

UNIT 4

9 hrs

Sensory Evaluation of food

The cooking process and the Effects on food

Food activities- meaning and their categories

Food spoilage- moulds, yeast, bacteria and other causes for spoilage

The acidity and the alkalinity of foods

The allergies- problems and food adulteration, definition, adulterants, meaning, types, intension and un intension, incidental and new adulterant

Browning- Types, role in food preparation, prevention of undesirable browning.

UNIT 5

8 hrs

Methods of food preservation-principles, method of preparation, drying, freeze-dry, Advantages of Drying, Food preparation by drying, Chilling and freezing, Quick freezing for raw and cooked foods.

Canning and Bottling- self life of Tin foods

Preservation by Salting and Smoking

Preservation by Sugar and Acids
Preservation by Chemicals and Gas storage
Preservation by Radiation.

Reference Book

Theory of Catering –David Foster (10 th edition)
Food Science- Sri Lakshmi

Objectives:

- To impart knowledge on basic housekeeping procedures and practices for providing clean, well-kept accommodation for guest.
- To learn about safety and security aspects, basics of interior designing and flower arrangement.

UNIT 1

Basic HK practices and procedures – room, floor and public area, briefing and scheduling of staff, knowledge of room, rules on a guest floor, maid's cart; cleaning a guest room- how to enter cleaning procedure- bed making- cleaning the bathroom- room maintaining procedure- preparing the room report- room checking list- public area- rules and practices

UNIT 2

Planning and organizing HK department- Contract cleaning- Types of contract- method of pricing- advantage and disadvantage of contract cleaning- HK control- purchase procedure- store and store control-store taking- budget and budgetary control

UNIT 3

Safety- fire preventing and fire fighting- types of fire- fire fighting equipment- extinguisher- fire drills and practices- first aid- first aid box and procedures.

Security-Types of key, controlling of keys- computerized key cards

Pest control- types of pest commonly found in hotel- prevent and control of pest

UNIT 4

Interior designing- basic elements of interior decoration- factors affected interior decoration- designing guest rooms- designing bathrooms, public areas-rules of colours in interior decoration- classification of colour- importance of lighting in interior decoration- carpets- types- selecting- rules of soft furnishing interior decoration- rules of furniture and other rooms accessories in interior decoration- layout of guest rooms- special consideration in rooms layout.

UNIT 5

Flower arrangement- principles- styles- types of flowers- materials and used- emerging trends in HK- maximizing benefits by technology- rooms status- supervision- labour cost- schedules and assignments- inventory and ordering- environmentally friendly cleaning practicals- local- guest

involvement- staff involvement- conservation- waste reduction programs- reduction of energy- water usage- recycling- environmentally friendly supplies and equipment.

Text book:

Sudhir Andrews, Hotel Housekeeping Training Manual 29th Edition.

Joan. C. Branson, Margaret Lennox, Hotel, Hostel and hospitality Housekeeping

PRACTICAL-FOOD AND BEVERAGE SERVICE-I 15HM205

1. Renumeration of Food service equipment(Cutlery,crockery,miscellaneous equipment)
2. Napkin Folding
3. Carrying light and Heavy Tray
4. Cleaning of Glassware, Cutlery and crockery
5. Setting up the Sideboard
6. Laying the Table cloth and Relaying
7. Carrying Glassware
8. Carrying bowls, cups and saucer
9. Carrying Fresh plates
10. Placing of plates on table
11. Clearance of Soiled plates
12. Manipulating of service spoon and fork and various foods
13. Service of water, Tea and coffee
14. Continental and English Breakfast Menu Planning
15. Laying the Continental Breakfast and English Breakfast.
16. Order Taking for Breakfast in restaurant
17. Service procedure for Continental and English breakfast in the restaurant
18. Continental and Full English breakfast tray set up
19. Luncheon and dinner Tabled hote menu planning
20. Alacarte and Table d hote planning ,cover set up
21. Presenting the Alacarte menu and Taking order
22. Service of appetizers
23. Service of soup
24. Service of fish
25. Service of Main course
26. Service of Entremets
27. Service of savory and cheese
28. Service of dessert
29. Preparing Finger bowl and presenting
30. Service of coffee after meal
31. Preparing bill and presenting .
32. Handling Various situation.

Text:

Food and Beverage Service-Mr.Singaravelavan-Oxford University Press

Practical II: Cookery

15HM206

Semester 1

Indian cookery

Rice 5 varieties
Indian breads 4 varieties
Dal preparations 3 varieties
Vegetable preparation 5 varieties
Egg Preparation 3 varieties
Fish preparation 5 varieties
Chicken preparation 5 varieties
Mutton preparation 3 varieties
Sweet preparation 9 varieties
Salads and Salad dressing

Semester 2

Continental cookery:

Appetizer	3 varieties
Soups	6 varieties
Egg preparation	4 varieties
Pasta preparation	3 varieties
Fish preparation	4 varieties
Entrée preparation	7 varieties
Potato preparation	8 varieties
Vegetable preparation	5 varieties
Sweet preparation	9 varieties

Reference books:

Modern cookery for teaching and the trade- Thangam E Philip 5th Edition

Practical cookery- Victor Ceserani and Ronald Kinton_ Hodder and Stoughton, 7th Edition

UNIT 1

Value education meaning and nature of values- Basic characteristics of values- Essential components of values- Classification of values- Value education- Concepts and meaning- Need for value education- Objectives of value education.

UNIT 2

Inculcation of values- Methods- Dialogue- Writing- Through great personalities- Religious- Emotional development- Different stages of emotions in human life and emotional maturity.

UNIT 3

Value education for special order- School, State and community- the School and Religious Freedom- Equality and quality in education- Education and Social Reconstruction.

UNIT 4

Value education and national goal- Communication, work, Service and citizenship- national integration towards united and secular India.

UNIT 5

Yoga- meaning- Importance- Yoga and health- Yoga and Holistic Health- Joint exercises- Yogasanas- pranamaya

Reference book

1. Value Oriented Education- D.Dayakara Reddy

Objective: To impart knowledge on volume cooking, purchasing, storing, and requisitioning, regional cuisines of India, ingredients used in bakery and their role, and yeast products.

Unit – I**6Hrs**

Volume cooking – Introduction, selection criteria for equipment, equipment required for volume production, care and maintenance of equipment, Types of volume catering establishments – educational institutions, industrial catering, army mess, hospital catering, off premises catering, airline catering, railway catering, and marine catering.

Unit – II**6Hrs**

Purchasing and indenting for volume cooking – introductions, principles of indenting of volume feeding, purchasing, and receiving procedures, purchase specification, Storage – bulk storage, storages of fruits and vegetables, dairy products, meat and fish, dry foods, beverages and general items, Inventory control, control procedures to check pilferages and spoilages, Portion control of food, Challenges of volume catering.

Unit – III**7Hrs**

Regional cuisines of India – characteristics, special equipment, specialty dishes of Andhra Pradesh, Bengal, Goa, Kashmir, Parsi, Punjab, Maharashtra, Rajasthan, Dum cooking – Introduction, features of dum cooking, classic dishes, Tandoor cooking – Introduction, types of tandoor, fabrication of tandoor, installation of tandoor, tandoor marination, tenderizing agents, Tandoori dishes – Indian breads, kebabs, tikka, tandoori chicken, fish.

Unit – IV**7Hrs**

Introduction to bakery, oven temperature- slow, medium, and hot, Raw materials used in bakery Flour – types of flour, characteristics of good flour, flour test, functions of flour, storage; Sugar – types of sugar, function of sugar; Fats and Oils – types of fat, functions, meaning of shortening Leaving agents; meaning types, function of leaving agent; Liquid – functions of liquid, Salt – function of salt, Other miscellaneous ingredients and their function.

Unit – V**7Hrs**

Yeast products – essential ingredients for fermented products, points observed while preparing the yeast products. Step in yeast dough production – scaling ingredients, mixing (straight dough method, modified straight dough method), fermentation, punching, scaling, rounding, benching, makeup and panning, proofing, baking, cooling, storing. Bread faults and their causes.

Text :

Quantity Food Production Operations and Indian Cuisine – Parvinder S. Bali, Oxford University press

Professional Baking – Wayne Gisslen-John Wiley and Sons, Second Edition.

Objective: To impart knowledge on classification of alcoholic beverages, methods of alcohol preparations, wine making, classification of wines and wines from various countries

Unit I**6Hrs**

Alcoholic beverages – Introduction, classification of alcoholic drinks with examples, Methods preparing Alcohol : Fermentation, distillation, type of distillation process - pot still and patent still, proof, scales to measure alcoholic strength, strength of various alcoholic drinks.

Unit II**6Hrs**

Wine – Introduction, definition of wine, classification of wine, constituents and main grape varieties used in wine making, production of still wine, factor influencing the character, faults in wine.

Unit III**7Hrs**

Sparkling wine production - method champagne, cork closure, transfer, direct impregnation, types of champagne, terms on the champagne bottle denoting the sweetness and size of the bottle. Fortified wines - production, types, and brand names of sherry, port, madeira, marsala, and Malaga. Vermouth and Bitters - Production, types, and brand names of vermouth and bitters.

Unit IV**7Hrs**

Wines of France - Classification of French wines, Wine production region of France - Bordeaux, Burgundy, Alsace, Champagne, Rhone valley, Loire valley. Wines of Germany - Classification of Germany wines, Wine regions of Germany. Wines of Italy - Italian wine classification, Wine producing regions of Italy

Unit V**7Hrs**

Wines of Spain - Spanish wine classification, Spanish wine areas. Wines of Portugal - Portuguese wine classification, Wine region of Portugal. Wines of USA and Australia. Wine and Food suggestion - Traditional rules of wine and food pairing, Wines suggest with fish and shell fish, meat, poultry, game, cheese, sweets and desserts. Wine list: Meaning, Designing of Wine list.

Text

Food and Beverage Service: R.Singaravelavan-Oxford University Press

Reference

Food and Beverage Service: Dennis R. Lillicrap, John.A. Cousins

Modern Restaurant Service, A manual for students & practitioners – John Fuller – Hutchinson

Food and Beverage Service Training Manual – Sudhir Andrews – Tata McGraw-Hill

The Beverage Book, John Cousins and Andrew Durkar

Objectives:

- To give an overall view of the types of hotels, rooms, room rates and guests
- To impart knowledge on the entire flow of activity concerned with the sale of rooms

UNIT – I**6Hrs**

Introduction to hotel industry; Classification of hotels as per location, size, clientele, length of stay, facilities offered. Other types of hotels – heritage hotels, time-share hotels, casino hotels, ecotels, floatels, boutique hotels. Types of rooms; Meal plans-EC, CP, AP, MAP; Room rates-rack rate, corporate rate, commercial rate, airline rate, group rate, children rate, package plan rate, back to back series rate, best available rate ; Types of guest based on purpose of visit, group size, origin.

UNIT –II**6Hrs**

Front office department – functions, layout, organization chart of small, medium and large hotel; Duties of front office personnel – Front Office Manager, Business Center Coordinator, Reservation Assistant, Receptionist, Information Assistant, Cashier, Night Auditor; Equipment used in front office; Coordination of front office with other departments.

UNIT – III**7Hrs**

Reservation – meaning, importance of reservation process; types of reservation – guaranteed and non-guaranteed reservation; sources of reservation – direct reservation, reservation network systems, agencies, online reservations; Basic reservation activities – receiving inquiries, determining room availability, accepting or denying requests for reservations, documenting reservations details, confirming reservations, maintaining reservation records, compiling reservation reports.

UNIT – IV**7Hrs**

Registration/Check-in procedure – main duties of reception department; basic check-in activities-preparation for guest arrival, registration, room assignment and room rate, checking the method of payment, issuing the key and escorting the guest; Overbooking – meaning, importance procedure to be followed in overbooking; taking position formula-plus and minus position.

UNIT – V**7Hrs**

Check-out procedure; Late Check-outs, Late charges, Express check-out; Methods of account settlement – types of settlement – cash settlement, credit settlement, procedures for accepting settlements; creating a good lasting impression; updating front office records. Emerging trends in front office operations – software, keycards, C-forms, online portals.

TEXT BOOKS:

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

Sue Baker, Pam Bardley and Jeremy Huyton. Principles of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2001

REFERENCE BOOKS:

Ahmed Ismail. “Front Office Operations and Management”: Delmar. Thomson Publishers. 1st Reprint 2002.

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

Objective: To impart knowledge and familiarize the learners with the various books maintained and accounting procedures followed in the hotels

Unit I **6Hrs**

Introduction meaning of accountancy, its importance, accounting equation, principles of double entry, balancing on account, division of the ledger

Recording of cash-two column cash book, cash discounts, bank column cash book, petty cash book, visitors paid- outs, cash received book, cheques, bank reconciliation statement.

Unit II **6 Hrs**

Recording of expenditure – revenue expenditure, trade discount, controls account, recording capital expenditure

Recording salaries and wages – income tax, gross pay, recording salaries and wages in the accounts payroll control

Unit III **7 Hrs**

Recording income – restaurant sales, banqueting sales, hotel visitors sales, total sales on visitors ledger, other income, service charges

Trial balance, undisclosed errors, rectification errors

Unit IV **7 Hrs**

Preparation of final accounts: trading account, stock adjustments, staff meal adjustment, profit and loss account: treatment of profit, losses and drawings, Balance sheet vertical presentation of final accounts

Unit V **7 Hrs**

Depreciation, replacement and disposal of fixed assets, Deprecation of fixed assets, replacement of fixed assets, depreciation of additions to fixed assets disposal of fixed assets.

Text:

Accounting in Hotel and Catering industry

Peter J Harris, Peter A Pazzard Hutchiason

Unit I**6Hrs**

Food service facilities planning: Introduction, design & layout, Planning: Characteristics, scope, objective, facilitating production, materials handling, space utilization, maintenance & cleaning, cost control, investment in equipment, labor utilization, supervision, flexibility.

Unit II**6Hrs**

The planning process: preliminary planning information, prospectus, commissioning planners, developing the concept, equipment requirements, space requirements, developing preliminary plans preparations of final plan, preparing specifications, binding & awarding contracts, constructions.

The feasibility study importance of market survey, site analysis, cost estimates, operating capital, project income.

Unit III**7Hrs**

Functional planning: functions, concepts of low, functional requirements, receiving storage preparation cooking, baking, serving, dish washing, pot & pan washing, waste disposal, other requirements.

Planning the atmosphere & mood, color, lighting, acoustic, noise & music, climate control furnishing, exterior design advertising & public relation

Unit IV**7Hrs**

Work place design: developing work place, work place environment, concepts of motion economy, materials handling, designing safe work place,

Equipment requirements: methods, equipments check list, broilers, griddles, ovens, ranges, steam jacketed kettles, steamer, ware washing equipment, waste disposal equipment selection.

Unit V**7Hrs**

Space requirements: introductions space estimate, total facility size, dining area, production area, space calculation, receiving area, storage areas, serving area.

Layout facilities: space arrangements flow, other criteria for lay out, layout configurations, relationship charts for layout, layout guides, layout of storage areas, layout of main cooking areas, lay out of dish washing areas.

Reference:

- Foods Service Facilities Planning (2nd edition – Edward A Kazarian, Van Nostrand Reinhold company

Objective:

To make the students understand types of Resorts and their features, development process and the operations of resorts.

Unit I 6Hrs

Introductions, history of resorts, types of resorts, industry trends. The importance of recreational amenities – The development process, developing an amenity strategy, community Management structures, management and operations.

Unit II 6Hrs

The uniqueness of timeshares resorts operations-introductions, timeshare guests/owners marketing, operations, reservations and the front desk, housekeeping, maintenance and engineering

The importance of guest activities – guest needs, defining goals and objectives, program areas program planning, programme evaluation

Unit III 7Hrs

The importance of retail – tourist shopping, resort retail, layout and design, merchandising, customer segments.

Spas, pools, and indoor, water parks- development of spas, layout and design, room setup - wet rooms, dry rooms combinations, swimming pools water parks.

Unit IV 7Hrs

Mountain based resorts- the impact of developments on operations-the development process, desirable sites, general design guidelines, mountain resorts maturation cycle, summer in mountains, operating characteristics.

Golf/tennis based resorts- the general guidelines, planning and development golf course types design principles

Unit V 7Hrs

Beach resorts – the impact of development on operations, beach resorts, the development process, marinas, general design principals, managing the operation profile of the beach resort guest destination resort marinas, boaters specialty resorts nature based, eco tourism, adventure tourism.

Reference:

“Resorts : Management and Operations”, 2nd edition - Robert Christie Mill – Wiley.

Elective I C) Casino Operations

15HM305B

Objective: To impart knowledge on Casino Operations.

Unit I 6Hrs

The history of modern gaming- Nevada – the birth place of modern gaming, the grande a club in southern Nevada, big – time gambling, the birth of the las vegas strip, modern – day las vegas gaming control – history of gaming control in Nevada, Atlantic city gaming, Indian gaming

Unit II 6Hrs

Casino management. The management pyramid, casino organizational structure, casino hotel system, staffing. Introduction to table games- Dice, Roulette, Blackjack, Baccarat, Keno, Caribbean, stud. The game operations - table game operations. Revenue and profit per square foot Betting Limits.

Unit III 7Hrs

Elements of an effective player rating system. Importance of player rating system. Actual versus theoretical win. Estimation of average bet and time played. The player rating system. Establishing guidelines. Player rating system.

Unit IV 7Hrs

Casino marketing. The cost of match plays and Nonnegotiables. Match play: Problems and solution. Gambler's spree. General slot marketing. Consumer choice factors. Rebates on loss. Player action criteria. Table game Rule Modification as a marketing tool. Defining the premium –Play segment. Costs of competing for premium play. Race operation betting at the Track. Types of races. Types of bets. Racing terms.

Unit V 7Hrs

Casino statistics. Population, sample. Parameters and statistic. Average or mean. Median mode. Measures of dispersion. Range. Variance. Standard deviation. Weighted average. Probability. Distribution. Expected value calculating the standard deviation with uneven betting. Sample game probabilities variances and standard deviations.

Reference

Casino operations management – Jim Kilby, Jim Fox, Anthony F.Lucas – Wiley

The gaming industry – introduction and perspectives – international gaming Institute,Nevada, Las Vegas, Wiley.

MS WORD

CREATING A DOCUMENT

- A. Entering Text
- B. Saving the Document
- C. Editing a Document already saved to disk
- D. Getting around the document
- E. Find and replace operations
- F. Printing the document

FORMATTING A DOCUMENT

- A. Justifying Paragraphs
- B. Changing Paragraph Indents
- C. Setting Tabs and Margins
- D. Formatting Pages and Documents
- E. Using Bullets and Numbering
- F. Header / Footers
- G. Pagination

SPECIAL EFFECTS

- A. Print Special Effects e.g Bold, Underline, Superscripts, Subscript
- B. Changing Fonts
- C. Changing Case

CUT, COPY AND PASTE OPERATION

- A. Marking Blocks
- B. Copying and pasting a block
- C. Cutting and pasting a block
- D. Deleting a block
- E. Formatting a block
- F. Using find and replace in a block

USING MS-WORD TOOLS

- A. Spelling and grammar
- B. Mail merge
- C. Printing envelopes and labels

TABLES

- A. Create
- B. Delete
- C. Format

GRAPHICS

- A. Inserting clip arts
- B. Symbols (Border / Shading)
- C. Word art

PRINT OPTIONS

- A. Previewing the document
- B. Printing a whole document
- C. Printing a specific page
- D. Printing a selected set
- E. Printing several documents

- F. Printing more than one copies

MS-EXCEL

- A. How to use excel
- B. Starting excel
- C. Parts of the excel screen
- D. Parts of the worksheet
- E. Navigating in a worksheet
- F. Getting to know mouse pointer shapes

CREATING A SPREADSHEET

- A. Starting a new worksheet
- B. Entering the three different types of data in a worksheet
- C. Creating simple formulas
- D. Formatting data for decimal points
- E. Editing data in a worksheet
- F. Using Auto Fill
- G. Blocking data
- H. Saving a worksheet
- I. Exiting Excel

MAKING THE WORKSHEET LOOK PRETTY

- A. Selecting cells to format
- B. Trimming tables with Auto Format
- C. Formatting cells for:
 - Currency
 - Comma
 - Percent
 - Decimal
 - Date
- D. Changing columns width and row height
- E. Aligning text
 - Top to bottom
 - Text wrap
 - Reorder orientation
 - Using borders

GOING THROUGH CHANGES

- A. Opening workbook files for editing
- B. Undoing the mistakes
- C. Moving and copying with drag and drop
- D. Copying formulas
- E. Moving and Copying with Cut, Copy and Paste
- F. Deleting cell entries
- G. Deleting columns and rows from worksheet
- H. Inserting columns and rows in a worksheet
- I. Spell checking the worksheet

PRINTING THE WORKSHEET

- A. Previewing pages before printing
- B. Printing from the Standard toolbar

- C. Printing a part of a worksheet
- D. Changing the orientation of the printing
- E. Printing the whole worksheet in a single pages
- F. Adding a header and footer to a report
- G. Inserting page breaks in a report
- H. Printing the formulas in the worksheet

ADDITIONAL FEATURES OF A WORKSHEET

- A. Splitting worksheet window into two four panes
- B. Freezing columns and rows on-screen for worksheet title
- C. Attaching comments to cells
- D. Finding and replacing data in the worksheet
- E. Protecting a worksheet
- F. Function commands

MAINTAINING MULTIPLE WORKSHEET

- A. Moving from sheet in a worksheet
- B. Adding more sheets to a workbook
- C. Deleting sheets from a workbook
- D. Naming sheets tabs other than sheet 1, sheet 2 and so on
- E. Copying or moving sheets from one worksheet to another

CREATING GRAPHICS / CHARTS

- A. Using Chart wizard
- B. Changing the Chart with the Chart Toolbar
- C. Formatting the chart's axes
- D. Adding a text box to a chart
- E. Changing the orientation of a 3-D chart
- F. POWERPOINT PRESENTATION

Supportive Course I

A) Elementary Nutrition

Unit I

6Hrs

Introduction of nutrition - Definition of food, nutrient, nutrition, malnutrition, under nutrition, over nutrition, diet, kilocalorie, health.

Functions of food - physiological functions, psychological functions, social functions.

Classification of nutrients - Macronutrients and micronutrients. Recommended dietary allowances(RDA).

Digestion of food- in mouth, esophagus, stomach, small intestines, large intestine, Factors affecting the digestion, absorption and metabolism of food.

Unit II

6Hrs

Carbohydrate - Classification, digestion, absorption and metabolism. Sources functions deficiency effects of excess carbohydrates, role of dietary fiber, recommended dietary intake for adult requirements, functions, deficiency,

Protein - Definition, essential and non essential amino acids, classification of proteins – by structure and by quality, functions, digestion, absorption, and metabolism, factors influencing protein requirements, dietary sources requirements, effect of deficiency and excess

Unit III

7Hrs

Lipids - Introduction, classification of lipids, fatty acids – unsaturated fatty acids, functions and saturated fatty acids, functions of fat, digestion, absorption, and metabolism, sources, deficiency of fats, recommended dietary allowances

Vitamins - Introduction, classification of vitamins- functions, deficiency, sources, requirement of Fat soluble vitamins A, E, and K, and water soluble vitamins B – complex, and C

Unit IV

7Hrs

Minerals - Introduction, classification, general functions of minerals, Sources, functions, and deficiency of calcium, phosphorus, iron, iodine, sodium, potassium, magnesium sources, requirements, functions, deficiency of the following minerals – calcium, phosphorous, sodium, potassium, iron, iodine.

Water - Introduction, functions of water, daily losses of body water, deficiency of water, daily requirement

Unit V

7Hrs

Energy metabolism - Introduction, units of measurement, basal metabolic rate (BMR), factors affecting BMR, calculating energy requirements

Balanced diet - Introduction, recommended dietary allowances, basic food groups, guidelines for using the basic group, Planning balanced meals – steps in planning balanced meals, calculating the nutritive value of recipe. Special nutritional requirements – pregnancy, lactation, infancy, childhood, adolescence, old age.

Effect of cooking and processing on nutrients

Text:

Food Science and Nutrition: Sunetra Roady, Oxford University Press.

Supportive Course: I

B) Interior Decoration

Objective:

To enable student learn skills in using the principles and methods of creating beautiful interiors.

Unit I

6Hrs

Introduction to interior decoration - History and development of interior design, Definition of Design, Purpose of design, Process of designing, Classification of design – structural and decorative design.

Unit II

6Hrs

Principles of design – Harmony, Proportion, Balance, Rhythm, Emphasis, Meaning and types of the above.

Unit III

7Hrs

Elements of design - Their definition & classification, Line and direction - Vertical, horizontal, diagonal, Curved, zigzag, broken, Contrasting, repetitive, transitional, Actual, implied, psychic angular, Form & shape, Rectilinear, curvilinear, angular.

Unit IV

7Hrs

Color & color harmony - Definition of color – color terminology & dimensions of color, classification, Designing with color – application of principles of design, Color schemes for specific areas, Color for special illusion, Color psychology & after image, Types of color harmonies, Factors influencing choice of color harmonies.

Unit V

7Hrs

Importance of lighting, types of lighting, lighting accessories
Accessories - Definition & classification of accessories, Their use in various areas, Pictures & other accessories, Application of design concept in interior & exterior.

Text book:

Designed criteria for decision : M Alexander (1976), Macmillan

Reference book:

Man the designer : Grans H.M., Macmilan(1976)

Supportive Course : I

C)Introduction to Hospitality Industry

Unit I

6Hrs

Meaning of hospitality, sectors of hospitality Industry, meaning with examples, career potential in hospitality industry, growth of hospitality industry in India, demand for hospitality services. National and International chains of hotel in India.

Unit II

6Hrs

Types of hotels, meaning and characteristics, criteria for a rating, types of rooms and plans, tariff-meaning and different types of tariff, sources of reservation, amenities offered to the guest in hotels, organization structure of a five star hotel.

Unit III

7Hrs

Departments in a hotel, functions and organization structure of each department, coordination between the departments

Unit IV

7Hrs

Types of restaurants and their features, types of menu, menu planning, styles of food service, advantages and disadvantages of each.

Unit V

7Hrs

Institutional and transport catering- An overview of hospital, industrial, school, railway, air and ship catering – menus offered, types of market, type of service and operational aspects of these sectors

Reference:

1. Food and Beverage Service – Lillicrap
2. Front Office Management – S K Bhatnagar, Frank Bros.
3. Food Service Operations – Peter Jones – Cassel

Unit I

5Hrs

Personality – definition – social and self concepts of personality – can personality be developed? – traits and patterns of personality – social classifications of personality, factors affecting personality – environmental factors – physical factors – intellectual factors= emotional factors- values – group skills. Dynamics of personality formation – prenatal stage – nursery stage – adolescent stage – adult stage – old stage.

Unit II

5Hrs

Successful personality – meaning – acquisition and qualities of a successful personality – barriers to successful personality – removing barriers to personality development. Scope, techniques and principles of personality development – personality development strategy.

Unit III

5Hrs

Self development – approach – aims and objectives – self appraisal – analysis of social environment – selection, Formulation and execution of a plan for self development
Communication – Importance – objectives – methods – principles and application of communication for personality development.

Unit IV

4Hrs

Intricacies of dressing up – purpose and factors to consider while dressing up – forms and codes of dress – approach to dressing up for personality projection
Social Etiquettes – participation in social events – interpersonal etiquettes – meal service and eating manners – social graces and customs

Unit V

4Hrs

Interviews – classification – self projection in a selection board of interviews, group discussion, group task, telecommunication, video conferences, and public addresses.

Text Book:

The Dynamics of Personality Development and Projection by J.R. Bhatti, Pearson education,2009.

Reference:

1. Personality development and career management – A Pragmatic prospective R.M. omaker, sultan chand,2008.
2. Developing soft skills by Robert.M.sherfield, Rhonda.J.Montgomery and particia G.Moody, Pearson Education 2009
3. How to succeed in group discussion and personal interviews by Dr.S.K. Mandal – Jaico publishing house 2005.
4. Personality development by Dr. T. Bharathi – Neelkamal publication Pvt Ltd, 2008.

Cookery and Bakery II

15HM401

Objective:

To impart knowledge on the international cuisines and their features, cookies, different types of paste and cake decorations techniques

Unit I

8Hrs

Chinese – Ingredients, equipment and tools used in Chinese cuisine.

Method of cooking Chinese food

Characteristics of Schezwan, Shangai, Cantonee, Peking and Hunan cuisines

Sri Lanka – Ingredients, equipment used in Sri Lankan cuisine, popular dishes of Sri Lanka.

Japan – characteristics of Japanese cuisine.

Unit II

9Hrs

Spanish – characteristics of Spanish cuisine, Ingredients, Spanish dishes

Italian cuisine - characteristics of Italian cuisine, Ingredients, Italian dishes

Mexican cuisine - characteristics of Mexican cuisine, Ingredients, Mexican dishes

Characteristic of Scandinavian and Turkish cookery.

Unit III

9Hrs

Cookies – characteristics and their causes

Mixing methods – one stage method, creaming method, sponge method,

Types and makeup methods – bagged, dropped, rolled, moulded, icebox, bar, and sheet panning, baking, and cooling.

Different types of paste: short crust, sweet crust, rough puff, puff paste, choux paste, suet paste, - preparation, fault and products of the al pastes.

Unit IV

9Hrs

Cakes – ingredients used in cakes and their role, points observed while making cakes

Methods of mixing

High – fat cakes – creaming method, two – stage method, flour – batter method

Low – fat cakes – sponge method, angel food method, chiffon method

Syrups – sugar cooking care to be taken while cooking sugar, stages of sugar cooking, types of syrups – simple and dessert syrup, method of making simple and dessert syrups

Cream – whipped cream, procedure for making whipped cream, meringue – common swiss, and Italian meringue, guidelines for making meringues pastry cream.

Icings – functions of icing, fondant, butter cream, meringue type icing, fudge icing, royal icing and glazes

Dessert sauces – custard, chocolate, lemon, fruit melba, caramel, raspberry, butterscotch, zabaglione

Unit V

9Hrs

Cake decoration -Introduction, Assembling and icing simple cakes- selection of icing, procedure for assembling layer cakes, procedure for assembling sheets cakes, Methods for icing cupcakes

Basic decorating techniques, Tool, using paper cones, procedures for decorating with paper cones, using pastry bag, procedures for decorating with pastry bag, other decorating techniques – Masking the slides, stenciling, marbling, bowi knife patterns piping jelly, Decorating sequence
General procedure for assembling European – style layer cakes
Special icing technique – fondant, marzipan

Text

1. Larousse Gastronomique – Prosper Montagne – Hamlyn
2. Professional baking – Wayne Gisslen – John Wiley and sons
3. Practical baking – William J Sultan – Van Nostrand Reinhold
4. Practical cookery- Kinton and Ceserani – Hodder and Stoughton

Food and Beverage Service IV

15HM402

Objective:

To impart knowledge on the preparation types and services of beers, various types of sprits, liqueurs and fruit brandies and the types of bar, and tobacco

Unit I 8Hrs

Beer

Meaning, ingredients required for making beer

- Beer production process
- Beer manufacturing terms
- Strength of beer
- Types of beer

Cider and Perry

- Production types, and brand of cider and perry

Unit II 9Hrs

Whisky

- Production of whisky , characteristics of Scotch, Irish, US, and Canadian whisky

Brandy

- Production of cognac and Armagnac and their brands

Unit III 9Hrs

Rum

- Production of Rum, features of popular Rum
- Brands of rum

Gin

- Production of gin
- Types of gin
- Brands of gin

Vodka

- Types of vodka and brand names

Unit IV 9Hrs

Tequila

- Production of tequila
- Types of tequila and brand names

Other spirits

- Absinthe, pastis, alavit, grappa, pisco

Liquerues and eaux-de-vie

Unit V 9Hrs

Service of alcoholic beverages

- Service of red, white, and sparkling wines
- Service of beer
- Service of spirits
- Service of liqueurs and fruit brandies

Bar

- Types of bar

- Bar design parts and shapes of bar
- Bar frauds
- Bar routine

Tobacco

- Cigar and cigarettes
- Terms used to denote the colour of the wrappe Brands of Havana cigar, storage of cigars
- Service of cigars
- Service of cigarettes

Text:

Food and Beverage Service : R. Singaravelavan, oxford university press.

Reference:

1. Food and Beverage service: Dennis R, Lillicrap, John A cousins
2. Modern restaurant service A Manual for students & practitioners-John Fuller-Hutchinson.
3. Food & Beverage Training Manual – Sudhir Andrews- Tata McGraw-Hill
4. The beverage book, John cousins and Andrew Durkan .

Front Office Operations II

15HM403

Objectives

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

UNIT – I

6Hrs

Lobby-Introduction, lobby department hierarchy, job description of lobby manager, bell captain, bell boy, role of bell desk on guest arrival and departure, left luggage procedure, scanty baggage procedure, wakeup call procedure, processing housekeeping discrepancy, other duties of lobby staff.

UNIT –II

6Hrs

Sundry guest services-mail and information, handling mail, handling message, sundry information, telephone, foreign currency exchange, safe deposit boxes, security, key system-the electronic key system. Front office procedures for emergencies-lost & found, fire in the hotel, death, accidents, drunk guest, theft.

UNIT – III

7Hrs

Sales promotion-sales department – functions, sales training, corporate sales, group and tours-processing, planning, booking procedures, preparation for arrival, arrival day, departure day. Sales promotion-selling the hotel facilities, salesmanship of reception staff, sales promotion techniques – offering alternatives, suggestive selling.

UNIT – IV

7Hrs

Credit control-meaning, objectives, hotel credit control policy, credit control measures when receiving reservations, credit control measures at check-in, credit control measures during occupancy, credit control measured during check-out, credit control measures after guest departure, preventing walk outs.

UNIT – V

7Hrs

Guest Relations – importance, role of guest relation executive, types of guest problems, skills necessary for dealing with problems, solving problems, types of guest complaints, handling complaints, follow-up, communication skills, telephone handling skills, customer care skills.

TEXT BOOKS:

1. Hotel Front Office Training Manual, Sudhir Andrews, New Delhi. Tata Mc Graw Hill Publishing Company Ltd. 32nd Reprint. 2004.
2. Sue Baker, Pam Bardley and Jeremy Huyton. Principles of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2001

REFERENCE BOOKS:

1. Ahmed Ismail. Front Office Operations and Management: Delmar. Thomson Publishers. 1st Reprint 2002
2. S.K.Bhatnagar. Front Office Management: New Delhi. Frank Bros and Co Publishers Ltd., 1st Edition 2002

Business Mathematics and Statistics

15HM404

Objectives:

- To impart knowledge on percentage, simple and compound interest calculation
- To understand the measures the central tendency & dispersion.

Unit I

8Hrs

Percentage – introduction – fractional equivalence of important percents -ratio and proportion – profit and loss – total cost functions – permutation and combination- simple problems

Unit II

9Hrs

Mathematics of finance: SI & CI- annuities – present value- sinking fund

Unit III

9Hrs

Statistic: meaning and definition – scope and limitations. Collections of data- primary & secondary, presentation of data by diagram- pie-diagram, bar diagram and graphical method- formulation of frequency distribution.

Unit IV

9Hrs

Measures of central tendency: arithmetic mean, median, mode, geometric mean, harmonic mean.

Unit V

9Hrs

Measures of dispersion: range – quartile deviation – mean deviation – standard deviation & coefficient of variation

Text book

1. Business mathematics and statistic – Navanitham P.A
2. Statistic – theory & practice – R S N Pillai & Bagavathi

PRACTICAL 3: FOOD AND BEVERAGE SERVICE –II

15HM405

1. Recollecting 1 year portions.
2. Beverage order taking procedure.
3. Service of red wine.
4. Service of white wine.
5. Service of rose wine.
6. Service of champagne.
7. Service of Sherry, Port, Madeira and Marsala.
8. Service of Vermouth.
9. Service of Bitters.
10. Compiling a wine list.
11. Compiling a menu with wine suggestions.
12. Service of Brandy.
13. Service of Whisky.
14. Service of Gin.
15. Service of Vodka.
16. Service of Rum.
17. Service of Tequila.
18. Service of Liqueur.
19. Service of bottled beer, canned beer and draught beer.
20. Service of Cigars and cigarettes.

Text Book:

Food and Beverage Service: R.Singaravelavan – Oxford University Press.

Reference Book:

- Food and Beverage Service: Dennis R.Lillicrap, John A Cousins.
- Modern Restaurant Service, A manual for students & Practitioners _ John Fuller – Hutchinson.
- The Beverage Book – John Cousins and Andrew Durkan.

PRACTICAL 4: Cookery and Bakery

15HM406

Objective:

To develop the skills in the preparations of Indian snacks, tandoor dishes, International dishes, and yeast goods, cookies and desserts.

Selected dishes from the following regions of India:

Andhra Pradesh, Bengal, Goa, Kashmir, Punjab, Maharashtra, Rajasthan, Dum preparation, Selected Indian snacks.

Demonstrations:

Tandoor preparations- Kebabs, Tikkas, Tandoori chicken, fish, paneer, Indian breads

Traditional Indian Sweets

Chaat preparation

Selected dishes of the following Countries

Italy

Mexico

Spain

China

Sri Lanka

Turkey

Yeast goods

Various types of pastes and their products

Cookies and Biscuits

Cakes

Hot and Cold desserts

Demonstrations

Icings, Cake decorations

Chocolate preparations

Reference

- Modern Cookery for Teaching and Track, T.E.Philip, Orient Longman
- Quantity Food production Operations and Indian cuisine- Parvinder S.Bali, Oxford University Press
- Professional baking, Wayne Gissien__ John Wiley and Sons, second edition

Skill Based Course-II : Practical- 6: Accommodation & Front Office

15HM407

Objective:

To impart skills in basic housekeeping and front office operations

1. Identification of cleaning equipments & cleaning agents
2. Cleaning of various surfaces/finishes
3. Polishing – metal and wood
4. Cleaning guest room – vacant room, occupied room
5. Bed making – day and evening service
6. Flower arrangement
7. Reservation Procedure
8. Check-in procedure and Check-out procedure
9. Calculation of statistical data: House count, Room Position, Percentage of room occupancy, Percentage of local occupancy, Percentage of walk-ins, Percentage of no-shows, ARR, Rev PAR
10. Handling emergencies-Lost and Found, Fire in the Hotel, Death, Accidents, Drunk guest, Theft
11. Handling guest complaints

TEXT BOOK:

1. Housekeeping training manual - Sudir Andrews
2. “Hotel Front Office Training Manual”, Sudhir Andrews, New Delhi. Tata Mc Graw Hill Publishing Company Ltd. 32nd Reprint. 2004.
3. Sue Baker, Pam Bardley and Jeremy Huyton. “Principles of Hotel Front Office Operations”: London. Cassell Publishers. 2nd Edition 2001

Supportive Course II

A. Travel Administration

Objectives:

- To learn the concept of Travel Administration
- To know the role of travel agencies in travel organization
- To impart knowledge on management concepts in travel industry

Unit I

6Hrs

Travel and tourism industry – introduction, types of tourism, components of tourism, Destination, transportation, and accommodation. Socio – economic importance of tourism. Travel agency – meaning, origin, growth and functions of travel agency. Travel agency operations, Motivation for travel – factors responsible for travel.

Unit II

6Hrs

Tour operation – introduction, policy and planning. Producing and selling inclusive tours. Preparation of itineraries. Problems in tour operation – Pricing, Costing and Routing. Role of tour operators in promotion of tourism.

Unit III

7Hrs

Travel Administration – meaning and role. Concept of management in travel industry – Role of managers in the industry. Government travel formalities and regulations – travel documents – passport, visa, health report, customs, currencies and airport taxes.

Unit IV

7Hrs

Travel organization, staffing and job design in tourism – nature and purpose of staffing – manpower planning – recruitment – selection and training of personnel in various areas of travel and tourism industry.

Unit V

7Hrs

Ancillary services of tourism – tourism marketing, advertising and publicity, tourism promotion through advertisements. Public relations – meaning , objectives. Role of PRO in marketing – importance of PRO in tourism administration.

Text book:

Successful tourism management - Prannath Seth.

Reference:

1. Travel & tourism management - Douglas Foste
2. Tourism development principles and practices - A.K Bhatia.

Supportive Course II

B. Food Preservation

Objectives:

To impart knowledge on

- Preservation
- Methods of Preservation
- Preservation of various foods
- Fermentation and its role in cookery

Unit I

6Hrs

Introduction of food preservation – Basic principle of food preservation, importance of food preservation, preservatives – class-I and class-II preservatives permitted preservatives.

Unit II

6Hrs

Preservation by the use of high temperature; meaning of sterilization and pasteurization. Canning and bottling, grouping of canned foods on the basis of acidity. Common defects observed in canned food. Types of biological spoilage of canned food.

Unit III

7Hrs

Preservation by use of low temperature – refrigeration advantages, common spoilage. Very low temperature- freezing, difference between refrigeration and freezing.

Unit IV

7Hrs

Preservation by removal of moisture- drying and dehydration – sun drying mechanical dehydration, merits and demerits, preservation of foods for drying. Freezing- drying and dehydro freezing- advantages.

Unit V

7Hrs

Fermentation types common fermented foods small scale and large scale fermentation micro-organisms involved in food.

Reference:

1. The technology of food preservation by Descrosier and Nand Descrosier, AVT publishing Co, West Port, Connecticut, 1977.
2. Preservation of fruits and vegetables by vijayakadhar, Kalyani publishers Ludhiana New Delhi 2004.

C. Costing for Catering Operations

Supportive Course II:

Unit I

6Hrs

Introduction: Meaning of costing and its importance. Elements of sales and costs. Meaning and examples for each elements of cost. Meaning of Gross profit, after wage profit and Net profit. Problems

Unit II

6Hrs

Food cost control and its importance, Obstacles in Food cost control. Steps involved in food cost control.

Purchases-purchase specification, purchase procedures, purchase order.

Stores- storing of perishable and non-perishable ingredients.

Unit –III

7Hrs

Issues – Indenting, valuation of issues – LIFO and FIFO methods.

Standards recipes – meaning and its advantages.

Yield testing.

Portion control.

Unit – IV

7Hrs

Dish costing – cost sheet and calculation of selling price.

Beverage costing.

Labour cost.

Overheads

Problems.

Unit – V

7Hrs

Standard costing and its importance.

Marginal costing, Breaking even point – advantages and limitations.

Reference Books:

1. Hotel and Catering Costing and Budgets – R.D.Boardman – Hienemann, London.
2. Food and Beverage Management – Bernard Davis and Sally Stone – Heinemann.

General Awareness

15NM02

(Effect from 2008- 09 and onwards – Non major II)

Course Content:

Important events / dates in the history of the world in general and in Indian in particular importance is also to be given to the local history (History of Tamil Nadu).

World personalities:

Great authors and their important works: Inventions and discoveries; Honors' and Awards.

Sports, Education, general Science, Geography, Important technologies, Indian constitution, National movements.

Skills in the following areas:

- Logical Reasoning
- Mental Ability
- Numerical Ability and General Intelligence

Text Book:

Foundation Course – A : General Awareness – Bharathiar University.

Reference Book:

Objective Arithmetic - Ravi Chopra

Objective General Knowledge – Bright & Phull

Binny's General Mental Ability Reasoning & Logic - Kaushal Goyal

Manorama Year Book

Competition Success Review & General Knowledge – Monthlies.

Objective: To impart knowledge on the importance of cold kitchen, various types of cold preparations, cold buffet dishes, kitchen planning and design, production planning, product development and kitchen supervision.

UNIT – I**9Hrs**

Larder kitchen - importance and functions of larder room, liaison with other sections of the kitchen, duties and responsibilities of larder chef and his staff. Equipment and tools used in larder room. Layout of larder section. Panada – meaning, uses, types and recipes. Compound butters - meaning, uses, types, recipes and examples. Marinades – different types and uses. Brine – types & uses

UNIT – II**9Hrs**

Force meat - meaning, uses, types and recipes. Cold preparations – galantine, ballotine, terrine, pâté, quenelles, mousse, mousselines, soufflés – recipes of the above. Sausages – Types of sausages, types of casings, fillings, additives and preservatives. Ham and Bacon – processing of ham and bacon, Green bacon. Aspic jelly – uses and preparation. Chaudfroid – uses and preparation.

UNIT – III**9Hrs**

Appetizers - meaning, types and examples. Garnishes for cold buffet work, garnishes – Garnishes used for fish, meat and poultry and their composition. Non edible displays – Ice carvings, tallow sculpture, fruits and vegetables displays, salt dough, pastillage, jelly logo, thermocol work. Mirror platters – arranging dishes on mirror platters.

UNIT – IV**9Hrs**

Kitchen Design - factors influencing design, types of layout - island, L shaped and U shaped. Kitchen environment - space, humidity, temperature, noise, light, ventilation, airflow rates. Considerations for kitchen equipment purchases. Centralized food production – advantages. Production planning, indenting, receiving and storing goods in the kitchen. Stock taking, recording material transfer in and out, stock turnover. Staff meals – preparation and costing.

UNIT – V**8Hrs**

Product development - importance, new ideas, considerations. Kitchen supervision – Supervisory function, technical function, administrative function, social function. Elements of supervision, supervisor and ethical issues. Induction and training.

Reference Books:

1. M.J. Leto & W.K.H Bode. The Larder Chef: Oxford. Butterworth Heinemann Publishers. 3rd Edition.2000.
2. Ronald Kinton, Victor Cesarani & David Fosket. Practical Cookery: London. Hodder & Staughton ELST Publishers. 9th Edition.2000
3. Ronald Kinton, Victor Cesarani & David Fosket. Theory of Catering: London. Hodder & Staughton ELST Publishers. 9th Edition.2005

Objective: To impart knowledge on brunch, room service, guéridon service, cocktails, mocktails and function catering

UNIT – I**9 Hrs**

Brunch and Afternoon tea –Introduction, Brunch: Meaning, menu, service. Afternoon Tea -Full afternoon Tea: Menu, cover, service sequence for full afternoon tea, High Tea: Menu, cover, service sequence for high tea, India High tea menu, Buffet Tea: Buffet set- up, food and beverage arrangement, staffing. Room service – Introduction, Location and equipment required for room service, Room service procedure, Mise-en-place for room service, Order taking methods for room service - Door knob card, Telephone, In-person. Execution of room service order: decentralized and centralized system. In-room facilities.

UNIT – II**9Hrs**

Guéridon service – Introduction, Types of trolley, Equipment used on a trolley, Maintenance of the trolley equipment, General points while selecting and handling the food, Mise-en-place for Guéridon service, Food preparation techniques, Advantages and limitations of Guéridon service, Dishes prepared on the Guéridon: Ingredients, equipment and cover for the dishes given below. Prawn cocktail, Escalope de veau a la crème, Steak tartare, Entrecôte au poivre, Steak Diane, Bœuf stroganoff, Peach flambe, Crêpez suzette, Strawberry Romanoff, Sabayon au Marsala.

UNIT – III**9Hrs**

Cocktails and Mocktails – Introduction, Components of cocktail, Method of making cocktails, Equipments and tools required for making cocktails, Points to note while making cocktails, Classic styles of mixed drinks, Cocktails and their base. Mocktails.

UNIT – IV**9Hrs**

Function catering – Introduction, Banquets, Types of function, Function staff, Staff requirement calculations, Function menus and wine list, Service methods, Function equipment, Table plans and set-up, Function booking and organization, Organizing the function, Service procedure for formal and informal function.

UNIT – V**8Hrs**

Outdoor catering - Preliminary survey, Analysis of menu, Requirements of tables, kitchen, and service equipment, Staff calculations.

Supervisory functions in food service operations.

REFERENCE BOOKS

1. Singaravelavan.R.,“Food and Beverage Service” Oxford University Press, 1st Edition, New Delhi, 2011.
2. Dennis Lillicrap & John A. Cousins,“Food and Beverage Service”Hodder Education,VIII Edition London, 2010.
3. John Cousins,Dennis Lillicrap,Suzanne Weekes,“Food and Beverage Service” Hodder Education,IX Edition, London,2014.
4. Sudhir Andrews,“Food & Beverage Service– Training Manual” MacGraw Hill Education (India) Private Limited, New Delhi,2013.

Objective: To impart knowledge on various aspects of food and beverage management

UNIT – I**10Hrs**

Introduction to Food & Beverage Management, Areas under the control of Food & Beverage Department, Organization of F&B Department, Functions Food & Beverage Manager, Constraints of Food & Beverage Management – External and Internal. Meal experience - Variety in menu choice, level of service, price and value for money, ambience, location and accessibility, F&B service employees.

UNIT – II**11Hrs**

Marketing of Food & Beverages – Introduction, Marketing of services, characteristics of Food & Beverage Services, Market segmentation, Marketing mix, The product life cycle. Market research – Meaning, purpose of market feasibility study. Advertising – meaning, purposes and objectives of advertising, advertising techniques. Merchandising – Meaning, major types of merchandising. Personal selling

UNIT – III**11Hrs**

Budgets – Meaning, objectives of budgetary control, types of budgets, stages in preparations of budgets. Costs, profits and sales – Elements of cost – food cost, labor cost, overheads, fixed cost, variable costs, semi-variable costs. Profits – meaning, gross profit, AWP, net profit. Breakeven analysis – meaning, formula, cases. Pricing – pricing based on cost, market and competition, special pricing considerations – sales mix, service charge, cover charge, minimum charge. Menu engineering – procedures.

UNIT – IV**12Hrs**

Food & Beverage Control – Introduction, objectives of Food & Beverage control, obstacles of Food & Beverage control. Purchasing – Product testing, purchase specifications, method of purchases, procedures and documentation. Receiving, storing and issuing procedures – pricing of issues – LIFO and FIFO. Preparation – Volume forecasting, standard recipes, Standard yields, portion control, Food control check list.

UNIT – V**11Hrs**

Beverage Controlling – Introduction, Calculation of beverage cost, steps involved in bar operations, Bar records, Potential sales value, weighted average value, par stock control, inter-bar transfer, procedures in bottle sales, spillage allowance, breakage and spoilage, function bar control, beverage control procedures, Bar frauds. Supervisory function in food service operations. Customer relationship management.

Reference Books

1. Bernard David, Andrew Lockwood and Sally Stone, “Food & Beverage Management” Butterworth Heinemann Publishers, 3rd Edition, Great Britain, 2005.
2. Singaravelavan.R., “Food and Beverage Service” Oxford University Press, 1st Edition, New Delhi, 2011.

Objective: To make the students understand the functions of management and its importance, concepts of economics, law of demand and supply and various types of markets.

UNIT – I**11Hrs**

Definition of Management, Brief history of management thought, Contribution of F.W.Taylor to scientific management. Henry Fayol's classical management theory, Levels of management, External & internal factors that affect management, Functions of Management, Role of Manager. Planning – Definition, Importance of planning, advantages and disadvantages, types of plans – objectives, strategies, policies, procedures, methods, rules, programs & budgets, steps in planning.

UNIT – II**11Hrs**

Organizing – Definition, Principles of organizations – Formal & Informal, Centralized / Decentralized, Line & Staff, Delegation and Departmentalization, Authority and Responsibility, Span of control. Decision-making – Types of decisions, decision making process. Leadership – Definition, Different styles of leadership, Characteristics of a good leader.

UNIT – III**11Hrs**

Motivation – Definition. Theories of motivation – Maslow's theory of need hierarchy, Herzberg's two factor theory, McGregor's theory 'X' and theory 'Y'. Communication – Definition, nature, process of communication, Types of communication – upward / downward, Verbal / Non verbal, Formal / Informal, Barriers to communication. Controlling – Definition, process of controlling, need for control.

UNIT – IV**11Hrs**

Preliminary economics vocabulary – utility, value, wealth, goods, supply, demand, consumption, exchange and margin. Micro-economics & Macro-economics. Fundamental problems of an economy. Economic systems – Capitalist and its features, Socialism and its features, Mixed economy and its features, limitations.

UNIT – V**11Hrs**

Demand – Nature of demand, determinants of demand, law of demand, types of demand; Elasticity of demand: Concept, determinants. Supply: Concept, Law of supply, Elasticity of supply. Market – Meaning, Classification. Perfect competition: Meaning, characteristics, price determination. Monopoly: Meaning, price determination. Monopolistic competition: Meaning, characteristics. Oligopoly: Meaning & characteristics.

Reference Books:

1. P.C.Tripathi, P.N.Reddy. Principles of Management: New Delhi. Tata McGraw-Hill Publishing Company Pvt. Ltd. 2nd Edition, 2004.
2. Harold Koontz, Heinz Weihrich & A. Ramachandra Aryasri. Principles of Management: New Delhi. Tata McGraw-Hill Publishing Company Pvt. Ltd. 1st Edition, 2004.
3. S.Sankaran .Business Economics:
4. Dwivedi D.N. Principles of Economics: New Delhi. Vani Educational Books.

ELECTIVE 2: (A) HUMAN RESOURCE MANAGEMENT

15HM505

Objective:

To familiarize the students with the concepts of human resource management

UNIT – I

11Hrs

Nature, Scope, Objective, Functions, Importance of HRM, History of P/HRM, Traditional Vs Strategic HR, HRM in the new millennium, Policies, Procedures and Programmes, Role of Personnel Manager, Job analysis – Meaning, Uses, Process, Methods of collecting job analysis data, Job description – Meaning, Problems, Writing clear and specific job description, Mode of writing, Job specification and Role analysis – Meaning.

UNIT – II

11Hrs

HR Planning – Meaning, Objective, Importance, Process of HRP, Responsibility of HRP, Effective HRP, Recruitment – Meaning, Constraints & Challenges, Sources, Methods, Selection – Meaning, Purpose, The process, Placement, Induction / orientation – Meaning, Organizing an induction program, Transfer – Meaning, purpose, types, Promotion & demotion – Meaning, Causes.

UNIT – III

11Hrs

Training – Meaning, Need, Training Vs Development, Philosophy of training, Types, Methods. Career – Meaning, Features, Importance, Stages, Career development, Job evaluation method – Concept, Features, Process, Essentials, Methods, Performance appraisal – Meaning, Features, Objectives, Process, Methods.

UNIT – IV

11Hrs

Compensation – Meaning, Nature, Objective, Wages, Dearness Allowance, Remuneration – Meaning, Methods, Fringe benefits – Meaning, Need, Objective, Types, Welfare – Importance, Types.

UNIT– V

11Hrs

Employee grievances & Discipline – Features, Forms, Causes, Need, Advantages, Discovery, Essential pre-requisite procedure, Disciplinary action, Punishment, Suspension, Dismissal and Discharge, Collective Bargaining – Meaning, Concept, Features, Objectives, Types, Process, Job stress, Management of stress, Burnout, Employee counseling, Mentoring, TQM, HR Role in Re-engineering processes, Economic challenges, Workforce diversity.

Reference Books:

1. V.S.P. Rao. Human Resource Management (Text and Cases): New Delhi. Excel Books. 2nd Edition,
2. Dr.C.B.Gupta. Human Resource Management: New Delhi. Sultan Chand Publications. 2nd Edition, 2003.
3. L.M.Prasad. Human Resource Management: New Delhi. Sultan Chand Publications. 3rd Edition, 2003.

ELECTIVE 2: (B) FINANCIAL MANAGEMENT

15HM505A

Objective:

To impart knowledge on various financial statements and skills to work out working capital requirement, fund flow statement, cash flow statement and budget preparation and to understand the concept of CVP analysis.

UNIT- I

11Hrs

Functions of accounting, Classification of accounting, Meaning and functions of financial accounting, Meaning and functions of Management accounting, Management Vs Financial accounting, Accounting concepts.

UNIT – II

11Hrs

Financial statements – meaning and types of financial statements. Ratio analysis – meaning of ratios, classification of ratios, advantages and limitations of ratio analysis.

UNIT – III

11Hrs

Working Capital Management – concepts, importance and determinants of working capital. Fund flow analysis – Meaning of ‘fund’ and ‘flow of fund’; Uses and limitations of fund flow statement. Meaning of cash flow statement, Difference between Fund flow and Cash flow statement; Preparation of fund flow and cash flow statement (Simple problems only).

UNIT – IV

11Hrs

Budget and Budgetary control – Meaning of budget and budgetary control; Uses and limitations of budgetary control; Classification of budgets, Preparation of flexible and cash budget

UNIT – V

11Hrs

Meaning of Marginal costing, CVP analysis, calculation of BEP and preparation of break even chart. Assumption of CVP analysis, advantages of BE chart; Utility of CVP analysis.

Reference:

1. Principles of Management Accounting – Dr.S.N.Maheswari, Sultan Chand and Sons, 13th Edition.
2. Financial Management – R.K.Sharma and Shashi Gupta, Kalyani Publishers, 3rd Edition.
3. Management Accounting – M.Y.Khan and P.K.Jain – Tata McGraw Hill, 3rd Edition.

ELECTIVE 2: (C) HOTEL MARKETING

15HM505B

Objective: To impart knowledge on the trends in marketing and its applications in the hotel industry.

UNIT – I

11Hrs

Marketing – Introduction, Definitions of marketing and marketers – Marketing concepts and tools – Characteristics of services marketing – Trends in hotel marketing Globalization and impacts of marketing – Marketing environment.

UNIT – II

11Hrs

The special case of Hospitality marketing: Intangibility, Perishables, Heterogeneity, Simultaneous Production and Consumption – Non-traditional marketing in Hospitality industry: Internal marketing and Relationship marketing.

UNIT – III

11Hrs

Defining the market – Product differentiation – The process of market segmentation – Target marketing – Market positioning: Objective positioning, Subjective positioning, Repositioning, Competitive positioning and multiple brand positioning – Market opportunities and threats – Marketing research.

UNIT – IV

11Hrs

The Hospitality marketing mix: Product/Service mix, The 4 P's of marketing – designing the hospitality product – The Product Life Cycle: Nature, Hotel Product Life Cycle – Stages of Product Life Cycle – Developing new products and services.

UNIT – V

11Hrs

Advertising – Role of advertising – What advertising should accomplish – The uses of advertising – Public relations and Publicity – Personal selling – Merchandising – Definition and Concepts – Sales management.

Text:

1. Marketing Leadership in Hospitality – Foundations and practices – Robert C.Lewis and Richard E.Chambers, Van Nostrand Reibhold, Newyork.

Reference:

1. Marketing Management (8th Edition) – Philip Kotler, Prentice Hall of India, New Delhi.

CBCS III: (A) FAST FOOD AND INSTITUTIONAL CATERING

Objective:

To impart knowledge on operational features of Fast Food and Institutional catering

UNIT – I

8Hrs

Introduction to fast food, meaning, reason for growth, consumer perception of fast food, external and internal environment, product development, menu design.

UNIT – II

9Hrs

Kitchen and service equipment requirement for fast food outlets, purchase considerations, layout of fast food outlets, spacing and lighting, color scheme for fast foods.

UNIT – III

9Hrs

Operational features – Food production and service, staffing, controlling and checking methods, fast food trends.

UNIT – IV

9Hrs

Introduction to institutional catering: Objectives, Contract Vs Management operated catering, Industrial catering – subsidized meals. Cyclic menu – meaning, advantages and disadvantages, Menu consideration and food service in Hospitals, Schools and Colleges.

UNIT – V

9Hrs

Food Production systems – cook chill, cook freeze and vacuum cooking.

Reference:

1. Theory of Catering – David Foskett, Ronald Kinton and Victor Cessarani – Hodder & Stoughton, 3rd Edition.
2. Food & Beverage Service – John A.Cousins and Dennis R.Lillicrap – ELBS – 3rd Edition.
3. Food Service Operations – Peter Jones – Cassell, 2nd Edition.

CBCS III: (B) TRANSPORT CATERING

Objective:

To impart knowledge on operational features of various sectors of transport catering.

UNIT – I

8Hrs

Introduction to transport catering, reasons for its growth, nature of market and operations, railway catering, operational features of railway catering, scenario of railway catering in India, type of menu and service.

UNIT – II

9Hrs

Airline catering, type of food and drinks on offer, flight catering operations – menu planning process, food production and tray process, storage on board, loading aircraft, in flight food service, staffing pattern.

UNIT – III

9Hrs

Ship catering – Menu, type of ingredients used in cuisine, recent trends in ship catering, staffing pattern, quality of equipment, waste disposal system.

UNIT – IV

9Hrs

Food production systems – cook chill, cook freeze and vacuum cooking.

UNIT – V

9Hrs

Importance of food safety, HACCP practices in transport catering, reasons and consequences of food poisoning in transport catering.

Reference:

1. Theory of Catering – David Foscett, Ronald Kinton and Victor Cessarani – Hodder & Stoughton, 3rd Edition.
2. Food & Beverage Service – John A.Cousins and Dennis R.Lillicrap – ELBS – 3rd Edition.
3. Food Service Operations – Peter Jones – Cassell, 2nd Edition.

CBCS III: (C) HOTEL AND TOURISM LAWS

Objective:

To impart knowledge on the various laws pertaining to the hotel and tourism industry and laws relating to hotel operations and the laws related to food and beverage sales.

UNIT – I

8Hrs

Introduction to hotel and tourism laws – Regulations for travel and tourism business, legal requirements in hotel business law governing hotel industry. Laws relating to premises – Electricity, fire precautions, sanitary conveniences, water, collection of refuse, advertisement, laws relating to planning and designing, laws governing hotel associations and union.

UNIT – II

9Hrs

Laws relating to hotel operations – The guest and the hotel – Hotel owners, managers and the law, legal distinction between hotel, motel, boarding houses, occupant and guest. A case of damages, provision of accommodation, refusal of accommodation, provision of food and beverage, provision for safety of guest. Laws of contract – Types, booking contract, laws relating to registration of guest, reservations – terms and conditions, hotel register – guest in residence, death at hotel, guest causing disturbance, property lost and found.

UNIT – III

9Hrs

Laws relating to hotel and food and beverage business – The Sarai Act (XXII of 1867) By laws of local authorities, Rent control Act, Labour laws and Labour regulations, Health and safety, harmonious working relation, payments. Laws related to registrations and approval and bar license – Registration and approval of hotels and restaurants, types of license, application for license, grant of license. Bar and liquor license – liquor licensing laws, licensed premises, general permitted hours, quantity and measures, music and dancing license, billiards and similar games performing rights, late night refreshment house.

UNIT – IV

9Hrs

Food and beverage laws – Prevention of food and beverages – definition, consumer and standards, hygiene and sanitation regulations, food poisoning, protection from contamination, wasting of food and equipment, food and beverage handling and personal hygiene, general requirement and guidelines for food and beverage establishments.

UNIT – V

9Hrs

Laws relating to employment and welfare:- Obligations of the hotel, duties of employee, written statement, termination of employment, health and safety insurance, tipping and service charge, social security and other fringe benefits. Disciplinary procedures – Termination of contract, redundancy, dismissal other than redundancy, unfair dismissal, breach of contract, industrial tribunal. Industrial relations – Industrial dispute act, 1947, laws on strike and lock out, prohibition on strike and lock out, authorities for resolving disputes, Employees organization and welfare – Trade Union Act, 1926, Workmen Compensation Act 1923, Factories Act 1948, Payment of Wages Act, 1936, Payment of Bonus Act, 1965, Equal Remuneration Act, 1976.

Text Book:

Dr.Jagmohan Negi, “Hotel and Tourism Laws” **New Delhi**, Frank Bros & Co., 2nd Edition, 2005.

SKILL BASED COURSE 3
PRACTICAL 6: FOOD AND BEVERAGE SERVICE III 15HM506

Objective: To train the students in Guéridon service and function organization

1. Compiling brunch menu
2. Compiling High Tea menu, laying the cover and serving
3. Room service order taking
4. Execution of room service order
5. Setting up of a trolley for different types of food
6. Guéridon service: Preparation of the dishes on the Guéridon (dishes given in the text book)
7. Preparation of cocktails and mocktails (drinks given in the text book)
8. Service of cocktails
9. Preparing function prospectus
10. Attending enquiry for catering function (Role play)
11. Function booking (Role play)
12. Menu planning for functions
13. Various styles of table set-up for various occasions
14. Top table and sprigs set up
15. Space calculation for accommodating table plan
16. Calculating staff requirement
17. Briefing and allocating of stations / tables to waiters
18. Service procedure of meals during the formal function
19. Buffet set up (Different styles)
20. Preparing check list for outdoor catering

Reference Books:

1. Singaravelavan.R., “Food and Beverage Service” Oxford University Press, 1st Edition, New Delhi, 2011.
2. Dennis Lillicrap & John A. Cousins, “Food and Beverage Service” Hodder Education, VIII Edition London, 2010.
3. John Cousins, Dennis Lillicrap, Suzanne Weekes, “Food and Beverage Service” Hodder Education, IX Edition, London, 2014.
4. Sudhir Andrews, “Food & Beverage Service– Training Manual” MacGraw Hill Education (India) Private Limited, New Delhi, 2013.

SKILL BASED COURSE 4

INDUSTRIAL TRAINING

15HM601

During the 6th semester, each student is required to undergo training in any sector of the hospitality industry with the approval of the department from December to March. A detailed report on training must be presented for viva-voce examination at the end of 6th semester.