

ANDHRA UNIVERSITY
VISAKHAPATNAM

Revised Common Framework of CBCS for Colleges in Andhra Pradesh

EFFECT FROM 2020-21.

BHM & CT

(Bachelor of Hotel Management and Catering Technology)

PROGRAMME: THREE-YEAR -BHM & CT

(Room Division, Food Production and Food Beverage Discipline)

(With Learning Outcomes, Unit-wise Syllabus, References, Internships Activities)

(For Fifteen Courses of I,II,III,IV,V & VI Semesters)

(To be Implemented from 2020-21 Academic Year)

BHM & CT

Course Details

The BHM & CT programme aims at creating transformed, future-ready individuals who can take up any business challenge head-on. With a continuous emphasis on practical knowledge.

The course will enable students to.

1. Demonstrate language skills
2. Demonstrate oral communication skills
3. Demonstrate knowledge of foundational subjects for management studies
4. Demonstrate an awareness ethical understanding
5. Enhance physical well-being

The Course has SIX major elements:

- Courses in Food Production, Room Division, Food and Beverage build Practical rigour...
- Courses in Hospitality Retail, Sales and Marketing, bartending, Culinary Specializations along with courses Business English provide an understanding of the core disciplines on which the study of Hospitality management is based.
- Courses in Humanities, Literature and Fine Arts provide breadth and perspective
- Hotel Internship for Four Months in Third semester orients the practical knowledge in students.
- Specialization certification in 5 semester Internship experts the skill.
- Hotel specialization internship in sixth semester

Elective course Subjects (Skill Enhancement subjects)

Elective courses aim to make the student to become an expert in their chosen specialization. The elective courses are offered in the Fifth Semester of BHM & CT.

Skill Development

Life skills and Skill development subjects are from Semester I to III -Life Skills
Life Skills Subject examination will be held by concern University's.

Skill Development subjects

Skill Development subjects are inserted in the syllabus for the students to learn the job skills and improve knowledge which broadens the scope of employment. Skill development subjects are updated according to industry related curriculum.

Admission

The admission policy and procedure shall be decided from time to time by the APSHCE of the University based on the guidelines issued by the UGC/ Ministry of Human Resource Development (MHRD), Government of India.

Eligibility for Admission

The Candidate should have qualified in 10 + 2/ Equivalent examination and should have obtained at least 40%. Marks.

Student Discipline

Every student is required to observe utmost discipline and decorum both inside and outside the campus and not to indulge in any activity which may affect adversely the prestige/ reputation of the Institute.

Any act of indiscipline of a student reported to the Principal (Student affairs) and Head of the Departments will be referred to a Discipline Committee constituted for the purpose. The Committee will enquire into the charges and decide on a suitable punishment if the charges are substantiated.

Ragging in any form is a criminal and non-bail able offence in our country. The current State and Central legislations provide stringent punishments including imprisonment. Once the involvement of a student is established in ragging, offending fellow students/staff, harassment of any nature to the fellow students/staff etc. the student(s) will be liable to be dismissed from the Institute, as per the laid down procedures of the IJGC / Govt Institute_ Every senior student of the Institute, along with their parent, shall give an undertaking every year in this regard and the same should be submitted at the time of Registration.

Attendance

The teacher handling a course must finalize, the attendance 3 calendar days before the last instructional day of the course.

A student has to obtain minimum 75% cumulative attendance for all the courses put together in a semester.

The remaining 25% allowance in attendance is given to account for activities under NCC / NSS / Cultural / Sports / Minor Medical conditions etc.

Irrespective of the reason for the shortfall of the attendance, a student with a cumulative attendance of less than 75%, will not be permitted to appear for the end semester examination for all the courses in that semester and will be categorized as "DE", meaning Detained due to shortage of attendance. The students with "DE" category cannot proceed to the subsequent semester.

Such students shall register for all the courses of the semester in which DE has occurred, in the subsequent year by paying the prescribed fee.

Additional condonation may be considered in rare and genuine cases which includes, approved leave for attending select NCC / Sports Camps, cases requiring prolonged medical treatment and critical illness involving hospitalization.

For medical cases, submission of complete medical history and records with prior information from the parent / guardian to Dean (Student Affairs) is mandatory. The assessment of such cases will be done by the attendance sub — committee on the merit of the case and put up recommendations to the Principal. Such condonation is permitted only twice for a student in the entire duration of the programme.

The Principal, based on the recommendation of the attendance sub - committee may then give condonation of attendance, only if the Principal deems it fit and deserving, but in any case the condonation cannot exceed 10%

Examination Assessment Procedure

Every course shall have two components of assessment namely,

Continuous Internal Assessment "CIA": This assessment will be carried out throughout the semester as per the Academic Schedule with an internal examination of 25 marks.

Attendance 2 marks	Activities& events 2 marks	Behavior 1 marks	Internal Exam 20 marks
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Total: 25 marks

End Semester Examination "ESE": This assessment will be carried out at the end of the Semester as per the Academic Schedule

Semester end Theory exam	75 Marks
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BHM & CT Internships Guidelines

Hotel Internship (end of Second semester)

At the end of the second Semester every student shall undertake an internship in an Star Category Hotels for a period of sixteen weeks during the internship is compulsory and an integral part of the BHM & CT Program. The Placement Office will assist the students in finding suitable Internships

The summer placement aims at achieving the following objectives: (a) Application of knowledge and techniques learnt in the first year to real life business problems and make them better prepared to enrich their learning in the second year. (b)

Appreciating the inter-linkage among different functions and developing a realistic managerial perspective about organizations in their totality. The students should take the internship seriously. They are expected to diligently in the job so that the internship converts naturally into a pre-placement offer.

A faculty member will work closely with the company to define the scope of the internship and ensure proper understanding of the terms of engagement by all concerned. The student should be ready to not only learn from the business practices in the company but also present a professional front i e. being punctual at the workplace, well behaved and appropriately dressed.

At the end of the internship: the student should submit a brief report explaining briefly the key learning points and the insights gained. They would also be expected to present and discuss their learning points with their fellow students. A 'certificate of completion' from the host organization is essential The Industry internship shall be credited as approved in the curricula.

	Course	Total Marks	Credits
1	Four Months Training	200	8

Marks Break up

Attendance	25 Marks	1 Credits
Training Evaluation	50 Marks	2 Credits
Presentation	50 Marks	2 Credits
Viva Voce	75 Marks	3 Credits
Total	200 Marks	8 Credits

*Attendance and Training Evaluation to be authenticated by Faculty Committee nominated by Principal of the Colleges.

'Viva Voce and Report presentation to be evaluated by the nominated corporate related expert selected by the Principal of the Colleges.

Report Writing Format

Here are the main sections of the standard report writing format:

- Title Section — This includes the name of the author(s) and the date of report preparation.
- Summary There needs to be a summary of the major points, conclusions, and recommendations. It needs to be short as it is a general overview of the report. Some people will read the summary and only skim the report, so make sure you include all the relevant information. It would be best to write this last so you will include everything, even the points that might be added at the last minute.
- Introduction — The first page of the report needs to have an introduction. You will explain the problem and show the reader why the report is being made. You need to give a definition of terms if you did not include these in the title section, and explain how the details of the report are arranged.
- Body This is the main section of the report. There needs to be several sections, with each having a subtitle. Information is usually arranged in order of importance with the most important information coming first.
- Conclusion — This is where everything comes together. Keep this section free of jargon as most people will read the Summary and Conclusion.

Specialization Hotel internship (Sixth Semester) Sixth Semester

Every student shall undertake specialization internship in an organization company for a period of Twenty to Twenty four weeks in the sixth semester. The summer internship is compulsory and an integral part of the BHM & CT Program The Placement Office will assist the students in finding suitable summer assignments I projects.

The summer placement aims at achieving the following objectives: (a) Application of knowledge and techniques learnt in the first year to real life business problems and make them better prepared to enrich their learning in the second year. (b) Appreciating the inter-linkage among different functions and developing a realistic managerial perspective about organizations in their totality. The students should take the internship seriously.

They are expected to diligently in the job so that the internship converts naturally into a pre-placement offer. A faculty member will work closely with the company to define the scope of the internship and ensure proper understanding of the terms of engagement by all concerned. The student should be ready to not only learn from the business practices in the company but also present a professional front ie_ being punctual at the workplace well behaved and appropriately dressed. At the end of the internship the student should submit a brief report explaining briefly the key learning points and the insights gained. They would also be expected to present and discuss their learning points with their fellow students. A 'certificate of completion' from the host organization is essential. The Industry internship shall be credited as approved in the curricula.

SIX Months on Job Specialization Internship

S.no	Course	Total Marks	Credits
1	SIX Months on Job specialization Training	300	12

Marks Break up

Attendance	75 Marks
Training certificate	50 Marks
Training Log Book Evaluation	50 Marks
Training Presentation	50 Marks
Viva voce	75 Marks
Total	300 Marks

Viva Voce and Report evaluation, Report presentation and project report will be evaluated by the externals nominated by intercollegiate committee .

Committee is instructed to nominate externals from professionals from organizations 'Industry professionals/academia.

If the student is employed during the Job training and unable to attend the Viva voce, Externals are recommended to conduct online evaluation of students to allocate the marks.

Model Format for Question Paper Recommendations to the paper setters

- 1 The paper setter may him/herself prepare a blue print assigning appropriate weightage to all learning outcomes as per Blooms Taxonomy and specified in the syllabus (if no design is prescribed)
2. All units may be fairly covered and even the learning outcomes may be fairly distributed.
- 3 Action verbs specific to the learning outcome to be tested may be used.
4. There may be no ambiguity in the question. The wording may be carefully framed.
5. Weightage to the difficulty level may also be determined in such a way that neither the paper is too difficult nor too easy. Even an average learner shall be able to pass the examination with minimum marks.

SECTION - A Write Short Answer for any FIVE of the following Each question carries 5 marks (5 x 5 = 25 Marks)

2	
3	
4	
5	
6	
7	
8	

(Total 8 Questions in Section A)

SECTION —B Answer the following questions Each question carries 10 marks (5 x 10 — 50 Marks)

9	A or B
10	A or B
11	A or B
12	A or B
13	A or B

(Total 10 Questions in Section—B. Internal choice for all questions from 9 to 13 (Two questions given under choice shall be from the same unit))

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BHM & CT - Semester — I

SL No.	Course	Name of the subject	Total Marks	Mid. Sem. Exam	Sem. End Exam	Teaching Hours	Credits
1	101 First Language	English	100	25	75	4	3
2.	102 Second Language	(Hindi/Urdu/Sans/French)	100	25	75	4	3
3.	L.S. 103	1.Human Values and Professional Ethics	50		50	2	2
	L.S 104	2.Computer Applications					
	L.S 105 (Any one)	3.Entrepreneurship					
4	SDC106 SDC107 (Any One)	I. Introduction to Hospitality 2 Image Building	50		50	2	2
6.	BHM & CT 108	Introduction to Food Production	100	25	75	6	4
7	BHM & CT 109	Introduction to Food and Beverage service	100	25	75	6	4
8	BHM & CT 110	Introduction to Rooms Division	100	25	75	6	4
9	BHM & CT 111P	Introduction to Food Production Practical	50	25	25	4	3
10	BHM & CT 112P	Introduction to Food and Beverage service Practical.	50	25	25	2	3
11	BHM & CT 113P	Introduction to Room division Practical	50	25	25	2	3
		Total	750	200	550	38	31

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BHM & CT

Semester - II BHM & CT

SL No.	Course	Name of the subject	Total Marks	Mid. Sem. Exam	Sem. End	Teaching Hours	Credit
1.	First Language 201	English	100	25	75	4	3
2	Second Language 202	(Tel/Hindi/Urdu/Sans/French)	100	25	75	4	3
3	LS 203 LS 204 L.S 205 (Any One)	1. Indian Culture and Science 2. Information and Communication Technology (ICT) 3 Elementary Statistics	50		50	2	2
4&5	SDC 206 SDC 207 SDC 208 (Any Two)	1. Basic Hotel Accounts 2. Hygiene and Haccp 3 Safety & Security	50 50		50 50	2 2	2 2
6	BHM & CT 209	Food Production	100	25	75	6	4
7	BHM & CT 210	Food and Beverage Service	100	25	75	6	4
8	BHM & CT 211	Room division	100	25	75	6	4
9	BHM & CT 212 P	Food Production Practical	50	25	25	4	3
10	BHM & CT 213 P	Food and Beverage Service Practical	50	25	25	2	3
11	BHM & CT 214 P	Rooms Division Practical	50	25	25	2	3
	Total		800	200	600	40	33

REPORT WRITING FORMAT

Here are the main sections of the standard report writing format:

- **TITLE SECTION** - This includes the name of the author(s) and the date of report preparation.
- **SUMMARY** — There needs to be a summary of the major points, conclusions, and recommendations. It needs to be short as it is a general overview of the report. Some people will read the summary and only skim the report, so make sure you include all the relevant information. It would be best to write this last so you will include everything, even the points that might be added at the last minute.
- **INTRODUCTION**- The first page of the report needs to have an Introduction. You will explain the problem and show the reader why the report is being made. You need to give a definition of terms if you did not include these in the title section, and explain how the details of the report are arranged.
- **BODY** - This is the main section of the report. There needs to be several sections, with each having a subtitle. Information is usually arranged in order of importance. With the most important information coming first.
- **CONCLUSION**-This is where everything comes together. Keep this section free of jargon as most people will read the Summary and Conclusion.

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BHM & CT SEMESTER III

S.No	Course	Name of the subject	Total Mark	Mid Sem. Exam	Sem-End	Teaching Hours	Credits
1	LS 301 LS 302 L.S 303 (Any Two)	I Analytical Skills 2. Personality Development and Leadership 3. Health & Hygiene 4. Environmental Education	50 50		50 50	2 2	2 2
2	SDC 304 SDC 305 (Any One)	Restaurant & Bar Operations F&B Controls Controls-I	50		50	2	2
3	Internship	Four Months Internship	200	200		8	8
			350	200	150	14	14

Marks Break up

Sno	Course	Total Marks	Credits
	Four Months Internship Training	200	8

Credits Break up

Attendance	1 Credits
Training Evaluation	2 Credits
Presentation	2 Credits
Viva Voce	3 Credits
Total	8 Credits

*Attendance and Training Evaluation to be authenticated by Faculty Committee nominated by Principal of the Colleges.

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Revised Common Framework of C.B.C.S for Colleges in Andhra Pradesh (A.P. State Council of Higher Education)
BHM & CT- SEMESTER IV

SL. NO	COURSE CODE	SUBJECT	TOTAL MARKS	INTERNAL	EXTERNAL	HRS/WK	CREDITS
1	BHM & CT 401	Food Production Operations	100	25	75	5	4
2	BHM & CT 402	Food & Beverage Operations	100	25	75	5	4
3	BHM & CT 403	Room Division Operations	100	25	75	5	4
4	BHM & CT 404	Hospitality Marketing	100	25	75	5	4
5	BHM & CT 405	Event Management	100	25	75	5	4
6	BHM & CT 406	Hospitality Law	100	25	75	5	4
7	BHM & CT 407 P	Food Production Practical	50	25	25	4	2
8	BHM & CT 408 P	Food And Beverage Service Practical	50	25	25	2	2
9	BHM & CT 409 P	Rooms Division Practical	50	25	25	2	2
			750	225	525	38	30

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BHM & CT

BHM & CT SEMESTER V

Sl. No	Subject	Course Code	Subject	Total Marks	Mid. Sem. Exam	Sem. End Exam	Teaching Hours	Credits
1 2	1.Skill Enhancement Course	501	Advanced Food Production -I	100	25	75	4	3
	Food Production		Advanced Food Production-II	100	25	75	4	3
	2.Skill Enhancement Course.	503	Banqueting & Buffet Management	100	25	75	4	3
	Food & Beverage Management		Food & Beverage Control-II	100	25	75	4	3
3	3.Skill Enhancement Course	505	Room Division Management	100	25	75	4	3
	Room Division	506	Advance Rooms Division Management	100	25	75	4	3
4	Choice of any one: Departmental Specialization Practical: Food Production Practical, Food & Beverage Practical, Accommodation Management Practical	507 508 509	Departmental Research Practical	50	25	25	4	3
			Total	700	200	500	28	21

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SEMESTER VI

S.No	Course Skill Enhancement	Name of the subject	TOTAL MARKS	Mid. Sem. Exam	Sem. End Exam	Teaching Hours	Credits
	Six Months Job Specialization Internship		300	-	- 300	-	12

Specialization Hotel internship (sixth Semester)

Sixth Semester:

Every student shall undertake specialization internship in an organization / company for a period of Twenty to Twenty four weeks in the sixth semester. The summer internship is compulsory and an integral part of the BHM & CT Program. The Placement Office will assist the students in finding suitable summer assignments / projects. The summer placement aims at achieving the following objectives: (a) Application of knowledge and techniques learnt in the first year to real life business problems and make them better prepared to enrich their learning in the second year. (b) Appreciating the inter-linkage among different functions and developing a realistic managerial perspective about organizations in their totality. The students should take the internship seriously.

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SIX Months on Job Specialization Internship

S.no	Course	Total Marks	Credits
	SIX Months on Job specialization Training	300	12

Marks Break up

Attendance	75 Marks
Training certificate	50 Marks
Training Log Book	50 Marks
Evaluation	50 Marks
Training Presentation	
Viva voce	75 Marks
Total	300 Marks

Viva Voce will be evaluated by the externals nominated by intercollegiate committee.

Committee is instructed to nominate externals from professionals from organizational Industry professionals/academia.

If the students are employed during the Job training and unable to attend the Viva voce, Externals are recommended to conduct online evaluation of students to allocate the marks.

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Semester — I

SL No.	Course	Name of the subject	Total Marks	Mid. Sem. Exam	Sem. End Exam	Teaching Hours	Credits
1	101 First Language	English	100	25	75	4	3
2.	102 Second Language	(Hindi/Urdu/Sans/French)	100	25	75	4	3
3.	L.S. 103	1.Human Values and Professional Ethics	50		50	2	2
	L.S 104	2.Computer Applications					
	L.S 105 (Any one)	3.Entrepreneurship					
4	SDC106 SDC107 (Any One)	I. Introduction to Hospitality 2 Image Building	50		50	2	2
6.	BHM & CT 108	Introduction to Food Production	100	25	75	6	4
7	BHM & CT 109	Introduction to Food and Beverage service	100	25	75	6	4
8	BHM & CT 110	Introduction to Room Division Management	100	25	75	6	4
9	BHM & CT 111P	Introduction to Food Production Practical	50	25	25	4	3
10	BHM & CT 112P	Introduction to Food and Beverage service Practical.	50	25	25	2	3
11	BHM & CT 113P	Introduction to Room division Practical	50	25	25	2	3
		Total	750	200	550	38	31

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BHM &CT 102: French

Internal :25

External :75

Periods per week: 4

Duration of Exam: 3 Hours.

Nature of Exam: Theory.

French

- Objectives: 1 . To give the students basic knowledge or French grammar and vocabulary.
2. To enable students to communicate in elementary French

UNIT: I

Lesson-I. • Introduction the language - letters of alphabet and their pronunciation.

Lesson-2. • Distinction between vowels and consonant words and the use or different Accents, verbs and grammar.

Lesson-3. • Self introduction - presenting and introducing another Person - greetings - how to greet and reply to greeting

UNIT: 2

Lesson-I. • All reception desk of a hotel

Lesson-2. • In the restaurant: dialogues between restaurant staff and the waiter, between Reception and the guest, etc.

UNIT: 3

Lesson-I: Name of profession, countries & nationalities, fruits & vegetables -introduction of the number and gender of nouns and objectives

Lesson-2; Numerical from I to 100

UNIT: 4

Lesson-I: The time or the day

Lesson-2: Members of the family (simple sentence)

UNIT: 5

Lesson-I: Hotel and kitchen personnel: French terms and the duties involved Lesson-

2: Various terms in kitchen procedures and utensils used.

Text books: I_ Cours de langue et de civilisation — Francaises — I by G Mauger

2.French for hotel management and tourism industry by S. Bhattacharya. Ed by Uma Shashi Bhalerao Frank Brothers &Co LTD New Delhi 1998.

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BHM & CT: SDC 106: Introduction to Hospitality	Periods per week: 2
Internal : Nil	Duration of Exam 2Hours
External : 50 Marks	Nature of Exam: Theory.

Course Objective:

The course shall familiarize students with importance of hospitality and its detailed sectors. The broad overview or industry will help learners to understand the integrated picture as well as Industry among various sectors.

Course Contents:

- Unit-I Hospitality Industry in World and Indian Context: Concept, Origin and Development over the ages, Future, Changing trends_
- Unit — 2 Tourism Industry: Concept, Origin and Development over the ages, Types, future, Changing trends _ Relation of Tourism with hospitality industry.
- Unit —3 Type of Hotels: Different basis/criterion classification of Hotels, Categorization of Hotels in India
- Unit -4 Ownership Structure or Hotels: Introduction Concept. Types, their features advantages and disadvantages

Suggested Readings :

Introduction to Hospitality, Walker John R. Prentice Hall of India.

An introduction to the hospitality Industry : 4th edition Gerald W _ Lattin

Hospitality Today : Rocco; Andrew Vladimir, Pables E,

Attn. Tourism and the hospitalities Joseph D. Fridgen

Welcome to Hospitality Kye-Sung Chon, Roymond Sparrowe

Hospitality Mgt. Kevin Baker Jeremy Hayton

Hotels for Tourism Development Dr. Jagmohan Negi

Principles of grading and classification of hotels. tourism restaurant & resorts Dr

Professional Hotel Management, .Jagmohan Negi Publisher : S_ Chand & Co.

Delhi Tourism and hospitality in 21 century; Ranga, Mukesh and Chandra. Ashish_

New Delhi: Discovery publishing house, 2003.

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BHM & CT SDC 107: Image Building
Internal : Nil
External : 50 Marks .

Duration of Exam:2 Hours.
Nature of Exam: Theory.

Periods per week : 2

Image Building

Objective : The Course Objective to make the student analyze his strengths, and also motivate him and enable to enhance his Image. Imbibe into the ability to set Goals POT Self, and Organization.

UNIT1

Self-Introductions Telephone Etiquettes, Grooming Standards, Greeting Customers . Team Building Games.

Importance Of Attitude. Success. Motivation Self Esteem. Dining Etiquettes .

UNIT 3

Interpersonal Skills. Subconscious mind and habits

UNIT 4

Goal Setting _ Values and Vision

Reference Books:

You can win Author : Shiva Khcra

1. Principles of Hotel Operation by Sue Baker
2. Front Office Manual by Sudhir Andrews
3. Professional Hotel Management Concepts
4. Principles of Hospitality Management by Dr_ Jag Mohan Negi Published by S Chand

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BHM & CT 108 : Introduction to Food Production

Internal : 25

External : 75

Periods per week : 4

Duration of Exam: 3 Hours.

Nature of Exam: Theory.

Course Objective:- The Student will get knowledge about:

1. Know the history of cooking, its modern developments and develop brief idea of various cuisines
2. Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene
- 3_ Have insight of kitchen organization duties and responsibilities of kitchen staff, workflow, and kitchen equipments;
- 4_ Have through knowledge raw materials and understanding basic bakery.

UNIT 1

INTRODUCTION ON COOKERY : Origin of modern cookery, Hygiene: introduction, importance and types. Handling kitchen accidents. kitchen Safety precautions e.g. burns, cuts, fractures and Heart attack, Fire. Introduction, types and how to extinguish different types of fire.

UNIT 2

KITCHEN ORGANIZATION: Classical and modern kitchen brigade. duties and responsibilities of various chefs. Kitchen layout and work flow, co-operation and coordination with other departments. The attributes of a culinary professional, importance of personal hygiene, uniform and protective clothing. Culinary terms , Weights & Measures

UNIT 3

BASIC COOKERY FUNDAMENTALS: Identification of tools and Equipments used in kitchen. Identification of commonly used ingredients, Various textures and consistencies Preparation of Ingredients and methods of mixing ingredients, Effect of heat on flour, protein and colour pigments. Principles of heat transfer- conduction, convection and radiation Methods of cooking, classification of Dry, moist and special methods of cooking principles; advantages and disadvantages of each. Care and precautions to be taken in Kitchen

UNIT 4

VEGETABLES, FRUITS SALADS.

Vegetables- definition Classification and uses Fruits- definition Classification and uses, Cares and precautions while using vegetables and fruits, Salads- definition _Classification Various dressings. Principles of food storage

UNIT 5

INTRODUCTION TO INDIAN CUISINE BASIC GRAVIES AND MASALAS

Basic Masala : Introduction to spices Role of spices in Indian cookery_ Different of spices Different masala used in Indian cookery_ Dry and wet masala Indian Gravies: Composition of basic gravies Different types of gravies_

Menu and Recipe : Brief introduction to menu. Menu formulation. Standard recipes Recipe calculation

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BHM & CT: 111P Food Production Practical's

Internal : 25
External 25

Periods per week : 4
Duration of Exam: 4Hours.
Nature of Exam : Practical

Course Objective:- The Student will get knowledge about

1. Use knives and kitchen equipment safety to cut meat, vegetables and other ingredients.
2. Define and use cooking terms accurately.
3. Use and convert recipes to produce desired quantities.
4. Weigh and measure ingredients and portions accurately.
5. Season food to achieve desired product outcomes_
6. Prepare a variety of protein, vegetable, starch, and dessert items in a professional kitchen_
7. Apply ethical and sustainability decision making in food production.

Practical No.	Topic
1	Familiarization to working in kitchen
2	Introduction to Equipments and tools, uses care and recautions
3	Food safely, personal hygiene and work area hygiene
4	Identification of ingredients used in kitchen
5	Knife handling
6	Cooking methods; basic vegetable cuts actual cooking or various recipes in different cooking styles
7	Preparation of various types of salads
8	Preparation of various types of basic Indian gravies Rice. Dal

MARKING SCHEME FOR PRACTICAL EXAMINATION

All menu items to be made from the prescribed
Syllabus only

Part —A (Cookery)	10
1. One simple salad	
2. One simple Rice & Dal preparation	
3. One simple egg paneer preparation	
4. One Indian basic gravy preparation	
5. One simple vegetable or potato Preparation	
■ Journal	05

Part —B (General Assessment)

1 _ Uniform & Grooming	01
2. Indenting and plan of work	02
3. Scullery, equipment cleaning and Hygiene	02
4. Viva	05

PARAMETERS OF ASSESMENT OF EACH DISH

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

NOTE:

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

Text Book:

1. Food Production Operations by Parvinder S.Bali. Publisher: Oxford University press
2. Basics or Baking: Science and Craft by S.C. Dubey, Publisher: S.C. Dubey

Reference Books:

1. Theory of Cookery by K. Arora, Publisher: Frank Brothers
2. Modern Cookery (vol-1) by Thangam E.Philip, Publisher: Orient Blackswan
3. Professional Baking by Wayne Gisslen, Publisher Wiley Publications
4. Modern Cookery (vol-2) by 'Thangam E Philip, Publisher: Orient Blackswan

BHM & CT 109 :Introduction Food and Beverage Service

Internal : 25

External : 75

Periods per week : 4

Duration of Exam: 3Hr

Nature of Exam: Theory.

Course Objective: - The Student will get knowledge about:

1. Develop an insight into the growth of Catering Industry In the world from medieval period till recent times.

2. Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional Competence at basic levels in the principles of Food service and its related activities.

3. Acquire the requisite technical skills for competent service of Food and Beverage

4. Understand different non-alcoholic beverages with their preparation and services.

Unit I : THE HOTEL & CATERING INDUSTRY

Introduction & growth of hotel industry. Role of catering establishment in tourism industry.

Classification of food & beverage operations. Commercial: residential/ non residential.

Welfare: industrial/ institutional transport (air, rail road & sea), Structure of Catering Industry a Brief Description

Unit 2: ORGANIZATION OF FOOD & BEVERAGE SERVICE DEPARTMENT

Departmental Organization & Staffing — Organization Structure of Services indifferent types of Hotels. Job Descriptions and Job specifications of different F&B service positions, attributes of F&B personnel, coordination of F&B Service department with other departments

Unit 3: FOOD & BEVERAGE SERVICE EQUIPMENT

Criteria for selection of equipment. Usage or various service equipment major and minor (electrical and non electrical) Tableware (flatware, cutlery, hollowware)

Chinaware, glassware and disposable Furniture & linen Specialized service equipment, Care and cleaning. French terms related to the above.

Unit 4 : FOOD SERVICE AREAS (F & B OUTLETS)

Speciality Restaurant. Coffee shop, Cafeteria; Fast Food (Quick Service Restaurant),

Grill Room Banquets, Bar, Vending Machines. Discotheque

ANCILLIARY DEPARTMENTS ; Pantry, Food pick-up area, store, Linen room, Kitchen stewarding.

Unit 5 : NON-ALCOHOLIC BEVERAGES : Classification (Nourishing, Stimulating and Refreshing beverages)

• Origin & Manufacture: Types & Brands Coffee

• Origin & Manufacture, Types & Brands

Juices and Soft Drinks

Cocoa & Malted Beverages : Origin & Manufacture

Text Book: I Food and Beverage Operations and Management by Tamn Bansal_ Publisher : Oxford University Press Reference Books:

I_ rood & Beverage Service l'raining Manual by Sudhir Andrews, Publisher: McGraw Hill

2. Food and Beverage Service, 8th Edition by John Cousins, Dennis Lillicrap and Suzanne Weekes, Publisher Hodder F.ducaon

3. Modern Restaurant Service by John Fuller, Publishers: Hutchinson's

4. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Publcallon

5. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

BHM & CT 112P Food and Beverage Service Practical

Periods per week: 2

Internals : 25

Duration Exam: 2 Hours.

External : 25

Nature of Exam: Practical

S.No	Topic
01	Food Service areas — Induction & Profile or the areas
02	Ancillary Service areas Induction & Profile or the areas
03	Familiarization or Service equipment
	Care & Maintenance of F&B Service equipment
05	Basic Technical Skills Task-01 Holding Service Spoon & Fork Task-02 Carrying a Tray / Salver Task-03 Laying a Table Cloth Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06. Stocking Sideboard Task-07: Service of Water Task-08. Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Cleaning & polishing glassware
06	Tea — Preparation & Service
07	Coffee - Preparation & Service
08	Juices & Soft Drinks - Preparation & Service • Juices, Sort drinks, Mineral water, Tomc water

MARKING SCHEME FOR PRACTICAL EXAMINATION

All Technical Skills to be tested as listed in the syllabus

	MARKS
1. Uniform/ Grooming	: 03
2. Service Equipment Knowledge / Identification	: 05
3. Care Cleaning & Polishing of service equipment	: 04
4. Service skills / tasks	: 05
5. Beverage service Tea / Coffee / Soft drinks	: 05
6. Journal	: 03
	25

NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

BHM & CT 110: Introduction to Rooms Division

Internal: 25

External : 75

Periods per week : 4

Duration Dr Exam: 3 Hours.

Nature of Exam : Theory.

Course Objective:-

The students will get knowledge about

- 1 . Organization, function of Housekeeping department and its different sections.
2. Different departments Housekeeping co-ordinates with.
3. Procedure of cleaning different status of room.
4. Cleaning equipment and cleaning agent.

UNIT 01: INTRODUCTION TO FRONT OFFICE AND HOUSE KEEPING DEPARTMENT

Introduction to Front office & Housekeeping Department, Coordination Between Housekeeping and Front Office

Need for Classification, Classification of Hotels and Other Types of Lodging, Classification on the basis of- Size, Location, Clientele, Duration of Guest Stay, Level Of Services. Ownership, Alternative Accommodation, Time Share, Condominiums.

UNIT 02: ROOM DIVISION DEPARTMENT

Types of Rooms in Hotel, Section and Layout of Front Office & House Keeping Department

Organization Chan of Front Office department & Housekeeping,

Attributes of Front Office and House Keeping Personnel.

Duties and Responsibilities of Some of Front Office Personnel- Front Office Manager, GRA Reservation Assistant, Receptionist, Cashie¼ Telephone Operator Bell Boy. Door Attendant.

UNIT 03: JOB DESCRIPTION OF HOUSE KEEPING DEPARTMENT

Duties and Responsibilities of Housekeeping Personnel- Executive House keeper, Deputy House keeper Floor Supervisor, Public Area Supervisor. Linen Room Supervisor? Uniform

Room Supervisor. Control Desk Supervisor, Control Desk attendant, Public Area

Attendant, Linen Room Attendant, Uniform Room Attendant, Seamstress/Seamster

Laundry Executive/Manager, laundry Supervisors and Attendants, Tailor, Upholstery;

Florist, Valet_

UNIT 04 : EQL IPMENTS OF ROOMS DIVISION

Equipment used in housekeeping Definition of Equipment, Manual and Mechanical, Storage of Equipment, Distribution Process of Equipment- Control of Cleaning Equipment, Selection Of Cleaning Equipment.

Equipment used in Front office (Manual, Semi-Automatic and Automatic)

Inter Departmental Co-ordination with- Front Office, Maintenance, Security, Food and Beverage, Stores, Human Resource Purchase Sales and Marketing, Laundry.

UNIT 05: Room TARIFF

Introduction, Room Rate Designation, Meal Plans, Room Tariff Card, Room Tariff fixation,

Basis of Charging Tariff Group rate Volume Rate, Rack Rate Tour Group Whole sale rate

Government Rate, FIT, Discounted rate, Seasonal Rates, Crib rate, Extra Bed Rate, Family

Rate, Crew Rate Weekday/Weekend rate, Membership rate Advance Purchase rate.

Package rate, Sample of Tariff Card.

BHM & CT 113P Rooms Division Practicals

Internals: 25

External: 25

Periods per week : 2

Duration or Exam: 2 Hours.

Nature of Exam :Practical

Course objective—

The learner is expected to know All equipment for use in Front office &Housekeeping operations, Familiarization of Department (Front Office and House Keeping)

- Identification of Front office Equipment
 - Rack , Front Desk counter and Bell Desk
- 2. Welcoming of Guest
- 3. Telephone Handling
- 4. Tariff Fixation
- 5. Bell Desk Procedures
 - Errand Cards, Luggage Tags
 - Registers
 - language Handling during Check-in and Check-out
 - Left Luggage Procedures
 - Skipper Guest
- 6. Identification of House Keeping Cleaning Equipment
 - Manual and Mechanical
- Understanding the Working Operation of Manual and Mechanical equipment
 - Handling and Uses of Equipment

MARKING SCHEME FOR PRACTICAL EXAMINATION

All Technical Skills to be tested as listed in the syllabus

	MARKS	
1. Uniform / Grooming	03	55
2. Room Division Equipment Knowledge / Identification	05	
3. Care & Cleaning of equipment	04	
4. Working skills / tasks	05	
5 Bell Desk procedures	05	
6 Journal	03	
	<u>25</u>	

Text Books And Reference Books:

O'Fallon, M_ and Rutherford, L). (2013). Hotel Management and Operations. Hoboken, New Jersey:

John Wiley & Sons, Inc. Matt, A. (2011). Housekeeping Management. John Wiley & Sons, Inc Thomas J. A. (2007). Professional Management Of Housekeeping Operations. John Wiley & Sons, Inc Essential Reading / Recommended Reading

5. Raghubalan- G_-&Raghuba1an- S. (2011)-Hotel housekeeping operations and management New Delhi: Oxford university press.
6. Principles of Hotel Front Office Operation by Sue Baker
7. Managing Front Office Operation by Michael L. Kasvana-All and NL Front Office Manual by Sudheer Andrews Professional Hotel Management Concepts Principles of Dr. Jag Mohan Negi Published by S Chand Front Office Management by Sushil Bhatnagar

Semester - II BHM & CT

SL No.	Course	Name of the subject	Total Marks	Mid. Sem Exam	Sem. End Exam	Teaching Hours	Credit
1.	First Language 201	English	100	25	75	4	3
2	Second Language 202	(Tel/Hindi/Urdu/Sans/French)	100	25	75	4	3
3	LS 203 LS 204 L.S 205 (Any One)	1 . Indian Culture and Science 2. Information and Communication Technology (ICT) 3 Elementary Statistics	50		50	2	2
4&5	SDC 206 SDC 207 SDC 208 (Any Two)	1. Basic Hotel Accounts 2.Hygiene and Haccp 3 Safety & Security	50 50		50 50	2 2	2 2
6	BHM & CT 209	Food Production	100	25	75	6	4
7	BHM & CT 210	Food and Beverage Service	100	25	75	6	4
8	BHM & CT 211	Room division	100	25	75	6	4
9	BHM & CT 212 P	Food Production Practical	50	25	25	4	3
10	BHM & CT 213 P	Food and Beverage Service Practical	50	25	25	2	3
11	BHM & CT 214 P	Rooms Division Practical	50	25	25	2	3
	Total		800	200	600	40	33

PROPOSED SYLLABUS FOR II SEMESTER

BHM & CT 202 FRENCH (T)

Internal : 25

External : 75

Periods per week : 4

Duration of Exam: 3 Hours.

Nature of Exam : Theory.

HOTEL FRENCH

Objective: To enable the students to speak and write simple sentences, understand terms pertaining to the hotel and catering activities.

UNIT I -Time, Days of the week months of the year and seasons.

UNIT II- Vegetables fruits cereals dairy products UNIT

III- Relations & house

UNIT IV - Culinary terms (Food) & various utensils used in kitchen.

UNIT V - Poultry. Fish, meat wines and weights & measures

Recommended Books: - Course de langue et de Civilization
Franchises I - Goyal Publications 2001.

PROPOSED SYLLABUS FOR II SEMESTER

BHM & CT 206 Basic Hotel Accountancy

Internal: Nil

External:50

Periods per week : 2

Duration of Exam: 2 Hours.

Nature of Exam : Theory.

Unit I .

Concept of Business- Introduction to Business, -Classification of Economic Activities
Characteristic Features or Business- Objectives or Business- Social Responsibility or
Business

Forms DC Business Organization- Concept or Business organization- Forms or Business
organization- Sole Proprietorship

Unit II: Partnership- Meaning and Definition- Features- Types of Partners, - Advantages
and Limitations- Registration of Partnership- Partnership Deed, - Rights and Duties of
Partners- Dissolution of Partnership Firms

Unit III : Joint Stock Company — Formation- Joint Stock Company- Features,
Classification of Companies- Distinction between Private Company and Public Company
Advantages and Disadvantages

Unit IV: Introduction- Accounting meaning, definition. accounting principles, standards,
rules or debit and credit, Accounting equation, branches and accounting cycle

Unit V: Transactions, journal entries, ledger accounts, trial balance preparation

PROPOSED SYLLABUS FOR II SEMESTER

BHM & CT 207: HYGIENE AND HACCP

Internal: nil

External:50

Periods per week : 2

Duration of Exam: 2 Hours.

Nature of Exam : Theory.

Course Objective-The subject will provide information regarding Personal Hygiene, Food Hygiene Practices used in Hospitality Industry. It also covers the Importance of HACCP and its principles.

UNIT 1: FOOD HYGIENE

Meaning and definition of hygiene, General principles of food hygiene, Personal hygiene, Concepts and understanding (I IACCP), Recycling / Quality Audit, Hazard analysis

UNIT 2 : RECEIVING AND STORGAE

Food safety in receiving and storage, Food labeling, Operating procedures for receiving and storage, Food storage condition, Storage of Specific Foods- Meat Poultry, Egg, Dairy Products, Vegetables & Leafy Vegetables

UNIT 3 ; FOOD SAFETY IN KITCHEN

Food safety in kitchen, Design and facilities, Sources of Food Contamination, Contamination of Water, Kitchen equipments Dish washing Garbage Disposal Food poisoning.

UNIT 4 : HYGIENE IN SERVICE DEPARTMENT AND HOUSE KTEPING Food safety in service department, Location, Design and facilities. Cleanliness and maintenance of machines _ Control of operations, Sanitary Procedures while serving and displaying food rules to be observed while handling food in mobile food units, Outdoor catering, street side catering units. Do's and Don't while handling food. Pest and rodent control

Refèrence:

1 _ Sanitation for Food Service workers by Richardson and -Nicodemus

2 Food Hvgiene and Sanitation by S. Rodav-

Food Safety and IL\CCP Manual for Ihotels & Restaurants in India **FHRA**

PROPOSED SYLLABUS FOR II SEMESTER

BHM & CT 208 Safety And Security Management

Internal: nil

External:50

Periods per week : 2

Duration of Exam: 2 hrs

Nature of Exam : Theory.

UNIT-I

Hotel Security: concept, importance, Type, Organization structure, Application of security in Hotels, scope and trends.

UNIT-II

First Aid, The First Aid box, Handling Burns & scalds, bleeding, fainting, fractures, heart attack, sprain, and shock.

Handling Emergency procedures: Fire, Bomb threat, Theft, Death, Terrorism, and Natural Calamity.

Unit-III

Risk Management & Safety Security Process or risk Management and standards for Risk Management.

Emergency Response plan, Occupation Safety and Health Act

Unit-IV

Safety & Security in Rooms Division, Work environment safety, Job Safety Analysis, Safety Awareness &

Accident Prevention, Case Studies

Suggested Reading:

- Darrell Clifton; Hospitality Security: Managing Security in Today's Hotel, Lodging, Entertainment, And Tourism Environment: CRC Press, Taylor & Francis Group.
- Yoel Mansfield & Abraham Pizam; Tourism, Security, Security and safety from theory to practice: Elsevier Publication.
- Colin Michael Hall. Dallen J. Timothy, David Timothy Duval: Safety and Security in Tourism Relationships. Management and Marketing: Haworth Hospitality Press.2003.
- David M. Slipanuk & Raymond C. Ellis, Jr.; Security and loss Prevention Management; American Hotel & Lodging Association Institutes.
- David k. Hayes & Jack D. Mnemeier; Foundation of Lodging Management; Pearson Publication.

PROPOSED SYLLABUS FOR II SEMESTER

BHM & CT 209 FOOD PRODUCTION

Internal : 25

External: 75 Marks

Periods per week : 6

Duration of Exam: 3 hrs

Nature of Exam : Theory.

Course Objective:- The Student will get knowledge about:

- 1 The various commodities required for food production, their market forms, selection, storage and use.
- 2 The fundamentals of menu planning & standard recipes
3. The basic culinary skills
- 4 The bread & cake making process and various pastes
5. Basic preparation of soup and sauce.

UNIT 1

STOCKS, SAUCES

STOCKS- definition, types, recipes, storage, uses, care and precautions

SAUCES- introduction, classification of mother sauces, recipes, derivatives, uses, care and precautions

UNIT 2

SOUPS

- Definition, Soups- classification, Basic recipes, Garnishes and accompaniments

UNIT 3

MEAT AND FISH COOKERY

- Introduction to meat cookery : Composition of meat, Processing, Preservation and curing, Cuts of beef, veal, pork, lamb and poultry- their uses, Standard purchase specification, Menu examples.
- Introduction to fish cookery- classification & selection of fish with examples, Various cuts of fish and uses. Standard purchase specification
- Egg cookery — composition of egg, std. purchase specification and various egg preparations, uses of egg in cookery

UNIT 4

BASIC BAKERY FUNDAMENTALS

- Identification of tools and equipments used in bakery, Identification, Selection and use of commonly used Ingredients- flour, sugar, salt, egg raising agents, shortening agents, etc., Baking food at various temperatures- importance and understanding of temperature.
- Bread- ingredients used and their role in bread making; Definition Steps in bread making, Different methods of bread making Faults in bread and measures to remove Bread improvers and various other flours used for bread making

UNIT 5

SPONGE & CAKES

- Sponge- definition, Types, Role of different ingredients used Processes- single stage, double stage etc. Faults and measures to remove, avoid them. Pastries- puff pastry, flaky pastry, choux pastry, short crust pastry etc. Ingredients used and their role in pastry making Definition Recipes Different methods Faults in pastries and measures to remove/ avoid them Basic pastry creams, uses in confectionery. Preparation and care in production

PROPOSED SYLLABUS FOR II SEMESTER

BHM & CT 212 P : Food Production Practical

Internal : 25

External:25

Objectives : To expose students to the practical aspects of the following:

Periods per week : 4

Duration or Exam: 4 Hours.

Nature of Exam : Practical.

1) Preparation of stocks-clarifications -

glazes reductions - Sauce (hot & cold)

2) Classical cuts of vegetables and potatoes - 10 potato preparation - 5 vegetable preparation

3) Basic baking- short crust pastry (sweet & savory), Puff Pastry, Choux Pastry & Danish Pastry
- Continental rolls & breads; Basics sponge cake

Menu 1

Puree of Lentil Soup

Chicken Fncassee

Pommes Duchess

Buttered Carrots

Souffle Froid Milanase

Bread Sticks

Menu 3

Fruit Soup

Champignous Farcis

Poulet Roti

Pommes Chateau

Charlotte Royale

Sponge Fingers

Menu 5

Crudities With Herb Mayonnaise

Blanquet De Volialle

Pomme De Terre Anna

Buttered Spinach

Crepes Normande

Cheese Straws

Menu 7

Chicken Veloute

Salad Mimosa

Cottlettes l)' Agneau Panes

Pommas a'rlie

Compote De Poires

Croissant

Menu 9

Mixed Vegetables Soup

Fish Mornay

Pommes Noisette Salad De Tomato

Apple Fool

Menu 2

Cream of Carrot Soup

Poulet Sauté I longrolse

Pommme Lvonnalse

Haricot Vert Au Beurre

Choufleur Millinmse

Fruit Trifle

Basic Sponge Cake/Sheet

Menu 4

Consomme Jul_leme

Poulet a La King

Pommme Pailles

Choufleur Au Gratin

Queen or Puddings

Bread

Menu 6

Cream or Spinach Soup

Poulet Saute Chasseur

Pommes Dell Monica

Salad Beau•eave

Leman Jelly

Dinner Rolls

Mcnu 8

Potage Aux Champignon

Poule De Stroganoff

Pommes Fondant

Carrots Vichy,'Peit Pois

Bavaroise Au Café

Salad Rolls

Mcnu 10

Cream of Tomato Soup

Fish Meuniere

Pommes Provencal

Salad Concombre

Steamed Sponge Pudding

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-II) BHM & CT

TOTAL TIME ALLOWED

04.00 HRS

TIME. ALLOWED FOR INDENTING & PLAN OF WORK

30 MINUTES

SCULLERY & WINDING UP	<u>30 MINUTES</u>
Part — A (Cookery) (Bakery)	10
1. One salad OR soup One main course	
2. (Fish/Chicken/Mutton/Beef/Pork)	
3_ One potato preparation	
4. One vegetable preparation	
6. Bread or bread rolls	
7. One dish made from pastry	
8_ One dessert hot or cold	
9. Journal	05
Part— B (General Assessment)	
1. Uniform & Grooming	
Scullery; equipment cleaning and Hygiene	03
2. Viva	05

PARAMETERS OF ASSESMENT OF EACH DISH

A) Temperature	20%
B) Texture / Consistency	20%
C) Aroma / Flavor	20%
D) Taste	20%
E) Appearance	20%
	100 %

NOTE:

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

Text Book:

- 1_ Food Production Operations by Parvinder S_Bali Publisher: Oxford University press
2. Basics of Baking: Science and Craft by S C _Dubey, Publisher: SC _ Dubey

Reference Books:

- 1_ Theory of Cookery by K Arora, Publisher: Frank Brothers
2. Modern Cookery (vol-1) by Thangam E.Philip, Publisher: Orient Blackswan
3. Professional Baking by Wayne Gisslen, Publisher: Wiley Publications
4. Modern Cookery (vol-2) by Thangam F.,Philip, Publisher, Orient Blackswan

PROPOSED SYLLABUS FOR II SEMESTER

BHM & CT 210 : Food and Beverage Service

Periods per week : 4

Internal : 25

Duration of Exam 3 Hours.

External : 75

Nature of Exam : Theory

Course Objective:-

The Student will get knowledge about:

1. Understand various restaurant services.
2. Understand type of meal and menu.
3. Develop knowledge of the restaurant control system.
4. Understand the processing manufacturing and service of cigar and cigarettes.

UNIT 1

MEALS & MENU PLANNING:

Origin of Menu, Objectives of Menu Planning; Types of Menu. Courses of French Classical Menu (Sequence, Examples from each course. Cover of each course, Accompaniments), French Names of dishes, Types of Meals (Early Morning Tea, Breakfast (English, American Continental, Indian) Brunch. Lunch, Afternoon/High Tea, Dinner, Supper).

UNIT 2

PREPARATION FOR SERVICE : Organizing Mise-en-scene, Organizing Mise en place
TYPES OF FOOD SERVICE: Silver service, Pre-plated Cafeteria service, Room service. Buffet service, Gueridon service, Lounge service

UNIT 3

ROOM SERVICE: Introduction, General principles. Types: Centralized and de-centralized, Tray trolley setups for breakfast & others meals, Forms and formats, order taking, Thumb rules, suggestive selling, Breakfast cards, Layout and setup of common meals, Lead time or order taking to clearance.

UNIT 4

CONTROL METHODS: Billing methods. duplicate and triplicate methods K .0 T & B.O.T, Computerized K_O_ l' & Billing; New trends in order taking & Billing

UNIT 5

TOBACCO : History, Processing for cigarettes, pipe tobacco & cigars, Cigarettes — Types and Brand names, Pipe Tobacco — Types and Brand names, Cigars — shapes, sizes, colours and Brand names Care and Storage of cigarettes & cigars

PROPOSED SYLLABUS FOR II SEMESTER

BHM& CT 213P : Food and Beverage Service Practical Periods per week : 2
Internal:25 Duration of Exam :2 Hours.
External : 25 Nature of Exam : Practical

1 . REVIEW OF SEMESTER -1

2.**TABLE LAY-UP & SERVICE** : Task-01: A La Carte Cover, Task-02: Table d' Hotel Cover, Task-03: English Breakfast Cover, Task-04• American Breakfast Cover. Task-05 :Continental Breakfast Cover, Task-06: Indian Breakfast Cover, Task-07: Afternoon Tea Cover, Task-08: High Tea Cover.

3. **TRAY/ TROLLEY SET UP & SERVICE** : Room Service Tray Set up, Room Service Trolley Set Up

4. **PREPERATION FOR SERVICE** : Organizing for Mise -en-scene Mise-en- Place, Opening, Operating and Closing Duties_

5. **PROCEDURE FOR SERVICE OF A MEAL** - : Taking Guest Reservations Task-02: Receiving & Seating of Guests, Task -3 Order Taking & Recording, Task -04 Order Processing(Passing order to kitchen), Task -05, Sequence of Service, Task -06: Presenting & Encashing the Bill, Task -08 : Presenting & Collecting Guest Comments, Task 09: Seeing Off Guest

6. **SOCIAL SKILLS** : Task-01 Handling Guest Complaints, Task-02: Telephone manners, Task- 03:Dining & Service etiquettes

MARKING SCHEME FOR PRACTICAL EXAMINATION

All Technical Skills to be tested as listed in the syllabus

Uniform / Grooming	3
Menu planning & Table lay out	5
Tray Trolley set ups	5
Guest Reservations and sequence of service	5
Journal	3
Viva	4
Total	25

Text Book:

I_ Food and Beverage Operations and Management by Tarun Bansal_ Publisher Oxford University Press

Reference Books:

1. Food and Beverage Service, 8th Edition by John Cousins, Dennis Lillicrap and Suzanne Weekes, Publisher: Hodder Education
2. Modern Restaurant Service by John Fuller, Publisher: Hutchinson's
3. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Publication
4. The Waiter by John Fuller and A_J_Cuvrie_ Publisher Hutchinson
5. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

PROPOSED SYLLABUS FOR II SEMESTER

BHM & CT 211 : Rooms Division

Internal : 25

External : 75

Periods per week : 4

Duration of Exam : 3Hours.

Nature of Exam : Theory

UNIT 01: CLEANING AGENTS

Definition, Types of Cleaning Agents, Selections of cleaning Agents, Storage of Cleaning Agents. Issuing of Cleaning Agents.

UNIT 02: COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACE

Introduction. Metals and types, Protective finishes on Metals, Different types of Surfaces Glass. Plastic, Ceramics, Wood. Stone, Rubber, etc. Care and Cleaning Procedures of different Surface and their types, Types of Wall and Floor Finishes- Polishes, Care and Composition.

UNIT 03: AREA CLEANING

Introduction, Types of Soil (Dust, Dirt, Tarnish, Stain, Foreign matter), Nature of Soil(Inorganic. Organic, Cosmological, Bacterial Entomological) Standards of Cleaning(Physically Clean, Chemically Clean, Bacteriologically Clean, Entomologically Clean, Cosmologically Clean Terminally Clean), Science of Cleaning (Terminology in Cleaning)

Principle of Cleaning (General Rules during Cleaning Activity), Frequency of Cleaning (Daily, Weekly, Spring Cleaning and Periodic Cleaning), Cleaning Process (Manual Mechanical), Organization of Cleaning (Conventional Team Cleaning, Block Cleaning, Deep Cleaning)

Cleaning Guest Room- Cleaning Guest Room (Occupied, Departure, vacant, VIP, DND,OOO). Bed Making

Public Area Cleaning: Back of the House (Office, Staff Rest Room, Staff Entrance, Service Elevator)

Front of the House(Entrance, Lobby, Front Desk, Elevator, Staircase, Guest Corridors, Public Rest Room, banquet halls Dining Rooms Leisure Areas — Health Club. Sauna, Spa, Swimming Pool, Lawns and Garden)

UNIT 04: BELL DESK & CONCEIRGE PROCEDURES

Duties and Responsibilities of Bell Captain and Bell Boys, Concierge. Functions of Bell Desk- Luggage Handling (Arrival and Departures), Left Luggage Procedures, Procedures For Delivery of Luggage, Records maintain in Bell Desk- Arrival Errand Card, Departure Errand Card, Luggage Inventory Sheet, Bell Captain Control Sheet, Left Luggage Register, luggage Tags.

UNIT 05: INTRO to GUEST CYCLE AND RESERVATIONS

Guest Cycle(Pre Arrival, Arrival, Stay, Departure),

Reservation, Types of reservation (Tentative, Wait-listed, Confirmed), Modes of Reservation, Source of Reservation, Systems of Reservation (Manual system and Automatic System), Processing Reservation Requests, Reservation Reports. Importance of Reservation, Group Reservation, Over Booking.

PROPOSED SYLLABUS FOR II SEMESTER

BHM & CT 214P : Rooms Division Practical

Periods per week : 2

Internal : 25

Duration of Exam : 2 Hours.

External:25

Nature OF Exam : Practical

Course Objective -The learner is expected to know the various operations undertaking in Front Office and Housekeeping Department Learner is expected to understand the objective of performing reservation, room cleaning procedures, different surface cleaning etc. in an efficient manner.

I_ Understanding of Guest Cycle (Chart Work, Group Role Play)

2. Reservation : Different type of Reservation, Reservation Procedure through Telephone, Reservation Procedure through Online Mode Reservation Procedure of Direct Guest format of Reservation Form and Slip, Confirming a Reservation. Hotel 's Policy on Reservation (Confirming , Guaranteed and Cancellation). House Limit and Its implication

3. Guest Services: Paging Process. Key handling Procedures. Mail and message Handling Format or Message slip, Wake Up Call Procedure, Handling Guest Complain

4 Setting of chamber Maids Trolley- Set up and use of trolley

5. Identification or Cleaning Agents : Classification according to color, smell and dilution, Understanding the pH Value, Storing Procedures

6. Cleaning Procedures : Occupied Room, Vacant Room, Departure Room, Handling 000 and VIP Room, Bed Making Procedures, Towel Art

T Cleaning of Public Area _ Lobby, Restaurant, Offices _ Staircase, Elevator. Corridor and Back Area

8. Cleaning of Different Surfaces : Table tops, Windows, Upholestr, Hard and Soft Floorings,

Metal Surfaces

9. Control Desk Procedures : Guest Message handling, Briefing and De-Briefing, Issuing of Keys, Telephone Handling

Text Book:

1 Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan Publisher: Oxtòrd University Press

Hotel From Office Management by James A. Bardi, Pubhsher: Wiley

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher: Hodder Arnold H&S

2 The Professional Housekeeper by Madelin Schneider Georgina Tucker & Mary Scoviak Publisher: Wiley

3. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher: Wiley

4. Front Office (Procedures, Social Skills & Management by Abbott & Lewry, Publisher: Routledge

5. Principles of Hotel Front Office Operations by Baker, Bradlev and Hytofi, Publisher: C engage Learning

6 Managing I ront Office operations by Michael and Kasavana, Publisher: Al IELI

**Revised Common Framework of CBCS for Colleges in Andhra Pradesh
(A.P. State Council of Higher Education)**

BHM & CT SEMESTER III

S.NO.	Course	Name of the subject	Total Marks	Mid. Sem. Exam	Sem. End Exam	T eaching Hours/ week	credits
1.	L S 301	1. Analytical Skills 2. Personality Development and Leadership	50		50	2	2
	L.S 302	3.Heal1th&Hygiene			50	2	2
	L.S 303 (Any Two)	4. Environmental Education	50				
2.	SDC 304	Restaurant & Bar Operations	50		50	2	2
	SDC 305 (Any One)	F&B Controls Controls-I					
3.	Internship	Four Months Internship	200	200		8	8
			350	200	150	14	14

Marks Break up

Sno	Course	Total Marks	Credits
	Four Months Internship Training	200	8

Credits Break up

Attendance	1 Credits
Training Evaluation	2 Credits
Presentation	2 Credits
Viva Voce	3 Credits
Total	8 Credits

*Attendance and Training Evaluation to be authenticated by Faculty Committee nominated by Principal of the Colleges.

*Viva Voce and Report presentation to be evaluated by the nominated corporate related expert selected by the Principal or the Colleges.

Report Writing Format

PROPOSED SYLLABUS FOR III SEMESTER

BHM & CT 304: Restaurant & Bar Operations

Internal: Nil

External : 50

Periods per week • 2

Duration of Exam : 2 Hours.

Nature of Exam : Theory

Course Objectives:

This course is designed to give the knowledge of restaurant and bar operation and types of food services

Teaching Practices

Classroom lectures, assignments, cases, discussion and seminars.

Course contents:

Unit 1 : Restaurants Types Pull service, specially, quick service /fast foods, family, Ethnic, casual dining, theme, celebrity_
Trends in restaurant development

Unit 2: Menu planning, advertising and merchandising Human resource planning for food and beverage service areas

Unit 3: Bars: Bar setup, inventory control, Laws relating to Beverages
Restaurant and hotel bars night clubs

Unit 4: Food beverage management for casual dining restaurants
Food and beverage management for ethnic, celebrity. Specialty, fast foods and other type of restaurants

Suggested Readings:

Andrews S 1981 Food and beverage service training

Fuiler J 1983 Modern restaurant service a manual for students and practitioner
Hutchison London.

Fuller J Curee A_J_1983 Warter_ Illitchinson, London.

Lillicrap D R 1983, Food and beverage service Edward Arnold Melbourne.

Bartender's guide to cocktails, Steaben, Russell and corsar, Frank, New Delhi Global books and subscription services 1999.

PROPOSED SYLLABUS FOR III SEMESTER

BHM & CT 305 : F&B Controls-I

Internal: Nil

External : 50

Periods per week : 2

Duration of Exam : 2 Hours.

Nature of Exam : Theory

Course Objectives:

This course is designed to give the knowledge of fixed & beverage management practices. Food & beverage cost and revenue control technique for the learner of food production.

Course contents:

Unit 1:

An overview of various management practices adopted in Indian hotel industry for food production. Quality food production techniques for banquet, bakery & confectionery. Use of computers in food & beverage operations

Unit 2:

Menu policy, planning and pricing. Costing, budgeting and control.

Unit 3:

Food & beverage cost controlling meaning process & methods, Food and beverage control checklist emphasis on international & oriental cuisines — china, Japan, Thai.

Unit 4:

Quality control cycle, meaning methods & process. Quality control for raw materials
Quality assurance of product and services

Reference books:

Arora K. 1977: Theory of cooking, Frank Bros. & co. Delhi

Escoffier Cr. 1979 • The complete guide to the art of modern cookery, Virtue and co. Ltd.

Sureey_

Halliday_ EG and Noble I T 1959: How's and Whv's of cooking. The university & Co

Hughes. D and Bannion M. 1970 : Introductory Foods . The Macmillan Co, Ltd.

New York Understanding cooking _ Arnold Ilanemann India

Philip T_E 1981 modern cookery for teaching and the trade _ vol-1 _ orient Longman Ltd.
Bombay

Saulnier L.. 1914: Le Repertoire de la cuisine . Leon Jaggai and sons Ltd. London.

Planning and control for food and beverage operations, Jack D. Ninemeier, El-AH&LA.
USA.

PROPOSED SYLLABUS FOR III SEMESTER

BHM & CT: Internship

Internal: 200

External: Nil

Week: 16

Nature of Exam : Viva Voce

INTERNSHIP

Exposure to Industrial Training is an integral part of the 3rd Semester Curriculum. The 16 weeks industrial training would be divided into four weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & front Office Operations.

- 2) Attendance will be calculated for 3rd semester based on Industrial Training. Student Trainee will require an input of 96 working days i.e. (16 weeks x 06 days —96 days). A student can avail leave to a maximum of 15% (14 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional (10 days) on production of a medical certificate.
- 3) For award of marks 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the student's responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
- 4) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence
- 5) Once the student has been selected / deputed for Industrial Training by the institute he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own__

INDUSTRY INTERNSHIP

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area or interest.

I . RESPONSIBILITIES OF THE TRAINEE

1. Should be punctual .
2. should maintain the training logbook up-to-date
3. should be attentive and careful while doing work.
4. should be keen to learn and maintain high standards and quality of work
5. should interact positively with the hotel staff.
6. should be honest and loyal to the hotel and towards their training.
7. should get their appraisals signed regularly from the HOD's or training manager.
8. Get maximum from the exposure given, to get maximum practical knowledge and skills,
9. should attend the training review sessions / classes regularly.
10. should be prepared for the arduous working condition and should face them positively.

- 11 should adhere to the prescribed training schedule.
- 12 should take the initiative to do the work as training is the only time where you can get maximum exposure
- 13. should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

2. RESPONSIBILITIES OF THE INSTITUTE should give proper briefing to students prior to the industrial training

- 2. should make the students aware of the industry environment and expectations.
- 3 should notify the details of training schedule to all the students
- 4. should coordinate regularly with the hotel especially with the training manager.
- 5. should visit the hotel, wherever possible, to check on the trainees .
- 6. should sort out any problem between the trainees and the hotel.
- 7. should take proper feedback from the students after the training.
- 8. should brief the students about the appraisals , attendance, marks, logbook and training report.
- 9. should ensure that change of hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10. should ensure that change of batch is not permitted.
- 11 . should ensure trainees procure training completion certificate from the hotel before joining institute.

3. RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively; the latter will set lower standards than they are capable of achieving, their self-images will be and they will develop negative attitudes towards training, industry. and in all probability their own careers in the industry_ Since the chances of building successful careers in the industry will the trainees will leave in hope of finding other opportunities. If on the other hand, first managers/supervisors help trainees achieve maximum potential they will build the foundations for a successful career.

Hotels: I. should give proper briefing session/orientation/induction prior to commencement or training.

- 1. should make a standardized training module for all trainees.
- 2. should strictly follow the structured training schedule.
- 3. should ensure cordial working conditions for the trainee.
- 4. should co-ordinate with the institute regarding training programme.
- 5. should be strict with the trainees regarding attendance during training.
- 6 should check with trainees regarding appraisals, training report, log book etc.
- 7 should Inform the institute about trainees_
- 8. should allow the students to interact with the guest.
- 9. should specify industrial training's "Dos and Don'ts" for the trainee.
- 10 should ensure issue of completion certificate to trainees on the last day of training

Industry Internship

PERFORMANCE APPRISAL FORM

Name of Student: _____	University Roll No: _____
Institute: _____	Duration: 4 weeks (24 working days)
Name of the Hotel: _____	From: _____ To: _____
Department: F&BS / FP / HK / FO	

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented. Clean Uniform. Acceptable hair 2 Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / disheveled, Long unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance (days present out of 30 days)

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

Ability to Communicate (Written / Oral)

Very confident. demonstrates outstanding confidence & ability both spoken/written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm well liked.	4
Gets on well with most colleagues, Handles customers well	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others	4
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it	2
Persistently disregards criticism and goes own way.	1

Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and Performance	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred.	2
Rarely grasps points correctly.	Lacks drive and commitment.	1

Reliability / Comprehension

IS totally trust worthy in any working situation? Understands in detail, why and how the job is done.	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be depended upon to work without supervision. Comprehends only after constant explanation.	2
Requires constant supervision. Lacks any comprehension of the application_	1

Responsibility

Actively seeks responsibility at all times.	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision_	2
Avoids taking responsibility.	1

Quality -of Work

Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1

Quality of work

Outstanding in output of work.	5
Gets through a great deal	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1

Total _____ / 50

Stipend Paid: Rs _____ per month.

Name of Appraiser: _____ Signature: _____

Designation of Appraiser: _____ Date: _____

Signature of Student: _____ Date: _____

BHM & CT -Semester - IV

S.NO	COURSE CODE	SUBJECT	TOTAL MARKS	INTERNAL	EXTERNAL	HRS/WK	CREDITS
1	BHM & CT 401	Quantity Food Production	100	25	75	5	4
2	BHM & CT 402	Food & Beverage Operations	100	25	75	5	4
3	BHM & CT 403	Room Division operations	100	25	75	5	4
4	BHM & CT 404	Hospitality Marketing	100	25	75	5	4
5	BHM & CT 405	Event Management	100	25	75	5	4
6	BHM & CT 406	Hospitality Law	100	25	75	5	4
7	BHM & CT 407 P	Food Production Practical	50	25	25	4	2
8	BHM & CT 408 P	Food And Beverage Service Practical	50	25	25	2	2
9	BHM & CT 409 P	Rooms Division Practical	50	25	25	2	2

PROPOSED SYLLABUS FOR IV SEMESTER

BHM & CT 401 : Quantity Food Production (Theory)

Periods per week : 4

Internal :25

Duration of Exam : 3 Hours.

External :75 Marks

Nature of Exam : Theory

Unit 1:

- a) Principles of Quantity cooking, equipment, problems and adjustment in terms of cooking time & temperature.
- b) Fuel Types: electricity, gas, oil, coal, steam & high pressure steam
- c) Standard recipe & Indenting: Principles of Standard recipe & Indenting Quantities/portions for bulk production, Translation of recipes for indenting, practical difficulties involved in indenting. Formats

UNIT-II

- a) Menu Planning: Basics, special emphasis on quantity food production ;planning of menus for various categories such as: school/college students Industrial workers, hospitals canteens outdoor parties, theme dinners transport/mobile catering - parameters for quantity food planning.
- b) Rechauffe cookery: Principles of reheating, precautions to be taken Rechauffe of leftover foodS7 identification of foods for recycling -important points in storage of meat for recycling

Unit 3

South & West Regional Indian Cuisine

Detail study regional cuisine Telangana (Hyderabad!) Kerala, Andhra, Tamilnadu, Chettinad Karnataka, (Udippi), Bengali,

- 2 Staple food
- 3 Main dishes of the region
- 4 Traditional preparation methods
- 5 Utensils and accompaniments
- 6 Indian bread and sweetmeats.
- 7 History, Methodology, equipment and culinary terms

Unit 4

East & North Regional Indian Cuisine & Tandoor.

- Detail study regional cuisine Moghlai, Avadh (Dum Pukht), Punjabi, Kashmiri ,Goa, Maharashtra, Gujarat
- Staple food
- Main dishes of the region
- Traditional preparation methods
- Utensils and accompaniments ● Indian bread and sweetmeats.
- History, Methodology, equipment and culinary terms

Unit 5

Banquet & Commercial Menus

- Planning
- Indenting
- Costing
- Forecasting
- Pre-preparation

BHM & CT 407 P : Quantity Food Production (Lab)

Internal :25

External : 25 Marks

Periods per week : 4

Duration of Exam : 3 Hours.

Nature of Exam : Practical

<p style="text-align: center;">MAHARASTRIAN</p> <p>MENU 01 MENU 02</p> <p>Masala Bhat Coconut Poli</p> <p>Kolhapuri Mutton Moong Dal Khichdce</p> <p>Batata Bhajce Patrani Macchi</p> <p>Masala Poori Tilgul Chapatti</p> <p>Koshimblr Tomalo Saar</p> <p>Basundi Amti</p> <hr/> <p style="text-align: center;">BENGALI</p> <p>MENU 01 MENU 02</p> <p>Doi Mach Ghee Bhat</p> <p>Tikoni Pratha Macher Jhol</p> <p>Baigun Bhaia Aloo Posto</p> <p>Payesh Misti Doi</p> <p style="text-align: center;">MENU 03</p> <p>Mach Bhapc</p> <p>Luchi</p> <p>Sukto</p> <p>Kala Jamun</p>	<p style="text-align: center;">AWADH</p> <p>MENU 01 MENU 02</p> <p>Yakhni Pulao Galouti Kebab</p> <p>Mughlai Paratha Bakarkhani</p> <p>gosht Do Piazza Gosht Korma</p> <p>Badin daan Pancr Pasanda Kulfi</p> <p>with Falooda Muuafar</p> <p style="text-align: center;">GOAN</p> <p>MENU 01 MENU 02 Arroz</p> <p>Coconut Pulao</p> <p>Galina Xacutti Fish Caldecn</p> <p>Toor Dal Sorak Cabbage F0051th</p> <p>Alic Belle Bibinca</p> <p style="text-align: center;">MENU 03</p> <p>Prawan Pulao</p> <p>Mutton Vidalloo</p> <p>Bcans Foogath</p> <p>Dodol</p>
<p style="text-align: center;">PUNJABI</p> <p>MENU 01 MENU 02</p> <p>Rada Amritsari Macchi</p> <p>Matar Pulao Rajmah Masala</p> <p>Radhi Pindi Chana</p> <p>Punjabi Gobhi Bhaturas</p> <p>Khccr Row Di Khccr</p> <p style="text-align: center;">MENU 03</p> <p>Sarson Da Saag</p> <p>Makki Di Roti</p> <p>Peshawari Chole</p> <p>Motia Pulao</p> <p>Sooji Da Halwa</p> <p>Savian</p> <p style="text-align: center;">MENU 04</p> <p>Tandoori Roti</p> <p>Tandoori Murg</p> <p>Dal Makham</p> <p>Pudinia Chutny</p> <p>Baingan Bharlha</p>	<p style="text-align: center;">SOUTH</p> <p>MENU 01 MENU 02</p> <p>Meen Poriyal Meen Moijee</p> <p>Curd Rice Olan</p> <p>Thoran Malabari Pratha</p> <p>Rasam Parappu Payasam</p> <p>Pal Pavasam Lime Rice</p> <p style="text-align: center;">MENU D3</p> <p>Tamarind Rice.</p> <p>Kori Gashi</p> <p>Kalan</p> <p>Sambhar</p> <p>Savian Payasam</p> <p style="text-align: center;">MENU 04</p> <p>CoconuL Rice</p> <p>Chickcn Chettinad</p> <p>Avial</p> <p>Huli</p> <p>Mysore Pak</p>
<p style="text-align: center;">RAJASTHANI</p> <p>MENU 01 MENU 02</p> <p>Gatte Ka Pulao Dal Batti Churma</p> <p>Lai Maas Safed Mass</p> <p>MakkiKa Soweta BesanKe Gatte</p> <p>Chutny (Garllc) RataJuKi Subm</p> <p style="text-align: center;">Dal Halwa</p>	<p style="text-align: center;">GUJRATI</p> <p>MENU 01 MENT 02</p> <p>Sarki Gujrati Khichidi</p> <p>Brown Rice Salli Oondhiyu</p> <p>Murg Balala Nu 'l omato</p> <p>Gujrati Dal Osaman</p> <p>Mcthi Thepla Jecra Poon</p> <p>Shrikhand Mohanthal</p>
<p style="text-align: center;">HYDERABAD'</p> <p>MENU 01 MENU 02</p> <p>Sol vaill Brivani Kachi Biryani</p> <p>Mcthi Murg dalcha</p> <p>Tomalo Kut Mirchi Ka Salan</p> <p>ITnre Piaz ka Rai ln Mix Veg_ R</p> <p>nilfl</p> <p>Double Ka Meelha Khumam Ka Meelha</p>	

PROPOSED SYLLABUS FOR IV SEMESTER

KASHMIRI

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

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas Meat Preparations: Gushlaba Rista, Marcheangan korma, Macch Kofta, Yakhean Kaliya

Tabak Maaz, Rogon Josh

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

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

MARKING SCHEME FOR PRACTICAL EXAMINATION

All menu items to be made from the prescribed Syllabus only

Part A (Cookery) 15 Marks

- One Indian Starter / Indian Bread
- One Indian Rice Preparation (Flavoured/ Plain)
- One Meat Course
- One Vegetable Course
- One Halwai Course
- Journal

PART -B (Assessment) 05

- Uniform & Grooming
- Indenting and Plan of Work
- Scullery, Equipment Cleaning and Hygiene

PARAMETERS OF ASSESMENT OF EACH DISH

Temperature	20%
Texture / Consistency	20%
Aroma / Flavour	20%
Taste	20%
Presentation	20%
	<u>100%</u>

NOTE:

Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.

Invigilation will be done by both internal and external persons.

Extra Ingredients may be made available in case of failure but of limited types and quantity (groceries and daily products only)_ Only one extra attempt may be permitted -Uniform and grooming must be checked by the examiners before commencement of examination.

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

Text Book:

Food Production Operations by Parvinder S.Bali. Publisher: Oxford University press Basics of Baking: Science and craft by S.C. Dubey, Publisher: SC. Dubey

Reference Books:

- Theory of Cookery by K. Arora, Publisher: Frank Brothers
- Modern Cookery (vol-1) by Thangam E Philip, Publisher Orient Black-swan
- 5. Professional Baking by Wayne Gisslen, Publisher: Wiley Publications
- 6 Modern Cookery (vol-2) by Thangam E Philip, Publisher: Orient Blackswan

BHM & CT 402 : Food and Beverage Operations
Internal:25
External:75 Marks

Periods per week: 4
Duration or Exam :3 Hours.
Nature of Exam : Theory

UNIT 1

Introduction to Alcoholic Beverages: Classification & Definition of each Beverage, Production of Alcohol: Fermentation process, Distillation process.

UNIT 2

Wines: Introduction or wines, Classification of wines, Wine producing countries, Producing regions of France, Italy, and Spain. Australian, Germany . Production of wines with description or Principal Grape Varieties Factors affecting production of wines, Matching wines with food, Reading wine labels, Storage & Service of wines, Glossary of wine terms, Production of famous wines — sparkling (Champagne) and fortified (sherry, port & Madeira) in detail.

UNIT 3

SPIRITS: Introduction & Definition, Production or Spirit' Pot-still method, Patent still method,
Production of: Whisky, Rum, Gin, Vodka, Brandy, Tequila, Brands (National; International and AP)
Different Proofs or Spirits : American Proof, British Proof (Sikes Scale), Guy Lusacs (OIML scale)
Beer ; History & Definition, Classification of Beer, Production of Beer, Top & Bottom Fermentation Beer producing Countries, Service & storage of beer, faults in beer; Draught beer and its service, Brands (National & International)

UNIT 4

Cocktails -Definition & Classification, Cocktail Bar Equipment, Method of Mixing, Preparation & Service of Cocktails, Classic Cocktails, Mocktails, Specialty Coffees

UNIT 5

Liqueurs: Definition and History; Production of Liqueurs, Broad Categories of liqueurs (Herb, Citrus, Fruit/ Egg, Bean/Kernel etc)
Aperitifs: Introduction & Definition, Types of aperitifs. Manufacturing of aperitif (vermouth), Brand names .
Other Alcoholic Beverages : Sake Cider Madeira, Silvovitz, Arrack, Feni Grappa, Calvados etc.
Glossary of terms related to alcoholic beverages

Text Book:

I_ Food and Beverage Operations and Management by Tarun Bansal Publisher Oxford University Press
Reference Books:

1. Food and Beverage Service, 8th Edition by John Cousins, Dennis Lillicrap and Suzanne Weekes, Publisher: Hodder Education
- 2_ Modern Restaurant Service by John Fuller, Publisher: Hutchinson's
3. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Publications
4. The Waiter by John Fuller and A.J. Cuvrie, Publisher Hutchinson
5. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

PROPOSED SYLLABUS FOR IV SEMESTER

BHM & CT 408 P : Food & Beverage Service Practical Periods per week : 2
Internal : 25 Duration OF Exam : 2 Hours.
External : 25 Marks Nature of Exam : Practical

Dispense Bar — Organizing Mise-en-place
Service of Wines
Service of Beer
Service of Spirits
Preparation and Service of Cocktail :
Service of Liqueurs
Wine & Drinks List
Matching Wines with Food

MARKING SCHEME FOR PRACTICAL EXAMINATION

All Technical Skills to be tested as listed in the syllabus

	MARKS
1. Uniform / Grooming	03
2. Dispense Bar -Set Up	03
3. Service of Sprits and Beer	04
4. Service of Wine	05
5. Preparation of Cocktail and Mock tails	04
6. Viva	04
7. Journal	02
	25

NOTE

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

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

PROPOSED SYLLABUS FOR IV SEMESTER

BHM & CT 403 : Rooms Division Operations

Internal: 25

External: 75 Marks

Periods per week : 4

Duration of Exam : 3 Hours.

Nature of Exam : Theory

COURSE OBJECTIVE : In this course, The student learns about the intricacies of Room Division and the Procedures adopted for guest Check In and Check out and understanding the operations of Linen, Uniform and Laundry. of Control Desk in the Housekeeping Department.

UNIT 01: REGISTRATION

Pre-registration, Registration (form C, Passport), Various Registration Records, System or Registration, No show, Rooming a guest, Groups and Crew Arrival, VIP Guest arrival, Walking Guest, Confirmed reservation Guest.

Various Guest services (Handling Guest Mail and message, Key Control, Paging, safe

Deposit Locker, Guest Room Change, Left Luggage Handling, Wakeup call), Guest Complaints (Types of Guest Complaints, Handling guest Complaints)

UNIT 02: CHECK-OUT AND SETTLEMENTS

Departure Procedures, Mode of Settlement of Bills (Foreign Exchange, Cash Settlement, Credit Settlement), Potential Check out Problems and Solutions(Late Check-outs, Improper Posting Of Charges in Guest Folio, Group Check-out, Express Check-out

UNIT 03 LINEN & UNIFORM ROOMS

Linen Room- Introduction, Linen Room Organization, Activities in Linen Room, Planning of linen, Lay out of Linen Room, Linen Exchange Procedure (Room Linen, and other outlets), Par Stock, Stock taking procedure & Linen Control, Equipment used in Linen room, Selection Criteria for Different fabrics(Bath Linen; Bed Linen, Soft Furnishing, Table Linen), Calculating Linen Lift Span, Records used in Linen room, Discard of Linen,

Recycling or Discarded linen. Uniform Room- Introduction, Layout & Equipment in Uniform Room, Selection and Designing of uniforms, Uniform Management in Hotel Advantage or providing Uniforms (Hotel and Employee point-of-view), Establishing Par level Of Uniform, Storage of Uniforms, Issuing and exchange Procedures, Sewing Room, Activities sewing Room, Basic Hand stitches(Temporary and Permanent).

UNIT 04: CONTROL DESK

Introduction, File, Formats and Register- Guest Message Register, Key Control Register, Log

Book, Key History Register, Maintenance register, SOP, Memo Book; C aq3et Shampooing

Register, Baby Sitting Register. Lost and Found Register, Store Indent Book, Room Status Report; Inspection Check list, Work Order form, Accident Report, Room Occupancy Report, Floor Register. Lost and Found Procedures.

UNIT 05: LAUNDRY OPERATIONS

Introduction, Definition, Types of Laundry, Planning and layout of (JPL; Types of Laundry equipment (Laundering equipment, Pressing Equipment, Folding machines, Spottmg Units))Laundry Agents or Aids. The Laundry Process (Pre washing Washing Rinsing Hydro

Extraction and Finishing), Stain, Classification of stains, Identification of Stains, Principle of Stain Removal, Stain Removal Procedures, Dry Cleaning Process of Dry Cleaning,

Advantages and Limitations of Dry Cleaning Process, Dry Cleaning Materials and agents, Handling Guest Laundry; Care Labels. Preparations of Hot and Cold face towels.

Introduction. Work Environment Safety and Job Safety Analysis, of Safety, Potential Hazards in House Keeping Operations,

PROPOSED SYLLABUS FOR IV SEMESTER

BHM & CT 409 P : Rooms Division Operations(PRACTICALS)	Periods per week : 4
Internal: 25	Duration of Exam : 2 Hours.
External:25 Marks	Nature of Exam : Practical

Course Objective : The learner is expected to know the various operations undertaken in Front Office and House Keeping Department. Learner is expected to perform various services and functions happening in Front Office and House Keeping with ease and efficient way.
Summary List of Task in Room Division

1. Registration Procedures : Registration Card and its Implications, Format of GRC
Format or C Form, Checking a Guest, Checking Procedure or Walk- in Guest, Confirmed
Guaranteed Guest, Group Checking Procedures, Folio and Maintenance of Folio
2. Check out Procedures: Checking out of FIT Guest, Checking out of Business Client
Group Check 0111
3. Settlement Procedures : Various mode of settlement, Settlement of bills through Cash,
Credit, BTC, Settlement of bills through Travel agent Voucher
4. Linen Handlings : Identification of linen, Size and types of different linen used in Hotel
Setting up or Linen Soil Linen handling
5. Uniform Room Handling uniform, Sorting of uniform, Storing and issuing of uniforms
6. Laundry Handling : Identification of Equipment. Handling of equipment, Uses of laundry
agents, Washing of linen, Ironing, Folding, Finishing, Handling Guest Laundry.
7. Flower Arrangement: Identification of Flowers and Foliage, Equipment used in flower
arrangement, Guide for making flower arrangement, Different types of Flower
arrangement Text Book:
1 . Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan,
Publisher Oxford University Press
Hotel Front Office Management by James A. Bardi, Publisher: Wiley

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher:
Hodder Arnold H&S
2. The Professional Housekeeper by Madelin Schneider, Georgina Tucker & Mary Scoviak,
Publisher: Wiley
3. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher:
Wiley
4. Front Office (Procedures, Social Skills & Management by Abbott & Lewry, Publisher:
Routledge
5. Principles of Hotel Front Office Operations by Baker, Bradley and Hyton, Publisher: Cengage
Learning
6. Managing Front Office operations by Michael and Kasavana, Publisher: Al IELI

PROPOSED SYLLABUS FOR IV SEMESTER
MARKING SCHEME FOR PRACTICAL EXAMINATION

All Technical Skills to be tested as listed in the syllabus

	MARKS
1 Uniform/grooming	03
2 Registration	03
3 Check and settlement procedure	04
4 Linen and laundry procedure	05
5 Uniform room handling procedure	04
6 Viva	04
7 Journal	02
	25

NOTE

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

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

PROPOSED SYLLABUS FOR IV SEMESTER

BHM & CT 404 : Hospitality Marketing
Internal: 25
External: 75 Marks

Periods per week : 4
Duration of Exam : 3 Hours.
Nature of Exam : Theory

UNIT 1

HOSPITALITY AS A PRODUCT

Defining the hospitality as a product, difference between goods and services

UNIT 2

INTRODUCTION

Hospitality industry, contribution to Indian economy, growth potential_

UNIT 3

MARKETING

Basic concepts, needs, wants, demand, transaction. value and satisfaction in hospitality industry, marketing philosophies. application of these concepts in hospitality industry.

UNIT 4

MARKETING VIRONLVIL'NT

Need and trend analysis and marketing effectiveness, SWOT analysis for hospitality industry.

UNIT 5

PRODUCT

Product, levels of product. expected augmented, potential. tangible and intangible products, product mix in hospitality industry, Product strategy & Service strategy in the hospitality industry

Refèrnce

- 1.Services marketing by Zeital Valerie
- 2 Delivery of quality service by Passasuraman and Bitner
3. Service marketing by Ravi Shankar
- 4 Marketing for hospitality industry by Roberts 5.
- Marketing leadership in hospitality by Robert Lewis
- 6 Marketing Management Philip Kotler.

PROPOSED SYLLABUS FOR IV SEMESTER

BHM & CT 405: Event Management

Internal: 25

External: 75 Marks

Periods per week : 4

Duration of Exam : 3 Hours.

Nature of Exam : Theory

Course Objective-

•The course is designed to introduce the learner to event management-concepts, types, planning, marketing of events, convention services and managing food and beverage for the events, the course aims at imparting the knowledge to the student through a balanced mix of theory and practice of event management.

Course contents:

Unit 1:

Introduction to Event management

Event management-meaning, concept and objectives. Types of events-conference, convention, exhibition and others, meeting planning-meaning and process; role and contribution of event management in hospitality industry; the event business or tomorrow and hospitality industry.

Unit 2:

Planning Events

The nature of planning: planning for one time events; planning the Setting. Location and site; the operation plan; developing the strategic plan; event planning principle- theme, logistics, graphics and special effects. developing a marketing plan: the diff. Between sales and marketing; the importance of marketing, the marketing plan, steps of the marketing plan.

Unit 3:

Convention services the service function, the convention service manager and other convention service staff; guest room-reservation system; room assignment; preparing the event, function rooms and meeting setups: audio visual requirements; budgeting and financial control for the events- convention billing and post convention review/performance

Unit 4:

Food services- Type of food function ; menu planning; managing food for the events; factors affecting food and beverage decisions: food and beverage services for various types of events; staffing requirements for serving the food and beverage; food and beverage control procedure; display and exhibitions.

Unit 5:

Human resource management

The HR planning process; need assessment; policies and procedures; job description; recruitment and selection; training and professional development; supervision and evaluation; termination; outplacement; and maintenance function; motivating and managing the volunteer; career in event management

Selected References:

Donald Getz, event management & event tourism

1999 Goldblatt the art of science ;new york 1990

Watt dc event management in leisure and Tourism Harlow, Essex; audition welsy

1st : 1 998

Event Management: for tourism, cultural, business and sporting events, Wagcn¶ Lynn Van Dec Melbourne, Hospitality Press, 2001.

Successful event management : a practical handbook. Shone, Anton and Parry, Bryn ¶ London and New York : Continuum. 2001.

PROPOSED SYLLABUS FOR IV SEMESTER

BHM & CT 406: Hospitality Law

Internal: 25

External: 75 Marks

Periods per week : 4

Duration of Exam : 3 Hours.

Nature of Exam : Theory

Unit I

Law Relating to Hotel-Guest Relationship

- Definition — hotel and lodging house, Manager of a hotel, Owner of a lodging house, Paying guest. Prémsses. tenant etc. Refusal or accommodation
- Eviction of a guest from hotel room. Duties, rights and responsibilities of innkeeper towards guest, Hotel lien

Unit 2

Licenses and Permits

- Licenses and permits for hotel and catering establishments, Procedure for obtaining, renewing licenses. suspension and termination of licenses, Liquor licenses- Types Drinking in the licensed premises, Different types of permits

Unit 3

Food Legislation

- Definition- adulterant, Adulterated food, Public analyst, Central food laboratory Food inspectors and their power and duties, Procedure to be followed by food inspectors, Report or public analyst, Notification or food poisoning

Unit 4

Industrial Employment Standing Order Act 1946

- Industrial Employment Standing Order Act 1946- Model standing order show cause notice, charge sheet, domestic enquiry; discharge and dismissal of employee

Unit 5

Employees Organizations and Welfare

- Factories Act- Definition — factory, manufacturing process, adult, adolescent, child, young person calendar year, week, provision regarding health, safety and welfare
- Payment of Wages Act - Definitions industrial establishments, wages, deductions allowed under the act
- Trade Union Act- Scope, eligibility, fund, registration, rights on the part of the employer and employee.

Text Book:

1. Hotel Law by Amitabh Devandra, Publisher: Oxford University Press

Reference Books:

1. Food and Hotel Legislation and Polices by E. Dharmarai, Publisher: New Age International
2. Hotel and Tourism laws by Dr Jagmohan Negi Publisher: Frank Brothers
3. Corporate Governance: Principles, Policies and Practices by A.C. Fernando, Publisher Pearson
4. Essentials of Corporate Governance by Sanjay Publisher

BHM & CT Semester - V

	SUBJECTS	Course Code	Subject	Total Marks	Mid. Sem. Exa	Sem. End Exam	Teaching Hours	Credits
1	Skill Enhancement Course Food Production	501	Advanced Food Production I	100	25	75	4	3
		502	Advance Food Production-II	100	25	75	4	3
2	Skill Enhancement Course. Food & Beverage Management	503	Banqueting & Buffet Management	100	25	75	4	3
		504	Food & Beverage Control-II	100	25	75	4	3
3	Skill Enhancement Course Room Division	505	Advance Room Division Management I	100	25	75	4	3
		506	Advance Rooms Division Management	100	25	75	4	3
4	Choice of any one: Departmental Specialization Practical: Food Production Practical, Food & Beverage Practical, Accommodation Management Practical	507 508 509	Departmental Research Practical	50	25	25	4	3
			Total	650	175	475	28	21

PROPOSED SYLLABUS FOR V SEMESTER

BHM & CT SEC 501 : Advanced Food Production-I Periods per week : 4
Internal: 25 Duration of Exam : 3 Hours.
External:75 Marks Nature of Exam : Theory

UNIT-I: Asian Cuisine: Chinese, Japan, Thai, Indo. and Philippine special ingredients, equipments, tools, preparation & technology involved.

- Geographic location
- Historical backgrounds

- Staple food with regional influences

ENI I -II: European Cuisine: - French, Italy & Germany special ingredients equipments, preparation_ & technology involved.

- Geographic location
- Historical background
- Staple food with regional influences

UNIT III

Garde Manger: Layout equipments, larder control, chef Garde Manger — Role & Responsibility

Preparations: - Horsd'ouvres, Pickles, marinades and aspic, Chau-d froid, Scandinavian cold buffet,

Salads: Composition of salad, Types of salad, Various types of lettuce and greens
Salad dressings and its types, Salient features of salad making

UNIT IV

Charcuterie Products: Sausages casings force meat, Meat loaf galantine ballotines, Mousse, Terrines —pates, Curing agents

UNIT V:

Food Presentation & Styling - Basic Presentations Modern Presentations Use of Technology, Contemporary Plates, Unconventional Garnishes, Food Styling Food Photography, Use or Non Edible Components.

Reference Books

- 1.Theory Of Catering, Ronald Killton Victor Cesarani. Elst, 1999
2. The Larder Chef- preparation & presentation, W. K. H. Bode, Mario Jack Lcto, Heinemann professional Publishing, 1989 3rd ed.
3. Practical Cookery, Victor Ceserani, David Foskelt, John Campbell. Hodder F,ducatlon group 2008 1 Ith cd.

PROPOSED SYLLABUS FOR V SEMESTER

BHM&CT SEC 502 : Advanced Food Production II

Periods per week : 4

Internal: 25

Duration of Exam : 3 Hours.

External: 75 Marks

Nature of Exam : Theory

Objective: this paper studies the relationship between food and culture, art of preparing and serving rich or delicate and appetizing food, modern style of cooking & technical innovations from the scientific disciplines, and the science of good eating.

Unit I

Sandwiches: Sandwiches- definition, Types and parts, Types of breads used
Different fillings and their classification, Spreads and garnishes making, Storing of sandwiches.

Unit II

Icings and Meringues : Icings- types and uses, Methods of preparation, Recipes and difference between icings and toppings, Meringues- definition and types, Preparation methods, Factors affecting stability, Cooking of meringues.

Unit III

Cakes and Gateaux : Cakes and gateaux- definition, Types, Regional specialties, Role of different ingredients used, Faults and remedies, Care and precautions.

Unit IV

Frozen Desserts and Chocolates: Frozen desserts- types and classification, Ice-creams definition, Method of preparation, Role of stabilizers, Over run, Additives and preservatives

Used, Chocolates- definition, History, types, manufacturing and processing, Tempering Cocoa butter, White chocolate and its applications

Unit V

Sustainable Food & Beverage Production - Importance or Sustainability in Food Operations, Farm to Fork, Organic Food, Sustainable Culinary Practices, Waste Disposal

Reference Books

1. Food Styling: Art Of Preparing Food for Camera By Delores Custer Publisher John Wiley
2. Eating Culture: An Anthropological Guide to Food by Gillian Mary Crowther, Publisher :University of Toronto Press
3. Practical Cookery, Victor Ccserani. David Foskett, John Campbell. Hodder Education group 2008 11th ed.
4. Theory of Bakery and Confectionary Ashok Kumar Yogambal P III -Publishers

PROPOSED SYLLABUS FOR V SEMESTER

BHM & CT SEC 503 Advanced Food and Beverage Management

Periods per week : 4

Internal : 25

Duration of Exam : 3 Hours.

External : 75 Marks

Nature of Exam : Theory

Objective: Objective: This course focuses on Planning and Organization of F & B operations in different outlets; Function Catering, Buffets, Guéridon Service. MICE management and Banqueting procedure have been detailed for the knowledge of students.

UNIT 1

Planning & Operating Various F&B Outlet - Layout of Functional and ancillary areas,

Objective of a Good Layout. Steps in Planning; Factors to be Considered While Planning, Various Set Ups For Seating, Planning Staff & Equipments Requirement

UNIT 2

Banquet and Off-Premise Operations and Management - Types of Functions,

Organizational Structure of Banquet Department, Banquet Booking Procedures and

Documentation, Menu Planning, Organization and Methods of Service in Function Catering;

Function Sales, Toast Procedures & Protocol, Banquet SOP's. Off-Premises Catering,

Managing off-Premises Catering, Introduction to In-house Banquet (Reception, Cocktail Parties.

Convention, Seminar, Exhibition, Fashion Shows, Trade Fair, Wedding)

UNIT 3

Buffets - Types of Buffet (Display, Sit Down, York, Linger, Cold Buffet, Breakfast Buffets)

Factors to Plan Buffets, Area Requirement, Planning and Organization, Sequence of Food, Equipment and Supplies, Check List

UNIT 4

MICE Management - Introduction & Concept of MICE, Value of MICE for Hospitality

Industry, Transportation, Attractions & Supporting Infrastructure, Public Sector. Client

Management, Budgeting for MICE. Sponsorship and Financial Analysis, Negotiations (Negotiable & Non-Negotiable Items), Legal Issues in MICE Industry, Service Contractors (New Concepts)

UNIT 5

Managing F & B Outlets - Indenting and Maintaining Par-Stocks, Advertisement/Selling

Techniques, Garbage Disposal, Situation Handling, Employee Requirement, Setting up Operational Procedures

Text Book:

1. Food and Beverage Operations and Management by Tarun Bansal. Publisher: OUP

2. Meetings, Expositions, Events and Conventions an Introduction to the Industry by Fenich.

Publisher: Pearson Education

Reference Books:

1. Food and Beverage Service by Cousins, Lillcrap and Weekcs_ Publisher: Hodder Education

2. Modern Restaurant Service by John Fuller. Publisher: Thomson's

3. Professional Food & Beverage Service Management by Brian Varghese. Publisher: Thaxmi PLIB.

4. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

PROPOSED SYLLABUS FOR V SEMESTER

BHM &CT SEC 504 : Food & Beverage Control-II

Periods per week : 4

Internal : 25

Duration of Exam : 3 Hours.

External: 75 Marks

Nature or Exam : Theory

Objective: This paper aims will help students to understand control methods and procedures involving F & B Service. Course Contents

UNIT 1

Food & Beverage Management & Control - Objectives , Control Cycle (Planning, Organizing, Coordinating Directing, and Controlling), Factors Affecting Food and Beverage Management Control (External Factors and Internal Factors)

UNIT 2

Purchasing Control - Types of Perishable and Non-Perishable Products, Quality Purchasing, Standing Purchase Specifications. Purchasing Procedure and Different Methods of Food Purchasing; Methods of Purchasing in Hotels, Purchase Order Forms, Economic Order Quantity, Carrying Cost. Frauds in Purchasing

UNIT 3

Receiving Controls - Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment Required for Receiving, Documents by the Supplier (Including Format - Delivery Notes. Bills/Invoices, Credits Notes, Statements), Records Maintained in the Receiving Department (Goods Received Book Daily Receiving Report, Meat Tags), Receiving Procedure Blind Receiving. Assessing the Performance and Efficiency of Receiving Department ; Potential Frauds in Receiving, Hygiene in Receiving Areas and Its Relative Importance

UNIT 4

Storing and Issuing Control - Aims of Store Control Job Description of Food Store Room Clerk/Personnel, Conditions of Facilities and Equipment, Arrangements of Food, Location of Storage Facilities, Security and Stock Control. Stock Records Maintained Bin Cards (Stock Record Cards/Books); Issuing Control and Procedure (Requisitions, Transfer Notes), Frauds in Storing and Issuing

UNIT 5

Inventory Control -Importance and Objectives of Inventory Control Method (Physical & Perpetual), Inventory Management Techniques. Monthly Inventory and Stock Taking, ABC and VED Analysis, Par Stock

Text Book:

Food and Beverage. Management and Cost Control by J P _ Kant, Publisher: Aman Publications.

Reference Books:

The Complete Food and Beverage Cost Control Book by Il _ Berberoglu_ Publisher: Shelox Bound

2. Food and Beverage cost Control By L. R. Dopson and D. K. Hayes, Publisher: Wiley.

3 Practical Food and Beverage Cost Control by Clement Ojugeo, Publisher: Cengage Learning

4. Food & Beverage cost Control by Donald A Bell. Publisher: McCutchan

5. Culinary Economics by Y B Mathur, Publisher: 1K Publications

PROPOSED SYLLABUS FOR V SEMESTER

BHM&CT SEC 505 : Rooms Division Management
Internal :25
External: 75 Marks

Periods per week : 4
Duration of Exam:3Hours.
Nature : Theory

OBJECTIVE: to enable the student to understand and manage the managerial aspects of the Room division department

UNIT 1: MANAGING HUMAN RESOURCES, TRAINING AND SCHEDULLNG F/O & WK STAFF

Preparing job lists and job descriptions for front Office and housekecplng staff, Source Of internal and external recruiting, Role Of executive housekeeper and front Office manager in Selectlng staff Orlcntatlon process — the role of the ex. HK and FOM, Developing job breakdowns for the H.K and F_O job positions, Skills training - the four step uaining method (prepare, present. Practice, Follow up), Developing staffing guides for room attendants, supervisors , general workers Alternativc scheduling techniques- (part-time employees, flexible work hour compressed schedules, job sharing Cross training and Incentive programs tar staff

UNIT 11: PLANNING OF FRONT OFFICE OPERATIONS

Identify and describe the functions ofmanagement wlth relatlon to front office and housekeepng department. Establshng room rates through market condflon approach rule Of thumb approach and the Hubbart förmula. Forecasting room availability, fOrecasting data, percentage Of walk ins, percentage of overstays, percentage of No-shows, percentage of understays, percentage of early arrivals, forecast formula, forecast forms, importance of forecasting. Budgeting for front office + forecasting room revenue, estimating expenses

UNIT 111: HOUSE KEEPING CONTROLS

Establishing par levels and inventories/ control of linen & uniform, guest loan items, machines & equipment, cleaning supplies, guest supplies, The role of the housekeeper in planning operating and capital budgets, Budgeting housekeeping expenses Controlhng expense, Purchasing systems

UNIT IV: MEASURING PERFORMANCE IN THE ROOMS DIVISION

Importance and calculation of operational statistics, Percentage of single occupancy, Percentage if multiple occupancy, Percentage if domestic and foreign occupancies, ARR of ADR
Average rate per guest. Average length or stay, Rev PAR Daily operations report its importance Sales Mix or Clientele Mix, its calculation,

UNIT V

REVENUE MANAGEMENT

The concept of revenue management, Hotel industlY applications — capacity management, discount allocation, duration control, Measunng YICld — potential average Single rate, potential average double rate, rate spread, multiple occupancy, potential average rate, room rate achievement factor, Yield statistics Elements of Revenue Management group room sales, transient room sales, food and beverage activity, special events, Using revenue management — Potential high and low demand tactics

RENCEBOOKS:

1. From Office Operations And Management, Ahmed Ismail, Thomson Delmar, 2()()2
2. I housekeeping Management, Margaret M Kappa, F.iah & La, 2nd Ed./ 1997
3. I hotel Hostel & Ilospital Housekeeping, Joan C Branson, Margaret l.cnnox Ilodder & Stoughton, 5th Ed /2003

PROPOSED SYLLABUS FOR V SEMESTER

BHM & CT SEC 506 : Advanced Rooms Division Management Periods per week :4

Internal:25

Duration of Exam : 3 Hours.

Examination:75 Marks

Nature of Exam : Theory

Objective: This course will help the students to understand the importance of Service, Quality, its importance and benefits in Hotel Management

UNIT I

Training for Rooms division — Training (Meaning & definition), Training Need Analysis, Training Schedule, Steps of Training, Training the Trainer, Employee Development, Training for New and Old Employees

UNIT II

Service Quality - Defining Service Quality and Guest satisfaction, Experienced Service Quality Models, Model of Service Quality Gaps. Guest Satisfaction and Retention: Dimensions of Guest Satisfaction, Tools to Achieve Continuous Guest Satisfaction by Practising Service Quality, Positive Effects by Practising Service Quality in the Hospitality Industry, Measurement Models of Service Quality and Guest Satisfaction in Hotel Industry, Introduction to SERVQUAL Guest Perceptions of Quality in Hotels, Measuring Guest Satisfaction

UNIT III

Guest Loyalty & Culture- Definition of Culture. Dimension of Culture Difference for Guests _ Impact of Culture on Guest Satisfaction & Loyalty, the Importance of Guest Loyalty in the Hotel Industry Definition of Guest Loyalty, Loyalty Prerequisites½ Guest Satisfaction

UNIT IV

New Set-up Operations - Role of Housekeeper in a New Property, Pre-Opening Operations: Temporary Storage, Moving into the Property, Disposition of Spares, Importance of Checklists for New Set ups

UNIT V

Managing Internal Environment - Noise Control Air Conditioning Control, Indoor Air Quality, Odour Control, Light Control

Facility Planning and Management - Factors Considered in Planning & Designing the Hotel Facilities½ Stages in Developing a Property, Hotel Design Process

Designing Hotel Room Ambience - Key Design Elements to Perfecting Guest Room Ambience, Technical Guest Room Management Solutions. Defining Interiors & Design Considerations in Boutique Hotels, Energy Management

Reference Books:

1_ Managing Front Office Operations by Kasavana & Brooks, Publisher: AHLEI

2_ Total Quality Management by Ross and Perry, Publisher: CRC Press

3. Total Quality Management by Besterfield, Publisher: Pearsons

4. Hotel Front Office Operations and Management by .latashankar R_ Tiwari Publisher: OI.1

5. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder Arnold H&.S

6_ The Professional Housekeeper by Schneider, Tucker & Scoviak_ Publisher: Wiley 7 Professional

Management of Housekeeping Operations by Thomas L A Jones, Publisher : Wiley

PROPOSED SYLLABUS FOR V SEMESTER

BHM & CT 507 : Advance Food Production Practicals

Periods per week :4

Internal:25

Duration of Exam : 4 Hours.

External:25 Marks

Nature of Exam: Practicals

Objective: Lab has been designed so as to inculcate practical understanding international Cuisine, and Advanced bakery and Culinary

Practicals

1. French

Crème d'Epinards/ Soupc la Citrouille, Coq Au Vin, Duchesse de Pommes de TCITC, Ratatouille, Crème Brûlée

2. Italian

Bruschetta, Minestrone. Spaghetti Bolognese. Tiramisu

3. Spanish

Patata Con Ajio Oli Y Naranja Jus, Came De Cordero Con Queso Machengo, Vegetales Crema, An-oz Español, Crème Calalana

4. German

Gebackener Blumenkohl. Berliner Kartoffel Suppe, IIähnchenschnit7c1. Das Sauerkraut, Spact7cl Zwiebel und Käse

5. Mexican

Pollo y Tomate Chimichanga, Fajitas, Arroz Mexicana, Torta de Piña al Rcvés

6. Thai

Tom Yum soup, Thai Chicken Red curry, Thal Pumpkin Green curry. Thai Jasrmnc Rice, Pandan (Coconut Ice Cream)

7. Japanese

Ganmodoki, Vegetable Tempura. Nori Makisushi. Unagi-yaki in Teppanyaki Sauce

8. Chinese : Manchow soup(Vcgi Non-Vcg), Dim Sum (Veg"NonVcg) kapamaki,vang rou, Beijing Kaoya, Chongyang cake.

9. Indonesian

Gado Gado, Avam Goreng Kccap, Tcrong Goreng Kecap, Nasin Goreng. Roti Chanai, Klcpn

ADVANCED BAKERY

1 . Fondant

2. Marzipan Icings and Cake Decoration

3. Wedding Cakes

4. Sugar Confectioncrv

5. Modern Gamishes & Plated Dessers

ADVANCED CULINARY

1.Pâté, Verne & Galantine

2 Sausages 3.

Sandwiches

a. Californian Burger b

Submarine Sandwich

c. Club Sandwich d

Grilled Sandwich

e. Tea Sandwiches f_ Open

Sandwich (HOI and Cold)

g. Dccp-fricd Sandwiches

PROPOSED SYLLABUS FOR V SEMESTER

BHM & CT 508 : Food and Beverage Practical's
Internal: 25
External:25 Marks

Periods per week :3
Duration of Exam :3 Hours.
Nature or Exam : Practical

Objective: Lab has been designed so as to inculcate practical understanding on the structural and operational perspectives of Food and Beverage Service with Supervisory Skills & Decision Making in

Food & Beverage Management for Hotels & Restaurants-

1.Managing the F & B Outlets as Supervisor

- a. Planning
- b. Organizing c, Executing
- d. Evaluating e Staffin" and
Duty Roasters

2. Training Process for Subordinates

3. Sequential. Profiling Approach for Predicting Match Perceptions in Food And Wine

4. A Profiling Approach to Nfatch Level Assessment

5 Conducting Wine Training Sessions

6. Market Study of Restaurant Operations

7 .Standard Operating Procedures of F&B Outlets

8. Assignments on Operations of .

- a. Cruise Liners
- b. An-lines
- c. Railways d_ Hospitals

PROPOSED SYLLABUS FOR V SEMESTER

BHM &CT 509 : Accommodation Management Practicals

Internal : 25

External: 25 Marks

Periods per week : 3

Duration of Exam : 3 Hours.

Nature of Exam : Practical

Objective: Lab has been designed so as to inculcate practical understanding on the structural and operational perspectives of Room Division with Supervisory Skills & Decision Making.

1.Practice and Usage of different Forms & Formats Required for Training 2

Skills Training

a. Prepare to Train b

Present the Training

c. Practice Skills

d Follow Ups

4 Role Plays on Handling Situation related to Quality Management at Managerial Levels

5. Role Plays on Guest Safety and Security Situation

6.. Theme Based Model Guest Room Designing

Standard rooms

Suites

Theme Rooms

Boutique Hotels Rooms

Hotel Rooms - New Concept

7. Theme Based Floral Decorations for Different Areas Hotel as per:

Location

Décor Style

Season

Event and Occasions

8. Field Study and Exhibition on Interior Decoration An Assignment based activity on:

Furniture

Floorings

Wall Coverings

Color Schemes

Lighting and Fixture

Accessories for Room Décor

BHM & CT-Semester - VI

Sl.	Course Skill Enhancement	Name of the subject	Total Marks	Mid. Sem. Exam	Sem. End Exam	Teaching	Credits
1	Six Months Job Specialization Internship		300		300		12

Specialization Hotel internship (sixth Semester)

Sixth Semester :

Every student shall undertake specialization Internship in an organization / company for a period of Twenty to Twenty four weeks in the sixth semester. The summer internship is compulsory and an integral part of the BHM & CT Program. The Placement Office will assist the students in finding suitable summer assignments / projects. The summer placement aims at achieving the following objectives: (a) Application of knowledge and techniques learnt in the first year to real life business problems and make them better prepared to enrich their learning in the second year. (b) Appreciating the inter-linkage among different functions and developing a realistic managerial perspective about organizations in their totality. The students should take the internship seriously.

They are expected to diligently in the job so that the internship converts naturally into a replacement offer. A faculty member will work closely with the company to define the scope of the Internship and ensure proper understanding of the terms of engagement by all concerned. The student should be ready to not only learn from the business practices in the company but also present a professional front i.e. being punctual at the workplace, well behaved and appropriately dressed. At the end of the internship, the student should submit a brief report explaining briefly the key learning points and the insights gained. They would also be expected to present and discuss their learning points with their fellow students. A certificate of completion from the host organization is essential. The Industry internship shall be credited as approved in the curricula.

SIX Months on Job Specialization Internship

S.no	Course	total Marks	Credits
1	Six Months on Job specialization Training	300	12

Marks Break Up

Attendance	75 Marks
Training certificate	50 Marks
Training Log Book Evaluation	50 Marks
Training Presentation	50 Marks
Viva voce	75 Marks
Total	300 Marks

Viva Voce will be evaluated by the externals nominated by intercollegiate committee. Committee is instructed to nominate externals from professionals from organizational 'Industry professionals/academia.

If the student are employed during the Job training and unable to attend the Viva voce ,Externals are recommended to conduct online evaluation of students to allocate the marks.